



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 eligible 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 beneficiary places their Ticket to Work with an employment network (EN) or state vocational rehabilitation (VR) agency.

What is an EN?

An EN is an entity that enters into an agreement 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 an association of providers.

Does it cost anything to become an EN?

The application process to become an EN is free. For more information about becoming an EN or to apply, contact the Ticket Program Manager at enoperations@yourtickettowork.ssa.gov or visit yourtickettowork.ssa.gov.

How many ENs will Social Security approve?

The EN application process is open-ended. The number of ENs that Social Security can approve is unlimited.

Do ENs receive upfront funding?

The Ticket to Work program is an outcome-based program. ENs receive payments when the beneficiary achieves certain work and earnings milestones or outcomes.

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 to Work Help Line toll-free at **1-866-968-7842** (TTY **1-866-833-2967**). In addition, Social Security provides an online directory so that beneficiaries can identify the providers and services available in their areas. Interested beneficiaries can contact any EN they prefer.

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 beneficiaries they're capable of serving, and the geographical areas they'll cover.

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 any future 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 that person. The beneficiary

is then responsible for finding a new EN to continue in the program if they wish to do so. The beneficiary can find help in locating a new EN by calling the Ticket to Work Help Line 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 when beneficiaries are served by both state VR agencies and ENs.

Will Ticket to Work program payments affect other funding sources?

Generally, no; although 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 those sources.

How do ENs get paid?

When a beneficiary achieves certain employment milestones or outcomes, the EN submits a request for payment, along with evidence of the beneficiary's earnings, to the Ticket Program Manager. Social Security will notify the EN following approval of the request and arrange for electronic deposit of the payment to the EN's financial institution.

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

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