



Helping You Today
So You Succeed Tomorrow



Setting Goals with Ticket to Work

Date:
Wednesday,
December 21,
2022

Time:
3 – 4:30 PM ET



Accessing Today's Webinar (Slide 1 of 3)

You can manage your audio using the audio option at the top of your screen (it will look like a microphone or telephone icon).



Accessing Today's Webinar (Slide 2 of 3)

All attendees will be muted, and we encourage you to attend by choosing “**listen only**” from the audio menu. This will enable the sound to be broadcast through your computer, so please make sure your **speakers are turned on or your headphones are plugged in.**



Join Audio Conference

How would you like to join the meeting's audio conference?

Dial-out [Receive a call from the meeting]

+1 (USA)

Dial-in to the Audio Conference via Phone

Join Listen Only

Accessing Today's Webinar (Slide 3 of 3)

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

Toll-Free number: **1-800-832-0736**

Access code: **4189148#**

Webinar Accessibility



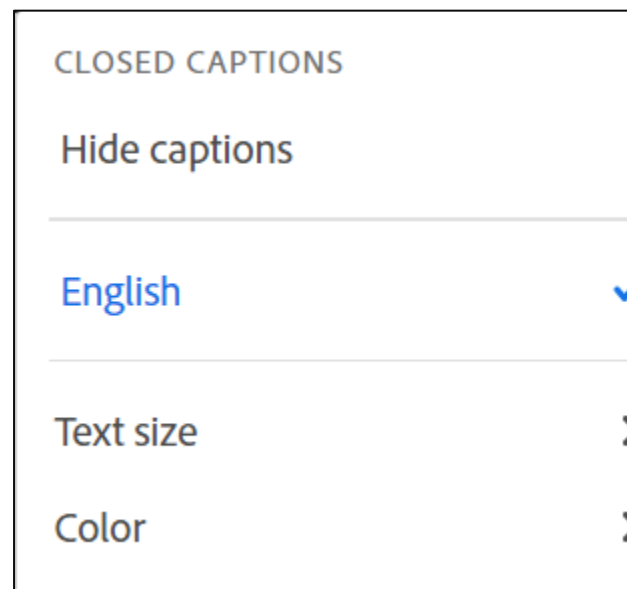
Adobe Connect Accessibility User Guide

Should you need assistance navigating Adobe Connect, use the [Accessibility User Guide](#), complete with a list of controls.

New Keyboard Shortcuts	
CTRL + M	Toggle Microphone on (locked) or off.
CTRL + UP ARROW	Toggle Raise Hand Status.
CTRL + .	Toggle Full Screen Mode. Applies to currently selected Share Pod.
CTRL + '	Promote to Host. Requires selected attendee(s) in the Attendee List.
CTRL +]	Demote to Participant. Requires selected attendee(s) in the Attendee List.
CTRL + /	Promote to Preesenter. Requires selected attendee(s) in the Attendee List.
CTRL + ,	Start/Stop Recording (toggle). For Start, brings up the Start Recording Dialog.
CTRL + \	End Meeting. Brings up the End Meeting Dialog.
CTRL + [Start/Stop Desktop Sharing. Applies to currently selected Share Pod.
CTRL + SPACE	Opens up left most menu for keyboard navigation.

Captioning

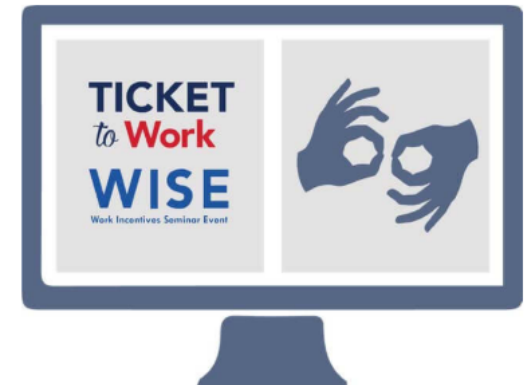
- Real-time captioning is provided during this webinar
- The captions can be found in the **Captioning pod**, which appears below the slides
- As a participant, you can show or hide the caption display, and you can change **text size** and choose **text color** combinations to best meet your vision requirements.



You can also access [captioning online](#).

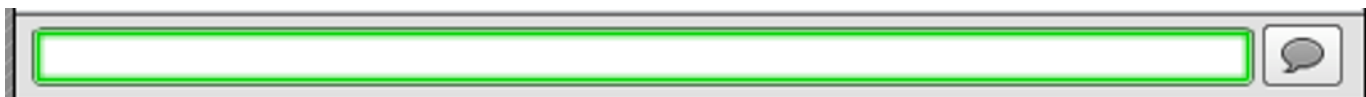
American Sign Language (ASL)

- If you're fluent in **ASL** and would like support during today's webinar, use the [ASL User Guide](#) that provides instructions to connect with an interpreter through the Federal Communications Commission (FCC) Video Relay Service (VRS)



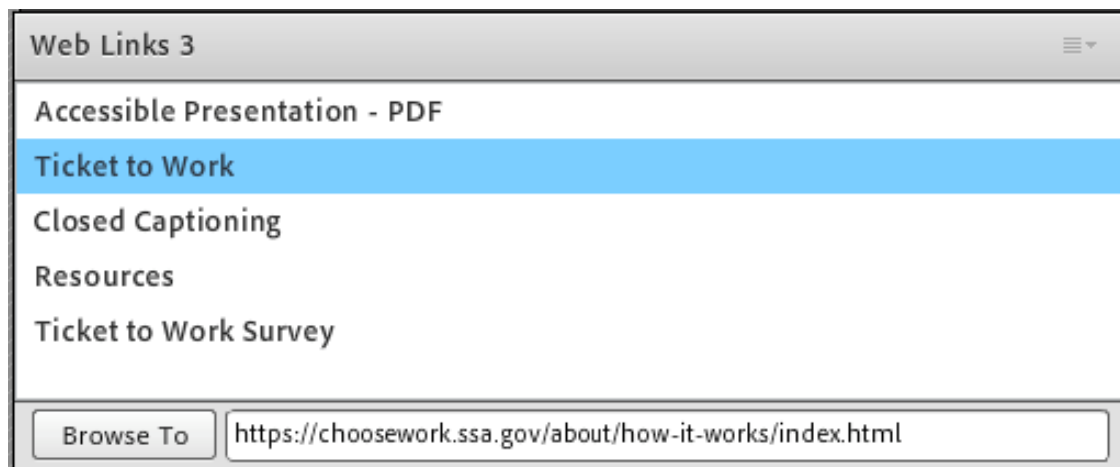
Questions and Answers (Q&A)

- For Q&A: Please use the **Q&A pod** to submit any questions you have during the webinar, and we will direct the questions accordingly during the Q&A portion
- If you are listening by phone and not logged in to the webinar, you may also ask questions by emailing questions to webinars@choosework.ssa.gov



Webinar Online Resources

- Please use the **Web Links pod** to direct you to the resources presented during today's webinar
- If you are listening by phone and not logged in to the webinar, you may email webinars@choosework.ssa.gov for a list of available resources



Archived Events

Please note: This webinar is being recorded, and the archive will be available within 2 weeks through [WISE on Demand](#).



Access to Employment Support Services for Social Security Disability Beneficiaries Who Want to Work



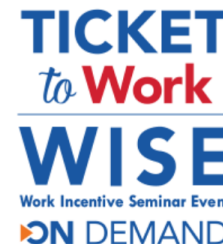
- Home
- About
- Success Stories
- Find Help
- Find a Job
- Webinar & Tutorials
- Library
- Blog
-
-
- Contact

You are here: [Home](#) / [Webinars & Tutorials](#) / [WISE On Demand](#)

WISE On Demand

Our free, monthly WISE webinars provide information you can use on your path to financial independence through work. Discover programs, resources and information while learning about how Social Security's Ticket to Work Program can help. [Learn more and register](#) today for this month's webinar!

- November 2022: [Working from Home with Ticket to Work](#)
- October 2022: [Ticket to Work: Healthcare and the Path to Employment](#)
- September 2022: [Working While Receiving Disability Benefits: What You Need to Know](#)
- August 2022: [Think Outside the Office: Discovering Non-Office Occupations](#)
- July 2022: [Reasonable Accommodations and the Path to Employment](#)
- June 2022: [Ticket to Work and Mental Health](#)
- May 2022: [Expanding Your Job Search with Ticket to Work](#)
- November 2021: [Choosing a Service Provider That's Right for You](#)
- October 2021: [Debunking the Three Biggest Myths About Disability Benefits and Work](#)
- September 2021: [Support on Your Journey to Employment](#)



Technical Assistance

If you experience any technical difficulties during the webinar, please use the **Q&A pod** to send a message, or you may email webinars@choosework.ssa.gov.



Presenters

Welcome and Introductions

Moderator: Derek Shields, Ticket Program Manager

Presenter: Raymond A. Cebula, III, J.D., Cornell University

Welcome!

Thank you for joining us! Today, we'll discuss and answer questions related to:

- Social Security disability benefits
- Social Security's Ticket to Work Program and service providers
- How to use the Find Help tool to find a service provider
- Setting SMART goals
- Work plans



Social Security's Ticket to Work Program



Starting Your Journey

Only you can decide if work is the right choice for you.



Why Choose Work?

- Earn more income
- Meet new people
- Learn new skills
- Gain financial independence



What Is the Ticket to Work Program?

The Ticket to Work Program

- Is a free and **voluntary** Social Security program
- Offers **career development** for people ages 18 through 64 who receive Social Security disability benefits and want to work



Ticket to Work Help Line

If you want to verify your eligibility for Ticket to Work or have questions about how the program works, **call the Ticket to Work Help Line:**

Monday – Friday 8:00 am – 8:00 pm ET

- 1-866-968-7842
- 1-866-833-2967 (TTY)



Sign Up for a *my* Social Security Account

- Your personal *my* Social Security account through [Social Security](#) gives you secure access to information based on your earnings history and interactive tools tailored to you.
- With a personal *my* Social Security account, you can access your earnings history and benefits information, request a replacement Social Security card, get a proof of income letter, estimate and apply for benefits, and more.

How to create a *my* Social Security account



Securing today
and tomorrow

To create an account, you must:



Be at least 18
years of age



Have a Social
Security number



Have a valid U.S.
mailing address



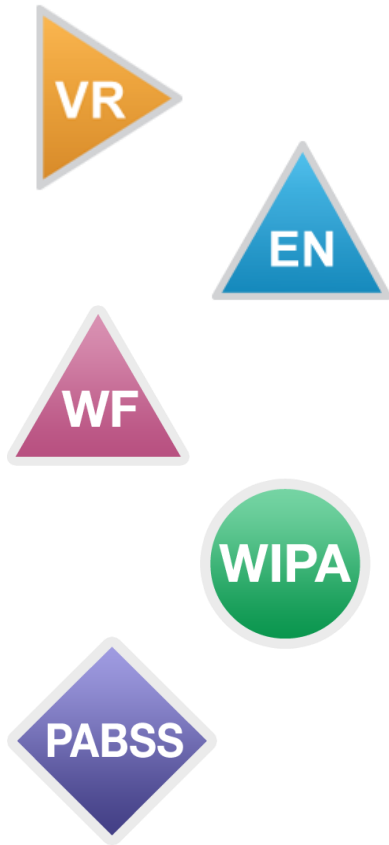
Have an email
address

Ticket Program Service Providers

Find Help to Achieve Your Work Goals



Introduction to Ticket to Work Service Providers



- State Vocational Rehabilitation (VR) agencies
- Employment Networks (EN)
- Workforce ENs
- Work Incentives Planning & Assistance (WIPA) projects
- Protection and Advocacy for Beneficiaries of Social Security (PABSS) organizations

State Vocational Rehabilitation (VR) Agency

A State VR agency furnishes a wide variety of services to help people with disabilities return to work, enter new lines of work, or enter the workforce for the first time.

- Some states have separate VR agencies that serve individuals who are blind and visually impaired



Employment Networks (ENs)

An EN is a private or public organization that has an agreement with Social Security to provide free employment support services to people eligible for the Ticket Program.

- Many state public workforce systems, such as American Job Centers, are Workforce ENs



Supports and Services That May Be Provided

- Career planning or counseling
- Job search and job placement assistance
- State VR agencies may provide training programs
- Special programs for veterans and youth in transition
- Ongoing employment support
- Assistance with job accommodations
- Benefits counseling and information about Work Incentives



Work Incentives Planning and Assistance (WIPA) Projects

WIPA projects:

- Are staffed by Community Work Incentives Coordinators (CWICs)
 - CWICs provide free, in-depth counseling about:
 - Working
 - Earning money
 - How earnings from work will affect benefits



Work Incentives Planning and Assistance (WIPA) Projects (Continued)

To qualify for WIPA services, you must meet at least one of the following criteria:

- Be actively working
- Have a job offer pending
- Be actively interviewing for jobs, have had an interview in the past 30 days, or have an interview scheduled in the next 2 weeks
- Be a veteran
- Be age 14 – 25, not necessarily actively pursuing work



Protection and Advocacy for Beneficiaries of Social Security (PABSS) (Slide 1 of 2)

- PABSS organizations provide **free legal assistance** to people who receive Social Security disability benefits and who have disability-related employment issues
- PABSS services may include:
 - **Legal support**
 - **Advocacy**
 - Information to help beneficiaries **resolve employment-related concerns** with employers, Social Security, ENs, State VR agencies, WIPA projects, or others



Protection and Advocacy for Beneficiaries of Social Security (PABSS) (Slide 2 of 2)

PABSS services may also provide help with:

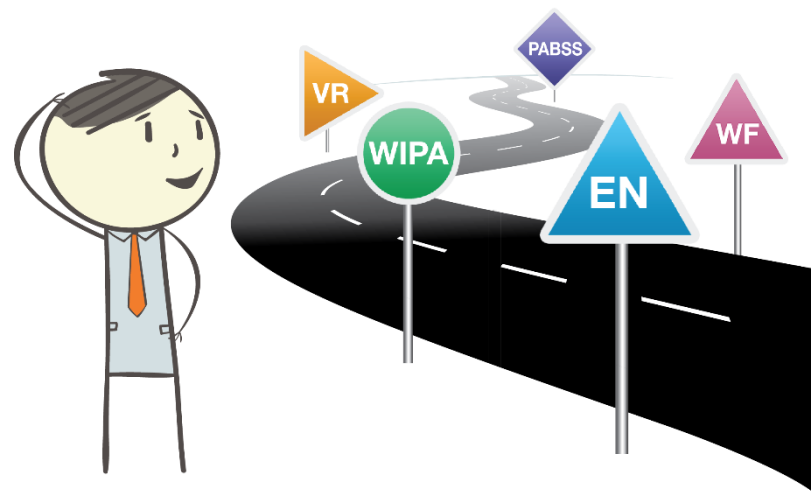
- Navigating organizations and services to support your effort to work and **protect your rights**
- **Requesting** reasonable accommodations in your college classes, training courses, licensing programs, and workplace
- Addressing other **disability-based legal issues** that are barriers to employment



Choosing a Service Provider

The Choose Work website offers many tools to help find the right EN for you!

- [Finding an EN](#)
- [Choosing the Right EN](#)



Find Help Tool

- Search for service providers using our [Find Help Tool](#).
- Provides a directory of all Ticket Program service providers, including:
 - VR agencies
 - ENs
 - WIPA projects
 - PABSS organizations



Using the Find Help Tool: Guided Search

The **Guided Search** asks a series of questions to determine your readiness for the program and provides a list of service providers that are a best fit for you.

Option 1: *Guided Search*

The Guided Search asks a series of questions to determine your readiness for the program and provides a list of service providers that are a best fit for you.

[Start Your Guided Search](#)

Using the Find Help Tool: Guided Search Example

Ticket to Work Guided Search

Welcome to Ticket to Work Guided Search! This tool will help you determine your readiness to participate in the Ticket to Work program and what type of Ticket to Work service provider may be right for you.

Instructions

- The tool will ask you up to 20 questions and should take no more than 10 minutes to complete.
- Make your selection and click "Next" to move forward in the tool. Use the "Back" button in the survey if you need to change an answer. Do not use your web browser's Back button.
- After you have completed the Guided Search tool, you will be provided a list of service providers tailored to you that you can contact to discuss how they can help you.
- If you have any questions, please email support@choosework.ssa.gov or call 1-866-968-7842 or 866-833-2967 (TTY).

Note: In this tool, "you" refers to a person who is interested in working. We acknowledge, that in some cases, this tool might be used on another's behalf.

Next

Using the Find Help Tool: Direct Search

- Use the **Direct Search** to view a list of service providers serving your ZIP code. This tool can search based on the type of provider and whether services are provided in person or virtually.
- Results can be narrowed further by **services offered, disabilities served, or other specialized expertise.**

Option 2: *Direct Search*

Use the Direct Search to view a list of service providers serving your ZIP code. This tool can search based on the type of provider and whether services are provided in person or virtually.

Results can be narrowed further by services offered, disabilities served, or other specialized expertise.

[Start Your Direct Search](#)

Direct Search Example

Basic Information

Provider Type

- Employment Network (EN) ?
- Vocational Rehabilitation Agency (VR) ?
- Benefits Counseling (WIPA) ?
- Legal Services (PABSS) ?

Providing Services

- In-Person Services ?
- Virtual Services ?

ZIP Code

Distance from ZIP

Any Distance ⇅

Provider Name

⊖ Services Provided

Career Preparation Services

- Career Planning ?
- Job Coaching/Training ?
- Resume Writing ?

Employment Services

- Direct Employment (i.e., hiring beneficiary to work for EN) ?
- Job Placement Assistance ?
- Direct Job Placement ?

On-the-Job Services

- Job Accommodations ?
- Ongoing Employment Support/Job Retention ?

Other Services

- Consumer Directed Services ?

⊕ State

⊖ Populations Served

Disabilities Served

- Hearing Impairments
- Visual Impairments
- Mental Impairments
- Other

Specializations

- Young Adults
- Veterans
- Self-Employment

Languages

- Most (Interpreter)
- Sign Exact Language
- Most (Language Line)
- English

⊕ Factors for Success

Questions?



Setting SMART Goals



SMART Goals

Smart: clearly define goals

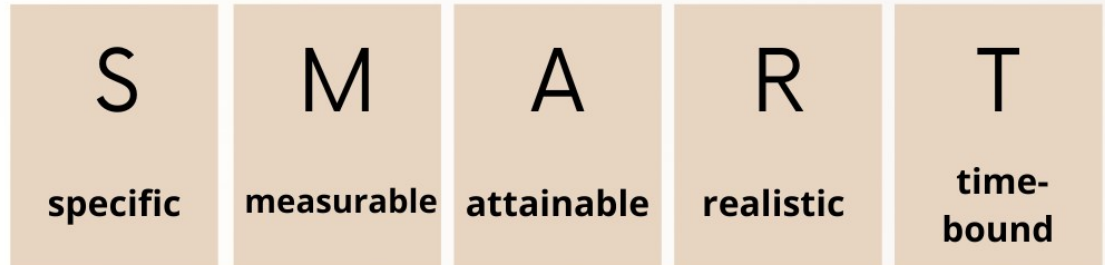
Measurable: include exact amounts and dates

Attainable: make sure you can accomplish your goals

Realistic: don't try to set your goals too high

Time-bound: include deadlines to reach your goals

When setting goals for your job search, make sure they are:



Produced
at U.S.
taxpayer
expense.



The Power of SMART Goals

Goal setting:

- Keeps you focused and accountable
- Reminds you of steps that need to be taken to achieve success
- Helps you recognize and celebrate accomplishments
- Creates opportunity to review and revise efforts if necessary



SMART Goal Example

“To find work, I will contact at least 5 employers each week, apply for at least 2 open positions, and follow up with my EN or VR counselor every month.”

- **Specific:** Includes actions to help make progress toward the goal
- **Measurable:** At least one action to make progress toward goal
- **Achievable:** Steps that are reasonable and likely to help you achieve your overall goal
- **Relevant:** Actions are related to your goal of finding work
- **Time-bound:** Having a set schedule

Reviewing and Revising Your Goals

- As you pursue your goals, evaluate how effective your plan is
- Review your progress to make sure you're following the action steps
- Consider any additional actions that you may need to take:
 - Training opportunities
 - Volunteer work
 - Networking
 - Working with a mentor

Short- and Long-Term Goals

- Another strategy is to identify a large, long-term goal that you want to work towards as well as short-term goals that you can reach on the path to the larger goal
- Celebrating achievement of small goals may help keep you motivated and on track to reach your large goals



Example: Short- and Long-Term Goals

- **Long-term goal:** Become a general or assistant general manager of a grocery store
- **Short-term goals:**
 - Find work in a grocery store
 - Build customer service skills
 - Gain experience with cashier responsibilities
 - Earn promotion to shift manager
 - Improve and build on skills you've learned
 - Learn leadership and decision-making skills
 - Learn computer systems for money management, scheduling, and inventory





Planning Your Employment Goals with the Ticket to Work Program

Working with Your Ticket Program Service Provider

When working with an EN, Workforce EN, or State VR agency, you'll discuss your employment goals, previous experience, and any supports and service you may need to succeed.

- You will discuss:
 - Short- and long-term work and earnings goal
 - Your recent work and earnings history
 - Benefits counseling to help you understand how earning income will affect your benefits
 - Education, training, or certifications you may need
 - Accommodations you may need to succeed in the workplace

Work Plans

Through the Ticket Program, you will work with a service provider to identify your employment goals, supports and services you need to succeed.

You and your service provider will work together to create a work plan which may be called one of following depending on the type of service provider:

- Individualized Work Plan (IWP)
- Individualized Plan for Employment (IPE)
- Individualized Employment Plan (IEP)



Work Plan: Career Planning

You will discuss short- and long-term employment goals and:

- Amount of earnings you plan to make when you start working and how much you expect to earn when your work plan ends
- Additional supports and services you'll need to succeed



Work Plan: Specific Supports and Services

Your service provider will describe short- and long-term supports they will provide to you. These may include:

- Short-term supports:
 - Career counseling
 - Job search and job placement assistance
 - Resume writing and interview prep
 - Training opportunities
- Long-term supports:
 - Assistance in becoming stable in and keeping your job
 - Advice to help you get promoted and advance in your career

Work Plan: An Agreement

- Your work plan is like a contract
- Your service provider agrees to invest time and resources to help you find work and maximize your earnings
- You agree to follow the plan and make **timely progress** toward your goals
- The work plan must be **written and signed** to show that you and your service provider both agree



What Are Your Responsibilities?

- Your part of the agreement involves meeting responsibilities that your service provider will explain to you and help you meet
- These differ for everyone depending upon your benefits and what is written in your plan. They generally include:
 - Making timely progress in the program through a combination of education, training, and earnings
 - Reporting your earnings to Social Security on time
 - Reporting any change in status (employment, marital, living arrangements, etc.) to Social Security

Reaching Your Work Goals



Reaching Your Goals

Ask yourself these questions:

- What are my career goals for 2023?
- Are my goals SMART goals?
- What are the next steps I need to take to achieve my goals?
- Who can help me achieve my goals?



Reaching Your Goals with Ticket to Work

- Connect with a Ticket Program service provider
 - Use the [Find Help](#) tool
- Write down your work goals and create a plan of action
 - Learn more about [Planning Your Employment Goals with Ticket to Work](#)
- Check in with your EN or State VR agency regularly
- Celebrate your victories and progress!



Achieving Goals: Rebecca's Story



Rebecca's Story

- Formerly a teacher, Rebecca decided it was time to find a new career after going into remission from cancer.
- At the same time, Rebecca was uncertain about whether she could sustain work and where to begin. Not knowing if or when the cancer would come back contributed to feelings of insecurity and a reluctance to jeopardize her SSDI and Medicare benefits.
- With the help of Ticket to Work, she achieved financial independence and found a fulfilling new job.

[Rebecca's Story](#)



Questions?



Get Updates!

- Want to learn more about our monthly **WISE webinars**?
Subscribe to [email and text message updates](#) to find out our topics each month and be the first to register.
- Interested in learning more about the Ticket Program, employment service providers, and other topics?
Subscribe to the [Choose Work! blog](#) to get our weekly updates sent directly to your inbox.



How to Get Started

Social Security's Ticket to Work program has a variety of service providers and other resources ready to help you get started!

Call the Ticket to Work Help Line:

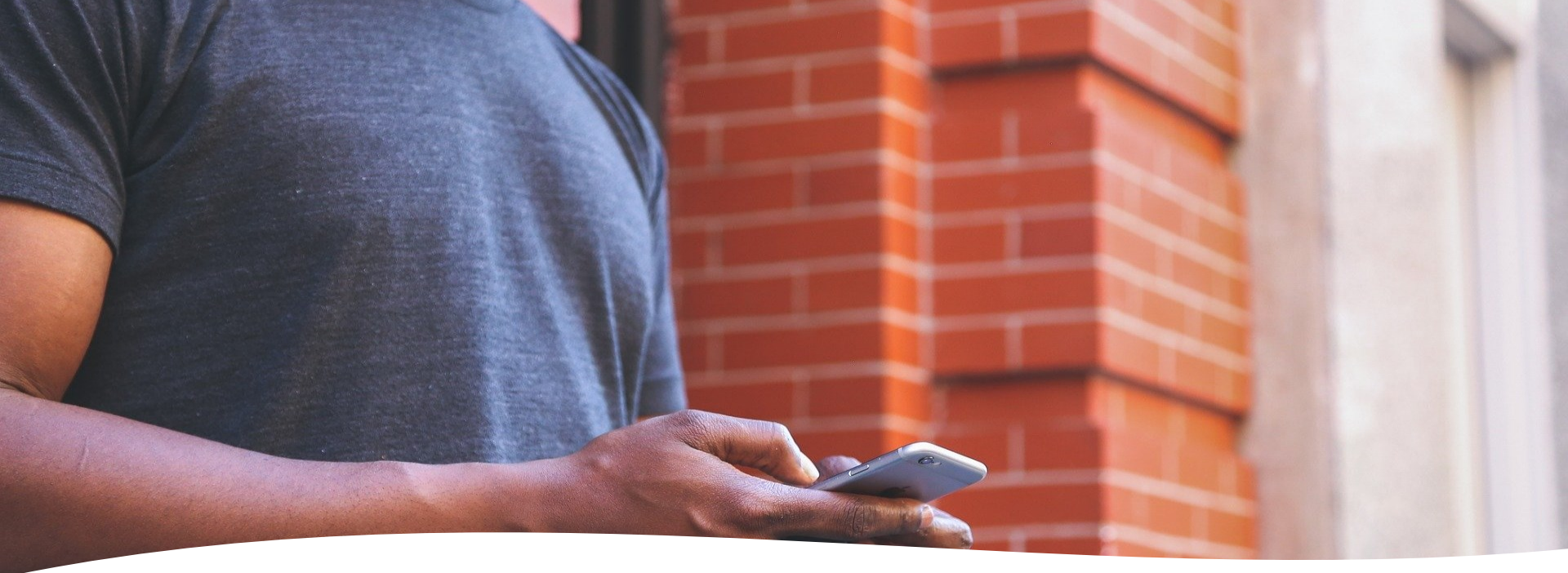
- 1-866-968-7842
- 1-866-833-2967 (TTY)

Visit: choosework.ssa.gov

Connect:

Visit the [Choose Work! contact page](#) to find us on social media and subscribe to blog and email updates!





Opt-in to Receive Text Messages

- Get advice and encouragement and read stories about people who achieved financial independence with help from the Ticket to Work Program.
- If you're interested in receiving text messages from the Ticket Program, please text **TICKET** to **474747**. Standard messaging rates may apply.

Ticket to Work Mail

- If you need to contact Social Security's Ticket to Work Program, managed by the Social Security Administration's Office of Employment Support, we ask that you do so **electronically** instead of by postal mail.
- Our email address is support@choosework.ssa.gov. Remember, **do not include personally identifiable information** in your email!
- You may also contact the Ticket to Work Help Line at **1-866-968-7842** or **1-866-833-2967 (TTY)** Monday through Friday, 8 a.m. to 8 p.m. ET.



Join Us for Our Next WISE Webinar!

TICKET
to **Work**

WISE
Work Incentive Seminar Event

Think Outside the Office

Date: Wednesday, January 25, 2023

Time: 3 – 4:30 PM ET

[Register online](#)

or call **1-866-968-7842** or **1-866-833-2967 (TTY)**

Tell Us What You Think!

Please remember to take our webinar survey!

A link will pop up after the webinar, or visit:
choosework.ssa.gov/surveys/wise

