A Resource Guide

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FACT SHEET - Ticket to Work Basics

"The Ticket to Work program helps you obtain vocational rehabilitation, training, job referrals and other employment support services free of charge." Social Security Administration

What is the Ticket to Work Program?

The Ticket to Work program provides Social Security disability beneficiaries the choices, opportunities and support needed to become and stay employed, increase their earnings, and eventually leave and remain off benefits by being fully self-supportive. Under this program, the Social Security issues 'tickets' to eligible beneficiaries who, in turn, may choose to assign those tickets to an Employment Network (EN) of their choice to obtain employment services, vocational rehabilitation services, or other support services necessary to achieve a vocational (work) goal. The EN, if they accept the ticket, will coordinate and provide appropriate services to help the beneficiary find and maintain employment. To learn more about the Ticket program, visit: https://yourtickettowork.com/web/ttw/en-about-ticket-to-work.
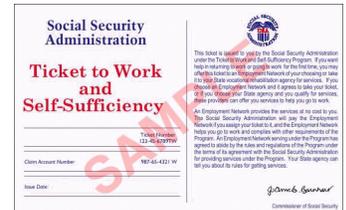
What is an Employment Network?

An EN in an organizational entity (State or local, public or private) that enters into a contract with Social Security with the intention of coordinating and delivering employment services, VR services, and/or other support services under the Ticket program. These services are provided by the EN to Social Security beneficiaries who have assigned their Ticket to the EN which has accepted the Ticket. To find out more about who can assist beneficiaries to better understand the Ticket program and where they may go for employment support services, visit: http://www.ssa.gov/work/overview.html.

What are the advantages of becoming and EN?

Becoming an EN not only provides more choice for individuals with disabilities in receiving services that will help them return to work, but also provides a means for ENs to fund these services through payments they receive for achieving employment related Milestones and Outcomes as established by the Ticket program. For more information on the advantages of becoming an EN visit: https://yourtickettowork.com/web/ttw/pen-why-become-an-employment-network; for the EN payment chart visit https://yourtickettowork.com/web/ttw/resource-documents.

What is required to become an Employment Network?

In order to become an EN, a Request for Quotation (RFQ) or a Workforce Payment Agreement (PA) must be completed and submitted to Social Security. For more information and the link to download the RFQ visit https://yourtickettowork.com/web/ttw/pen-how-to-become-an-employment-network. To download the Workforce PA visit https://yourtickettowork.com/web/ttw/forms. The Ticket to Work Operations Support Manager (OSM) can also direct you to individualized assistance in understanding the EN application process; to contact the OSM please call (866) 949-3687 or email workforce@yourtickettowork.com.

Common Names and Acronyms

SSA: Social Security Administration

EN: Employment Network

OSM: Operations Support Manager, currently MAXIMUS serves as the Ticket program OSM. OSM handles all activities related to ENs/service providers/Vocational Rehabilitation agencies serving as ENs including recruitment, training, payments, and other related activities.

BASS: Beneficiary Access and Support Services, currently Booz Allen serves as the Ticket program BASS Manager. BASS handles all Ticket-related activities for Social Security's beneficiaries with disabilities.

CDR: Continuing Disability Review

COS: Certification of Services

DUNS: Data Universal Numbering System assigned by Duns & Bradstreet; all ENs are required to have a DUNS number registered in the System for Award Management.

*e*Process: Electronic processes available to Workforce ENs only

IWP: Individual Work Plan

PII: Personally Identifiable Information

SGA: Substantial Gainful Activity

SSDI: Social Security Disability Insurance (Title II/ T2)

SSI: Supplemental Security Income (Title XVI/ T16)

TPR: Timely Progress Review

TWL: Trial Work Level

TWP: Trial Work Period

VR: Vocational Rehabilitation

APOR: Annual Performance and Outcome report; the annual report that is sent by the OSM to the EN. The APOR provides information on outcomes achieved by the EN with respect to services offered by the EN to beneficiaries.

For more commonly used names and acronyms related to the Ticket to Work please visit https://yourtickettowork.com/web/ttw/wm-ticket-acronyms.

The Basics of Social Security Disability Benefits (2013)

Two Social Security Disability Programs:
- **SSI** – Supplementary Security Income
- **SSDI** – Social Security Disability Insurance (also referred to by Social Security simply as "Social Security benefits")

<u>Note</u>: Some people receive benefits from both programs.

	SSI	SSDI

Requirements to Qualify
 	
Note: The SGA amounts are for 2013, and are adjusted annually for inflation.
	• Must have a disability.
	• Liquid assets of no more than $2,000 ($3,000 for a married couple).
	• Countable earnings below the substantial gainful activity (SGA) level of $1,040 per month (individuals who are blind do not have to meet this requirement).
	• Once individuals qualify for SSI, they can earn more than SGA, and still receive a portion of their cash benefits.
		• Must have a disability.
		• Must meet one of the following criteria:
		  1) Previously worked & paid Social Security taxes
		  2) Unmarried adult disabled prior to age 22 who has a parent who paid Social Security taxes who is retired, disabled or is deceased (Childhood Disability Benefits).
		• Countable earnings below the substantial gainful activity (SGA) level of $1,040 per month ($1,740 for individuals who are blind).

Medical Coverage	Usually Medicaid	Usually Medicare
Effect of Income on Cash Benefits	**Gradual Reduction in Relation to Earnings** • Monthly checks reduced in relation to income; as earnings increase, SSI decreases. • After the first $85.00 of earned income, SSI check is reduced by $1.00 for every $2.00 earned.	**All or Nothing** Receive full monthly cash benefit for the first 9 months of work regardless of earnings. If continuing earnings exceed the SGA limit of $1,040/mo. ($1,740 for individuals who are blind) then SSDI check stops after 3 more months. For the following 3 years, may be eligible to receive SSDI check if earnings are below SGA.
Effect of Income on Medical Benefits	▪ Even if cash benefit ends, individual may keep free Medicaid coverage until going over the "threshold limit", an annual income limit that varies from state to state. State threshold amounts are at: www.ssa.gov/disabilityresearch/wi/1619b.htm ▪ If free Medicaid coverage ends, individuals can purchase coverage through the state's Medicaid Buy-In program	▪ Keep Medicare for those first 9 months of work and then for at least an additional 7 1/2 years. ▪ If Medicare ends, individuals can purchase Medicare coverage. (Inquire about the Medicaid buy-in)
Examples of Work Incentives Available to Manage Benefits	▪ Impairment Related Work Expense (IRWE) ▪ Plan for Achieving Self-Support (PASS) ▪ Property Essential to Self-Support (PESS) ▪ Student Earned Income Exclusion ▪ Blind Work Expenses ▪ Expedited Reinstatement (benefits quickly	▪ Trial Work Period ▪ Impairment Related Work Expense (IRWE) ▪ Expedited Reinstatement (benefits quickly reinstated if necessary)

	reinstated if necessary)	

Note: This document is designed as a basic overview of benefits. Individuals should consult with their Work Incentive Planning and Assistance Program (WIPA), or other experts on benefits issues, to fully understand the impact of earnings on their benefits.

EN Suitability/Security Clearance

A security clearance (for the identified EN employees) is necessary for the EN to receive Personally Identifiable Information (PII) data from Social Security through its Operations Support Manager (OSM), MAXIMUS, including the ability to utilize the Workforce EN electronic tools (eProcesses and the Secure Provider Portal). The Portal is a secure online tool that ENs and State Vocational Rehabilitation Agencies can use to check or submit information. There are four main functionalities within the Portal: the ability to complete and submit certain documents online; view reports; upload and download information; and query beneficiary history. For more information on the Portal please view the *Secure Provider Portal Training* found at https://yourtickettowork.com/web/ttw/training.

The EN shall request suitability determinations (background checks) for those employees responsible for direct management of the EN activity, including the responsibility of sending and receiving Social Security beneficiary data files furnished by Social Security through its OSM.

To request suitability the EN should fax the EN employee list to Social Security's EN Suitability Team; it is this faxed list that will initiate the suitability process. The employee list must include: EN name and the EN Agreement number (provided on the EN award letter sent to the Signatory Authority from Social Security); Signatory Authority name and contact information; each EN employees' full name, Social Security Number, date of birth, and place of birth. For complete instructions on the suitability process please contact OSM to request a copy of the *"WF EN Suitability Requirements_Checklist_2013"* document or visit https://yourtickettowork.com/web/ttw/wm-completing-suitability.

Workforce *e*Process: A Fact Sheet

As a Workforce Investment Board (WIB) or an American Job Career Operator approved as an EN you are eligible to participate in the *e*Process system for the Ticket to Work program. This process recognizes your role in the national workforce system and your relationship to the Department of Labor who is a trusted partner with Social Security.

<u>Benefits:</u>
- Streamline the administrative procedures and paperwork involved with operating an EN
- Training and support is available to you as an EN free of charge

<u>*e*Process Options</u>

To enroll in the Workforce *e*Process you must complete the Workforce EN *e*Process Enrollment Form available at https://yourtickettowork.com/web/ttw/forms (you may also download the enrollment form from the Portal). Please note you can use all of these options or any combination. If you choose not to use one of these options now, you can sign up later.

Option 1 –

*e*Data Share: Send a list of your customer base and MAXIMUS can do a data match for you to identify the "common" clients. This match will identify individuals who are your customers and are also Social Security Ticket Holders who have an assignable Ticket. The list of Workforce EN customers is to be provided in a data file format supplied by MAXIMUS; the data file can be submitted via email as an attached password protected document or can be uploaded into the Portal, no password protection required.

Option 2 –

*e*Ticket Assignment: Provides an option to assign Tickets electronically without having to fax the Individual Work Plan to MAXIMUS. If you choose this option, all Tickets will be assigned through *e*Ticket Assignment.

How it works:
Once you have your list of common customers, the next step would be to contact each individual on the list, explain the Ticket program and your services and discuss if the Ticket Holder would like to assign their Ticket to your EN. The *e*Ticket Assignment Process will allow you to use your existing Individual Employment Plan (IEP) or an approved Workforce Individual Work Plan (IWP). If you use an internal IEP, it must be approved by MAXIMUS to assure it meets the terms of the EN agreement. The plan will establish the services and supports you will provide the customer and will also identify how the long term supports will be handled.

Once the IEP or IWP is completed and signed, under the *e*Ticket Assignment Process, you will use the *e*Ticket Assignment data file template to identify the Tickets you wish to assign (by providing the SSN of the customer and the IWP/IEP signature date in the file). You can send this information to MAXIMUS electronically (via email as a password protected attachment or uploaded to the Portal, no password protection required) with multiple assignments on the same list.

Note: in order to take advantage of the *e*Ticket Assignment Process your organization must have completed the Workforce EN *e*Process Enrollment Form whereby the Workforce EN certifies they understand the purpose of the IWP (or alternate IEP) and will comply with the Workforce *e*Process requirements by maintaining signed plans on file, stored in a secure location, and available for review at any time by Social Security or MAXIMUS.

Option 3 –

*e*Pay: Provides an option to receive automated payments, as eligible, including all Phase 1, 2 and Outcome payments, plus receiving quarterly earnings alerts for all your Ticket Holders indicating who is working three times above Trial Work Level.
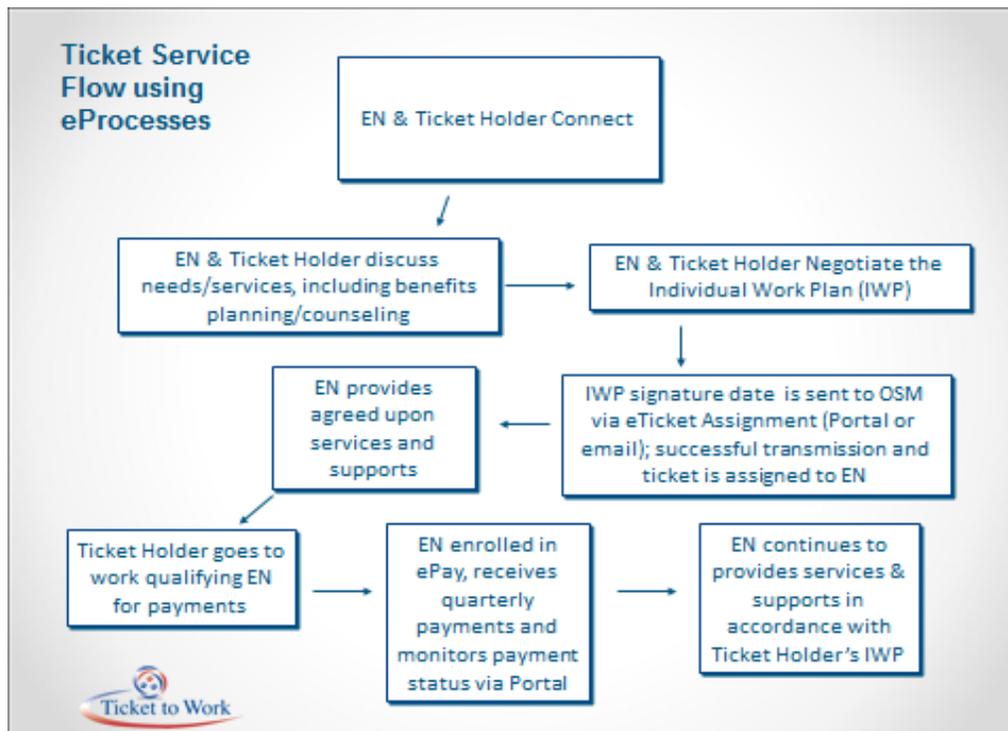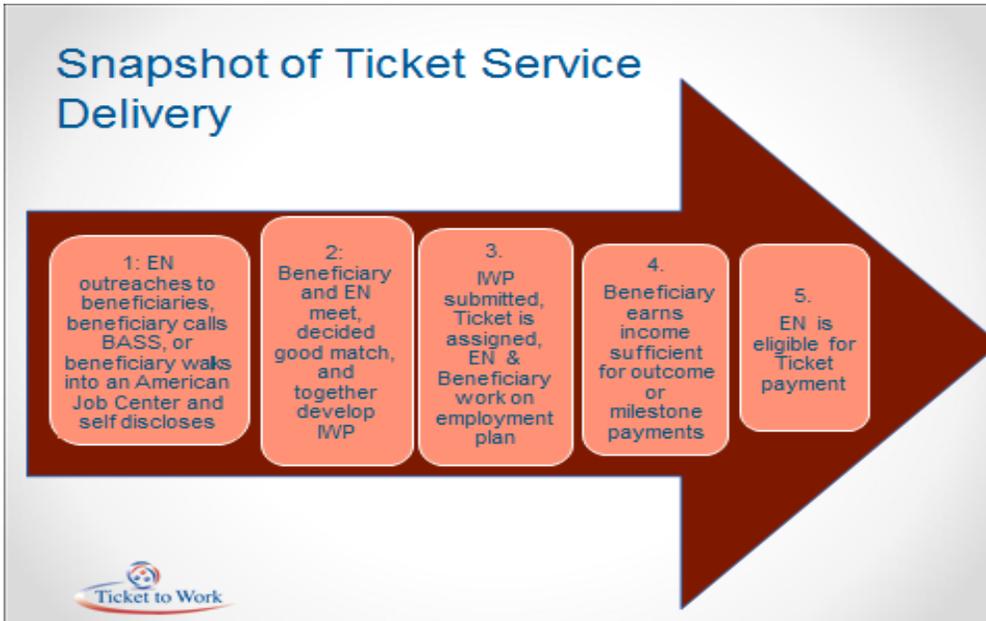
In an effort to make the payment process less burdensome, if you choose the Workforce *e*Pay, once an individual's ticket is assigned you do not have to provide any evidence of employment or earnings. Social Security will use the Unemployment Insurance database and other sources available to them to determine the Ticket Holders' earnings and when they reached appropriate payment points. Social Security will run wage records for qualifying payments on 2/15, 5/15, 8/15, and 11/15 for earnings earned in the previous 8 quarters. These EN payments will take nine to twelve months to begin but will continue automatically (on a quarterly basis) as long as the Ticket Holders' earnings and status meet the requirements. The reason for the nine to twelve month delay is due to the time it takes for the Ticket Holder to begin employment, report wages, and then for those earnings to be flagged and verified in the system. If the Ticket Holder is already working and their earnings are being reported regularly the Workforce EN can still receive payments via *e*Pay, however since *e*Pay claims are processed quarterly and not monthly there may be a 2-3 month delay in receiving those payments.

In addition, the Workforce EN cannot submit a manual payment request under *e*Pay unless the payment is denied, or the quarter has passed and the Workforce EN did not receive a payment. For self-employed Ticket Holders, the Workforce EN will need to continue submitting a manual payment request along with the self-employment income form. The Portal may be used to submit this information for self-employed Ticket Holders.

Note: in order to have your Ticket Holders placed on Workforce EN *e*Pay, the Workforce EN must sign a statement agreeing to repay any payments received (or allow the amount to be deducted from future payments) if it is determined at a later date the Workforce EN was not entitled to payment. This statement is included in the Workforce EN *e*Process Enrollment Form.

For more information on the process and procedures for the *e*Processes, please view the *"eProcess Desktop Guide"* or contact workforce@yourtickettowork.com.

Service Delivery Flow Charts

Snapshot of Ticket Service Delivery

1: EN outreaches to beneficiaries, beneficiary calls BASS, or beneficiary walks into an American Job Center and self discloses

2: Beneficiary and EN meet, decided good match, and together develop IWP

3. IWP submitted, Ticket is assigned, EN & Beneficiary work on employment plan

4. Beneficiary earns income sufficient for outcome or milestone payments

5. EN is eligible for Ticket payment

Ticket to Work

Ticket Service Flow using eProcesses

EN & Ticket Holder Connect

EN & Ticket Holder discuss needs/services, including benefits planning/counseling

EN & Ticket Holder Negotiate the Individual Work Plan (IWP)

EN provides agreed upon services and supports

IWP signature date is sent to OSM via eTicket Assignment (Portal or email); successful transmission and ticket is assigned to EN

Ticket Holder goes to work qualifying EN for payments

EN enrolled in ePay, receives quarterly payments and monitors payment status via Portal

EN continues to provides services & supports in accordance with Ticket Holder's IWP

Ticket to Work

Understanding the three key EN operational tasks

I. Ticket Holder Identification: Marketing and Outreach

To assist the Workforce EN to identify beneficiaries, Social Security's Operations Support Manager (OSM), MAXIMUS, offers:
1. *e*Data Share / Secure Provider Portal
2. Interactive Voice Response (IVR)
3. Beneficiary Referral CD
4. Marketing and outreach tools
5. Beneficiary outreach strategies

1. *e*Data Share / Secure Provider Portal

*e*Data Share is available through the Portal
The data match conducted by OSM identifies the "common" client: American Job Center customers who are also Social Security Ticket Holders and have an assignable Ticket. This tool is best for a Workforce EN who has more than 10 SSNs for the data match.

How it works: download the data file from Portal, provide SSNs in the designated column, then upload back into Portal; Portal will immediately display Ticket assignability status. Alternatively, the Workforce EN can request the *e*Data Share data file template via email, provide the required information, save the file as a password protected document, then email the document to OSM.

Use data file list to begin marketing/outreach to those customers with assignable Tickets.

2. Interactive Voice Response (IVR)

Automated phone system available 24/7; IVR allows the EN to check Ticket status of an SSN or multiple SSNs. Since the SSN must be entered individual, this method may be best for less than 10 SSNs to verify. For more information visit the IVR Training online at https://yourtickettowork.com/web/ttw/training.

3. Beneficiary Referral CD

The OSM produces a list of beneficiaries in the EN's service area on CD; the CD can assist your EN in reaching out to beneficiaries. This CD will include Ticket Holder's first and last name; address; phone number; last two numbers of SSN; year of birth; earnings History (i.e. if the Ticket Holder ever had earnings, earnings in last 60 months and earnings in last 18 months); prior SVR history (if available); Ticket holder's representative payee (if applicable). The CD must be requested by the EN; once requested the EN will receive the CD list each month. It will come in comma-delimited text file which will enable the EN to export the information to Microsoft Excel or Access. Once the information is exported, the EN can sort by age group, zip code, and work history. The CD must be kept in a secure location at all times to protect the beneficiary's personal information. Additionally, beneficiaries contact information is to be used for the Ticket to work program only.

Note, once the EN has access to the Portal similar information can be obtained by running a query on an SSN; for how-to guides on the various Portal features please visit https://yourtickettowork.com/web/ttw/resource-documents.

4. Marketing and Outreach tools

There are a host of marketing resources and tools available from other Workforce ENs as well as downloadable materials from http://www.chooseworkttw.net/document-library/materials-for-providers/index.html. In addition, ENs are listed in the Resource Directory found at http://www.chooseworkttw.net; this directory is the main access point for beneficiaries and service providers interested in learning about the resources and supports available under the Ticket program.

5. Beneficiary outreach strategies

The message: "If you receive SSI or Social Security Disability Insurance benefits and are interested in employment, contact your local XX Job Center for information about Ticket to Work. The XX Job Center is a Social Security Administration approved Employment Network under the Ticket to Work program. Please contact XX to learn more about assigning your Ticket to Work."

Methods getting the message out:
- Send an email to Ticket holders or mail a postcard to Ticket holders informing them of the above message
- Use the workforce system notification method used when announcements are sent to job seekers about job postings or events, to inform Ticket holders of your EN
- Host regular scheduled Ticket to Work informational meetings for Ticket holders
  - These sessions can be held monthly on ongoing bases in order to increase awareness of the benefits of the Ticket program and the services your center offers as an EN. The workshop can be an educational experience for your customers, many of whom may not understand Ticket and Work Incentives, and may be an excellent venue to identify customers who are Ticket Holders. Providing information on the Ticket program and Work Incentives may increase the likelihood of your customers willingness to self-identify they are receiving Social Security disability benefits; the workshop is designed as a no obligations requirement, simply come and learn more.
- Signage about EN
  - Entrance of workforce center
  - Marquee announcement
  - At locations where workshops conducted
- Workforce website
  - Announce on home page directed to a designated contact
  - Devote a web page to Ticket holders
  - If workforce uses social media, arrange for a guest blog on the subject matter
  - Downloadable web banners are available at http://www.chooseworkttw.net/document-library/materials-for-providers/index.html#webbanners.
- Assure all workforce partners staff are aware the Workforce agency is an EN
  - Include EN statement in new staff orientation
  - Provide brief refresher training to all staff annually or use 30-sec emails
- Include statement 'Social Security approved Employment Network' on all communications and events
  - Email signature tag lines
  - Published materials (brochures, flyers, etc.)
  - Announce EN at events (i.e. job fairs, workshops)
- Participate in Ticket to Work events
  - Host a virtual WISE Viewing Party – offered monthly through BASS http://www.chooseworkttw.net/. A Work Incentives Seminar Events (WISE) are designed to encourage Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) beneficiaries to explore their work options, join the workforce, and achieve greater financial independence and self-sufficiency while reducing or eliminating their need for SSDI or SSI cash payments. Hosting a WISE Webinar Viewing Party allows attendees to learn about these work support programs in a fun, engaging way. A helpful toolkit is provided at http://www.chooseworkttw.net/document-library/materials-for-providers/index.html#toolkit; this toolkit will assist ENs to plan and host a successful WISE viewing party.

o   Partner with state VR offices and other EN's for Ticket program outreach

Action Steps:
- Determine a plan to respond to the inquiries of outreach effort. Do you want the Ticket holder to meet with a staff person or do you want to invite Ticket holders to attend a regular scheduled Ticket to Work informational meetings at the job center?
- Identify who the Ticket holder should contact and note this on the message
- Schedule regular hosted TTW informational meetings and inform all staff of these meetings
- Utilize existing materials for informational meetings to reduce costs /time
- Assure have subject matter expert available to complete Ticket assignment at informational meetings

As a Social Security approved EN is it permissible to use the Ticket to Work logo?   *Yes, as a Social Security approved EN you have permission to use the Ticket to Work logo. The logo and a host of downloadable marketing materials are available at* http://www.chooseworkttw.net/document-library/materials-for-providers/index.html*.*

Are there any materials about Ticket to Work available from Social Security that can be used? *Yes, as an EN you can tap into the following materials about Ticket to Work found at* http://www.ssa.gov/work/publications.html*.*

II. Ticket Assignment: Creating the Employment Plan

Once the Beneficiary is verified to have a Ticket eligible for assignment, the Workforce EN conducts an initial assessment with the Ticket Holder. The assessment should not only include basic demographic questions but questions on the Ticket Holder's employment goals, employment supports (short term and long term), job accommodations, job training needs, any barriers that need to be addressed (i.e. transportation), educational/vocational training status/interest, prior VR services, employment and volunteer history, benefits counseling, and if he or she is a Veteran. There are sample Ticket Holder assessment forms available, please contact OSM for additional information.

After the initial assessment, the Workforce EN must examine the services they are willing to offer and how those services match the Ticket Holder's needs. Based on that match, the Workforce EN and the Ticket Holder can agree to work together and create an Individual Work Plan (IWP), or if used and OSM approved, an internal IEP. If the Workforce EN choses, it can utilize the Workforce IWP that was created by a Workforce EN in New York and has been pre-approved by OSM. Please contact workforce@yourtickettowork.com for the Workforce IWP template.

Once the IWP/IEP is completed and signed by both the Workforce EN and the Ticket Holder, the Workforce EN submits the IWP/IEP to OSM. After the IWP/IEP is approved, the Ticket is officially assigned to Workforce EN. The Workforce EN can submit the IWP/IEP via three basic methods:
- *e*Ticket Assignment via Secure Provider Portal
- *e*Ticket Assignment via email
- Traditional Method

*e*Ticket Assignment via Secure Provider Portal:
- Preferred method: electronically assign Tickets with OSM in lieu of the traditional method of faxing the signed IWP/IEP

- Workforce ENs must have completed the Workforce EN *e*Process Enrollment Form assuring that a completed IEP or IWP will be maintained as required by Social Security
- Download *e*Ticket Assignment data file from Portal; Workforce EN inserts in data file the SSN and date of the IWP/IEP signature (labeled as Ticket Assignment Date in the file), saves file then uploads into Portal
- Portal provides immediate status on upload; Workforce EN can enter Portal to view Ticket assignment status
- Ticket confirmation letter sent Ticket Holder and to the Workforce EN

*e*Ticket Assignment via email
- Workforce ENs must have completed the Workforce EN *e*Process Enrollment Form assuring that a completed IEP or IWP will be maintained as required by Social Security
- Obtain data file from OSM; Workforce EN inserts in data file the SSN and date of the IWP/IEP signature, saves file as password protected document, then emails file to workforce@yourtickettowork.com
- OSM will process file and assign Ticket; Ticket confirmation letter sent to EN and Ticket Holder

Traditional Method:
- Complete an IWP/IEP with Ticket Holder
- EN faxes the signed IWP/ IEP to OSM
- OSM processes the IWP/IEP
- Ticket assignment date is based on the signature date provided on the IWP
- Ticket Confirmation Letter sent to EN and Ticket Holder

III. EN Payments: *e*Pay, the simplified approach to EN Payments

By working with the beneficiary, keeping track of your Workforce EN activities, and providing information on beneficiary progress, your organization can submit an EN payment request as eligible based on the Ticket Holders' earnings amount (see Milestone/Outcome payment chart). Remember, an EN is paid for helping Ticket Holders reach certain employment/earnings milestones rather than reimbursed for services provided. The Ticket program is an outcome-based employment program administered by Social Security. The goal of the EN participating in the Ticket program should be to assist people receiving Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) benefits on the basis of disability — referred to jointly as disability beneficiaries — attain self-sufficiency through sustained work at or above the Substantial Gainful Activity (SGA) level. SGA for 2013 is earnings of $1,040/month for Ticket Holders with disabilities other than blindness and $1,740/month for Ticket Holders who are blind or visually impaired.

As a Workforce EN you have access, under the Workforce *e*Processes, to ePay; this payment system election is only available to Workforce ENs and is used for both Milestone and Outcome payments. The Workforce EN must complete the eProcess enrollment form that states the Workforce EN agrees to the terms and conditions of ePay. Once a Ticket is assigned, the Workforce EN enrolled in ePay does not need to submit evidence of earnings to receive eligible EN payments. Social Security will use the Unemployment Insurance database and other sources available to them to determine the Ticket Holders' earnings and when they reached appropriate payment points. These payments will take nine to twelve months to begin but will continue automatically (on a quarterly basis) as long as the Ticket Holders' earnings and status meet the requirements. Social Security will run wage records for qualifying payments on 2/15, 5/15, 8/15, and 11/15 for earnings earned in the previous 8 quarters.

Besides the benefit of not having to collect evidence of earnings (i.e. paystubs) from the Ticket Holder in order to submit a request for payment (and the paperwork involved with submitting such request), the Workforce EN enrolled in ePay who provides short and long term employment supports is not required to submit the Certificate of Services (COS) form to receive payment. COS is required for Phase 1 milestone 4; Phase 2 milestone 11; outcome 11 and outcome 22 under the traditional EN payment system. The Workforce EN must provide and document these services, however, and will be subject to a Social Security audit for review of

these files. If the Workforce EN provides long term employment supports and is not enrolled in ePay, the Workforce EN will be required to submit the COS form to receive eligible EN payments.

Additional Resources

OSM Ticket Home page: www.yourtickettowork.com

How to Contact OSM:
General inquiries for ENs contact: ENoperations@yourtickettowork.com
General inquiries for Workforce ENs contact: workforce@yourtickettowork.com
Ticket to Work Helpline for ENs and VR agencies: 1.866.949.3687
OSM EN Payments Help Desk:
   • Call 866.949.3687 (press 2, then 1)
   • Email ENPaymentsHelpDesk@yourtickettowork.com
   • Fax 1.703.893.4020 or 4149 -- attention "EN Payments Help Desk"
   • Visit https://yourtickettowork.com/web/ttw/en-payments-help-desk
For additional information on the resources available to answer EN operational questions visit:
https://yourtickettowork.com/web/ttw/contact-us-information

OSM Ticket Training Presentations: https://yourtickettowork.com/web/ttw/training
   • Interactive Voice Response: Checking Ticket Assignability by phone
   • Secure Provider Portal
   • Successful Outreach Strategies
   • Ticket Program Basics
   • Timely Progress Reviews
   • Wage Reporting
   • And more!

OSM Guide to Payments: https://yourtickettowork.com/web/ttw/en-payments

OSM Workforce/One Stop page: https://yourtickettowork.com/web/ttw/en-workforce-one-stops

OSM Welcome Materials for new ENs: https://yourtickettowork.com/web/ttw/welcome-material-for-new-ens

OSM Hosted Conference Calls for ENs: https://yourtickettowork.com/web/ttw/upcoming-events

OSM Resource Documents: https://yourtickettowork.com/web/ttw/resource-documents

Annual and Ongoing EN Requirements: https://yourtickettowork.com/web/ttw/wm-annual-requirements

Social Security's Work Site: http://www.ssa.gov/work/home.html
   • Ticket Program Information
   • Social Security's Resources
   • Publications About Disability and Work

Social Security's Red Book- A Guide to Work Incentives: http://www.socialsecurity.gov/redbook/

BASS ChooseWork site: http://www.choosework.net/
           • About Ticket to Work
           • Resource Directory
           • Work Incentive Seminar Events
           • Ticket to Work Blog
           • Document Library

DOL Workforce3One: https://disability.workforce3one.org/

"The Disability and Employment Community of Practice is an online learning destination for public workforce system staff and partners, jobseekers, community-based organizations, grantees, and the business sector, who provide services and programs to people with disabilities and/or other challenges to employment."

Job Accommodation Network: http://askjan.org/
"The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues."

Employer Assistance and Resource Network: http://askearn.org/
"EARN's vision is to increase employment and workplace inclusion for people with disabilities by engaging and empowering employers to be leaders in this effort."

DOL Office of Disability Employment Policy: http://www.dol.gov/odep/

Workforce Recruitment Program: https://wrp.gov/LoginPre.do?method=login
"The WRP is a recruitment and referral program that connects federal and private sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to prove their abilities in the workplace through summer or permanent jobs."

Medicaid and Medicare: Most states allow workers with disabilities to continue to access Medicaid benefits under a variety of circumstances. While these programs vary across the country, people can often pay affordable premiums to maintain this important coverage. Learn more about how this works from these websites:
http://www.socialsecurity.gov/redbook/eng/healthcarehelp.htm#a0=-1
http://www.syntiro.org/hrtw/healthcare/buy_in.html
http://www.kff.org/medicare/7241/medicaid.cfm