

# *Just the Facts on Ticket to Work*

If you are between the ages of 18 and 65 and currently receiving disability related payments under either the Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI) program, you are eligible for the Ticket to Work program. The Social Security Administration (SSA) notifies SSI/SSDI recipients about the Ticket to Work program and who to contact for more information. The Ticket program is used to choose an Employment Network (EN) for help in returning to or maintaining work. Actual Tickets are no longer sent out in the mail, just program information.

- ❖ Participation in the program (using your Ticket) is voluntary for the beneficiaries. Beneficiaries **DO NOT** have to use their Ticket to keep their benefits.
- ❖ You can use your Ticket and get services from the State Vocational Rehabilitation (VR) agency *or* from a private EN. EN's are private or government agencies that have agreed to work with SSA in providing employment services to beneficiaries with disabilities under the Ticket to Work program.
- ❖ Participants using their "Ticket" can receive employment, vocational or other services to help them go to work or maintain work.
- ❖ When the State VR agency/or EN and a Ticket holder agree to work together, the Ticket is "assigned" or put "In-use" to that EN or State VR agency after a Work Plan is developed and signed by both parties.
- ❖ If you choose employment services from the State VR agency, and you are determined eligible for services, you will sign an Individual Plan for Employment (IPE) and your Ticket will automatically be put into "In-Use" status. To remove the Ticket from "In-Use" status and assign your ticket to a different State VR agency or private EN the State VR case will need to be closed.
- ❖ When you choose a private EN to work with, sign an Individual Work Plan (IWP) and Ticket assignment form, you will be assigning your Ticket to that EN. If you are ever unhappy with services that EN provides you, you can always "un-assign" the Ticket by contacting Maximus.
- ❖ **MAXIMUS, INC.** is a private company that SSA contracts with to manage the Ticket to Work program. Maximus can answer questions about Ticket to Work, help you with Ticket assignment and provide contact information of other State VR agencies or EN's that may be available.
- ❖ Besides the option to choose service providers, the Ticket offers you another benefit. SSA will not do continuing disability reviews (CDR) of your medical condition while they consider you to be "using" your ticket. Using your "Ticket" means that you are in a work plan with either the State VR agency or a private EN.

## Common Consumer Questions

### **Q: How do I get more information about the Ticket to Work Program?**

**A:** Once you become “Ticket Eligible” (age 18 – 64 & in current pay status), you will get a letter that explains the Ticket process along with the Ticket and a list of providers in your area. If you don’t get this information in the mail, or if you want to check eligibility, your first step is to contact **MAXIMUS at 1-866-968-7842 (V) or 866-833-2967 (TTY)**  
Maximus website: <https://choosework.ssa.gov/>

### **Q: How do I use the Ticket program once I become eligible?**

**A:** Once you get the Ticket information, you should review the list of providers and decide who you would like to contact to get employment services. Always ask the provider what services they will be offering you directly. Information and referral to other agencies are not considered employment services. Once you choose an agency that you want to work with and they agree to take your Ticket, and then the EN will let you know what their process is for getting services.

### **Q: Does the EN have to take my Ticket and offer me services?**

**A:** A public or private EN is not required to take your Ticket or offer you services. The State VR agency is required, by the Federal government, to presume an SSA Disability beneficiary eligible for services. The State VR agency still has to make a final determination as to whether you are eligible prior to providing any employment services to you.

### **Q: Do I have to go back to work? If I don’t go back to work, will my benefits be affected?**

**A:** Working and receiving any income may have an effect on some or all of the benefits you receive (medical, housing, social security, food stamps, etc.). There are Oregon programs, such as the Employed Persons with Disabilities program (EPD), which gives individuals with disabilities the opportunity to receive Medicaid while earning wages. You are encouraged to seek benefits counseling to learn how earned income may impact your benefits. This is a critical factor in determining if the Ticket to Work would be beneficial to you.

### **Q: Whom do I contact for benefits counseling services?**

**A:** There are two venues for benefits counseling services. The first is a federally funded program that is available to all statewide and the second (WIN) is available only to State VR applicants:

**Plan for Work:** <https://droregon.org/topics/plan-for-work/>, (800) 452-1694x227, **Work Incentives Network:** <http://www.oregon.gov/dhs/employment/VR/WIN/Pages/index.aspx> 1-800-661-2571 or [win.refer@state.or.us](mailto:win.refer@state.or.us)

### **Q: Who do I contact to get information on the State of Oregon VR?**

**A:** Ticket to Work Program - Oregon VR contact: Eugenia Cox at Phone: (503) 472-2116 Ext 357, Toll Free: (877) 277-0513, Fax: (503) 434-5867 or E-mail: [eugenia.m.cox@dhsosha.state.or.us](mailto:eugenia.m.cox@dhsosha.state.or.us)