

# LET'S TALK TICKET

## Your Rights in the Ticket to Work Program

Number 4 in a series of fact sheets about the Ticket to Work program.

**Ticket to Work** is a **Social Security Administration** (SSA) program that helps beneficiaries with disabilities get the services and/or training they need in order to work.

If you are eligible for the Ticket to Work program, you have the right to:

- Decide whether to use your Ticket. This is a voluntary program.
- Stay on the Employment Network (EN) marketing list to receive calls from ENs interested in serving you, or remove your name from the list by calling Maximus at 1-866-968-7842.
- Receive **free** benefits counseling services from Benefits Planning Assistance and Outreach organizations (BPAOs) regarding how earnings will affect your benefits. See contact information on reverse side of this sheet.
- Research approved ENs and ask them to serve you through the Ticket program. Call Maryland Disability Law Center (MDLC) at 1-800-233-7201 ext 244 and ask for Let's Talk Ticket #3 for more information.
- Have your personal information kept confidential unless you sign a release.
- Participate in development of a plan for services, and have input as to what you need and what employment goal you hope to reach.
- Discuss with your chosen EN any problems or concerns about the services you receive; or move your Ticket to another EN if you are not satisfied with the services you receive.
- Receive protection from a Social Security Medical Disability Review (CDR) if you are "actively using" your Ticket.
- Access a three-step grievance process with private ENs (call **MDLC at 1-800-233-7201** for more information); or a vocational rehabilitation appeals process with Division of Rehabilitation Services (call **Client Assistance Program at 1-800-638-6243**). See the reverse side for full contact information for advocates to assist you.
- Be a fully informed participant in the process: ask questions, voice preferences, explore options, keep detailed records of conversations and meetings.
- Know that there are different rules for assigning your Ticket to the Division of Rehabilitation Services (DORS). Call CAP or MDLC for more information.

## Where can I get more information about the Ticket to Work program?

### **Benefits Planning Assistance & Outreach (BPAO) Projects**

BPAO projects will help you plan for changes that might occur to your Federal and State benefits as a result of employment. They will help you understand the Social Security work incentives, including Ticket to Work, so you can make an informed choice about employment.

### **Benefits Resource Center**

*Serving Baltimore City, Baltimore County, Anne Arundel, Carroll, Harford & Howard counties*

Phone: 410-444-1400 Toll Free: 1-888-560-2221  
Fax: 410-444-0825 TTY: 1-800-735-2258  
Email: [mcil@mcil-md.org](mailto:mcil@mcil-md.org)

### **Benefits InfoSource**

*Serving Montgomery & Prince George's counties, Southern MD, Western MD, & Eastern Shore*

Phone: 301-587-4137 Toll Free: 1-888-838-1776  
Fax: 301-588-3951 TTY: Dial 711 for MD Relay

### **State Partners**

### **Division of Rehabilitation Services**

**(DORS)** is the State-operated vocational rehabilitation agency in Maryland. DORS is a part of the Maryland state government, and is one of the places you can use your Ticket to get employment services.

Contact: Tom Scheurich  
Phone: 410-554-9307 Toll Free: 1-888-554-0334  
Fax: 410-554-9308 TTY: 410-554-9411  
Email: [Tscheurich@dors.state.md.us](mailto:Tscheurich@dors.state.md.us)

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### **Advocacy Resources**

These agencies will help you understand your rights and your choices under the Ticket to Work program. They will provide you with information about the Ticket program, and in some cases they may be able to provide direct advocacy assistance.

### **Maryland Disability Law Center**

*Statewide legal assistance for people with disabilities*

Phone: 410-727-6352 Toll Free: 1-800-233-7201  
Fax: 410-727-6389 TTY: 410-727-6387  
Email: [intake@mdlcbalto.org](mailto:intake@mdlcbalto.org)  
Website: [www.mdlcbalto.org](http://www.mdlcbalto.org)

### **Client Assistance Program**

*Statewide assistance regarding services available under the Rehabilitation Act*

Phone/ Toll Free: 1-800-638-6243  
Fax: 410-554-9362 TTY: 410-554-9360  
Email: [cap@dors.state.md.us](mailto:cap@dors.state.md.us)

### **National Partners**

### **Maximus**

Call Maximus to get a Ticket, to replace a lost Ticket, or to get a list of ENs near you. Call anytime for answers to general questions about the Ticket to Work program.

Phone/ Toll Free: 1-866-968-7842  
TTY/ Toll Free: 1-866-833-2967  
Website: [www.yourtickettowork.com](http://www.yourtickettowork.com)

### **Social Security Administration**

For information about the Ticket to Work program, call your local Social Security office or go to the SSA website:  
[www.socialsecurity.gov/work](http://www.socialsecurity.gov/work)