

**Ticket to Work**  
*Important Information for Job Coaches*

**What is “Ticket to Work”?**

Many people who get Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) would like to work. Ticket to Work is a voluntary program that can help them. The program is designed to help people get and keep jobs to help them be more independent.

**Who is Eligible for the Ticket Program?**

People between the ages of 16 and 64 who receive a disability-related cash benefit (through SSI or SSDI) from the Social Security Administration (SSA) are usually eligible for the Ticket to Work program.

**How Can a Beneficiary Get a Ticket?**

If they are eligible for the program, Social Security beneficiaries should receive a Ticket in the mail. If they have not received a Ticket, they can request one from Maximus, the company that oversees the Ticket Program. Maximus can be reached at (866) 968-7842 (voice) or (866) 833-2967 (TTY). For more information, visit Maximus on the web at [www.yourtickettowork.com](http://www.yourtickettowork.com).

**How are Tickets Used?**

Beneficiaries use their Tickets to get services they need to find and keep jobs. Some of the services offered by the program are case management, supported employment, career planning, vocational assessments, job training, placement and follow-up services.

Once beneficiaries receive a Ticket, they should contact Maximus. Maximus will help them find an Employment Network (EN) in their area. An EN provides employment support services to people who want to use their Ticket to find a job. ENs in Virginia include the Department of Rehabilitative Services (DRS) and the Department for the Blind and Vision Impaired (DBVI).

**Do Beneficiaries Need to Report Work and Other Changes to SSA?**

Yes. When beneficiaries go to work or experience another type of life change, they should **always** report the activity to SSA within ten days. Keep a copy of that report.

### **What Are Some Activities Beneficiaries Should Report?**

Beneficiaries should report:

- any changes in income,
- any changes that may result in them having resources exceeding the SSI resource limits (\$2,000 for an individual, \$3,000 for a couple),
- changes in address or living arrangements,
- marriages or name changes,
- receipt of any free food or shelter,
- awards or changes in amount of Worker's Compensation,
- change of bank account for direct deposit, and
- change of representative payee.

### **How Can Beneficiaries Report Changes?**

Beneficiaries should report changes to their local Social Security Office. Changes should **always** be reported in writing. This can be done by taking or mailing copies of pay stubs and other important documents to the Office. Either way, the beneficiary should keep copies of what they provide and should always get a receipt from SSA. Changes should **never** be reported by phone because there will be no proof that the information was provided.

If the beneficiary receives both SSI and SSDI, the information must be provided to **both** programs.

### **Why is it Important for Beneficiaries to Report Changes to SSA?**

Beneficiaries must report changes to SSA to prevent overpayments. An overpayment happens when SSA does not have correct information and pays a beneficiary too much. SSA may not discover overpayments for several years. This could result in SSA demanding that the beneficiary repay thousands of dollars.

### **How Will Work Affect a Beneficiary's Benefits?**

Many people think that they will immediately lose their Social Security benefits (money and health benefits) if they go to work. This is not true. Community Work Incentive Coordinators (CWICs) help beneficiaries find out how their benefits will be affected by work. A CWIC can also help if beneficiaries want to change the amount of work they do or stop working.

**How Can Beneficiaries Find a CWIC in Their Area?**

There are CWICs across the state that can give beneficiaries the information they need to make decisions about work. You can call the Virginia Association of Community Rehabilitation Programs at (703) 461-8747 to get your local CWIC contact information. You can also contact VOPA to assist you in finding a local CWIC.

**Contact disAbility Law Center of Virginia**

1512 Willow Lawn Drive, Suite 100  
Richmond, Virginia 23230

Call: 800-552-3962 or 804-225-2042

Fax: 804-662-7057

Email: [info@dLCV.org](mailto:info@dLCV.org)

Web: [www.dLCV.org](http://www.dLCV.org)

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