

# The Basics

## ***Ticket to Work Basics***

---

Ticket to Work is an employment program created by the 1999 Ticket to Work and Work Incentives Improvement Act (TWWIIA). Initial program regulations were published in December 2001.

### **Goals**

---

To ensure that Social Security beneficiaries with disabilities have the services needed to obtain and maintain gainful employment, the two primary goals of the Ticket to Work Program are

- to expand the universe of service providers who are available to assist Ticket Holders, i.e., those individuals eligible for Social Security benefits, Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI), based on disability, and
- to offer such individuals greater choice in service providers and access to more employment options.

### **Federal Administering Agency**

---

The Ticket to Work Program is funded and administered by the Social Security Administration (SSA). For more information, call toll-free 1-877-743-8237 (v/tty) or visit [www.ssa.gov/work](http://www.ssa.gov/work).

### **An Evolving Program**

---

When TWWIIA was being created, Congress envisioned that initial implementation of this new approach to service delivery would generate valuable lessons that SSA could use to refine and improve the program. Based on these lessons learned, SSA issued Notices of Proposed Rule Making (NPRM) in September 2005 and August 2007 that proposed changes to the Ticket regulations designed to improve the Employment Network payment process and provide greater financial incentives and flexibility. The goal is to make the Ticket Program more attractive to providers and thereby encourage them to become Employment Networks (ENs). When the final Ticket regulations are published in the spring of 2008, the SSA will re-launch the Ticket to Work Program by undertaking a major recruitment to increase the number of Employment Networks participating in the program and an outreach effort to encourage increasing numbers of beneficiaries to participate in the program.

*Over for basic information on the Ticket to Work Program.*



# Overview

## *Overview of the Ticket to Work Program Design*

Any entity can apply to become an Employment Network (EN).

- Application assistance is provided by CESSI, SSA's Program Manager for Recruitment and Outreach.
- The application is processed and approved by SSA.
- Once approved as an EN, Maximus, SSA's Program Manager for Operations, provides ongoing program support.

ENs receive information on Ticket Holders in their area and Ticket Holders receive information on ENs available to serve them.

The Ticket Holder and the EN agree to work together and develop an Individual Work Plan (IWP) that outlines the mutual commitment they are making to each other.

- Many Ticket Holders will wish to meet with a Community Work Incentive Coordinator (CWIC) through the Work Incentives Planning and Assistance (WIPA) Program prior to making any agreements. Find the WIPA nearest you by visiting <http://www.ssa.gov/work/WIPA.doc>.

The IWP is approved by Maximus.

- The EN provides the agreed upon return to work services.
- The Ticket Holder performs the agreed upon actions to return to work.
- The Ticket holder is provided with protection from Social Security's continuing disability reviews.

The Ticket Holder and EN stay in contact with each other and share wage information (via monthly contacts or via Unemployment Insurance data).

Once the Ticket Holder is working at a level that justifies a payment to the EN, the EN applies for payment from Maximus.

- Payments are direct deposited into the EN's account.

If at any point in time, the EN or the Ticket Holder chooses to exercise their right to dissolve the relationship, Maximus is contacted in writing.