

# Employment Networks In Social Security's Ticket To Work Program



**T**icket to Work is an employment support program for people with disabilities who are interested in going to work or increasing their work. Its goal is to increase opportunities and choices for Social Security disability beneficiaries to obtain vocational rehabilitation, employment and other support services from public and private providers, employers and other organizations.

Participation in the Ticket to Work program begins when a person reaches an agreement with an employment network (EN) or state vocational rehabilitation (VR) agency.

## What is an EN?

An EN is an entity that contracts with the Social Security Administration to either provide or coordinate the delivery of the necessary services to Social Security disability beneficiaries. The EN can be a single individual, a partnership/alliance (public or private) or a consortium of organizations collaborating to combine resources to serve eligible individuals.

## Does it cost anything to become an EN?

The application process to become an EN is free. For more information or to contact the Employment Network Contracts Team, go to the Ticket to Work website at [www.yourtickettowork.com](http://www.yourtickettowork.com) or call toll-free, 1-866-584-5180 (TTY 1-866-584-5181).

## How many ENs will Social Security approve?

There is no limit to the number of ENs that will be approved. Social Security is contracting with as many qualified entities as possible from both the public and private sector.

## Do ENs receive upfront funding?

The Ticket to Work program is a performance-based program. ENs receive payments when the beneficiary achieves certain employment-related milestones or outcomes.

ENs that need upfront capital can find guidance at [www.yourtickettowork.com/web/ttw/pen-en-capitalization](http://www.yourtickettowork.com/web/ttw/pen-en-capitalization).

## Do beneficiaries have to participate in the Ticket program?

The Ticket to Work program is voluntary. A beneficiary can choose if, when and where to participate in the program.

## How do ENs and beneficiaries connect?

Social Security uses a wide range of strategies to connect beneficiaries with ENs, including webinars, social media, targeted automatic telephone calls and language about the Ticket program in various notices. Social Security encourages beneficiaries to contact the Ticket Call Center toll-free at 1-866-968-7842, (TTY 1-866-833-2967). Eligible individuals also can view an online directory that is open to the public. Interested beneficiaries can contact any EN they wish.

ENs have access to basic contact information on eligible individuals who are in their service area and not working with another EN. ENs are encouraged to reach out to Social Security disability beneficiaries and advocates in their communities.

## Are ENs required to serve everyone?

Unless otherwise mandated by other legislation or rules governing their organization, ENs are not required to serve everyone. ENs elect which specific services they want to offer, which people they are capable of serving and in which geographical area they will work.

## What if the beneficiary decides to work with a different EN?

A beneficiary can choose at any time to seek the services of a different EN. The previous EN may be eligible to share in the payments.

## What if the EN decides to no longer work with a beneficiary?

To no longer work with a beneficiary, the EN simply needs to notify the Operations Support Manager in writing that it wishes to end its agreement with the person. The beneficiary is then responsible for finding a new EN to continue in the program if the individual wishes to do so. The beneficiary can find help locating a new EN by calling the Ticket Call Center at **1-866-968-7842**, (TTY **1-866-833-2967**).

## Can an EN continue to receive referrals from state vocational rehabilitation agencies?

A provider can serve as an EN and continue to partner with the state VR agency. There are rules regarding program agreements and EN payments for individuals who are served by both state VR agencies and ENs.

## Will Ticket to Work program payments affect other funding sources?

Organizations or individuals wishing to become an EN should check with their funding sources to determine if EN payments will impact the funding they receive from other funding sources.

## How do ENs get paid?

When a beneficiary achieves certain employment milestones or outcomes, the EN submits a request for payment and evidence of the individual's earnings to the program's Operations Support Manager. A notice will be sent when the request has been approved. The payment will then be deposited electronically to the EN's financial institution.

## Where can I find out more about being an EN?

To find out more about becoming an EN, visit **[www.yourtickettowork.com](http://www.yourtickettowork.com)**. You also can contact Social Security's Employment Network Contracts Team, toll-free at **1-866-584-5180**, (TTY **1-866-584-5181**). Or, you can E-mail them at [ENcontacts@ssa.gov](mailto:ENcontacts@ssa.gov).

## Contacting Social Security

For more information and to find copies of our publications, visit our website at **[www.socialsecurity.gov](http://www.socialsecurity.gov)** or call toll-free, **1-800-772-1213** (for the deaf or hard of hearing, call our TTY number, **1-800-325-0778**). We treat all calls confidentially. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you'll have a shorter wait time if you call during the week after Tuesday. We can provide information by automated phone service 24 hours a day.

We also want to make sure you receive accurate and courteous service. That is why we have a second Social Security representative monitor some telephone calls.