# Intro Slide

# Ticket to Work and Reasonable Accommodations

Ticket to Work WISE Work Incentive Seminar Event

July 30, 2025

Live Webinar Will Begin at 3 p.m. ET  
  
Alt text: An arrangement of 7 icons that represent various types of disabilities

# Cover Slide

# Ticket to Work and Reasonable Accommodations

Ticket to Work WISE Work Incentive Seminar Event

Alt text: An arrangement of 7 icons that represent various types of disabilities

# Slide 3

# WELCOME Accessing Today’s Webinar (Slide 1 of 2)

ATTENDEES WILL BE MUTED

Select an option for **How do you want to join the meeting’s audio?**

The **Device Speaker** option will enable the sound to be broadcast through your computer. Make sure your speakers are turned on or your headphones are plugged in.

If you prefer to listen by phone, click the **Phone** option.

Alt text: Screenshot of how to join the meeting’s audio window.

# Slide 4

# WELCOME Accessing Today’s Webinar (Slide 2 of 2)

TO LISTEN BY PHONE

After clicking the **Phone** option as seen on the previous slide, you will see the window shown here.

Select the **Dial-in** option, then click **Join Meeting**.

On your phone, dial:  
Toll-free number: **1-800-832-0736**  
Access code: **4189148#**

Alt text: A screenshot of the phone Dial-in window.

**Slide 5**

# WELCOME

# Adobe Connect Platform

Alt text: A screenshot of the Adobe Connect window with arrows pointing to the Presentation pod, Closed captioning pod, Q & A pod, and the Web Links pod.

# Slide 6

# WELCOME

# Real-Time Captioning

Real-time captions can be found in the **Captioning pod**, which appears below the slides.

You can show or hide the caption display, and you can change the text size and choose the text color combinations to best meet your vision requirements.

To open closed captioning select the **CC option** from the top menu bar. The captioning link can also be accessed in the web links pod under the title **Web Captioning**.

You can also access captioning online.

Alt text: Screenshot of the Closed Captions dropdown menu in Adobe Connect. Options listed include hide captions, English, text size and color. English is selected; the text color is blue with a checkmark beside it on the right.

**Slide 7**

# WELCOME

# American Sign Language (ASL)

If you’re fluent in ASL and would like support during today’s webinar, use our ASL User Guide that provides instructions to connect with an interpreter through the Federal Communications Commission (FCC) Video Relay Service (VRS).

Alt text: A person signing Thank You to the camera on the laptop in front of him.

# ****Slide 8****

# WELCOME

# Questions and Answers (Q&A)

Please use the **Q&A pod** to submit any questions you have during the webinar, and we will direct the questions accordingly during the Q&A portion.

If you are listening by phone and are not logged in to the webinar, you may also ask questions by emailing them to TTWwebinars@ssa.gov.

Alt text: Screenshot of the Adobe Connect Q&A pod with a blue arrow pointing to the "type here" text box at the bottom of the Q&A pod.

# ****Slide 9****

# WELCOME

# Webinar Online Resources

Please use the **Web Links pod** to find the resources presented during today’s webinar.

If you are listening by phone and not logged in to the webinar, you may email TTWwebinars@ssa.gov for a list of available resources.

Alt text: Screenshot showing an example of the Web Links pod in Adobe Connect.

# ****Slide 10****

# WELCOME

# Technical Assistance

If you experience any technical difficulties during the webinar, please use the **Q&A pod** to send a message, or you may email TTWwebinars@ssa.gov.

Alt text: Two call center representatives at a long desk; both are looking at computers and talking to people on their headsets.

# Slide 11

# WELCOME

# Presenters

MODERATOR

**Derek Shields**

Ticket Program Manager

PRESENTER

**Raymond A. Cebula, III, J.D.**

Cornell University

PRESENTER

**Wendy Strobel Gower**

Cornell University

Alt text: Headshot of Derek Shields. Headshot of Raymond Cebula, III. Headshot of Wendy Strobel Gower.

# Slide 12

# Webinar Overview

Today, we’ll provide information related to:

Social Security’s Ticket to Work Program

The Americans with Disabilities Act (ADA)

Reasonable Accommodations

Disclosing a Disability

Matt’s Success Story

# Slide 13

**What is Social Security’s Ticket to Work Program?**

Alt text: Picture of hands typing on a computer keyboard in the background.

# Slide 14

# Social Security Disability Programs

* SSDI – Social Security Disability Insurance (SSDI Icon)
* SSI – Supplemental Security Income (SSI Icon)

# Slide 15

# What Is the Ticket to Work Program?

The Ticket to Work Program

* Is a free and voluntary Social Security program
* Offers career development for people ages 18 through 64 who receive Social Security disability benefits and want to work

Alt text: Social Security Administration Ticket to Work logo.

# Slide 16

**How Can the Ticket Program Help?**

The Ticket to Work Program connects you with free employment services to help you:

* Decide if work, including self-employment, is right for you
* Prepare for work
* Find a paid work opportunity
* Succeed at work

**Learn More:**

[What is Social Security’s Ticket to Work Program?](https://choosework.ssa.gov/library/fact-sheet-what-is-social-security-ticket-to-work-program)

[Self-Guided Tutorial](https://choosework.ssa.gov/training/)

Alt text: Social Security Administration Ticket to Work logo.

# Slide 17

# Q & A

Alt text: Three white question marks on a gray background.

# Slide 18

**The ADA and Reasonable Accommodations**

Alt text: Picture of hands typing on a computer keyboard in the background.

# Slide 19

**Americans with Disabilities Act (ADA) of 1990**

The ADA requires employers to provide **reasonable accommodations** to qualified employees and applicants with disabilities, unless such accommodations would pose an undue hardship (e.g., be too costly, too extensive, too substantial, or too disruptive).

Alt text: A graphic that says, “ADA 35. Celebrate July 26, 2025”.

**Slide 20**

**The ADA and Disability Disclosure**

In general, the job applicant or employee with a disability is responsible for letting the employer know that they need an accommodation to:

* Participate in the application process
* Perform essential job functions
* Receive equal benefits and privileges of employment

A person handing a piece of paper to another person across a desk.

# Slide 21

**Definition of Disability**

Who is a qualified individual with a disability?

Under the ADA, an individual with a disability is a person who:

* Has a physical or mental impairment that substantially limits one or more major life activities
* Has a record of such an impairment
* Is regarded as having such an impairment

Alt text: An illustration of a person holding a magnifying glass over a document that has a large, official-looking stamp on it that says Qualified.

**Slide 22**

**Reasonable Accommodations**

Alt text: A picture of hands typing on a keyboard in the background.

**Slide 23**

**What is a Reasonable Accommodation?**

Reasonable accommodations are changes to a job, work environment, work schedule, or any other adjustment that makes it possible for an employee with a disability to perform a job for which he or she is qualified.

Alt text: 16 icons that represent different types of disabilities and accommodations.

**Slide 24**

**Examples of Reasonable Accommodations**

* Modified/flexible work schedule for appointments or breaks
* Sign language interpreters and/or closed captioning
* Working from home (if applicable to type of job)
* Job coach, readers, or other assistants
* Equipment needed to perform tasks for the job
  + Alternative keyboard or mouse
  + Headphones
  + Screen readers
  + Voice recognition

# Slide 25

**Disclosing a Disability**

Alt text: Picture of hands typing on a keyboard in the background.

# Slide 26

**What is Disclosure?**

In order to ask for accommodations, you will need to disclose your disability.

You will need to share personal information about your disability, including:

* The nature of the disability
* The limitations involved
* How it affects your ability to learn and/or perform a job or task effectively

Alt Text: A person at a table in an office is talking and gesturing.

# Slide 27

# Do You Have to Disclose Your Disability?

# No. Disclosure is your choice.

Alt text: A speech bubble with the words It Is Up to You!

# Slide 28

**3 Reasons You Might Choose to Disclose**

1. To Ask for job accommodations
2. To receive benefits or privileges of employment
3. To explain an unusual circumstance

# Slide 29

**Asking for Accommodations During a Job Search**

1. Consider your timing.
2. Ask questions about the hiring process.
3. Be specific about your needs.
4. Frame your request positively.
5. Know before the hiring process begins how much you are comfortable sharing

Alt text: A closeup of a person using a laptop. The person is drawing a checkmark on a box on a checklist that is superimposed on top of the photo as a creative illustration.

# Slide 30

# Tips for Requesting Accommodations

* Keep it simple: You can use “plain English” and are not required to mention the ADA or use the phrase “reasonable accommodation”.
* Put it in writing: While not required under the ADA, it can help to document your request.
* Talk to the appropriate people: This might be your supervisor,   
  HR representative, or ADA coordinator.

Alt text: A chalkboard background with large words that say Helpful Tips.

# Slide 31

**Your Employment Team Can Help**

If you participate in the Ticket Program, you have access to service providers who can help you along the way.

This can include help requesting accommodations, job coaching, guidance on writing your resume, and job placement assistance.

Additional resources include:

* [Job Accommodation Network's Searchable Online Database](https://askjan.org/soar.cfm)
* [Northeast ADA Center Resources](https://northeastada.org/)

# Slide 32

**Q & A**

Alt text: Three white question marks on a gray background.

# Slide 33

**Who Can Help You with Reasonable Accommodations?**

Alt text: Picture of hands typing on a keyboard in the background.

**Slide 34**

**Who Can Help You Obtain Reasonable Accommodations?**

As you think about returning to work and reasonable accommodations, you may have questions and need support.

* Connecting with a **Ticket Program service provider** can help you develop achievable goals and establish steps to find and maintain employment.
* Ticket Program service providers can help you identify what reasonable accommodation is right for you, decide if disclosure is right for you, and obtain a reasonable accommodation.

**Slide 35**

**Ticket Program Service Providers**

Through the Ticket Program, you’ll have access to a variety of Ticket Program service providers, including:

Employment Networks (EN). EN icon.

State Vocational Rehabilitation (VR) Agencies. VR icon.

# Slide 36

# Employment Network (EN)

An **EN** is a private or public organization that has an agreement with Social Security to provide free employment support services to people who are eligible for the Ticket Program.

Many state public workforce systems, such as American Job Centers, are **Workforce ENs.**

Alt text: EN icon. To the right is two people sitting at a table in an office, talking, while looking at papers. At bottom left are two people shaking hands over a desk in an office. To the right is a WF icon.

# Slide 37

**How Can Working With an EN Help You?**

Services and supports are designed to help you on the path to financial independence through work and may include helping you to:

# Identify your work goals

# Write and review your resume

# Prepare for interviews

# Request reasonable accommodations

# Receive benefits counseling

Alt text: A person sitting at a kitchen table, smiling and waving as he looks at his laptop screen.

# Slide 38

**State Vocational Rehabilitation (VR) Agency**

A **State VR agency** provides a wide variety of services to help people with disabilities return to work, enter new lines of work, or enter the workforce for the first time. A State VR agency may offer benefits counseling and may also be able to help you with:

* Vocational rehabilitation
* Training and education

Alt text: VR icon. To the right is a closeup of hands typing on a laptop keyboard. At bottom left are people in a training session, sitting at long tables, with a presenter in the front of the room, who is calling on one person who has their hand raised. To the right it says, “Some states have separate VR agencies that serve individuals who are blind or visually impaired.”

**Slide 39**

**How Can Working With a VR Help You?**

VR agencies:

* Usually work with individuals who need more significant services.
* In some states, this includes intensive training, education, and rehabilitation.
* They may also provide career counseling and job placement assistance as well as counseling about how earnings from work may affect Social Security disability benefits.

Alt text: A person, sitting at a desk in his home, taking notes while in a virtual meeting on his laptop.

**Slide 40**

**How Do You Find a Service Provider?**

For a list of service providers, call the   
Ticket to Work Help Line at **1-866-968-7842**   
or **1-866-833-2967 (TTY),**   
Monday - Friday, 8 a.m. - 8 p.m. ET

To find a service provider online,   
visit the [Find Help page](https://choosework.ssa.gov/findhelp). Search by:

* ZIP code
* Services offered
* Disability type
* Languages spoken
* Provider type

(EN, Workforce EN, VR, or PABSS)

Alt text: A person using a laptop on a kitchen counter. She is also talking on her cell phone.

**Slide 41**

**Success Story: Meet Matt**

Alt text: Three white question marks on a gray background.

# Slide 42

# Matt’s Success Story

Matt received SSDI due to hearing loss and other medical issues that interfered with consistent employment.

“I always wanted and planned to work… to be productive,  
build a career and earn more money.”

His VR counselor explained that Social Security’s [Ticket to Work](https://choosework.ssa.gov/)(Ticket) Program could provide the comprehensive employment services he needed.

Matt's VR counselor connected him with [Community Integrated Services](https://cisworks.org/) (CIS), a Pennsylvania-based EN.

[Matt’s Success Story](https://choosework.ssa.gov/library/matt-success-story)

# Slide 43

# Connecting to his Employment Network (EN)

* Matt worked with a job development team at CIS that included a career counselor, an American Sign Language (ASL) interpreter, and a [Benefits Counselor](https://choosework.ssa.gov/library/fact-sheet-benefits-counseling-and-the-path-to-employment).
* After helping Matt develop his resume, locate potential job leads, and practice interview skills, Matt's career counselor advised him about reasonable accommodations and his legal rights under the **Americans With Disabilities Act (ADA).**

Headshot of Matt.

# Slide 44

# What Did Matt Do?

* Matt and his counselor identified accommodations that were essential for him, and he decided to disclose his disability and request accommodations.
* Matt did secure employment. On the job, Matt's primary means of communication is by keyboard. Using email is the best way for him to communicate with coworkers.
* Because Matt can read lips, one-on-one meetings are more productive than meetings with larger groups. In large meetings, he needs an interpreter to help him participate fully.

Headshot of Matt.

# Slide 45

# Matt Achieved Financial Independence!

* Matt was hired as a full-time Human Resources Assistant by his EN.
* Matt's role at CIS has evolved, and he has since taken on moreresponsibility and is managing employee benefits and unemployment claims.

“I am in a supportive environment and position that work well for me. It feels good to be productive and now I can afford things I could not have before.”

Headshot of Matt.

# Slide 46

# Q & A

Alt text: Three white question marks on a gray background.

# Slide 47

# How To Get Started

**Social Security’s Ticket to Work Program has resources ready to help you get started!**

**Call the Ticket to Work Help Line**

1-866-968-7842

1-866-833-2967 (TTY)

**Visit Our Website**   
[choosework.ssa.gov](https://choosework.ssa.gov/)

**Use the Find Help Tool**  
[choosework.ssa.gov/findhelp](https://choosework.ssa.gov/findhelp)

Alt text: A laptop with the screen showing the Choose Work Find Help tool webpage.

# Slide 48

# How to Connect

**Visit the** [Choose Work! Contact page](https://choosework.ssa.gov/contact/) to find us on social media and subscribe to blog and email updates.

**Opt-in to receive text messages** by texting TICKET to 1-571-489-5292. Standard messaging rates may apply. You may opt-out at any time.

**Email us** at TicketToWork@ssa.gov.

Alt text: Closeup of a person typing on a mobile phone.

**Slide 49**

**Join Us for Our Next WISE Webinar!**

**Working for Yourself with Ticket to Work**

**August 27, 2025**

3 p.m. – 4:30 p.m. ET

**REGISTER ONLINE**

or call **1-866-968-7842** or  **1-866-833-2967 (TTY)**

Alt text: Ticket to Work WISE Work Incentive Seminar Event logo.