

# *Ticket to Work Quick Reference Guide*

## **Ticket to Work Background**

On December 28, 2001, the final regulations for the “Ticket to Work and Work Incentive Improvement Act Legislation” (TWWIA) were released. Starting in February 2002, the Social Security Administration (SSA) began mailing “Tickets” to eligible Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) recipients in Oregon. This voluntary program helps people receiving disability benefits to go to work by decreasing barriers to employment and increasing their choice of vocational service providers.

## **Just the Facts**

- ❖ Participation in the program is voluntary for the beneficiaries.
- ❖ Participants in the “**Ticket to Work**” program can receive employment, vocational or other services to help them go to work or earn more money from work.
- ❖ **Employment Networks (EN)** will provide “**Ticket to Work**” program services. Employment Networks are private organizations or government agencies (**Vocational Rehabilitation**) that have agreed to work with the Social Security Administration in providing employment services to beneficiaries with disabilities. The EN is responsible for providing services to beneficiaries in order for them to work or to earn more money at no cost to the beneficiary.
- ❖ MAXIMUS, INC. is a private company that is working with the SSA to help manage the Ticket to Work program. The Office of Vocational Rehabilitation Services (OVRS) Administration works directly with Maximus for ticket assignment and information gathering purposes.
- ❖ When an EN and a beneficiary agree to work together, the Ticket is “assigned” to the EN using the SSA-1365 form. The beneficiary may choose to take the ticket back if the services provided by the EN are not satisfactory. The beneficiary also has the option of working through the EN complaint process to resolve the issue. If this process is not successful, the beneficiary may contact MAXIMUS for assistance.

**For more information regarding the Ticket to Work Program contact: Eugenia M. Cox, Ticket to Work Program Coordinator, at (503) 945-6649 E-mail: [eugenia.m.cox@state.or.us](mailto:eugenia.m.cox@state.or.us) Fax: (503) 947-5010**

## Common Consumer Questions

### **Q: Why did I get this Ticket to Work in the mail?**

**A:** Tickets are being sent to eligible SSI or SSDI recipients in Oregon who are between the ages of 18 and 64. It is an opportunity to receive services and support so that you can return to work.

### **Q: Why do I want the Ticket? Do I have to use it?**

**A:** Participation and use of the Ticket is strictly voluntary. The Ticket provides you with options in employment and rehabilitation services. Until this time, you were limited to the services provided by the State Vocational Rehabilitation Division. The Ticket allows you to choose a provider that best meets your needs and to receive employment related services at no cost 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 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?**

**A:** The Oregon Advocacy Center provides benefits counseling. The contact person for the program is Doug Zeh.

**Oregon Advocacy Center 1-800-452-1694 (voice); 1-800-556-5351 (TTY)  
Doug Zeh email: [dzeh@oradvocacy.org](mailto:dzeh@oradvocacy.org)**

### **Q: How do I use my Ticket?**

**A:** The letter you received with the Ticket explains the Ticket process. The first step is to contact **MAXIMUS at 1-866-968-7842 (voice) or 1-866-833-2967 (TTY)**. MAXIMUS will provide more information about how to use the Ticket and choose an Employment Network.

### **Q: What if I want more information? What if I lose my ticket?**

**A:** Contact MAXIMUS for more information or a replacement. For additional information on SSA Work Incentives, go to [www.yourtickettowork.org](http://www.yourtickettowork.org)

