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
  o Encourage states to enable beneficiaries to purchase necessary Medicaid coverage
  o Provide continuing Medicare coverage while employed
  o 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
  o Approved ENs
  o State Vocational Rehabilitation (VR) agencies
  o 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:
  o Based on beneficiary milestones and outcomes
  o Associated with work and earnings the beneficiary achieves after the ticket is assigned to the EN
• ENs must choose between two payment systems
  o Outcome Payment System
  o 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
  o Individual Work Plan (IWP)
  o Ticket assignment/unassignment process
  o 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](http://www.choosework.net)
Ticket to Work Program

• Ticket - Signifies eligibility to participate
  o Age 18 through 64
  o Currently receiving SSI and/or SSDI

• Participation
  o Access to services/supports to enter employment and work towards financial independence
  o Voluntary and free
  o 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 and encrypted email to the Program Integrity Department
  • programintegrity@yourtickettowork.com

• Login to the Ticket Portal
  • Visit www.yourtickettowork.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
  o Toll Free: 1.866.949.3687
  o FAX: 703.893.4020
  o 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

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