

# LET'S TALK TICKET

## **Ticket to Work Grievance Process**

Number 5 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. The process for resolving Ticket to Work disputes differs depending on where you have assigned your Ticket.

- **If you have assigned your Ticket to the Division of Rehabilitation Services (DORS):**

The Maryland Client Assistance Program (CAP) is available to assist you in resolving concerns or difficulties specific to DORS, which is a participating Employment Network (EN) through the Ticket to Work program. Call CAP at 1-800-638-6243.

CAP is a consumer advocacy program related to DORS that can help you when applying for or receiving any services funded under the Rehabilitation Act. CAP emphasizes the resolution of concerns at the lowest level possible, and encourages mediation to settle disagreements.

You have the right to request a formal appeal hearing if you disagree with decisions made about your rehabilitation services. CAP staff can help you write your appeal request, and CAP can offer legal assistance or provide representation at an appeal hearing at no cost to you. Appeal hearings are held through the Office of Administrative Hearings by an Administrative Law Judge.

- **If you have assigned your Ticket to any other Employment Network (EN):**

The Maryland Disability Law Center (MDLC) is available to assist you with concerns and complaints about Employment Networks. Call 1-800-233-7201.

MDLC is a non-profit legal services organization designated as the Protection and Advocacy for Beneficiaries of Social Security (PABSS) program for Maryland. MDLC also emphasizes the resolution of concerns and complaints at the lowest level possible, and encourages mediation to settle disputes.

MDLC can assist you through the 3-step Ticket to Work grievance process for ENs: (1) Each EN must have an internal dispute resolution process, (2) disputes can be brought before the Ticket to Work Program Manager, Maximus, and (3) issues still unresolved can be brought before the Social Security Administration. MDLC can provide you with information, technical assistance, advocacy services, and/or legal representation at no cost to you throughout these processes.

- **If you have other concerns about the Ticket to Work program:**

You can contact MDLC or CAP for general information (see reverse side for contact information), or you can call the Ticket to Work program manager, Maximus, at 1-866-968-7842.

## 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)

This publication was made possible by a grant from the Social Security Administration. SSA has reviewed this publication for technical accuracy only; however, it should not be considered an official SSA document.

### **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)