# Cover Slide

# Setting Goals with Ticket to Work

**Date:** Wednesday, December 21, 2022

**Time:** 3 – 4:30 P.M. ET

Social Security Administration Ticket to Work logo, Social Security Administration logo, and text that reads “Helping You Today So You Succeed Tomorrow.” Ben standing on a football field with a goal post and banner that reads “FINANCIAL INDEPENDENCE”.

# Slide 2

# Accessing Today’s Webinar (Slide 1 of 3)

You can manage your audio using the audio option at the top of your screen (it will look like a microphone or telephone icon).

Screen shot of the "Connect My Audio" feature in Adobe Connect with an arrow pointing to the telephone icon.

Screen shot of the "Disconnect My Phone" feature in Adobe Connect with an arrow pointing to the telephone icon.

# Slide 3

# Accessing Today’s Webinar (Slide 2 of 3)

All attendees will be muted, and we encourage you to attend by choosing **“listen only”** from the audio menu. This will enable the sound to be broadcast through your computer, so please make sure your **speakers are turned on or your headphones are plugged in.**

Screen shot of the "Join Audio Conference" dialog box for Adobe Connect with an arrow pointing to "Listen Only."

# Slide 4

# Accessing Today’s Webinar (Slide 3 of 3)

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#**

# Slide 5

# Webinar Accessibility

Ben sitting at a desk with a laptop computer open.

# Slide 6

# Adobe Connect Accessibility User Guide

Should you need assistance navigating Adobe Connect, use the [**Adobe Accessibility User Guide**](http://bit.ly/adobe-accessibility)complete with a list of controls.

Screen shot of a list of keyboard shortcuts that can be used to navigate Adobe Connect.

# Slide 7

# 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 **text size** and choose **text color** combinations to best meet your vision requirements.

You can also access [captioning online](https://www.captionedtext.com/client/event.aspx?CustomerID=3492&EventID=5260587). <https://www.captionedtext.com/client/event.aspx?CustomerID=3492&EventID=5260587>

Screenshot of closed captioning navigation.

# ****Slide 8****

# American Sign Language (ASL)

* If you’re fluent in **ASL** and would like support during today’s webinar, use the [**ASL User Guide**](https://choosework.ssa.gov/library/wise-asl-guide) that provides instructions to connect with an interpreter through the Federal Communications Commission (FCC) Video Relay Service (VRS)

Graphic of a computer screen with the Ticket to Work logo, WISE logo, and two hands signing.

# ****Slide 9****

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

Screen shot of the Q&A pod where one enters a question, with an arrow pointing to the pod. Ben with a thought bubble that has a question mark.

# ****Slide 10****

# 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

Screen shot of the Web Links pod in Adobe Connect.

# ****Slide 11****

# Archived Events

**Please note**: This webinar is being recorded, and the archive will be available within 2 weeks at [**WISE on Demand**](https://choosework.ssa.gov/webinars-tutorials/webinar-archives/index.html).

Screen shot of the Ticket to Work "WISE On Demand" web page.

# Slide 12

# 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).

Ben sitting at a desk with a laptop computer open.

# Slide 13

# Presenters

**Welcome and Introductions**

Moderator: Derek Shields, Ticket Program Manager

Presenter: Raymond A. Cebula, III, J.D., Cornell University

# Slide 14

# Welcome!

Thank you for joining us! Today, we’ll discuss and answer questions related to:

* Social Security disability benefits
* Social Security's Ticket to Work Program and service providers
* How to use the Find Help tool to find a service provider
* Setting SMART goals
* Work plans

Ben with a thought bubble that has a question mark.

# Slide 15

**Social Security’s Ticket to Work Program**

Ben sitting at a desk with a laptop computer open.

# Slide 16

# Starting Your Journey

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

Ben looking at a road sign with arrows pointing in opposite directions.

# Slide 17

# Why Choose Work?

* Earn more income
* Meet new people
* Learn new skills
* Gain financial independence

Ben with a thought bubble that says “Work?”.

# Slide 18

**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

SSDI, SSI, and Social Security Administration Ticket to Work logos.

# Slide 19

**Ticket to Work Help Line**

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 8:00 am – 8:00 pm ET**

* + 1-866-968-7842
  + 1-866-833-2967 (TTY)

Ben with a thought bubble that says “Work?”.

# Slide 20

# Sign Up for a *my* Social Security Account

* Your personal *my* Social Security account through [**Social Security**](https://www.ssa.gov/myaccount/)gives you secure access to information based on your earnings history and interactive tools tailored to you.
* With a personal *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.

Screen shot of how to create a my Social Security account. 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, and have an email address.

# Slide 21

# Ticket Program Service Providers

# Find Help to Achieve Your Work Goals

Ben sitting at a desk with a laptop computer open.

# Slide 22

# Introduction to Ticket to Work Service Providers

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

VR, EN, WF, WIPA and PABSS logos.

# Slide 23

# State Vocational Rehabilitation (VR) Agency

A State VR agency furnishes 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.

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

VR logo.

# Slide 24

# Employment Networks (ENs)

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

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

EN and WF logos.

# Slide 25

# Supports and Services That May Be Provided

* Career planning or counseling
* Job search and job placement assistance
* State VR agencies may provide training programs
* Special programs for veterans and youth in transition
* Ongoing employment support
* Assistance with job accommodations
* Benefits counseling and information about Work Incentives

VR, EN and WF logos.

# Slide 26

# Work Incentives Planning and Assistance (WIPA) Projects

**WIPA projects:**

* Are staffed by Community Work Incentives Coordinators (CWICs)
  + CWICs provide free, in-depth counseling about:
    - Working
    - Earning money
    - How earnings from work will affect benefits

WIPA logo.

# Slide 27

# Work Incentives Planning and Assistance (WIPA) Projects (Continued)

To qualify for WIPA services, you must meet at least one of the following criteria:

* + Be actively working
  + Have a job offer pending
  + Be actively interviewing for jobs, have had an interview in the past 30 days, or have an interview scheduled in the next 2 weeks
  + Be a veteran
  + Be age 14 – 25, not necessarily actively pursuing work

WIPA logo.

# Slide 28

# 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

PABSS logo.

# Slide 29

# 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

PABSS logo.

# Slide 30

# Choosing a Service Provider

The Choose Work website offers many tools to help find the right EN for you!

[Finding an EN](https://choosework.ssa.gov/library/finding-EN-assigning-your-ticket-worksheet)

[Choosing the Right EN](https://choosework.ssa.gov/library/choosing-the-right-employment-network-for-you)

Ben looking at a road with various signs for EN, WIPA, VR, WF, and PABSS.

# Slide 31

# Find Help Tool

* Search for service providers using our [Find Help Tool](https://choosework.ssa.gov/findhelp).
* Provides a directory of all Ticket Program service providers, including:
  + VR agencies
  + ENs
  + WIPA projects
  + PABSS organizations

EN, WF, VR, WIPA and PABSS logos.

# Slide 32

# Using the Find Help Tool: 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.

Screenshot of Help Tool. **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. Button that says “Start Your Guided Search”.

# Slide 33

# Using the Find Help Tool: Guided Search Example

**Ticket to Work Guided Search**

Screenshot of Guided Search.

Welcome to Ticket to Work Guided Search! This tool will help you determine your readiness to participate in the Ticket to Work program and what type of Ticket to Work service provider may be right for you.

Instructions

* The tool will ask you up to 20 questions and should take no more than 10 minutes to complete.
* Make your selection and click "Next" to move forward in the tool. Use the "Back" button in the survey if you need to change an answer. Do not use your web browser's Back button.
* After you have completed the Guided Search tool, you will be provided a list of service providers tailored to you that you can contact to discuss how they can help you.
* If you have any questions, please email support@choosework.ssa.gov or call 1-866-968-7842 or 866-833-2967 (TTY).

Note: In this tool, “you” refers to a person who is interested in working. We acknowledge, that in some cases, this tool might be used on another’s behalf. Button that says “Next”.

# Slide 34

# Using the Find Help Tool: 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**.

Screenshot of Direct Search. **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. Button that says “Start Your Direct Search”.

# Slide 35

# Direct Search Example

Screenshot of where various selections can be entered to narrow the search such as provider type, zip code, services provided, state, specializations, and languages.

# Slide 36

# Questions?

Ben with a thought bubble that has a question mark.

# Slide 37

# Setting SMART Goals

Ben sitting at a desk with a laptop computer open.

# Slide 38

# SMART Goals

**S**mart: clearly define goals

**M**easurable: include exact amounts and dates

**A**ttainable: make sure you can accomplish your goals

**R**ealistic: don’t try to set your goals too high

**T**ime-bound: include deadlines to reach your goals

Photo of a desk chair and desk with books, pens, and notepad. Photo includes the words “When setting goals for your job search, make sure they are S specific, M measurable, A attainable, R realistic T time bound.”

Social Security Administration Ticket to Work logo.

# Slide 39

# The Power of SMART Goals

Goal setting:

* + Keeps you focused and accountable
  + Reminds you of steps that need to be taken to achieve success
  + Helps you recognize and celebrate accomplishments
  + Creates opportunity to review and revise efforts if necessary

Graphic with blocks that spell out SMART.

# Slide 40

# SMART Goal Example

**“To find work, I will contact at least 5 employers each week, apply for at least 2 open positions, and follow up with my EN or VR counselor every month.”**

* **S**pecific: Includes actions to help make progress toward the goal
* **M**easurable: At least one action to make progress toward goal
* **A**chievable: Steps that are reasonable and likely to help you achieve your overall goal
* **R**elevant: Actions are related to your goal of finding work
* **T**ime-bound: Having a set schedule

# Slide 41

# Reviewing and Revising Your Goals

* + As you pursue your goals, evaluate how effective your   
    plan is
  + Review your progress to make sure you’re following the action steps
  + Consider any additional actions that you may need to take:
    - * Training opportunities
      * Volunteer work
      * Networking
      * Working with a mentor

# Slide 42

# Short- and Long-Term Goals

* + Another strategy is to identify a large, long-term goal that you want to work towards as well as short-term goals that you can reach on the path to the larger goal
  + Celebrating achievement of small goals may help keep you motivated and on track to reach your large goals

Graphic of a clipboard and pencil.

# Slide 43

# Example: Short- and Long-Term Goals

* + **Long-term goal:** Become a general or assistant general manager of a grocery store
  + **Short-term goals:** 
    - Find work in a grocery store
      * Build customer service skills
      * Gain experience with cashier responsibilities
    - Earn promotion to shift manager
      * Improve and build on skills you’ve learned
      * Learn leadership and decision-making skills
      * Learn computer systems for money management, scheduling, and inventory

Grocery store clerk standing in the aisle.

# Slide 44

# Planning Your Employment Goals with the Ticket to Work Program

Ben sitting at a desk with a laptop computer open.

# Slide 45

**Working with Your Ticket Program Service Provider**

When working with an EN, Workforce EN, or State VR agency, you’ll discuss your employment goals, previous experience, and any supports and service you may need to succeed.

* You will discuss:
  + Short- and long-term work and earnings goal
  + Your recent work and earnings history
  + Benefits counseling to help you understand how earning income will affect your benefits
  + Education, training, or certifications you may need
  + Accommodations you may need to succeed in the workplace

# Slide 46

# Work Plans

Through the Ticket Program, you will work with a service provider to identify your employment goals, supports and services you need to succeed.

You and your service provider will work together to create a work plan which may be called one of following depending on the type of service provider:

* + Individualized Work Plan (IWP)
  + Individualized Plan for Employment (IPE)
  + Individualized Employment Plan (IEP)

Ben reading a work plan.

# Slide 47

# Work Plan: Career Planning

You will discuss short- and long-term employment goals and:

* + Amount of earnings you plan to make when you start working and how much you expect to earn when your work plan ends
  + Additional supports and services you’ll need to succeed

A person working on the computer.

# Slide 48

# Work Plan: Specific Supports and Services

Your service provider will describe short- and long-term supports they will provide to you. These may include:

* Short-term supports:
  + Career counseling
  + Job search and job placement assistance
  + Resume writing and interview prep
  + Training opportunities

Long-term supports:

* + Assistance in becoming stable in and keeping your job
  + Advice to help you get promoted and advance in your career

# Slide 49

# Work Plan: An Agreement

* Your work plan is like a contract
* Your service provider agrees to invest time and resources to help you find work and maximize your earnings
* You agree to follow the plan and make **timely progress** toward your goals
* The work plan must be **written and signed** to show that you and your service provider both agree

Ben shaking hands with an interviewer.

# Slide 50

# What Are Your Responsibilities?

* Your part of the agreement involves meeting responsibilities that your service provider will explain to you and help you meet
* These differ for everyone depending upon your benefits and what is written in your plan. They generally include:
  + Making timely progress in the program through a combination of education, training, and earnings
  + Reporting your earnings to Social Security on time
  + Reporting any change in status (employment, marital, living arrangements, etc.) to Social Security

# Slide 51

# Reaching Your Work Goals

Ben sitting at a desk with a laptop computer open.

# Slide 52

# Reaching Your Goals

Ask yourself these questions:

* What are my career goals for 2023?
* Are my goals SMART goals?
* What are the next steps I need to take to achieve my goals?
* Who can help me achieve my goals?

Photo of a desk with a keyboard, pencils, and other office supplies. The photo includes the words "What are your goals?"

# Slide 53

# Reaching Your Goals with Ticket to Work

* Connect with a Ticket Program service provider
  + Use the [Find Help](https://choosework.ssa.gov/findhelp) tool
* Write down your work goals and create a plan of action
  + Learn more about [Planning Your Employment Goals with Ticket to Work](https://choosework.ssa.gov/library/faq-planning-your-employment-goals-with-the-ticket-to-work-program)
* Check in with your EN or State VR agency regularly
* Celebrate your victories and progress!

Ben holding a star.

# Slide 54

# Achieving Goals: Rebecca’s Story

Ben sitting at a desk with a laptop computer open.

# Slide 55

# Rebecca’s Story

* Formerly a teacher, Rebecca decided it was time to find a new career after going into remission from cancer.
* At the same time, Rebecca was uncertain about whether she could sustain work and where to begin. Not knowing if or when the cancer would come back contributed to feelings of insecurity and a reluctance to jeopardize her SSDI and Medicare benefits.
* With the help of Ticket to Work, she achieved financial independence and found a fulfilling new job.

[Rebecca’s Story](https://choosework.ssa.gov/library/rebecca-success-story) <https://choosework.ssa.gov/library/rebecca-success-story>

Photograph of Rebecca smiling at camera.

# Slide 56

# Questions

Ben with a thought bubble that has a question mark.

# Slide 57

# Get Updates!

* + Want to learn more about our monthly **WISE webinars**? Subscribe to [**email and text message updates**](https://public.govdelivery.com/accounts/USSSA/subscriber/new?topic_id=USSSA_101) to find out our topics each month and be the first to register.
  + Interested in learning more about the Ticket Program, employment service providers, and other topics?   
    Subscribe to the [**Choose Work! blog**](https://choosework.ssa.gov/blog/)to get our weekly updates sent directly to your inbox.

Ben sitting at a desk with a laptop computer open.

# Slide 58

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

**Connect:**

Visit the [**Choose Work! contact page**](https://choosework.ssa.gov/contact/)to find us on social media and subscribe to blog and email updates!

Image of a track with a starting line.

# Slide 59

**Opt-in to Receive Text Messages**

Get advice and 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.

Photo of a person typing on a smart phone.

# Slide 60

**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](mailto: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.

A picture of a person using a computer.

**Slide 61**

**Join Us for Our Next WISE Webinar!**

**TITLE TITLE with Ticket to Work**

**Date: Wednesday, January 25, 2023**

**Time: 3 ‒ 4:30 PM ET**

[**Register online**](https://choosework.ssa.gov/wise)

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

Ticket to Work, Work Incentive Seminar Event (WISE) logo.