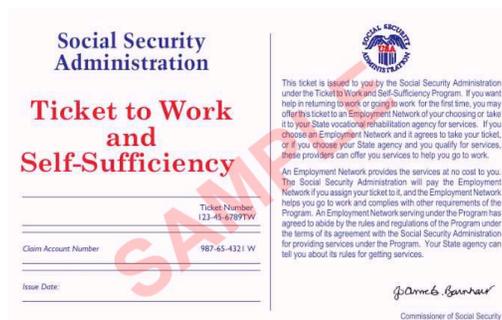


## Introduction

Using your Ticket to Work  
in Rhode Island

# A Consumer's Guide to choosing an Employment Network



*This Guide is for people who want to use the Ticket program.*

*It provides information to help you choose an Employment Network (EN) that's right for you.*

Under a new Social Security Program called the **"Ticket to Work and Self-Sufficiency"** (the "Ticket program"), eligible people who receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) because of disability, can receive employment, vocational or other services to find work and earn more money. These services are provided by Employment Networks (ENs), which are private organizations or government agencies that have agreed to work with Social Security. An agency called MAXIMUS, Inc. is the private company that Social Security is using to help manage the Ticket program. The Ticket program is voluntary and services are provided at no cost.

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## Questions & Answers

### HOW DO I PARTICIPATE IN THE TICKET PROGRAM?

Beginning in November 2003, Social Security will be sending "Tickets" to eligible beneficiaries in Rhode Island. Once you receive a Ticket, you can participate in the Ticket program. To participate, you will need to choose an EN, who will then develop a plan with you to find work. ENs can provide different kinds of help, and may serve people with specific needs or disabilities. You are free to talk with as many ENs as you want, before you choose one. You should think carefully, and select the EN who will best help you to reach your employment goal.

### HOW DO I FIND ENs IN MY AREA?

To find the names, addresses and telephone numbers of ENs in your area, call MAXIMUS, Inc. at 1-866-968-7842, toll-free (TTY 1-866-833-2967). You can also visit the MAXIMUS website ([www.yourtickettowork.com](http://www.yourtickettowork.com)) for more information about the Ticket and ENs.

ENs may also find you. MAXIMUS has a list of people who receive Tickets, which they will share with ENs. Unless you tell MAXIMUS not to, MAXIMUS may give your name and contact information to the ENs in your service area.

## HOW DO I CHOOSE AN EN THAT'S RIGHT FOR ME?

To find out whether an EN is right for you, you should ask the EN questions about:

- the **services** they can provide you, the **people** who will provide those services,
- the EN's **experience** in finding jobs, and
- any **obligations** you will have if you give your Ticket to the EN.

### Services

Not all ENs provide the same kind of services. Also, ENs can limit their services to persons with specific disabilities or needs. You should ask the EN if they work with people with your kind of disability. You should ask the EN what kinds of services they provide. For example, will the EN provide training, vocational assessments, case management, Social Security work incentive information and planning, devices or technology that you need to work, and job placement?

### People

ENs are required to have qualified staff, who meet the standards for their profession. In Rhode Island, there is no one specific standard that applies to all EN staff. You should ask the EN about the qualifications of the staff who would be working with you. For example, what is the experience of the staff, what kind of training, educational background and credentials do staff have?

### Experience

You may be familiar with some of the agencies that are ENs, for example the Office of Rehabilitation Services (ORS). Some ENs may not be local agencies. You should ask the EN about their experience in working with people with disabilities, and placing people with disabilities in jobs. You should ask whether they follow up to see if their job placements are successful, and whether they have any information to share about their job placement success rate.

### Participant Obligations

You should ask the EN what they would expect from you, if you work with them. Are there any terms and conditions related to the EN's provision of services? For example, if you participate in training, would you have to finish the training within a specific timeframe? Would the EN expect to meet with you, how often and where? When you become employed, what information will the EN expect you to share with them?



## WHAT IF I HAVE A PROBLEM WITH THE EN I CHOOSE?

Each EN is required to have a grievance procedure that you can use to resolve problems. If you cannot resolve your problem through the grievance, you can ask MAXIMUS to help. If MAXIMUS cannot resolve your grievance, you can ask Social Security to review the problem. The Rhode Island Disability Law Center (RIDLC) can provide advice and/or advocacy to you in this grievance process. To contact RIDLC call (401) 831-3150 Voice, or (401) 831-5335 (TTY).

You also can decide to find another EN to work with you. However, you should think carefully about doing this, and make sure you will be able to get the services you need if you switch ENs.

The Rhode Island Disability Law Center,  
Inc. (RIDLC)  
275 Westminster Street, Suite 401  
Providence, Rhode Island 02903-3434  
(401) 831-3150  
(401) 831-5335 TTY