

Ticket to Work Program (Who is involved and their responsibilities)

As a result of the Ticket to Work and Work Incentives Improvement Act of 1999, the Social Security Administration (SSA) has developed agreements with various entities to implement the Act. Below is a list of the entities and a brief description of their roles. SSA toll free number: 1-800-772-1213. Websites: <http://www.socialsecurity.gov> <http://www.socialsecurity.gov/work> http://www.socialsecurity.gov/work/Ticket/ticket_info.html

MAXIMUS

Under contract with the Social Security Administration, MAXIMUS, Inc. provides information about the Ticket to Work Program via its toll-free telephone service. MAXIMUS can assist beneficiaries interested in participating in the Ticket Program by locating an EN or State VR agency in their area. The toll-free number for MAXIMUS is: 1-866-968-7842; TTY/TDD: 1-800-325-0778. The informative website is: www.yourtickettowork.com.

Virginia Commonwealth University Benefits Assistance Resource Center (VCU-BARC)

The purpose of the VCU BARC is to provide training and technical support to Work Incentives Planning and Assistance (WIPA) Projects and Protection and Advocacy for Beneficiaries of Social Security (PABSS) Projects on the operations of the Social Security disability benefit programs (SSI and SSDI) and all associated work incentives. VCU-BARC also offers training and technical assistance on the federal rules governing other national benefit programs such as Medicare, Medicaid, Food Stamps, Temporary Aid to Needy Families (TANF), HUD rental subsidy programs, Unemployment Insurance and Workers' Compensation. The VCU BARC website contains briefing papers, fact sheets, promising practices, and other online resources. Contact Information: Virginia Commonwealth University, Rehabilitation Research & Training Center on Workplace Supports, P.O. Box 842011, 1314 West Main Street, Richmond, VA 23284-2011, (804)828-1851 VOICE, (804)828-2494 TTY, (804)828-2193 FAX Website: <http://www.vcu-barc.org>

Protection and Advocacy for Beneficiaries of Social Security (PABSS) projects

The Disability Right Network comprises the nationwide network of congressionally mandated, legally-based disability rights agencies. These agencies have the authority to provide legal representation and other advocacy services, under all federal and state laws, to all people with disabilities (based on a system of priorities for services). These agencies monitor, investigate and attempt to remedy adverse conditions. They also devote considerable resources to ensuring full access to inclusive educational programs, financial entitlements, health care, accessible housing and productive employment opportunities. The PABSS Projects assist SSA beneficiaries to overcome barriers to obtaining work, returning to work, and/or maintaining work. In Pennsylvania, PABSS services are provided through Disability Rights Network of Pennsylvania. Contact Information: Disability Rights Network of Pennsylvania, 1414 North Cameron Street, Suite C, Harrisburg, Pennsylvania 17103, (717) 236-8110 or (800) 692-7443, (717) 346-0293 or (877) 375-7139 (TTY), FAX 717-236-0192. Website: <http://www.drnpa.org>

DRN uses Language Line as an interpreter services for persons who are non-English speaking. When you call DRN, the person answering the phone may not speak your language. Please, state the language that you speak and wait a few minutes until you can be transferred to an interpreter. You will hear music in the background until the interpreter is connected.

Work Incentives Planning and Assistance (WIPA) Projects

The Social Security Administration (SSA) was authorized by the Ticket to Work and Work Incentives Improvement Act of 1999, to award cooperative agreements to a variety of community organizations called Work Incentives Planning and Assistance (WIPA) Projects. These WIPA Projects provide SSA beneficiaries with disabilities (including transition-to-work aged youth) access to benefits planning and assistance services. WIPA Projects provide services that are different from those services provided by Employment Networks.

The goal of the WIPA Projects is to better enable SSA's beneficiaries with disabilities to make informed choices about work. Each WIPA Project has Community Work Incentive Coordinators (CWIC) who will:

- Provide work incentives planning and assistance to SSA's beneficiaries with disabilities;
- Conduct outreach efforts to those beneficiaries (and their families), who are potentially eligible to participate in Federal or State work incentives programs; and
- Work in cooperation with Federal, State, and private agencies and nonprofit organizations that serve beneficiaries with disabilities.

In Pennsylvania, there are three organizations that provide these services. Counties are listed with their contact numbers below.

- **AHEDD**, 3300 Trindle Road, Camp Hill, PA 17011, <http://ahedd.org/ssi.html>

Allegheny, Beaver, Butler	866-302-4333
Armstrong, Fayette, Greene, Washington, and Westmoreland	866-802-4333
Bedford, Blair, Cambria, Fulton, Huntingdon, Indiana, Jefferson and Somerset	866-889-4281
Cameron, Clarion, Crawford, Elk, Erie, Forest, Lawrence, McKean, Mercer, Venango, Warren	866-627-8610

- **Goodwill Industries of Central PA, Inc.**, 1150 Goodwill Drive, Harrisburg, PA 17105, <http://www.goodwill-rdq.org>

Adams, Berks, Bradford, Carbon, Centre, Chester, Clearfield, Clinton, Columbia, Cumberland, Dauphin, Franklin, Juniata, Lackawanna, Lancaster, Lebanon, Lehigh, Luzerne, Lycoming, Mifflin, Monroe, Montour, Northampton, Northumberland, Perry, Pike, Potter, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, Wyoming, and York	866-541-7005
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- **Disability Rights Network of Pennsylvania**, 1414 N. Cameron Street, Suite C, Harrisburg, PA 17103, <http://www.drnpa.org>

Bucks, Delaware, Montgomery, Philadelphia	800-692-7443 ext. 309
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Employment Networks (ENs)

Employment Networks ("ENs") are a core component of the Ticket to Work Program. These entities are responsible for providing pre and post employment services to eligible SSI and SSDI Ticket holders who choose to go to work. Their role is to coordinate or offer a variety of essential job placement, vocational rehabilitation, job preparation and skills training, support, and retention services in order for beneficiaries to be successful in the workplace. Since the list of ENs changes frequently, the most up-to-date list can be obtained by calling MAXIMUS or searching the online database

<http://www.yourtickettowork.com/endir> by state, county, city, or for the most specific list by zip code.

State Vocational Rehabilitation (VR) Agencies

The term State Vocational Rehabilitation (VR) Agencies applies to a state agency administering or supervising the administration of the State Plan approved under title I of the Rehabilitation Act of 1973, as amended. Each State VR agency must participate in the Ticket to Work program if it wishes to receive payments from Social Security Administration for serving disabled beneficiaries who are issued a ticket. Although these agencies must participate in the program, they are not required to function as ENs. A State VR agency may choose on a case-by-case basis whether it will function as an EN when serving a beneficiary with a Ticket or whether it will serve a beneficiary with Tickets under the cost reimbursement payment system. The State VR agency must continue to provide services under the requirements of the State Plan approved under title I of the Rehabilitation Act of 1973, as amended, even when functioning as an EN.

This PABSS publication was possible through an agreement with the Social Security Administration. The Social Security Administration has reviewed this publication for technical accuracy only; this should not be considered an official Social Security Administration document.