

## **California Department of Rehabilitation's** **Beneficiary Fact Sheet on the** **Ticket to Work Program**

### **What is the “Ticket to Work” Program?**

Ticket to Work (TTW) is a voluntary work incentive program for Social Security Administration's (SSA) Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) beneficiaries who are between the ages of 18 and 64 and interested in going to work. The goal of the TTW Program is to assist beneficiaries in obtaining employment and working towards becoming self-sufficient.

### **How do I know if I am eligible for the TTW program?**

If you are between 18 and 64 years of age and currently receiving SSI and/or SSDI, you may have received information on the TTW program. If you want to know if you are TTW eligible, you (or your DOR counselor) can call SSA's TTW Help Line toll free at 866-968-7842. You do not need a paper Ticket to participate in the TTW program.

### **I am eligible for TTW. What do I do now?**

If you are interested in working, the TTW Program may be your key to accessing vocational rehabilitation, training, and placement services, as well as other services and support to help you reach your employment goals. If you are eligible for TTW and want to go to work, you can use your Ticket to obtain employment services and support from State Vocational Rehabilitation (VR) Agencies such as the Department of Rehabilitation (DOR) **or** you can assign it to an SSA-approved service provider called an Employment Network (EN). Your Ticket cannot be assigned to an EN and In-Use with DOR at the same time.

### **What happens if I choose to seek services from the Department of Rehabilitation (DOR)?**

Your DOR counselor will determine eligibility and priority for services and together you and your DOR counselor will develop your Individualized Plan for Employment (IPE). Your IPE will identify a specific employment goal and include the services and supports that are necessary to reach your employment goal. You or your representative (if you have one) and your DOR counselor will sign the IPE before your DOR counselor can authorize services. Your DOR counselor will give you a copy of your IPE in an accessible format.

Once your IPE is approved and signed by you and your DOR counselor, your Ticket will be placed “In-Use” with DOR. If your Ticket is currently assigned to an EN, it will need to be taken out of assignment while you are receiving services from DOR. While you are using your Ticket, SSA will excuse you from medical Continuing Disability Reviews (medical CDRs) as long as you are actively participating in the program and meeting SSA's Timely Progress benchmarks (see attached Timely Progress Review

(TPR) table). SSA will send you a TPR letter annually. If you feel that you are unable to meet SSA's Timely Progress benchmarks and do not want to receive TPR notices, you may request to inactivate your Ticket by submitting a written request to Maximus by fax to 703-893-4020. Please note that you will not be excused from medical CDRs while your Ticket is inactivated. If you are not able to meet SSA's Timely Progress benchmarks, you can still continue to receive services from DOR.

When your DOR case is closed, you can assign your Ticket to an EN of your choice. If you were originally referred by an EN to DOR, your DOR counselor will refer you back to that EN. When your DOR case is closed, you have 90 days to assign your Ticket to an EN if you want to continue to be excused from medical CDR's. Assigning your Ticket to an EN is voluntary. ENs are great resources to you because they can provide you with ongoing support services, job retention services and supports to help you keep your job and increase your earnings.

You can get a list of approved ENs in the area by visiting [www.chooseworkttw.net](http://www.chooseworkttw.net) or contacting the SSA's TTW Help Line toll free at 866-968-7842.

### **What are Work Incentives?**

Work Incentives are SSA rules that make it possible for people with disabilities receiving SSDI and SSI to explore work options and reach their work goals without losing their benefits prematurely. Social Security Work Incentives help beneficiaries remove barriers to work by offering support services and providing a safety net to assist beneficiaries in finding meaningful employment and succeeding in the workplace.

### **What if I have questions about Work Incentives and how work and income will affect my SSDI or SSI benefits?**

SSA's TTW Help Line is available Monday - Friday 8:00 AM - 8:00 PM EST to answer questions about Work Incentives and how part-time, full-time, or seasonal work could affect your SSDI or SSI benefits: 1-866-968-7842 (Voice) or 1-866-833-2967 (TDD), [www.chooseworkttw.net](http://www.chooseworkttw.net).

Find tools and information on benefits and employment on the Disability Benefits 101 web site [www.disabilitybenefits101.org](http://www.disabilitybenefits101.org)

**To learn more about the Ticket to Work Program, contact:**

- SSA's TTW Help Line to verify your Ticket status and eligibility and answer your questions about TTW and Work Incentives: 1-866-968-7842 (Voice) or 1-866-833-2967 (TDD), [www.chooseworkttw.net](http://www.chooseworkttw.net).
- Social Security Administration (SSA): answers TTW or SSA questions: 1-800-772-1213 (Voice) or 1-800-325-0778 (TDD). SSA Ticket to Work web site: [www.ssa.gov/work](http://www.ssa.gov/work).
- DOR Ticket To Work toll free help line: answers general TTW inquiries and provides referral to local DOR office  
1-866-449-2730 (Voice) or 1-866-359-7705 (TDD) or email at [TTWinfo@dor.ca.gov](mailto:TTWinfo@dor.ca.gov).
- Client Assistance Program: 1-800-952-5544 (Voice) or 1-866-712-1085 (TDD).
- *Disability Benefits 101: Working with a Disability in California* web site [www.disabilitybenefits101.org](http://www.disabilitybenefits101.org).

Attachment: SSA's Timely Progress Guidelines

**Timely Progress Guidelines  
During Each 12-month Progress Review Period**

**1<sup>st</sup>-12 months (after 12 months of ticket use)**

- Complete 3 months of work at Trial Work Level (TWL), OR
- Complete a GED or high school diploma, OR
- Complete 60% of a full-time course load for an academic year in a college or technical/trade/vocational training program, OR
- Complete a combination of this work and education requirement

**2<sup>nd</sup>-12 months (13-24 months of ticket use)**

- Complete 6 months of work at Trial Work Level (TWL), OR
- Complete 75% of a full-time course load for an academic year in a college or technical/trade/vocational training program, OR
- Complete a combination of this work and education requirement

**3<sup>rd</sup>-12 months (25-36 months of ticket use)**

- Complete 9 months or work at Substantial Gainful Activity (SGA) level, OR
- Complete an additional full-time academic year of study, OR
- Complete a 2-year or 4-year college program, OR
- Complete a 2-year technical/trade/vocational training program, OR
- Complete a combination of this work and education requirement

**4<sup>th</sup>-12 months (37-48 months of ticket use)**

- Complete 9 months of work at Substantial Gainful Activity (SGA) level, OR
- Complete an additional academic year of full-time study, OR
- Complete a combination of this work and education requirement

**5<sup>th</sup>-12 months (49-60 months of ticket use)**

- Complete 6 months of work at Substantial Gainful Activity (SGA) level with no SSDI and/or SSI cash benefits in months worked, OR
- Complete an additional academic year of full-time study, OR
- Complete a 4-year degree program

**6<sup>th</sup>-12 months (61-72 months of ticket use)**

- Complete 6 months of work at Substantial Gainful Activity (SGA) level with no SSDI and/ or SSI cash benefits in months worked, OR
- Complete a 4-year degree program

**7<sup>th</sup>-12 months (73-84 months of ticket use)**

- Complete 6 months of work at Substantial Gainful Activity (SGA) level with no SSDI and/or SSI cash benefits in months worked \*

**\*The guidelines for any subsequent 12-month Progress Review are the same as for the 7<sup>th</sup> 12-month Progress Review.**