

# LET'S TALK TICKET

You may soon receive a "Ticket" in the mail as part of a new **Social Security** program called **Ticket to Work**. Ticket to Work is a program that helps people with disabilities get the services they need in order to work. Social Security Administration hired a company called **Maximus** to help manage the Ticket to Work program.

**What is the Ticket to Work?** A paper certificate (a "Ticket") that you can bring to an agency (called an "Employment Network") to get the assistance you need to go to work. You do not pay for these services; they are free.

**Who will get a Ticket?** All Social Security beneficiaries (SSI and SSDI) who are between the ages of 18 and 64, *except* those people SSA considers to be "medical improvement expected".

**When will I get a Ticket?** SSA will begin automatically mailing Tickets to qualified Maryland residents in November 2003, but it may take a year for everyone to get a Ticket. You can also call Maximus (1-866-968-7842) anytime after November 2003 to ask for a Ticket.

**What's in it for me?** First and foremost –CHOICE! You can choose whether to use your Ticket, and where to use it. If you choose not to use your Ticket – nothing changes. If you choose to use your Ticket, SSA will not conduct a Continuing Disability Review as long as you are using your Ticket. "Using your Ticket" means that you have taken it to an Employment Network and have signed a plan to receive employment services designed to help you work.

**Do I have to use my Ticket?** The program is voluntary. When you receive your Ticket in the mail you can use it right away, save it for later, or decide not to use it at all.

**What is an Employment Network (EN)?** An EN can be the public vocational rehabilitation service, or it can be a person, agency, or business approved by Maximus to accept Tickets and provide employment services at no cost to you. For a complete list of ENs in your area, call Maximus (1-866-968-7842) or visit [www.yourtickettowork.com](http://www.yourtickettowork.com)

**What should I do when agencies contact me about using my Ticket?** You should expect that ENs will contact you by phone and mail to market their programs. If you are interested in using your Ticket, explore your options. Ask lots of questions. In the same way that an employer interviews people for a job, you should interview ENs to see which one is the best match for you. If you decide not to use your Ticket now, or not to work with a particular EN, just say "no thanks".

**What if I want more information about how work will affect my SSA benefits?** You should call one of the Benefits Planning, Assistance and Outreach (BPAO) projects listed on the back of this sheet.

## 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  
Email: [gcoffey@innow.org](mailto:gcoffey@innow.org)

### **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: 410-554-9412 TTY: 410-554-9411  
Email: [Tscheurich@dors.state.md.us](mailto:Tscheurich@dors.state.md.us)

### **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)

### **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 anytime after November 2003 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-TDD-2WORK  
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.

Website: [www.ssa.gov/work](http://www.ssa.gov/work)