

# LET'S TALK TICKET

## What Can an Employment Network Do For Me?

Number 2 in a series of fact sheets about the Ticket to Work program.

**Ticket to Work** is a **Social Security Administration** (SSA) program that helps people with disabilities get the services they need in order to work. SSA will begin mailing Tickets to eligible SSA beneficiaries in Maryland in November 2003. Once you receive your Ticket in the mail, you can take it to any **Employment Network** to receive free services to help you start working. The program is voluntary – you do not have to use your Ticket. Your Ticket has no cash value, and no one can use your Ticket except you.

**What is an Employment Network?** An Employment Network (EN) is approved by SSA to accept Tickets and provide employment services (vocational rehabilitation, job training, etc) at no cost to you. An EN is a place where people with Tickets can get free employment services. An EN can be the public vocational rehabilitation agency, or it can be any other public or private person, agency, or business approved by SSA.

**What kind of employment services will an EN offer?** ENs can offer almost any type of service meant to help you get a job. Some ENs may help you write resumes and practice interviews; some may train you how to do a specific job; some may provide job coaches; others may provide the physical therapy and rehabilitation needed for you to work.

**Will all of the ENs be similar?** Not necessarily. ENs may differ in who they serve and how they serve. Some ENs may only work with people who have a specific disability; some may only work with people who want to learn one particular skill; some may only work with people who live in a particular area. If you choose to participate in the Ticket to Work program, you should carefully decide which EN to work with.

**How do I get services from an EN?** You should call several ENs to find one that offers the services you want. Explore your options and ask lots of questions to find the EN that is the best match for you. After you meet with a few ENs and decide which one is right for you, you and your chosen EN will write a plan detailing the services they agree to give you. By signing the plan, you “assign” your Ticket to the EN and the EN begins serving you.

**Can I get services from more than one EN?** Your Ticket can only be assigned to one EN at a time. If you decide that another EN can better meet your needs, you can ‘re-assign’ your Ticket.

**Does an EN have to accept my Ticket?** No. Just as you choose which EN to offer your Ticket to, an EN can choose which Tickets to accept.

**How can I get a list of ENs near me?** SSA has hired a private contractor, **Maximus**, to help manage the Ticket to Work program. For a complete list of ENs in your area or for further information about the Ticket to Work program, call Maximus at 1-866-968-7842 (TDD: 1-866-833-2967) or visit their website at [www.yourtickettowork.com](http://www.yourtickettowork.com)

## 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)

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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 anytime beginning 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-YOUR TICKET  
1-866-968-7842  
TTY/ Toll Free: 1-866-TDD-2WORK  
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.ssa.gov/work](http://www.ssa.gov/work)