

# Exploring a New Career with Ticket to Work



**TICKET**  
*to* **Work**

**WISE**

Work Incentive Seminar Event

JANUARY 24, 2024

**Live Webinar Will Begin at 3 p.m. ET**

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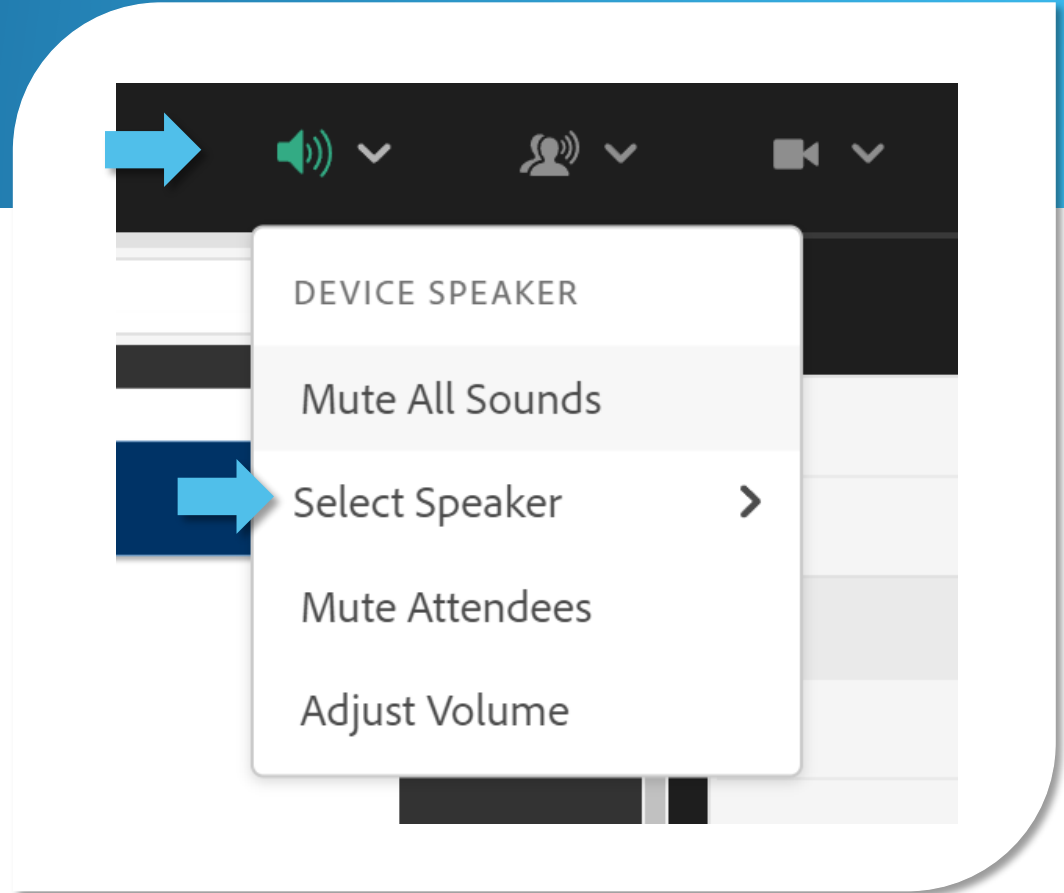
# WELCOME

## Accessing Today's Webinar

### MANAGE YOUR AUDIO

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In the dropdown menu choose **Select Speaker** to select the applicable audio option.



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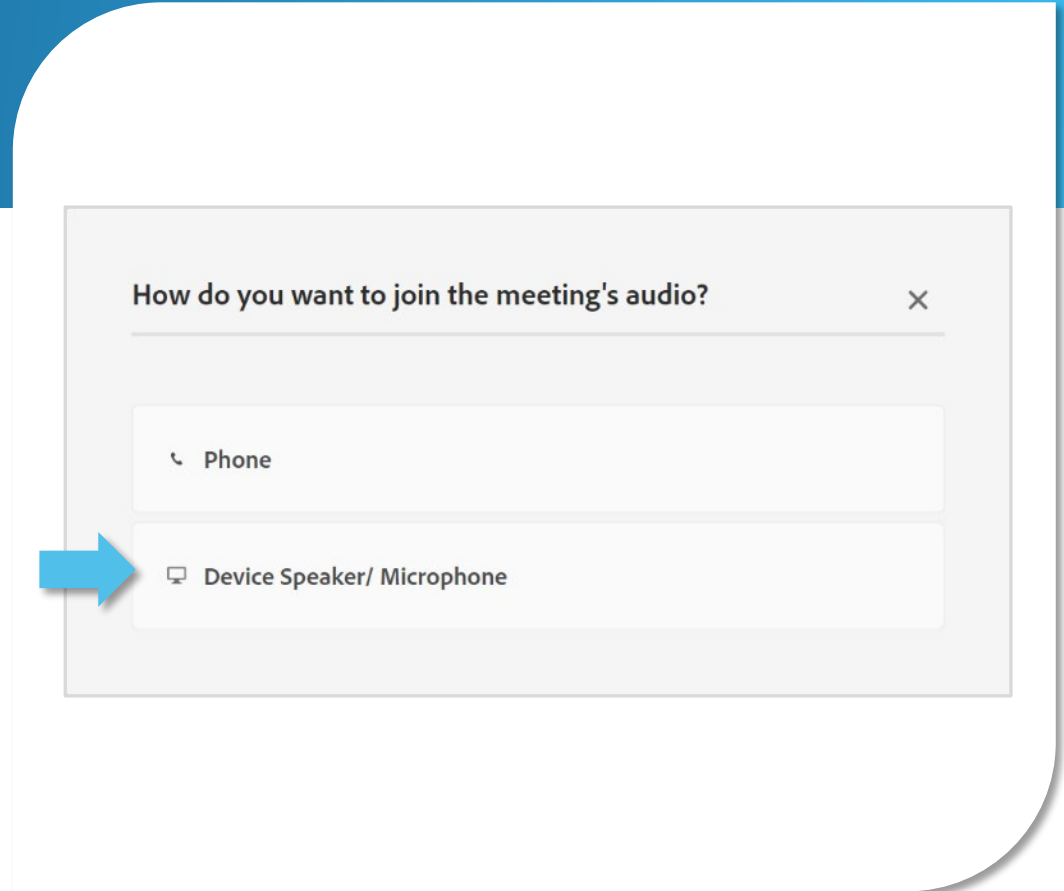
## Accessing Today's Webinar

### ATTENDEES WILL BE MUTED

Select an option for **How do you want to join the meeting's audio?**

The **Device Speaker** will enable the sound to be broadcast through your computer.

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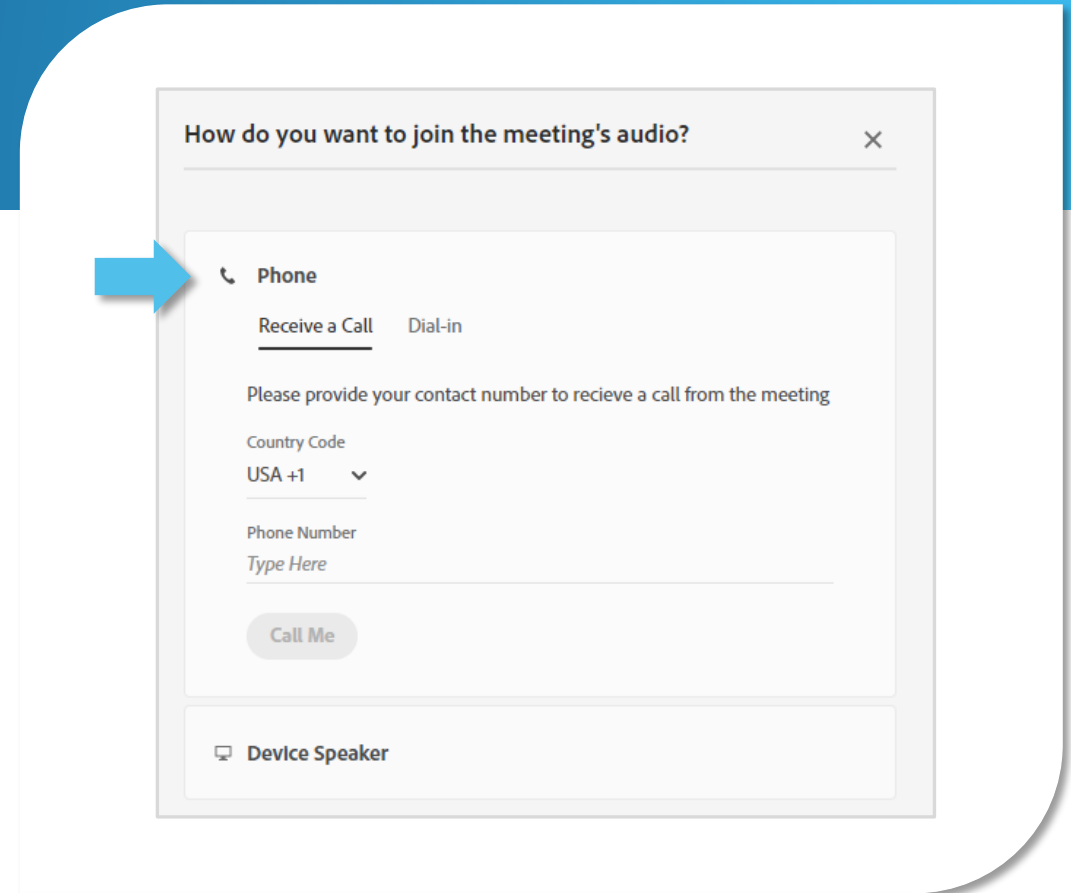
## Accessing Today's Webinar

### TO LISTEN BY PHONE

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

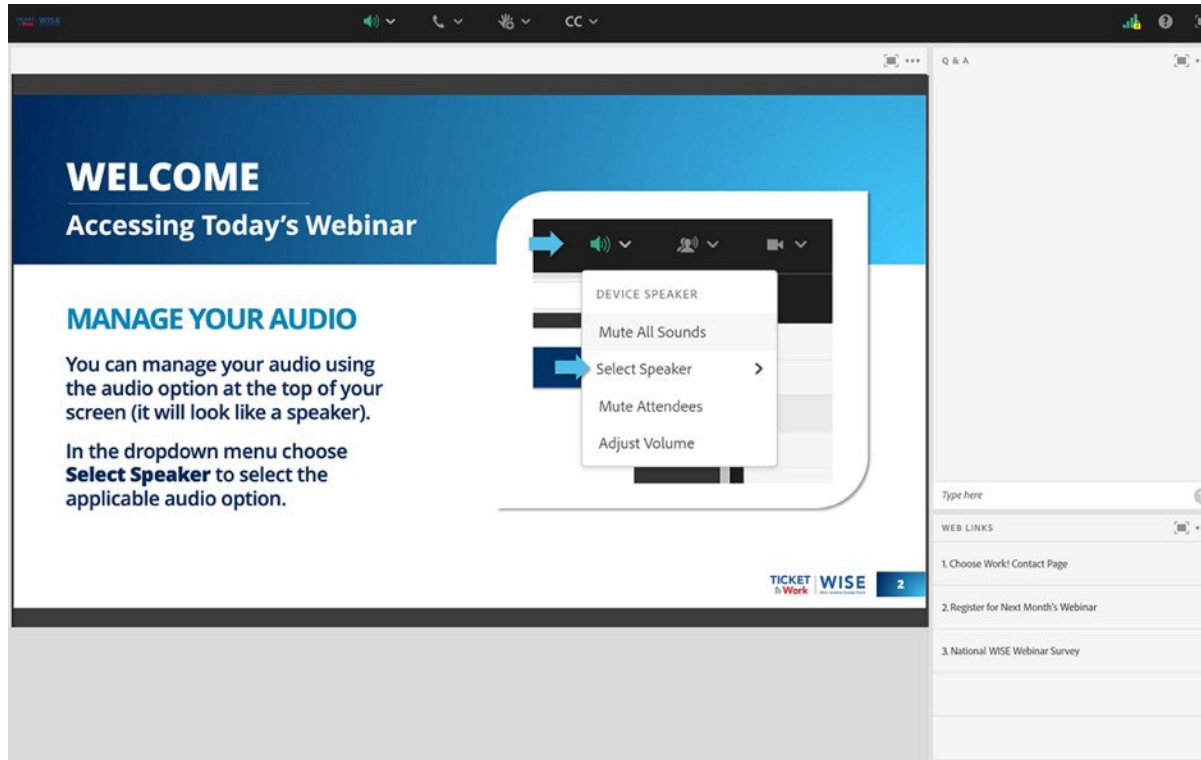
Toll-free number: **1-800-832-0736**

Access code: **4189148#**



# WELCOME

## Adobe Connect Platform



The screenshot displays the Adobe Connect interface. At the top, there is a navigation bar with icons for audio, video, chat, and a 'CC' dropdown. The main content area has a blue header with the text 'WELCOME' and 'Accessing Today's Webinar'. Below this, a section titled 'MANAGE YOUR AUDIO' provides instructions: '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.' A callout box highlights the audio control bar at the top of the screen, showing a dropdown menu with the following options: 'DEVICE SPEAKER', 'Mute All Sounds', 'Select Speaker', 'Mute Attendees', and 'Adjust Volume'. A blue arrow points to the 'Select Speaker' option. The bottom right corner of the interface features the 'TICKET to Work | WISE 2' logo. On the right side, there is a 'Q & A' section with a search bar and a list of 'WEB LINKS' including '1. Choose Work! Contact Page', '2. Register for Next Month's Webinar', and '3. National WISE Webinar Survey'.

# WELCOME

## Adobe Connect 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 Presenter. 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.

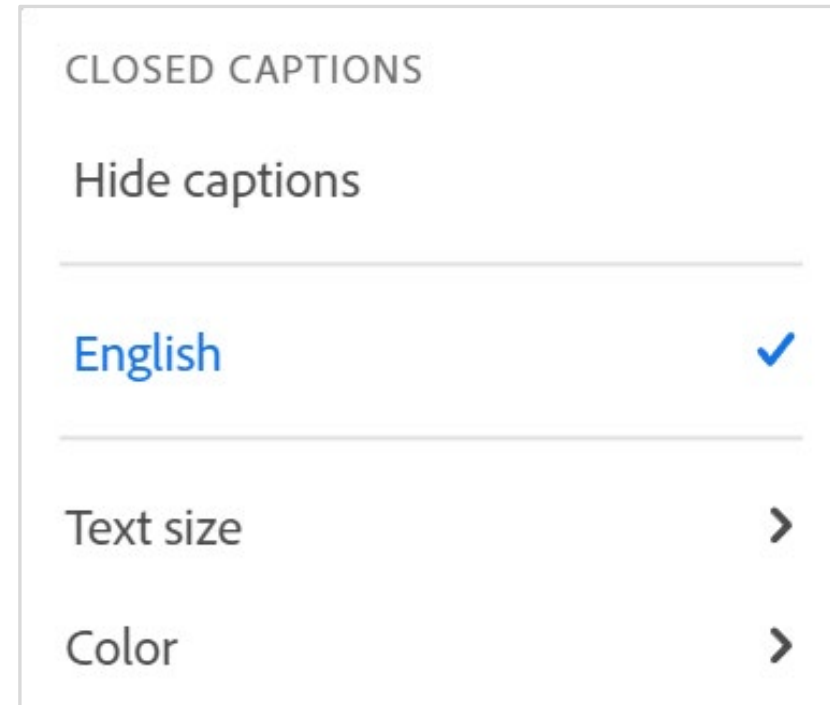
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## Real-Time Captioning

The provided real-time captions can be found in the **Captioning pod**, which appears below the slides.

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](#).





# WELCOME

## 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).

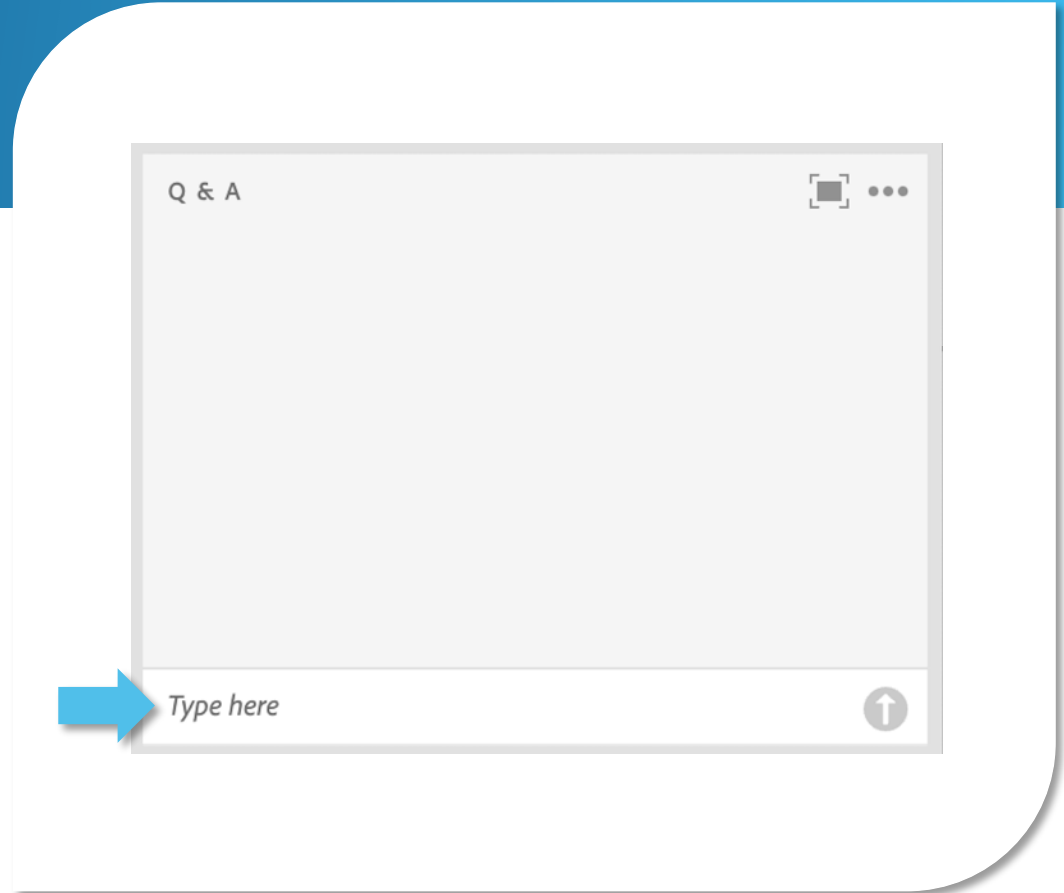


# WELCOME

## Questions and Answers (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 are not logged in to the webinar, you may also ask questions by emailing them to [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov).

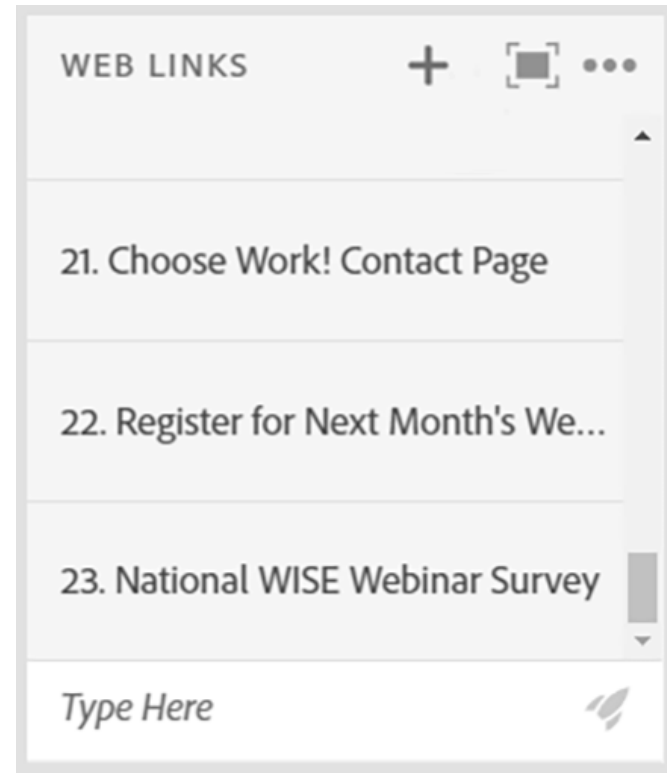


# WELCOME

## Webinar Online Resources

Please use the **Web Links pod** to find the resources presented during today's webinar.

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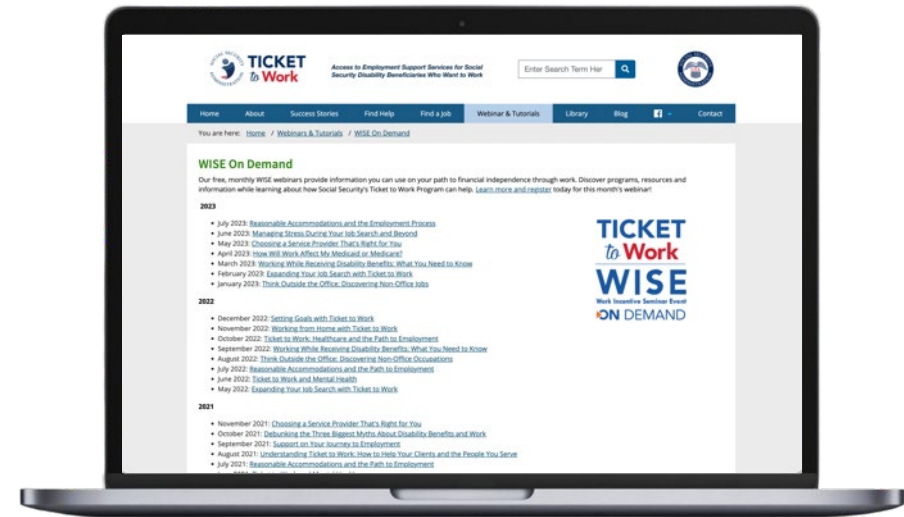


# WELCOME

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## Archived Events

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



# WELCOME

## 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](mailto:webinars@choosework.ssa.gov).



# WELCOME

## Presenters



**MODERATOR**

**Raymond A. Cebula, III, J.D.**  
Cornell University



**PRESENTER**

**Derek Shields**  
Ticket Program Team



**SPECIAL GUEST**

**Rebecca**  
Ticket Program Participant

# Webinar Overview

## Exploring a New Career with Ticket to Work

What is Social Security's Ticket to Work Program?

Who Can Help You Achieve Your Work Goals?

Exploring a New Career

Tips for Changing Your Career

# **What is Social Security's Ticket to Work Program?**



# Social Security Disability Programs



**Social Security  
Disability  
Insurance  
(SSDI)**



**Supplemental  
Security  
Income  
(SSI)**

# 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.

## 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

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.

# 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 far outweigh the risks.



# 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



# How Can the Ticket Program Help?

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

- Decide if work, including self employment, is right for you
- Prepare for work
- Find a paid work opportunity
- Succeed at work

**Learn More:** [What is Social Security's Ticket to Work Program?](#)

[Self-Guided Tutorial](#)



# Ticket to Work Help Line

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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 am - 8 pm ET

**1-866-968-7842**

**1-866-833-2967 (TTY)**





**Who Can Help You  
Achieve Your Work Goals?**

# Who Can Help You Achieve Your Work Goals?

As you think about returning to work and possibly changing careers you may have questions and need support.

- Connecting with a **Ticket Program service provider** can help you develop achievable goals and establish steps to find and maintain employment in your new career.
- Ticket Program service providers can even help you identify the type of career you might enjoy and any transferrable skills you may have.



# Ticket Program Service Providers

Through the Ticket Program, You'll Have Access to a Variety of Ticket Program Service Providers, Including:



Employment  
Networks  
(EN)

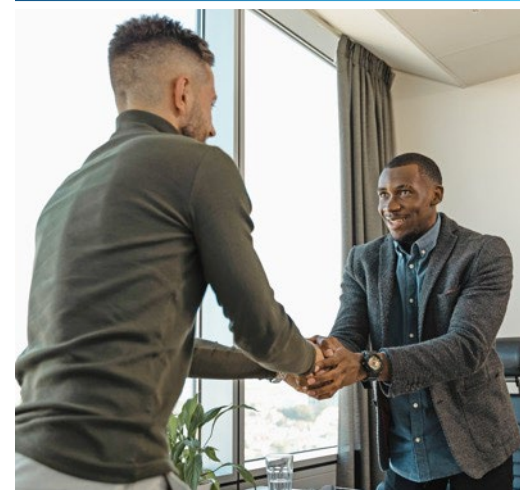


State Vocational  
Rehabilitation  
(VR) Agencies

# Employment Network (EN)

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**.



# 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 may 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 may 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.


# How Can Working With a VR Help You?

## VR agencies:

- Usually work with individuals who need more significant services.
- In some states, this includes intensive training, education and rehabilitation.
- They may also provide career counseling, job placement assistance as well as counseling about how earnings from work may affect Social Security disability benefits.



# How Do You Find a Service Provider?

 For a list of service providers, call the Ticket to Work Help Line at **1-866-968-7842** or **1-866-833-2967 (TTY)**, Monday - Friday, 8 am - 8 pm ET

 To find a service provider online, visit the [Find Help page](#). Search by:

- ✓ ZIP code
- ✓ Services offered
- ✓ Disability type
- ✓ Languages spoken
- ✓ Provider type

(EN, Workforce EN, VR or Protection and Advocacy for Beneficiaries of Social Security PABSS)



**Q&A**





# **Exploring a New Career**



# Who Is Making a Career Change?

- In 2021, nearly 50 million Americans quit their jobs or changed careers.
- Of the employed adults ages 18 to 29 who said they quit a job in 2021, 61% shifted their field of work or occupation, while 45% of those 30 and over made this shift.
- A survey of people who attempted a career change after the age of 45 found that 82% of them reported the career changes were successful and 87% reported they were happy that they made the change.



Sources: <http://bit.ly/3vCV3FH>, <https://bit.ly/3NZxJbA>

# Spotlight on Rebecca

- After Rebecca's cancer went into remission, she decided it was time to find a new career.
- At the end of 2018, Rebecca accepted a new job at the American Kennel Club (AKC), inspecting kennels around the country to ensure compliance with AKC rules and regulations.
- The listening skills she developed throughout her years as an educator continued to serve her well as she cultivated relationships in her first year in a new industry. She loves her job and appreciates the sense of stability it has restored.



# A Conversation with Rebecca



# Rebecca's Career Change Journey

- How did you find out about Ticket?
- Why did you decide to make a career change?
- How did you connect with your service provider?
- How did they help you navigate a career change?
- How did you find your new job? Did you rely on your personal or professional networks?
- What do you think helped you stand out during the hiring process?
- What skills did you have from teaching that you were able to transfer to your new position?
- What advice do you have for others who are considering making a career change with the support of Ticket to Work?



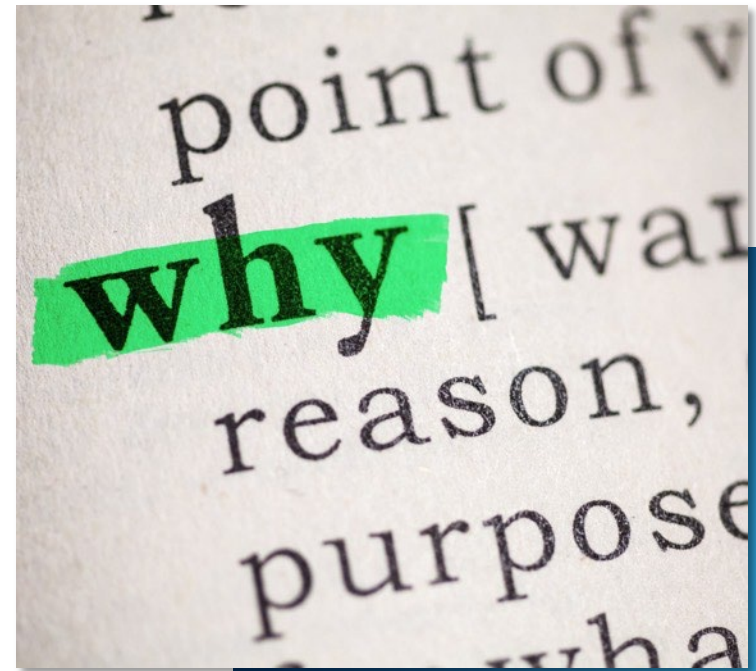


# **Tips for Changing Your Career**

# Identify Your Why

Work with your service provider to answer the following questions about career change:

- What did you like or dislike about your previous job?
- What are you looking for in a new field?
- Do you want to change industries or find a new type of job in the same field?
- Do you need new skills or education?
- Take an inventory of your interests, core values and skills



# Make a Plan!

- Work with your Ticket Program service provider to develop your Individual Work Plan, which is also like your roadmap to success.
- Identify **SMART goals** related to your career change. Make sure they are Specific, Measurable, Achievable, Realistic and Time Based.
- Your service provider will help you every step of the way.



# Build Your New Network

- Changing jobs may mean working within a different industry. Unless you're one of the lucky few, looking for a new job may take some time.
- While you apply for jobs and wait for interviews, [networking](#) can help you find new opportunities and show people you're looking to try something new.
- Attending career fairs, alumni meet and greets or reaching out to potential new companies for informational interviews helps you build professional relationships in the industry before you've even had your first day.



# Update Your Resume

- You know what new type of work you'd like to try. You found a company that's hiring. How do you show the hiring manager you're a good fit for the job? Adjusting your resume can play an important role in your application process.
- Not all resumes are equal and using one that highlights the transferable skills you have is an important tool for your career change.
- We have a [collection of tips and tools](#) to help you write an updated resume.



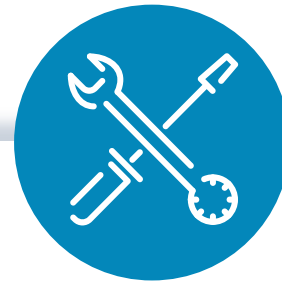
# Make Your Resume Relevant

Explain How Your Skills Could Be Applied To a New Position



## School Teacher

- Strong, clear communication skills
- Exposure to various computer programs



## Mechanic

- Understands attention to detail
- Rapid problem-solving skills



## Nurse

- Works well under pressure with a wide variety of personality types

# Develop a Stand-Out Cover Letter

It's An Important Part Of Your Job Application



To add more context to your skills and show what a great fit you are for the new position, customize your [stand-out cover letter](#) to focus on your experience.

# What are Your **Soft Skills**?

You may have "transferable" skills that hiring managers want for all types of positions – from customer service representatives to management positions.

Soft skills such as communication, working in a team, or time management are essential for anyone working in a collaborative environment.



Photo from Disability:IN

# What are Your **Technical Skills**?

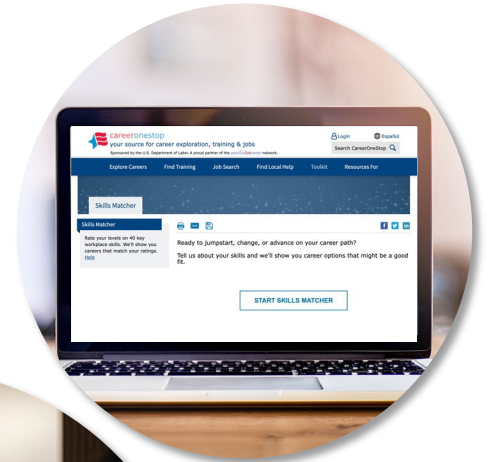
Even some technical skills can help you move more easily between industries. A basic understanding of Microsoft Office, project management principles, or writing skills can be useful in a variety of workplaces.



Photo from Disability:IN

# Where to Find Help

- If you need help figuring out what skills you've gained during your time in the workforce or volunteering, Career OneStop has a helpful tool to [identify your transferable skills](#) that you can highlight during an interview.
- You can also ask your Ticket Program service provider for help.



**Q&A**



# How To Get Started

Social Security's Ticket to Work Program has resources ready to help you get started!

Call the Ticket to Work Help Line

1-866-968-7842

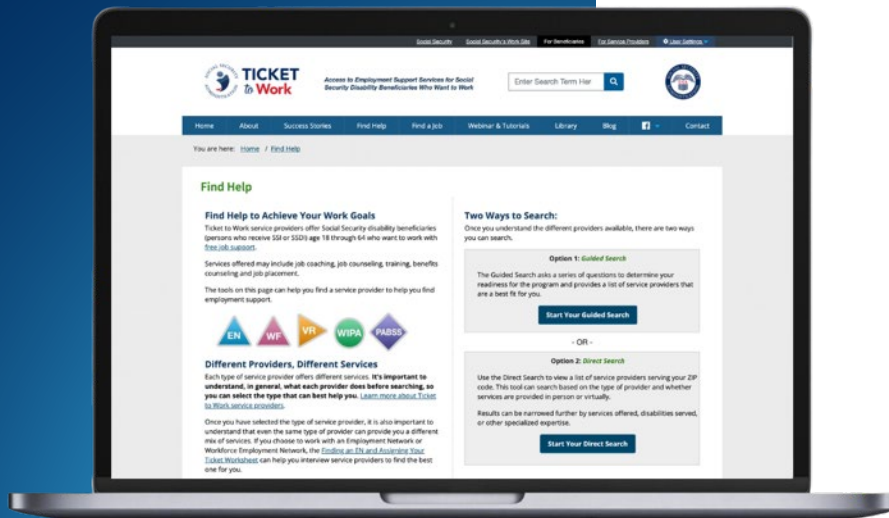
1-866-833-2967 (TTY)

Visit Our Website

[choosework.ssa.gov](http://choosework.ssa.gov)

Use the Find Help Tool

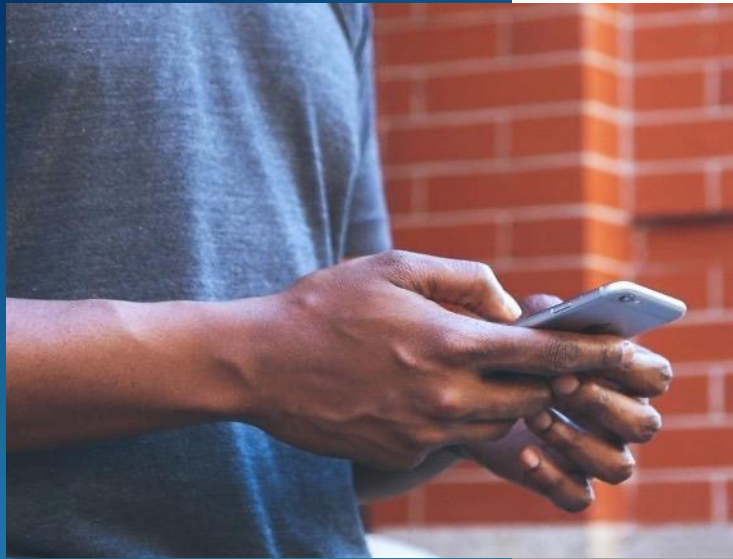
[choosework.ssa.gov/findhelp](http://choosework.ssa.gov/findhelp)





# How to Connect

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**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** by texting TICKET to 1-571-489-5292. Standard messaging rates may apply. You may opt-out at any time.



**Email us at** [support@choosework.ssa.gov](mailto:support@choosework.ssa.gov).

**TICKET**  
*to* **Work**

**WISE**

Work Incentive Seminar Event

# Join Us for Our Next WISE Webinar!

5 Frequently Asked Questions  
About Working While Receiving  
Disability Benefits

**February 24, 2024**

3 pm – 4:30 pm ET

**REGISTER ONLINE**

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

# Affordable Connectivity Program

## Ending Soon!

- The Affordability Connectivity Program will stop accepting new applications and enrollments on February 7, 2024. Consumers must be approved and enrolled with a service provider 11:59 p.m. ET on February 7 to receive the ACP benefit.
- After the ACP funding runs out (projected April 2024), participants will no longer receive ACP discounts.
- For more information, review the [ACP Wind-down Fact Sheet](#).



# Tell Us What You Think!

Please remember to take our webinar survey!

A link will pop up after the webinar, or visit: [WISE Webinar Survey](#).

