

# Ticket Assessment Guide

[Click Here for Current Trial Work Level](#)  
[Click Here for Current Substantial Gainful Activity Level](#)



This guide is designed to assist ENs in determining appropriate Ticket assignments.

#	Question	Response	Action	Response	Action
1	Does customer currently receive SSI or SSDI federal cash benefits, and are they between the ages of 18 through 64?	YES	Go to step 2.	Unsure	EN can conduct an eDataShare through SSA portal to identify customers who do not disclose and who may have a Ticket.
2	Is customer interested in pursuing employment that will lead to earnings greater than the Trial Work Level (TWL)? Note: You may need to break this down by expected hourly wage, and hours/week with your customer, in order to determine whether TWL earnings is expected.	YES	Great, should this Ticket holder obtain employment above the TWL, you may be eligible for Phase 1 Milestone payments. Go to step 3.	NO	It is unlikely this customer would yield payments to you as an EN, based on their current employment goal of earning less than the TWL. You may want to make a referral to another employment support program at this time, and continue to provide AJC services.
3	Check if the customer has a Ticket available for assignment. This is done through MAXIMUS, known as the Ticket Program Manager (TPM) by calling the Help Line at 1-866-968-7842, open 8:00AM-8:00PM EST M-F. Beneficiary will need to provide SSN to find out ticket status. Alternatively, ticket status can be checked through the SSA portal with appropriate clearance.	YES	Great, you're ready to consider working with this Ticket holder. <i>Note: If the customer had a successfully closed VR case, Phase 1 Milestone payments are not available on this ticket. However, all Phase 2 and Outcome payments are available. Next target earnings goal would be SGA. If no VR involvement, ALL EN payments may be available. Go to step 4.</i>	NO	The Ticket is not available to be assigned. It may be assigned to another EN or "in use" by state VR. If you discovered that the ticket was "In-Use" with State VR, it is not available for assignment. An EN should consider supporting this Ticket holder when the ticket becomes available after VR closure to provide long-term supports assuming employment goal is over SGA. This is referred to as Partnership Plus.  <a href="#">State Vocational Rehabilitation Agency Contacts</a>
4	Can you provide the services your Ticket holder needs to successfully return to work based on their vocational goal(s), education, and work experience?	YES	Initial assessment indicates the Ticket holder can benefit from the services we have to offer through our EN. Go to step 5.	NO	Ticket holder has training needs beyond the capability of the EN to provide, or requires supports the EN does not offer. In this case, you should refer Ticket holder to State VR, and/or other appropriate employment support services for assistance.
5	Is Ticket holder interested in pursuing employment that will result in earnings above the current Substantial Gainful Activity (SGA) level?	YES	Great, this Ticket holder has the potential to achieve all payments under the Ticket to Work program. Continue on to step 6.	NO	If this Ticket holder is not interested, or able to return to SGA level employment, you may achieve Phase 1 payments on this case (if available), however, no other payments will be available until SGA level employment is achieved. Additional supports and knowledge may help your Ticket holder feel more confident moving forward with SGA level employment (i.e. work incentives advisement, Career counseling, training, etc.) Go to step 6.
6	Has Ticket holder received SSA disability Benefits and Work Incentives planning services from a certified benefits planner?	YES	Excellent! This Ticket holder is informed, and can make a good decision about moving forward with employment. Go to step 7.	NO	In order to help Ticket holders make an informed choice about the return to work, Ticket holders should receive advisement about their SSA disability benefits and work incentives. Use of Work Incentive Planning Assistance (WIPA) services is advisable so Ticket holder is aware of the impact of work on SSA disability benefits. Many Workforce ENs now have internal expertise to provide this guidance. If your EN does not have this expertise, consider developing internal expertise. To locate a WIPA provider, see link below. Go to step 7.  <a href="#">Work Incentive Planning Assistance (WIPA) project</a>
7	You are ready to develop an IWP with your Ticket holder. Now you can coordinate services with internal staff, and/or other programs and services in order to help your Ticket holder achieve the outlined employment goal(s) in the IWP. Resource Coordination, such as through an Integrated Resource Team (IRT link below) may be useful for some Ticket holders. You can use the approved Workforce IWP template (link below), a customized IWP that your EN creates, or an IEP that has been developed by your Job Center with this Ticket holder. The EN should then assign the Ticket through the SSA portal. Once a Ticket is assigned to Step 8  <a href="#">Click here for brief overview of the IRT Approach</a>		<a href="#">Customized Workforce IWP can be found here</a>		<a href="#">Ticket to Work website hosted by Ticket Program Manager</a>
8	Long-term stable employment is the desired outcome through the Ticket program. Just as job searching entails a variety of individual services, ongoing employment supports can include a wide variety of services. Typical services may include SSA disability benefits advisement, guidance on accommodation requests, career advancement strategies, financial goal setting and more. SSA reserves the right to periodically audit IWP's, and services provided by Workforce ENs. For more information contact your SSA EN Specialist.				

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