



State of New Mexico

Division of Vocational Rehabilitation

Ticket to Work

Updated: 9/25/09

Ticket To Work and Work Incentives Improvement Act

The Social Security Administration's Ticket to Work and Self-Sufficiency Program was authorized by the Ticket to Work Incentives Improvement Act of 1999 (Public Law 160-170). The general goal of the Ticket to Work (TTW) Program is to expand the universe of service providers that are available to those individuals between the ages of 18-64 who are entitled to Social Security benefits based on disability (SSDI) and for those who are eligible for Supplement Security Income (SSI) based on disability or blindness.

The Social Security Administration (SSA) has revised the TTW regulations to improve the overall effectiveness of the program to maximize the economic self-sufficiency of beneficiaries through work opportunities. The final regulations were effective July 21, 2008. SSA believes the TTW regulations will:

- Encourage more organizations to become ENs and increase the range and number of service providers available to serve beneficiaries.
- Promote more partnering between organizations and expand the range of services offered to beneficiaries.
- Promote better coordination of a variety of services to beneficiaries at the federal, state, and local levels, including coordination of VR and EN services and better coordination of SSA Work Incentives.

Who is Eligible for a Ticket?

All Social Security and SSI beneficiaries with disabilities will receive a Ticket. Disability-based beneficiaries who are age 18 or older and are not yet age 65 will be eligible. Many beneficiaries have already received a Ticket and a brochure in the mail explaining how the program operates.

Do Beneficiaries Have to Participate in the Ticket To Work Program?

The TTW program is voluntary. The goal is to assist beneficiaries in obtain employment and work towards self-sufficiency. Beneficiaries do not have to participate; however, if you are in a vocational rehabilitation program with DVR, then your ticket will be considered "in use" or will be assigned. Throughout your participation in your rehabilitation program and until case closure, you will not have any medical Continuing Disability Reviews (CDRs) at SSA. A decision to not assign your ticket will have no effect on your SSA benefits.

How Will Returning to Work Affect My Benefits?

Benefits Advisors or CWICs are available to assist you in evaluating the impact of wages on your benefits. The Ticket is complicated, so Benefits Advisors can help you understand the Ticket, choose the best time to assign your Ticket, and understand laws available to help you return to work. [Benefits Advisors](#) are free of charge and are available at most locations.

Who Provides Services to the Beneficiaries?

Beneficiaries participating in the Ticket program will receive employment services, vocational rehabilitation services, or other support services from organizations called Employment Networks. Employment Networks are private organizations or government agencies, including the Division of Vocational Rehabilitation, which are approved by, and have agreed to work, with the Social Security Administration in providing employment services to beneficiaries with disabilities. Beneficiaries can assign the Ticket to an Employment Network (EN) of their choice. Employment Networks provide services to beneficiaries at no cost. Private Employment Networks are not required to accept a Ticket assignment. As a

public VR agency, DVR will accept ticket assignments or place a beneficiary's ticket "in use" for all ticket holders due to presumptive eligibility. Following case closure, the beneficiary can assign the ticket to another EN.

How Can I Find an Employment Network (EN) Provider?

You can visit the Maximus [EN Directory](#) (Opens in new window. Close the new browser window to return to this page.). Benefits Advisors or CWICs can also help you choose the best EN for you.

Is There a Time Limit for Using the Ticket?

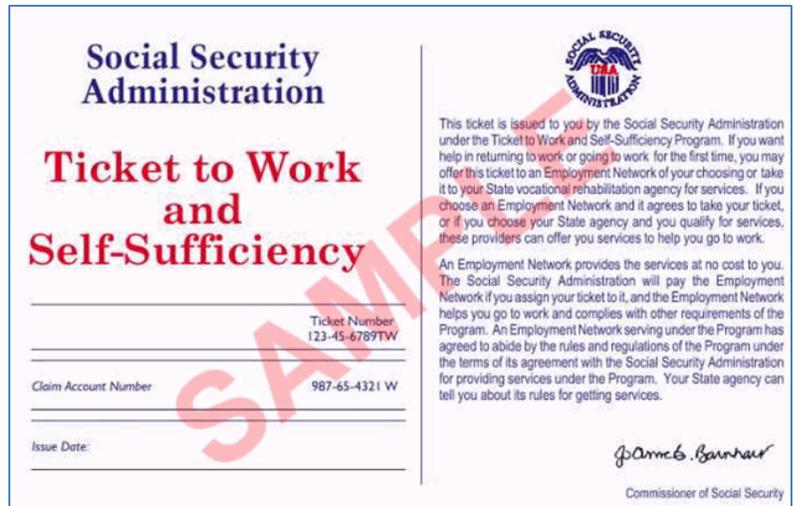
No, not as long as the beneficiary is eligible to participate in the Ticket program. Basically, beneficiaries are eligible to participate in the Ticket program as long as they are receiving a cash benefit from Social Security that is based on a disability. Under certain circumstances, beneficiaries can put their Ticket on hold and will still be able to participate in the program at a later date. Also to keep your ticket in use you must meet certain milestones.

What Will a Ticket Look Like?

The Ticket will be a paper document that will have some personal information about the person receiving it and some general information about the Ticket Program.

How Do I Assign My Ticket?

The letter that you receive with the "Ticket" will explain the process. The first step is to contact Maximus, the company that is managing the Ticket program.



You do not have to have your Ticket in hand to assign it. Once you have selected an EN and completed a Plan for Employment, you will work with your EN representative to assign your ticket. If you choose to receive services from DVR, then your ticket will be considered "in use".

Remember that the Ticket is "in use" or not assigned until Maximus has finished the paperwork. In addition, you cannot assign your Ticket to more than one EN at a time.

Will My Benefits be Affected by Participation in the Ticket Program?

Working and receiving any income may have an effect on some or all of the benefits beneficiaries receive. There are programs such as the Medicaid Buy-In, which give individuals with disabilities the opportunity to receive Medicaid while earning wages. Beneficiaries are encouraged to seek benefits advisement to learn how earned income may impact benefits. This is a critical factor in determining if the Ticket program would be beneficial to you. See the list below for [Benefits Advisors](#).

Who Is Managing the Ticket To Work Program?

Maximus, INC. is a private company that is working with SSA to help manage the Ticket to Work program. Maximus can answer questions about the Ticket to Work program and can provide the names, addresses, and telephone numbers of the Employment Networks in the recipient's area. You may contact Maximus at 1-866-968-7842 (1-866-833-2976 for TTY) or visit Maximus on the web at: <http://www.yourtickettowork.com/endir>. (Opens in a new window. Close the new browser window to return to this page.)

If you know of an organization or employment who would like to become an Employment Network, they can contact:

CESSI

Toll Free: 1-877-743-8237

Phone: 703-448-6155

Fax: 703-442-9015

Email: tickettowork@cessi.net.

How Can the Division of Vocational Rehabilitation Provide Assistance with the Ticket To Work Program?

DVR can assist with:

- Providing information about the Ticket to Work program.
- Providing services as an Employment Network/VR Agency.
- Providing services in coordination with other Employment Networks.
- Providing services to beneficiaries who choose not to assign their Ticket. Providing benefits counseling and the effect of participation in the program on benefits.

For More Information About the Ticket Program

Contact the Benefits Advisor in your area:

Albuquerque/Metro DVR Offices

(Serving Bernalillo, Sandoval, Valencia, and Tarrant counties)

8 AM to 5 PM

Michael Lacombe

DVR/Benefits Information Centers

5301 Central NE, Suite 1600

Albuquerque, NM 87101

Phone: (505)841-6450

Email: Michael.lacombe@state.nm.us

Fax: (505)841-6451

Northwest New Mexico

(Serving San Juan, McKinley, and Cibola counties)

By appointment

Karen Wiley

DVR/Project NMWIP

435 St. Michael's Dr, Bldg D

Santa Fe, NM 87505

Toll Free: 1-800-318-1469 / Phone: (505)954-8543

Email: Karen.wiley@state.nm.us

Fax: (505)954-8608

Southwest New Mexico DVR Offices

(Serving Dona Ana, Otero, Socorro, Catron, Grant, Hidalgo, Luna, and Sierra counties)

8 AM to 5 PM

Elvia Cordero

DVR/Benefits Information Centers

210 Nevarez

Las Cruces, NM 88001

Toll Free: 1-888-901-7866 / Phone: (575) 524-6191

Email: Elvia.cordero@state.nm.us

Fax: (575)524-6139

Southeast New Mexico DVR Offices

(Serving Chavez, Eddy, Lea, Lincoln, Roosevelt, Curry, Quay, Guadalupe, and De Baca counties)
8 AM to 5 PM

Jessica Banda
DVR/Benefits Information Centers
1014 S. Atkinson
Roswell, NM 88203
Toll Free: 1-800-644-7732 / Phone: (575)624-6024
Email: Jessica.banda@state.nm.us
Fax: (575)624-6198

Northeast New Mexico DVR offices

(Serving Santa Fe, Los Alamos, Rio Arriba, Taos, Colfax, Union, Mora, Harding, and San Miguel counties)
8 AM to 5 PM

Karen Wiley/Stefan Strohmeyer
DVR/Project NMWIP
435 St. Michael's Dr, Bldg D
Santa Fe, NM 87505
Toll Free: 1-800-318-1469 / Phone: (505)954-8523
Email: Karen.wiley@state.nm.us
Fax: (505)954-8608

WDI Medicaid Program:

For information the Working Disabled Individuals Medicaid Program, contact:

Karen Wiley
WDI Outreach Coordinator
Division of Vocational Rehabilitation
435-D Saint Michael's Drive
Santa Fe, NM 87505
Toll Free: 1-800-318-1469 / Phone: 505-954-8573
Email: Karen.wiley@state.nm.us
Fax: (505)954-8608

Maximus:

The Ticket to Work Program Manager.

For information on the Ticket to Work program, Employment Network information, and updates to the program.

Toll-free: 1-866-968-7842 / Toll-free: 1-866-833-2967 (TTY)

Web: <http://www.YourTicketToWork.com>. (Opens in a new window. Close the new browser window to return to this page.)

CESSI:

For information on how to become an employment network.

Phone: 1-877-743-8237 or 703-448-6155

Fax: 703-442-9015

Email: tickettowork@cessi.net

Social Security Administration:

For information about the Ticket to Work program, work incentives, etc.

Web: <http://www.socialsecurity.gov/work/aboutticket.html>. (Opens in a new window. Close the new browser window to return to this page.)