



Helping You Today
So You Succeed Tomorrow



Thank you for joining today's webinar. We'll begin at 3 p.m. ET.

You will not
hear audio or
see captions
until we begin.



Choosing a Service Provider That's Right for You
Produced at U.S. taxpayer expense.



Helping You Today
So You Succeed Tomorrow

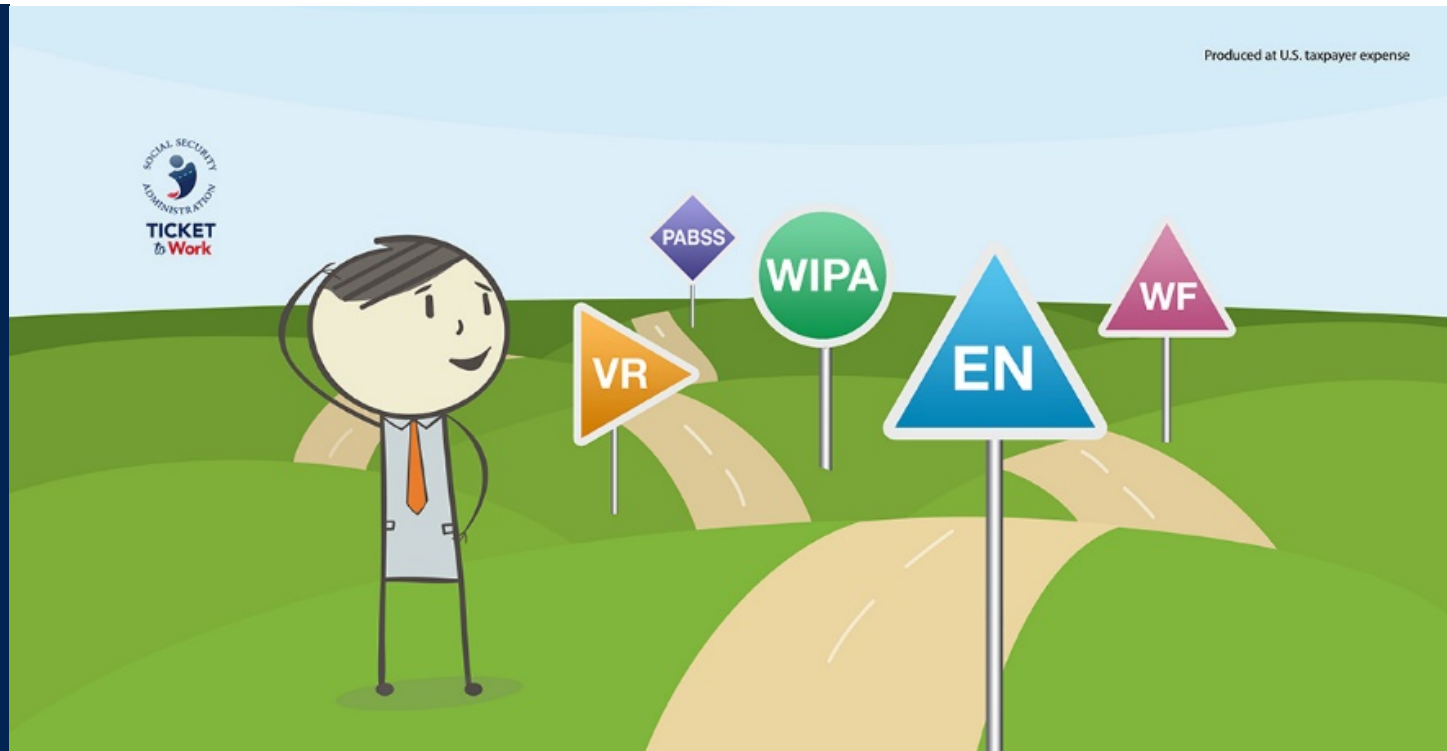


Ticket to Work: Choosing a Service Provider That's Right for You!

Produced at U.S. taxpayer expense

Date:
Wednesday,
May 24, 2023

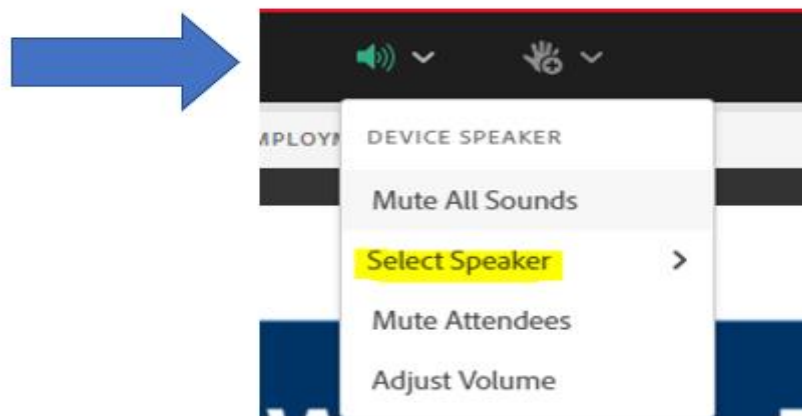
Time:
3 – 4:30 PM ET



Choosing a Service Provider That's Right for You
Produced at U.S. taxpayer expense.

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You can manage your audio using the audio option at the top of your screen (it will look like a speaker). In the dropdown menu choose **Select Speaker** to select the applicable audio option.



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All attendees will be muted.

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 - The **Device Speaker** will enable the sound to be broadcast through your computer. Make sure your **speakers are turned on or your headphones are plugged in.**



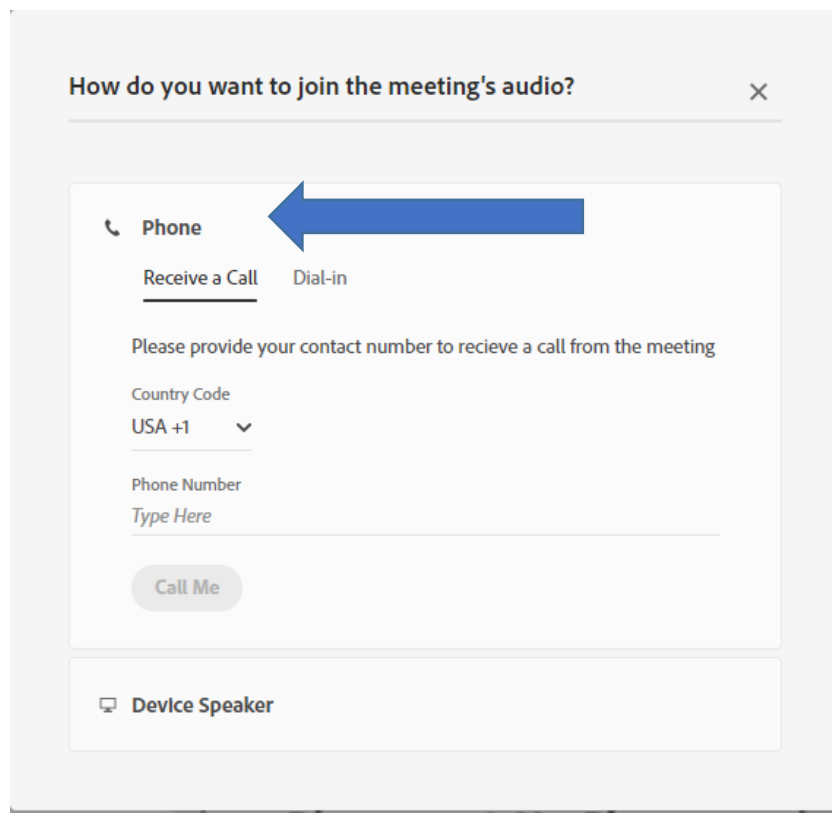
The screenshot shows a dialog box titled "How do you want to join the meeting's audio?" with a close button (X) in the top right corner. Below the title bar, there are two radio button options: "Phone" and "Device Speaker". The "Device Speaker" option is selected, indicated by a small square next to it.

Accessing Today's Webinar (Slide 3 of 3)


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

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Phone 

Receive a Call Dial-in

Please provide your contact number to receive a call from the meeting

Country Code
USA +1 ▼

Phone Number
Type Here

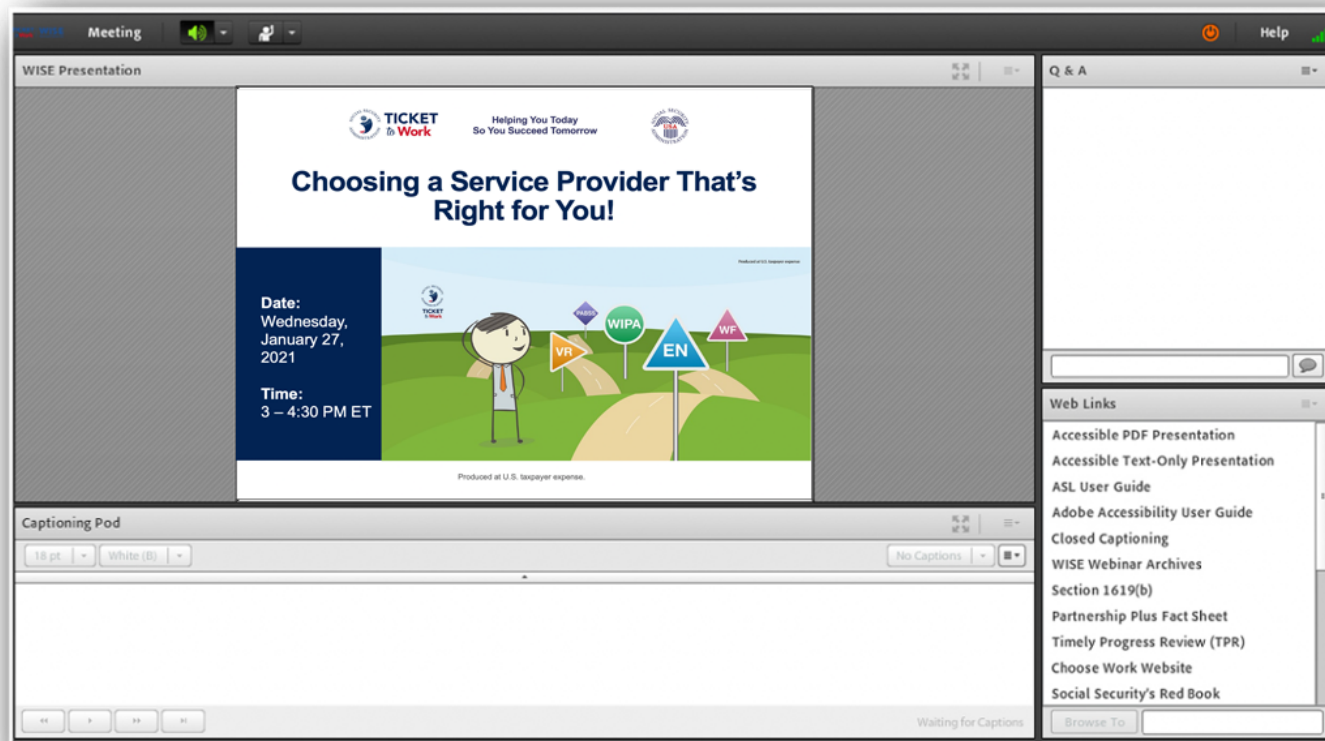
Call Me

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Webinar Accessibility



Adobe Connect Platform



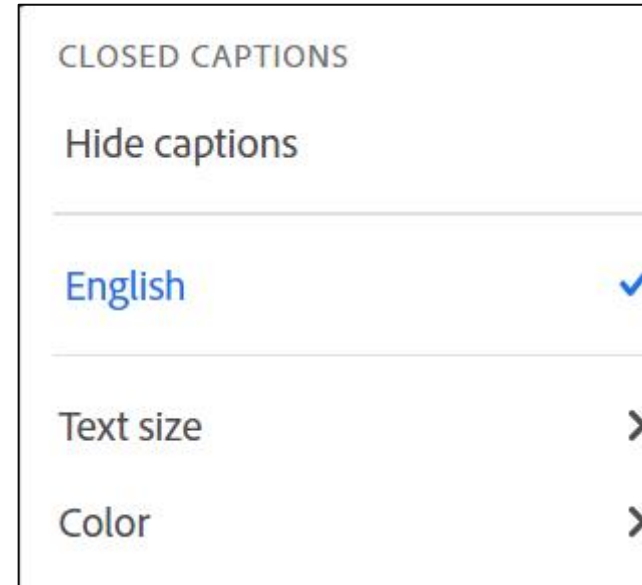
Adobe Connect Accessibility User Guide

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 + ' (apostrophe)	Promote to Host. Requires selected attendee(s) in the Attendee List.
CTRL +] (right bracket)	Demote to Participant. Requires selected attendee(s) in the Attendee List.
CTRL + / (forward slash)	Promote to Presenter. Requires selected attendee(s) in the Attendee List.
CTRL + , (comma)	Start/Stop Recording (toggle). For Start, brings up the Start Recording Dialog.
CTRL + \ (backslash)	End Meeting. Brings up the End Meeting Dialog.
CTRL + [(left bracket)	Start/Stop Desktop Sharing. Applies to currently selected Share Pod.
CTRL + SPACE	Opens up left most menu for keyboard navigation.

Captioning

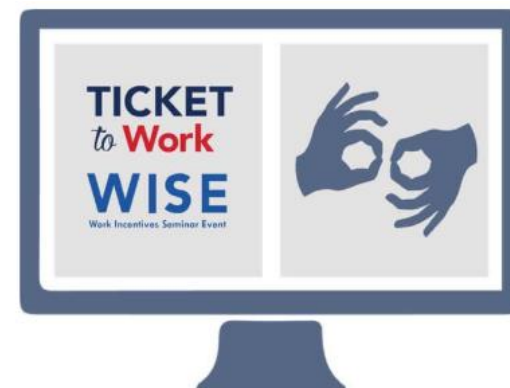
- Real-time captioning is provided during this webinar
- The captions can be found in the **Captioning pod**, which appears below the slides
- As a participant, you can show or hide the caption display, and you can change the text size and choose the text color combinations to best meet your vision requirements.



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 our [ASL User Guide](#) that provides instructions to connect with an interpreter through the Federal Communications Commission (FCC) Video Relay Service (VRS).



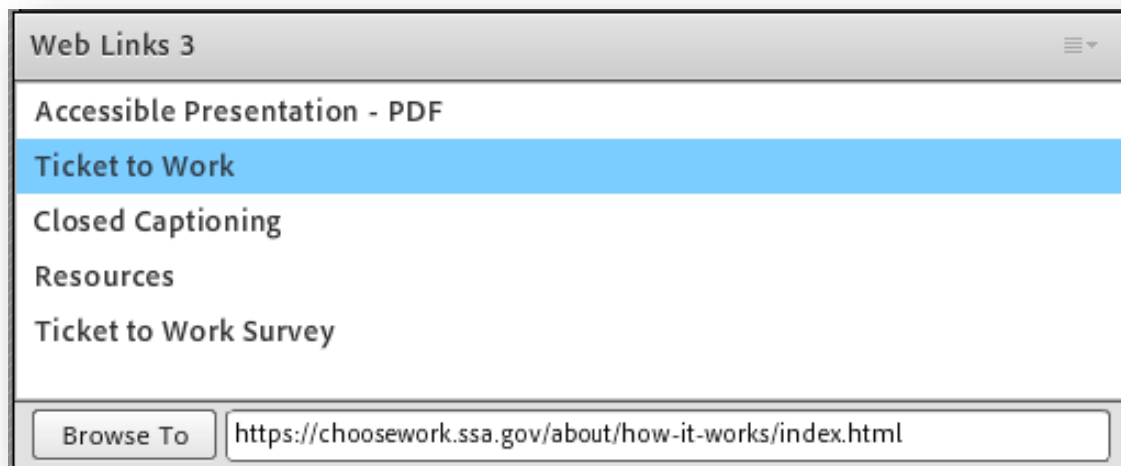
Questions and Answers (Q&A)

- 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 them to webinars@choosework.ssa.gov



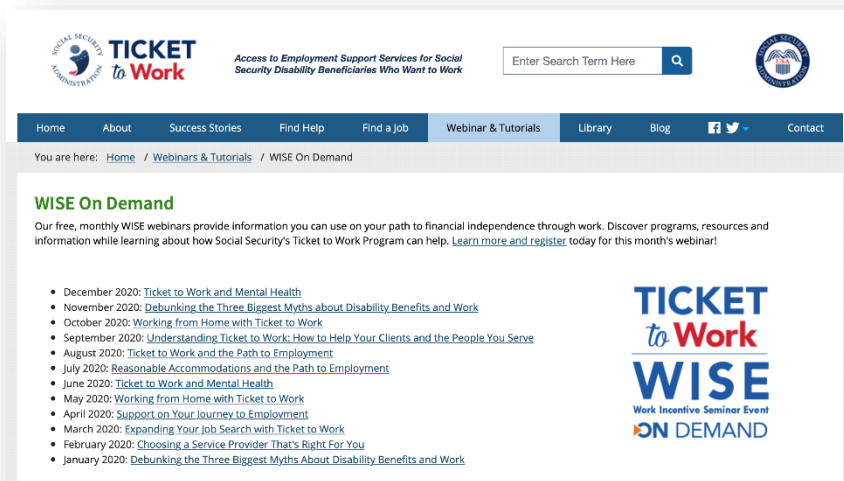
Webinar Online Resources

- Please use the **Web Links pod** to find 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](#).



The screenshot shows the Ticket to Work website interface. At the top left is the Social Security Administration logo and the 'TICKET to Work' logo. To the right is a search bar with the text 'Enter Search Term Here' and a magnifying glass icon. Below the search bar is a navigation menu with links for Home, About, Success Stories, Find Help, Find a job, Webinar & Tutorials (which is highlighted), Library, Blog, and Contact. Below the navigation menu is a breadcrumb trail: 'You are here: Home / Webinars & Tutorials / WISE On Demand'. The main content area is titled 'WISE On Demand' and contains a paragraph: '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!'. Below this paragraph is a list of webinar topics with dates and titles, such as 'December 2020: Ticket to Work and Mental Health' and 'November 2020: Debunking the Three Biggest Myths about Disability Benefits and Work'. On the right side of the list is the 'TICKET to Work WISE ON DEMAND' logo.

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: Patricia Van Nelson, Ticket Program Team

Presenter: Derek Shields, Ticket Program Team

Welcome!

Thank you for joining us! Today, we'll discuss how Social Security's Ticket to Work (Ticket) Program can help you. We'll present information and answer questions about:

- The Ticket Program
- Identifying your employment team
- Choosing the right service provider



Objectives

At the close of today's webinar, you will:

- Better understand the **Ticket Program**
- Know the types of service providers that can be on your **employment team**
- Be able to **choose a service provider** to help you meet your employment goals





Ticket to Work Program: Support on Your Path to Work

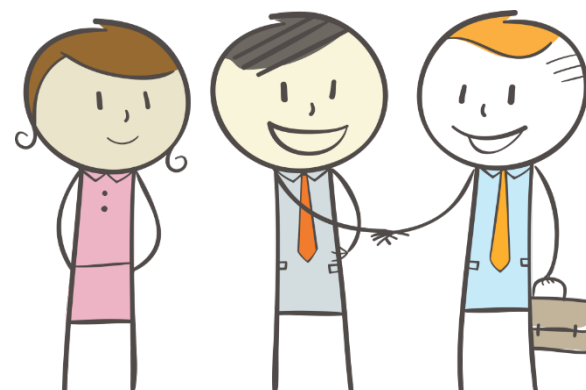
Social Security Disability Benefits Programs

SSDI

Social Security Disability Insurance (SSDI)

SSI

Supplemental Security Income (SSI)



Sign Up for a *my* Social Security Account Today

- 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 *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

Starting the Journey

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



Why Choose Work?

Earning a living through employment is not something everyone can do, but it may be **right for you**. Once people understand the many **free services and supports** available to them, they often find that the rewards of working far outweigh the risks.



What Is the Ticket to Work Program? (Slide 1 of 2)

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



What Is the Ticket to Work Program? (Slide 2 of 2)

The Ticket to Work Program connects you with **free employment services** to help you:

- Decide if working is right for you
- Prepare for work
- Find a job
- Succeed at work



Ticket to Work Help Line

Social Security's Ticket to Work Program offers a toll-free Help Line to support you on your journey to financial independence.

**Questions about the Ticket Program?
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)



Meet Your Employment Team!



Who Can Help You Achieve Your Work Goals?

Through the Ticket Program, you'll have access to a variety of **service providers**, including:

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



Employment Networks (EN) (Slide 1 of 2)

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

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



Employment Networks (EN) (Slide 2 of 2)

An EN's service area may cover:

- The **local** community or **statewide**
- **Multiple states**
- The **whole country**

An EN may offer its services:

- **In person**
- **Virtually**, by phone or email
- Both **in person** and **virtually**



How Can Working with an EN Help You?

Services and supports are designed to help you on the path to financial independence through work and can include helping you to:

- Identify your **work goals**
- Write and review your **resume**
- Prepare for **interviews**
- Request **reasonable accommodations**
- Receive **benefits counseling**



State Vocational Rehabilitation (VR) Agency

A State VR agency provides 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. A State VR agency can offer benefits counseling and may also be able to help you with:

- **Vocational rehabilitation**
- **Training and education**

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



Work Incentives Planning and Assistance (WIPA) Projects

WIPA projects are staffed by Community Work Incentives Coordinators (CWIC) who:

- Provide **free benefits counseling** to eligible Social Security disability beneficiaries about how work and earnings will affect your SSDI, SSI, Medicare or Medicaid, and other public benefits
- Help you understand **Social Security Work Incentives** and how they apply to you
- Explain the potential **benefits of employment** and **dispel myths** about working
- Help you decide if the services and supports from the Ticket Program are **right for you**



Work Incentives

Work Incentives make it possible for you to work while still receiving benefits. They are designed to help you succeed! How many and what kind of Work Incentives you can use will depend on the type of benefit you receive. Some examples include:

- Keeping your Medicare/Medicaid
- Having access to individualized services and supports
- Keeping some or all benefit payments as you transition to work



Whom Do WIPA Projects Serve?

The Ticket to Work Help Line will refer you to a WIPA project if you receive SSDI, SSDI-related Medicare, SSI, or SSI-related Medicaid and you:



- Are currently **working** or **self-employed**
- Have a job offer **pending**
- Are actively **interviewing** for jobs
 - Had an interview in the past 30 days
 - Have a job interview scheduled in the next 2 weeks
- Are **age 14–25**, even in the earliest stages of considering 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



The Path to Success

Everyone's path to financial independence through work is different. Once you decide to pursue employment, a Ticket Program service provider can help you:

- **Create a plan** to achieve your goals and set a timeline
- **Understand** your responsibility for reporting work and earnings
- **Follow** your plan

Questions?



Choosing a Service Provider



Questions to Ask a Service Provider That You Are Considering

As you talk to service providers, you may want to ask some of these questions:

- Do you serve others who have **the same disability** I have or a similar one?
- What **types of jobs** have you found for other people with similar experience/skill sets?
- Do you work with clients **in person, over the phone** or **virtually**?
- What happens **after I assign my Ticket**?



What Services Do You Need to Achieve Your Work Goals?

As you meet with prospective service providers, be sure to talk about:

- **What** services you need, such as:
 - **Resume writing**
 - **Interview skills**
 - **Benefits counseling**
- **Why** you are looking for help with these services
- **How** the service provider can help you achieve your work goals



Keep These Questions in Mind

Ask yourself:

- Did the staff seem **friendly** and **willing to work** with you?
- Does the EN or State VR agency **provide all the services** you need?
- How does the service provider **compare** to other service providers you're considering?
- **Do you know anyone** who has worked with this service provider? What was their experience?



How Do You Find a Service Provider?

- If you're ready to find a service provider, visit choosework.ssa.gov/findhelp
- Search by:
 - ZIP code
 - Services offered
 - Disability type
 - Languages spoken
 - Provider type (EN, Workforce EN, VR, WIPA, or PABSS)
- Or call the **Ticket to Work Help Line** for a list of service providers at **1-866-968-7842** or **1-866-833-2967 (TTY)**
Monday – Friday 8:00 am – 8:00 pm ET.



Find Help to Achieve Your Work Goals (Slide 1 of 2)

The [Find Help](#) tool offers 2 ways to search for service providers that fit your needs.

Guided Search:

- Asks a series of questions to help you determine your readiness for the program and provides a list of service providers that may be a 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](#)

Find Help to Achieve Your Work Goals (Slide 2 of 2)

Direct Search:

- View a list of service providers serving your ZIP code
- 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](#)

[Find Help tool](#)

Ben's Search for In-Person Services

Ben wants to meet with a **local** service provider that can help him get started on his path to employment.

He visits the Find Help Tool and chooses the following:

- **In-person**, near his home
- Offers help **preparing for a job hunt**
- **Understands his needs** as someone who has a mental impairment.



Ben's Search for In-Person Services – Part 2

Search Options

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

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

[Update Results](#)

Current Filters: **EN** × **In-Person** × **ZIP: 11372** × **10 Miles** × **Direct Employment** × **Job Placement** × **Direct Job Placement** × **Mental Impairments** ×

Ben's Search

Ben looks at his options, sorted by distance, before contacting a few service providers. His goal is to find an EN that he thinks is a good fit for himself.

When contacting a service provider, it's important to remember that they must also agree they are a good fit for you. And they want to work as part of your employment team.

GOODWILL IND OF GREATER NY AND NJ

Employment Network Multi-State Both In-Person and Virtual [Visit Website](#)

Primary Contact ELIZABETH MAHER	Main Phone 718-594-3748	Primary Address 4-21 27TH AVENUE, ASTORIA, NY, 11101
Email emaher@goodwillny.org	Toll Free	Open address in Google Maps

Distance: 2 Miles

[Show Details](#)

AMERICA WORKS OF NEW YORK, INC.

Employment Network National Both In-Person and Virtual Benefits Counselor [Visit Website](#)

Primary Contact RONALD PRESSLEY	Main Phone 917-801-4668 ext 131	Primary Address 1231 LAFAYETTE AVE 3RD FLOOR SUITE L302, BRONX, NY, 10474
Email rpressley@americaworks.com	Toll Free 855-268-1935	Open address in Google Maps

Distance: 4 Miles

[Show Details](#)

THE BRIDGE INC

Employment Network Single-State Both In-Person and Virtual [Visit Website](#)

Primary Contact MALIKA MOHAMEDI	Main Phone 212-663-3000 ext 1413	Primary Address THE BRIDGE 248 WEST 108TH STREET, NEW YORK, NY, 10025
Email mmohamedi@thebridgeny.org	Toll Free	Open address in Google Maps

Distance: 5 Miles

[Show Details](#)

NYESS-JEWISH BD OF FAMILY AND CHILDREN

Ben's Search for Virtual Services

Ben wants to meet **virtually** with a service provider that can help him see if **self-employment** is a good fit.

He visited the Find Help Tool and made the following selections:

- Services provided **virtually**
- Provides **career preparation services**
- Supports beneficiaries that are looking for **self-employment opportunities**



Ben's Search for Virtual Services – Part 2

Search Options

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

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

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State

Populations Served

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- Hearing Impairments
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- Mental Impairments
- Other

Specializations

- Young Adults
- Veterans
- Self-Employment

Languages

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

Factors for Success

Current Filters: **EN** × **ZIP: 11372** × **Self-Employment** × **Career Planning** × **Job Coaching/Training** × **Resume Writing** × **WIPA** × **State VR Agency** × **Virtual** × **Mental Impairments** ×

Ben's Search for Virtual Services – Part 3

Ben sorts through his options, sorted by distance, before contacting a few service providers to find one who is the best fit for him.

FULL CIRCLE ES-CW RESOURCES, INC

Employment Network National Virtual Services Partnership Plus Benefits Counselor

[Visit Website](#)

Primary Contact

JAIME HEAD

Email

ticket@fullcircledc.com

Main Phone

301-284-8278

Toll Free

888-466-2942 ext 3

Primary Address

200 MYRTLE STREET, NEW BRITAIN, CT, 06053

[Open address in Google Maps](#)

Distance: 86 Miles

ARE YOU WORKING AND HAVE QUESTIONS ABOUT SOCIAL SECURITY BENEFITS OR NEED HELP REPORTING WAGES? WE SPECIALIZE IN WORK INCENTIVES AND BENEFITS MANAGEMENT. LET OUR NATIONALLY CERTIFIED BENEFITS COUNSELORS HELP YOU.

[Show Details](#)

ABBOTT AND ASSOCIATES FINANCIAL SERVICES LLC

Employment Network National Both In-Person and Virtual Benefits Counselor

[Visit Website](#)

Primary Contact

SANDRA ABBOTT

Email

en.aafs.mi@gmail.com

Main Phone

734-363-2641

Toll Free

734-203-0024

Primary Address

22288 GLENWOOD LANE, WOODHAVEN, MI, 48183

[Open address in Google Maps](#)

Distance: 493 Miles

[Show Details](#)

DL KUSKY SERVICES

Employment Network National Both In-Person and Virtual

[Visit Website](#)

Primary Contact

DANIEL KUSKY

Email

info@kuskyservices.com

Main Phone

855-867-8282

Toll Free

855-867-8282

Primary Address

607 E 2ND AVENUE SUITE 40, FLINT, MI, 48503

[Open address in Google Maps](#)

Distance: 528 Miles

[Show Details](#)

Questions on Searches?



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!



Social Security's Red Book

- [The Red Book](#) serves as a general reference guide about employment-related supports and provisions available for people who receive SSDI and/or SSI.
- It includes:
 - Resources for people interested in finding or returning to work
 - Information about Social Security Work Incentives
 - Additional information about healthcare for people with disabilities
 - Resources to help young adults navigate the path to adult life

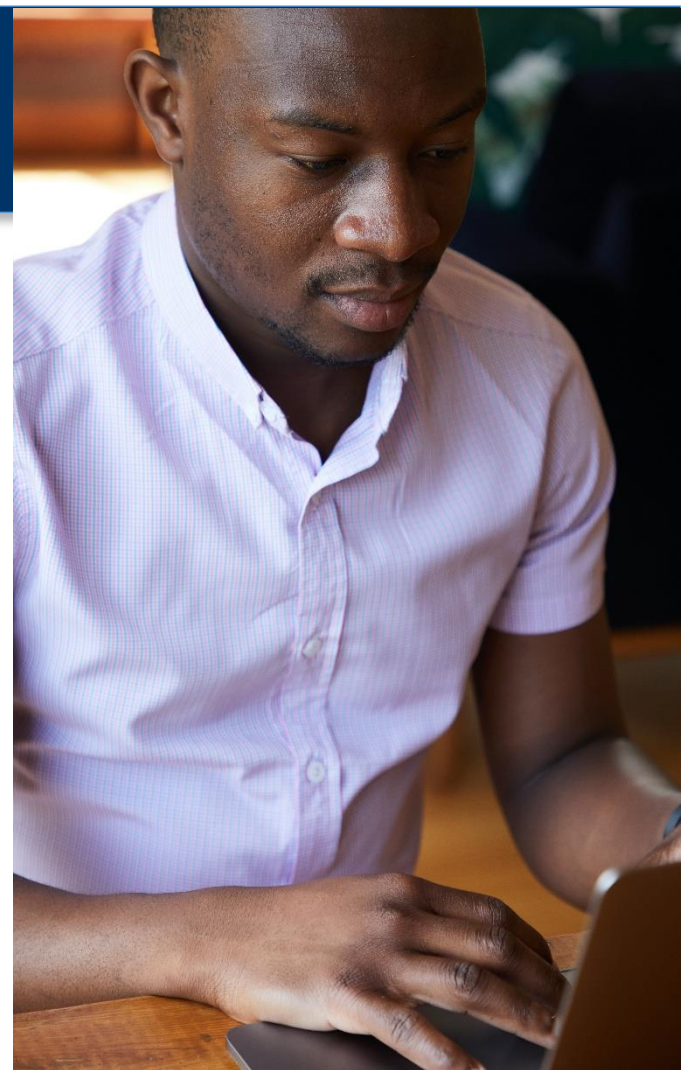


Opt-In to Receive Text Messages

- Get advice, 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

Ticket to Work for People with a Mental Illness

Date: Wednesday, June 21, 2023

Time: 3 – 4:30 p.m. ET

[Register online](#)

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

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[WISE Webinar Survey.](#)

