



Ticket to Work Program

Ticket Program Basics

Course Objectives

Content:

- Describe the Ticket to Work program
- Identify three purposes of the Ticket to Work and Work Incentives Improvement Act
- Discuss the benefits to beneficiaries who participate in the program
- Review the duties and responsibilities of the contractor partners in the Ticket to Work program

Application:

- Identify resources to aid you in becoming a successful EN
- Implement benefits discussion during the intake process



Ticket to Work and Work Incentives Improvement Act

- Signed into law by President Clinton in 1999
- Purposes
 - Encourage states to enable beneficiaries to purchase necessary Medicaid coverage
 - Provide continuing Medicare coverage while employed
 - Establish the Ticket to Work and Self-Sufficiency program



Beneficiary Participation

- Access to employment-related services and support increased choices
- Access to more service providers
 - Approved ENs
 - State Vocational Rehabilitation (VR) agencies
 - Partnership Plus
- Protection from medical Continuing Disability Reviews (CDR)



Ticket to Work Service Provider Roles

Social Security expects approved ENs to:

- Increase the number of beneficiaries entering workforce
- Assist beneficiaries in becoming economically self-supporting
- Provide the community with access to a pool of qualified applicants and workers with disabilities



Payments to Employment Networks

- An outcome-based program
- Payments are:
 - Based on beneficiary milestones and outcomes
 - Associated with work and earnings the beneficiary achieves after the ticket is assigned to the EN
- ENs must choose between two payment systems
 - Outcome Payment System
 - Outcome/Milestone Payment System
- EN can change its elected payment system once a calendar year (not done often)
- ENs can split payments



Key Partners in the Ticket Program

- Social Security Administration (Social Security)
- Ticket Program Manager (TPM)
- Work Incentives Planning and Assistance Projects (WIPA)



Social Security

Oversees the Ticket to Work program

- Publishes and updates governing regulations
- Final authority on all policy decisions
- Determines which beneficiaries are Ticket-eligible
- Approves requests to become Employment Networks

www.socialsecurity.gov/work/



Ticket Program Manager

Oversees the day-to-day operations of the Ticket program

- Maintains list of approved ENs
- Provides orientation, training and support for ENs
- Administers Ticket program processes
 - Individual Work Plan (IWP)
 - Ticket assignment/unassignment process
 - Payment processes



Ticket Program Manager

(continued)

- Ensures program integrity and monitors EN performance
- Facilitates partnerships
- Authorizes payments to ENs
- Maintains the Your Ticket to Work and Choose Work websites for service providers and beneficiaries respectively



Ticket Program Manager

(continued)

- Provides support to beneficiaries
- Markets the Ticket program and Social Security work incentives to beneficiaries
- Administers a call center
- Conducts online Work Incentive Seminar Events
- Offers outreach materials that ENs can use
- Has a social media presence



Work Incentives Planning and Assistance (WIPA) Projects

Supports working beneficiaries to make a successful transition to financial self-support

- WIPA services are **free**
- WIPA staff can answer questions about how work and earnings will affect a beneficiary's federal, state and local benefits

Find the WIPA in your area at:

www.choosework.net



Ticket to Work Program

- Ticket - Signifies eligibility to participate
 - Age 18 through 64
 - Currently receiving SSI and/or SSDI
- Participation
 - Access to services/supports to enter employment and work towards financial independence
 - Voluntary and free
 - Benefits of beneficiary participation
 - Protection from medical CDRs
 - Expedited Reinstatement of Benefits (EXR)



Getting Started

- Do the services your EN offers match the beneficiary 's service needs?
- Does the beneficiary have a previous work history or a history of prior earnings?
- Is the beneficiary likely to achieve Trial Work (TWL) or SGA level earnings?
- Is the beneficiary interested in becoming self-supporting?
- How much education has the beneficiary completed?
- What skills or areas of expertise does the beneficiary have?

Other Considerations

- Limitations
- Past Employment Issues
- Strengths and Competencies
- Fears
- Housing
- Childcare
- Medication
- Transportation

Ticket Assignability

- Send an encrypted email to the Program Integrity Department
 - programintegrity@yourtictetowork.com
- Login to the Ticket Portal
 - Visit www.yourtictetowork.com/web/ttw/ticket-portal to learn more information



Individual Work Plan (IWP)

- A living document developed in partnership with the beneficiary
- Identifies beneficiary's employment goal(s)
- Spells out the services and ongoing employment support the EN will provide to assist the beneficiary in achieving that goal

Learn more by visiting:

<https://yourtickettowork.com/web/ttw/individual-work-plan>



Timely Progress Review

Social Security expects beneficiaries using their Tickets to make steady progress towards financial independence

- TPM conducts Timely Progress Reviews (TPR) on each beneficiary who is using his or her Ticket
 - Conducted at the end of every 12-month period of Ticket
 - Timely Progress Guidelines, which are progressive, are spelled out in Ticket regulations
 - Based on educational attainment and/or work and earnings
- Impact of failing a TPR is lose of protection from medical CDRs
- Learn more at: <https://yourtickettowork.com/web/ttw/en-timely-progress-review>



Ticket Unassignment

- Either beneficiary or EN may unassign the Ticket at any time
- Must notify TPM
- Reason for unassignment request not required



Improving the Administration of the Ticket Program

- Movement in recent years to automated processes that increase the efficiency of the administrative processes necessary to operate as an EN
- Movement to new automated process will continue, including having some processes moved from the TPM to Social Security
- Stay tuned for important announcements about these changes

Resources for Success

- Technical Assistance
 - Toll Free: 1.866.949.3687
 - FAX: 703.893.4020
 - TDD: 1.866.833.2967
 - Ticket Portal
 - Input data
 - View Reports
 - Submit Payment Requests
 - Check Ticket Assignability and Ticket History
- www.yourtickettowork.com for training and other resources



Resources for Success continued

- Monthly calls with Social Security and the Ticket Program Manager
 - All EN Call – First Thursday
 - All VR Call – Second Tuesday
 - All EN Payments Call – Last Tuesday
- Information Center on website contains forms, training presentations and resource documents

www.yourtickettowork.com



Questions

Contact Information

Ticket to Work

www.yourtickettowork.com

enoperations@yourtickettowork.com