



Employment Networks in Social Security's Ticket to Work Program

Ticket to Work is an employment support program for people with disabilities who are interested in going to work or increasing their work. The program's goal is to increase opportunities and choices for Social Security disability beneficiaries to get vocational rehabilitation, employment, and other support services from public and private providers, employers, and other organizations.

Participation in the Ticket to Work program begins when a person reaches an agreement with an employment network (EN) or state vocational rehabilitation (VR) agency.

What is an EN?

An EN is an entity that contracts with the Social Security Administration to either provide or coordinate the delivery of the necessary services to Social Security disability beneficiaries. The EN can be a single person, a partnership/alliance (public or private), or a consortium of organizations collaborating to combine resources to serve eligible people.

Does it cost anything to become an EN?

The application process to become an EN is free. For more information, or to contact the employment network contracts team, go to the Ticket to Work website at www.yourtickettowork.com, or call toll-free, **1-866-584-5180** (TTY **1-866-584-5181**).

How many ENs will Social Security approve?

The number of ENs that Social Security can approve is unlimited. Social Security is contracting with as many qualified entities as possible from both the public and private sector.

Do ENs receive upfront funding?

The Ticket to Work program is a performance-based program. ENs receive payments when the beneficiary achieves certain employment-related milestones or outcomes.

ENs that need upfront capital can find guidance at www.yourtickettowork.com/web/ttw/pen-en-capitalization.

Do beneficiaries have to participate in the Ticket program?

The Ticket to Work program is voluntary. A beneficiary can choose if, when, and where to participate in the program.

How do ENs and beneficiaries connect?

Social Security uses many strategies to connect beneficiaries with ENs, including webinars, social media, targeted automatic telephone calls, and language about the Ticket to Work program in various notices. Social Security encourages beneficiaries to contact the Ticket Call Center toll-free at **1-866-968-7842**, (TTY **1-866-833-2967**). Eligible people can also view an online directory that's open to the public. Interested beneficiaries can contact any EN they wish.

ENs have access to basic contact information on eligible people who are in their service area and not working with another EN. ENs are encouraged to reach out to Social Security disability beneficiaries and advocates in their communities.

Are ENs required to serve everyone?

Unless otherwise mandated by other legislation or rules governing their organization, ENs aren't required to serve everyone. ENs elect which specific services they want to offer, which people they're capable of serving, and in which geographical area they'll work.

What if the beneficiary decides to work with a different EN?

A beneficiary can choose at any time to seek the services of a different EN. The previous EN may be eligible to share in the payments.

What if the EN decides to no longer work with a beneficiary?

To no longer work with a beneficiary, the EN simply needs to notify the Ticket Program Manager in writing that it wishes to end its agreement with the person. The beneficiary is then responsible for finding a new EN to continue in the program if he or she wishes to do so. The beneficiary can find help in locating a new EN by calling the Ticket Call Center at **1-866-968-7842**, (TTY **1-866-833-2967**).

Can an EN continue to receive referrals from state vocational rehabilitation agencies?

A provider can serve as an EN and continue to collaborate with the state VR agency. There are rules regarding program agreements and EN payments for people who are served by both state VR agencies and ENs.

Will Ticket to Work program payments affect other funding sources?

Organizations or people wishing to become an EN should check with their funding sources to determine if EN payments will affect the funding they receive from other funding sources.

How do ENs get paid?

When a beneficiary achieves certain employment milestones or outcomes, the EN submits a request for payment, and evidence of the person's earnings, to the program's Ticket Program Manager. We will send a notice to the EN when the request has been approved. The payment will then be deposited electronically in the EN's financial institution.

Where can I find out more about being an EN?

To find out more about becoming an EN, visit www.yourtickettowork.com. You also can contact Social Security's employment network contracts team, toll-free at **1-866-584-5180**, (TTY **1-866-584-5181**). Or, you can email them at ENcontracts@ssa.gov.

Contacting Social Security

The most convenient way to contact us anytime, anywhere is to visit www.socialsecurity.gov. There, you can: apply for benefits; open a *my* Social Security account, which you can use to review your Social Security Statement, verify your earnings, print a benefit verification letter, change your direct deposit information, request a replacement Medicare card, and get a replacement SSA-1099/1042S; obtain valuable information; find publications; get answers to frequently asked questions; and much more.

If you don't have access to the internet, we offer many automated services by telephone, 24 hours a day, 7 days a week. Call us toll-free at **1-800-772-1213** or at our TTY number, **1-800-325-0778**, if you're deaf or hard of hearing.

If you need to speak to a person, we can answer your calls from 7 a.m. to 7 p.m., Monday through Friday. We ask for your patience during busy periods since you may experience a higher than usual rate of busy signals and longer hold times to speak to us. We look forward to serving you.



Securing today
and tomorrow

Social Security Administration
Publication No. 05-10065 | ICN 463278 | Unit of Issue — HD (one hundred)
July 2017 (September 2015 edition may be used)
Employment Network in Social Security's Ticket To Work Program
Produced and published at U.S. taxpayer expense