

# Ticket to Work for America's Veterans



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

**WISE**  
Work Incentive Seminar Event

NOVEMBER 20, 2024

Live Webinar Will Begin at 3 p.m. ET

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# WELCOME

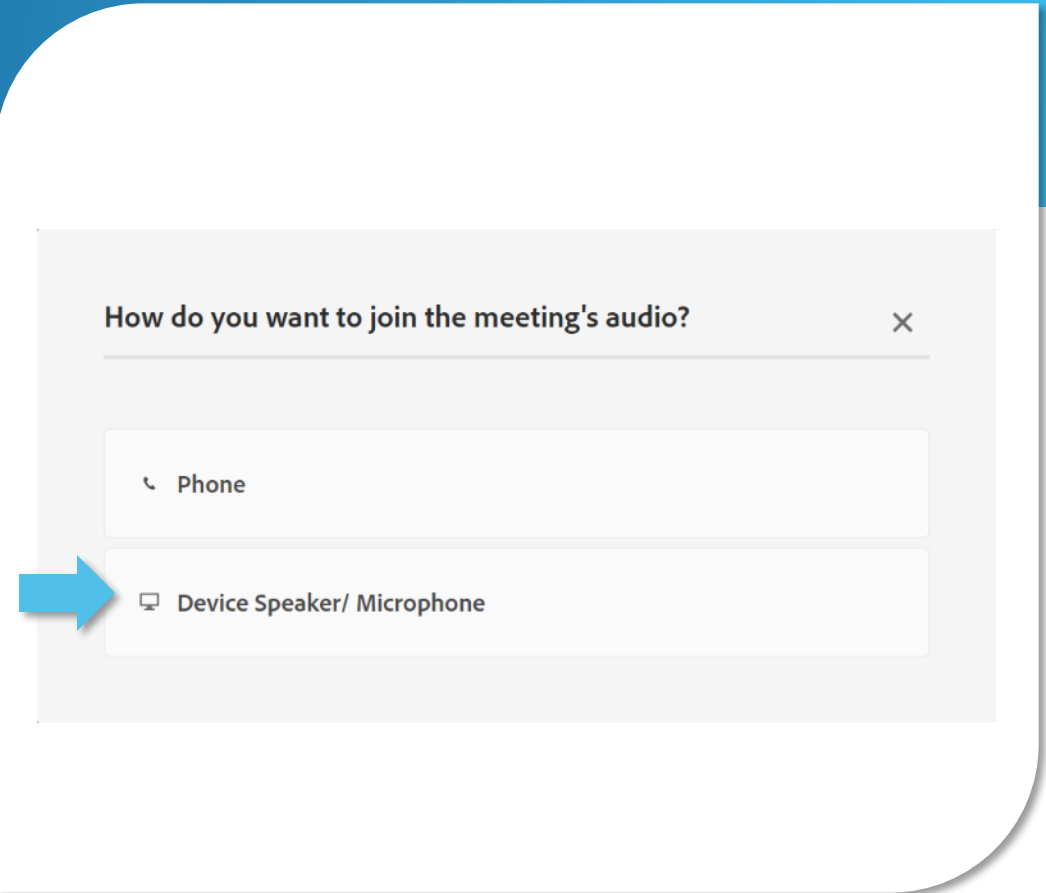
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# WELCOME

## Accessing Today's Webinar

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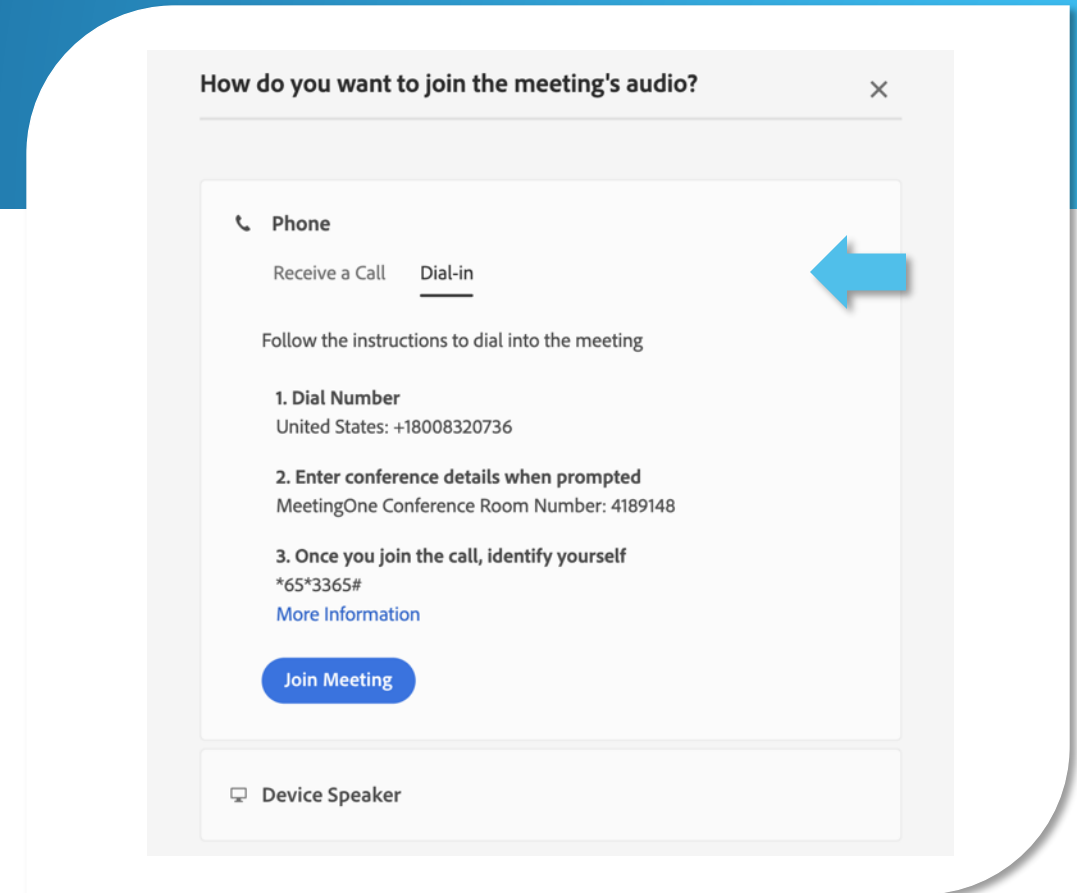
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On your phone, dial:

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

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# WELCOME

## Adobe Connect Platform

The screenshot displays the Adobe Connect interface. The main content area features a slide with the following text:

**WELCOME**  
**Archived Events**

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

To the right of the text is an image of a laptop displaying the 'TICKET to Work WISE on Demand' website. At the bottom right of the slide, the 'TICKET to Work WISE' logo and the number '11' are visible.

The right sidebar contains a 'Q & A' section with a search bar labeled 'Type here' and a 'WEB LINKS' section with the following list:

1. Choose Work! Contact Page
2. Register for Next Month's Webinar
3. National WISE Webinar Survey

# WELCOME

## 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.

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### CLOSED CAPTIONS

Hide captions

English



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# 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).

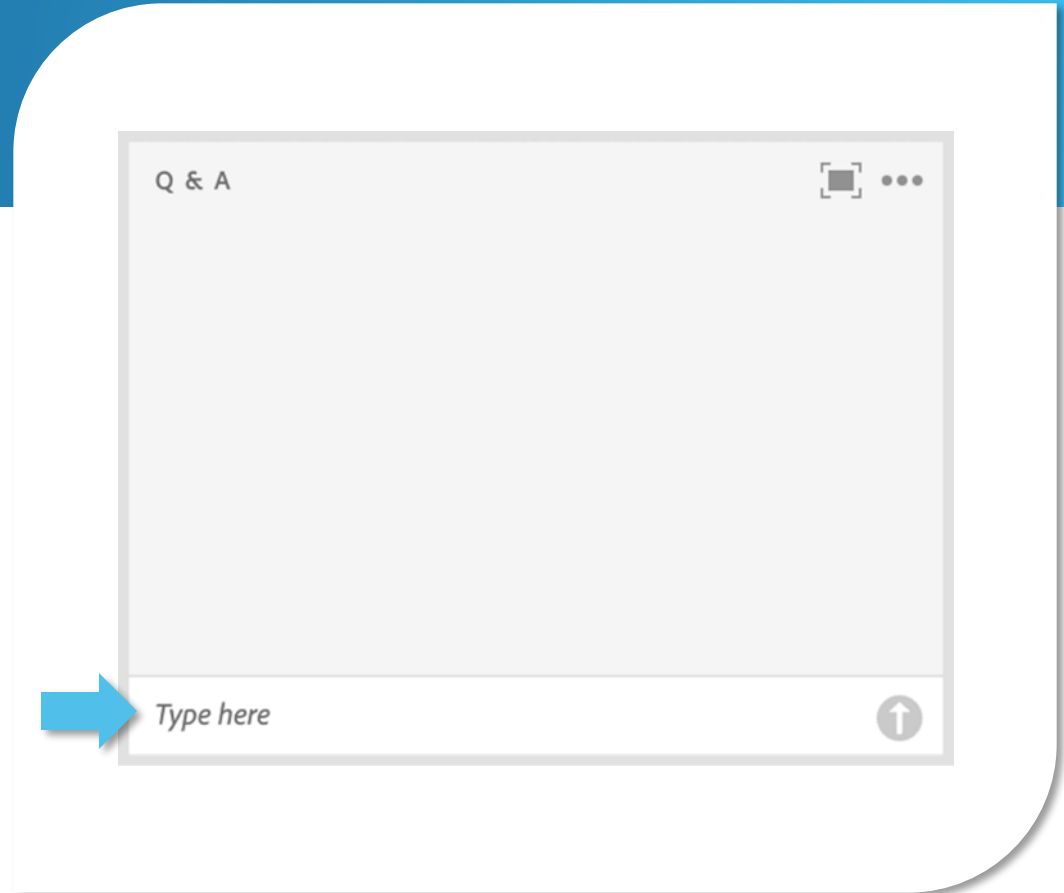


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## Questions and Answers (Q&A)

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).



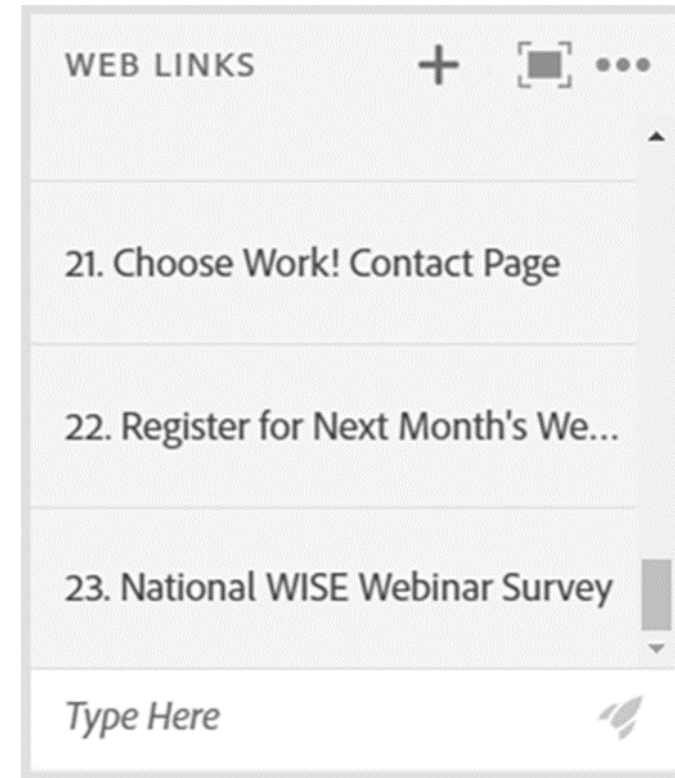


# WELCOME

## Webinar Online Resources

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

If you are listening by phone and not logged in to the webinar, you may email [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov) for a list of available resources.

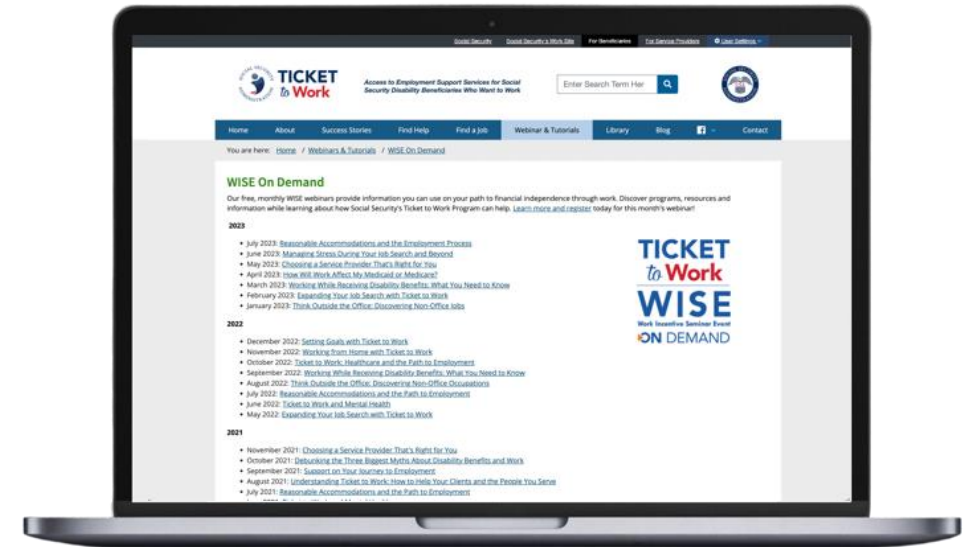


# WELCOME

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# 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

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## Presenters



**MODERATOR**

**Derek Shields**

Ticket Program Manager



**PRESENTER**

**Debora L. Wagner, J.D.**

Cornell University

# Webinar Overview

Today, we'll help you and answer questions related to:

What is Social Security's Ticket to Work Program?

Benefits for Veterans

Your Path to Financial Independence

Who Can Help You Achieve Your Work Goals?

# Jeff's Story

- After a motorcycle accident that caused serious injuries, including losing the use of his right arm, Marine Corp veteran Jeff began receiving Social Security Disability Insurance (SSDI) and spent the next eight years focusing on his recovery.
- After learning how to navigate daily life with a disability, he decided to attend college. He connected with his State Vocational Rehabilitation (VR) agency for assistance with college expenses and disability accommodations. Jeff went on to earn a Bachelor of Arts in Psychology.
- His VR counselor then referred Jeff to a Ticket Program service provider to answer questions about how working would affect his disability benefits. The information he learned about Work Incentives reassured him that he could try working without suddenly losing his Medicare and SSDI. And he accepted a position as an Employment Training Counselor.



[Jeff's Story](#)



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

# Social Security Disability Programs



**Social Security  
Disability  
Insurance  
(SSDI)**



**Supplemental  
Security  
Income  
(SSI)**



# 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 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](#)





# **Benefits for Veterans**

# Veterans Affairs and Social Security Benefits for Veterans

- The U.S. Department of Veterans Affairs (VA) Disability Benefits
- Social Security Disability Benefits for Veterans
  - Social Security Disability Insurance (SSDI)
  - Supplemental Security Income (SSI)
- How to Find Help



# VA Benefits

- Eligibility:
  - Must have served on active duty.
  - Must have good paper (discharge status).
  - Must have served for at least 2 years for most benefits.



# Disability Compensation

- For service-connected disabilities
- Disabilities rated 0 to 100%
- Amount paid based on disability rating
- If rated 30% or higher, extra money for family members
- In most cases, can work and keep compensation



# Disability Pension

- Veteran's household must be low-income
- Requires service during a period of war
- Must be disabled or age 65 or older
- Extra money for family members
- Wages reduce the amount of Pension payments



# Health Care

- Requires registration
- 8 priority groups
- No or low copayments
- The VA will bill private insurance





# Vocational Rehabilitation

- Veteran Readiness and Employment (VR&E) for veterans with service-connected disabilities
  - Reemployment
  - Rapid access to employment
  - Self-employment
  - Employment through long-term services
  - Independent living
- Compensated Work Therapy (CWT) for veterans with mental health conditions



# Social Security Benefits for Veterans

- Social Security benefits for veterans
  - Veterans can receive SSDI and SSI.
  - SSI payments can decrease if a veteran gets benefits from the VA.



# Special Rules for Veterans

- Faster claims handling for some veterans.
  - 100% permanent and total disability Compensation rating.
  - Wounded warriors (injured while on active duty after October 1, 2001).
- If Social Security decides you are eligible for SSDI or SSI, the VA will find you eligible for Disability Pension.



# How to Find Help

- Help with VA benefits: [va.gov/ogc/apps/accreditation/index.asp](https://va.gov/ogc/apps/accreditation/index.asp).
- Look for a Benefits Counselor that has earned the Veteran-C credential from Cornell University. These planners have special knowledge and expertise to help Veterans who get VA benefits.
- If you are a Benefits Counselor who wants to earn the Veteran-C credential, visit [ytionline.org/](https://ytionline.org/).

# Robert's Story

- Robert is a veteran who spent seven years serving in the U.S. Army. After a surgery mishap, he sustained a spinal cord injury that left him with limited mobility.
- When he was ready, Robert connected with a Ticket Program Employment Network (EN), Paralyzed Veterans of America (PVA). Together, they developed an Individual Work Plan that included the goal of returning to school.
- While he made progress in school, Robert's EN helped him find a volunteer program at a hospital. He became a peer counselor and enjoyed helping fellow veterans get the services they needed for a smooth transition back to civilian life.
- He used his volunteer experience and education to start a new career as a National Service Officer with Paralyzed Veterans of America (PVA)



[Robert's Story](#)

**Q&A**





# **Your Path to Financial Independence**

# Skills Veterans Bring to the Workforce

- ✓ Teamwork
- ✓ Leadership
- ✓ Dedication
- ✓ Integrity
- ✓ Flexibility
- ✓ Problem Solving





# Think Like an Employer

- To land a civilian job, the most powerful thing you can do is demonstrate to the employer that you will add value to their organization.
- One way to speak an employer's language is to communicate the impact and the results you've achieved in your work experience.



# Employers Understand Results

By communicating your ability to make a positive impact on critical aspects of the business, you'll increase your chance of being hired.

## Most organizations are focused on:

- Attracting and retaining customers
- Improving customer satisfaction, and product or process quality
- Increasing operational excellence
- Boosting the performance of the organization (in part or as a whole)
- Improving the organization's strategy
- Maximizing the return on investment

# Turn Military Experience Into a Civilian Career

Results hiring managers care about	How you have delivered results in these areas in the past, and/or how you can deliver them in the future
Quickly solve problems, and prevent them from occurring again	<b>Example:</b> When conducting After Action Reviews, I focus on the root causes of problems rather than searching for someone to blame. As a result, I ensure we only make a particular mistake one time, and that we can accurately identify and address any operational weaknesses.
Improve safety and reduce accidents	<b>Example:</b> Having spent time on rifle ranges, handling hazardous materials, and working around dangerous equipment, I understand how to develop, disseminate, and implement safety guidelines that virtually eliminate accidents or injuries.

Source: [Think Like an Employer](#) | [Veteran and Military Transition Center](#) | [CareerOneStop](#)

# Angel's Story

- Angel sustained neck and back injuries during his service in the U.S. Air Force. He medically retired and began receiving Social Security Disability Insurance
- Angel was later diagnosed with thyroid cancer and by his own admission, was “overwhelmed by the weight of his disability and illness.” With treatment, Angel was able to beat cancer and start thinking about work
- From a friend, he learned about a company looking to hire information technology (IT) professionals to support the U.S. Department of Defense. Angel was offered the job, but had questions about what full-time employment would mean for his disability benefits.
- Through the Ticket to Work Help Line, he connected with an Employment Network that provided him with free benefits counseling. He learned about Work Incentives and how work would impact his benefits. With this information, he had the confidence to accept the job offer.



[Angel's Story](#)



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

# Who Can Help You Achieve Your Work Goals?

As you think about transitioning to the civilian workforce 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 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 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 or 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 and 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 a.m. - 8 p.m. 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 or VR)



# American Job Centers

Many American Job Centers are also Workforce ENs.

- There are nearly 2,400 American Job Centers nationwide to help people with employment questions and needs.
- Many have Veterans Representatives who offer specialized services to veterans.

The logo for American Job Center is displayed within a light blue circle. It features the text "AmericanJobCenter" in a blue sans-serif font. The word "Job" is highlighted in red. Above the letter "o" in "Job", there is a red five-pointed star with a blue swoosh that curves from the top left towards the star.

# Online Job Search Sites for Veterans

- [Job Openings for Disabled Veterans \(JOFDAV\)](#) JOFDAV has a job board and blog posts with helpful career information.
- [Hire Heroes USA](#) provides free job search assistance to U.S. military members, veterans and their spouses.
- [Getting Hired](#) has a dedicated career section for veterans. Job seekers can register and apply to jobs for free.
- [Hiring Our Heroes](#) offers an expansive job board that features job listings for full-time, part-time or contract roles.
- [RecruitMilitary](#) connects military job seekers with services that include a job board and nationwide career fairs.

# New Resource: Ticket to Work for America's Veterans

- Learn more about the services and supports Angel, Robert and Jeff used on their employment journey
- Learn about resources available to veterans
  - Paralyzed Veterans of America (PVA)
    - PVA Veterans Career Live
  - Social Security resources
    - The Journey to Success publication
    - Answers to popular questions



Source: [Ticket to Work for America's Veterans Fact Sheet](#)

**Q&A**





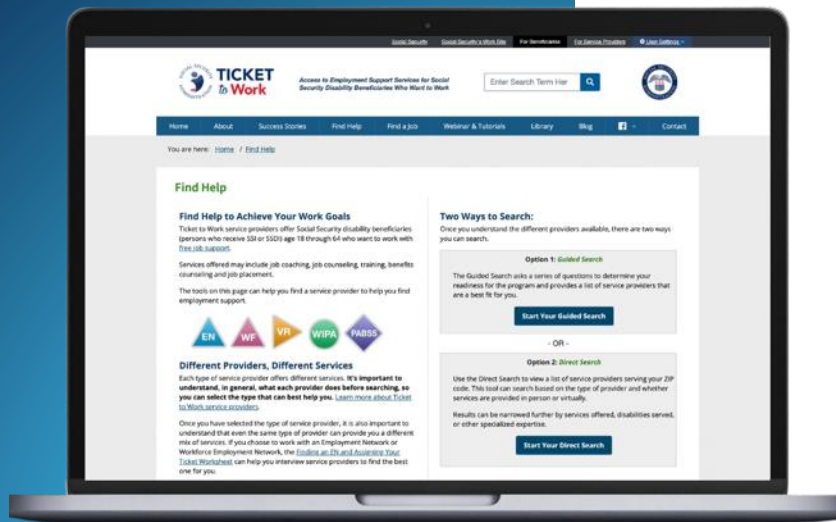
# How To Get Started

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](https://choosework.ssa.gov)

Use the Find Help Tool  
[choosework.ssa.gov/findhelp](https://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 Help Line

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The Ticket to Work Program offers a toll-free Help Line to answer your questions and support you on your journey to financial independence.

**Call the Ticket to Work Help Line**  
Monday - Friday, 8 a.m. - 8 p.m. ET

**1-866-968-7842**

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



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

**WISE**

Work Incentive Seminar Event

# Join Us for Our Next WISE Webinar!

Debunking the Biggest Myths  
About Ticket to Work

**December 18, 2024**

3 p.m. – 4:30 p.m. ET

**REGISTER ONLINE**

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