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Employment and
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Agency

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Website: <http://www.seta.net>

TO: Sacramento Works America's Job Centers of
California (SWAJCC) and Partner Staff

FROM: Kathy Kossick, Executive Director

RE: Ticket to Work (TTW) Orientation & Enrollment
Process – WIOA Directive #WDD16-4

The purpose of this directive is to provide information and guidelines for referring to and enrolling customers in SETA's Ticket-to-Work (TTW) program. As an approved Employment Network (EN) of the Social Security Administration (SSA), SETA provides Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) beneficiaries access to all SWAJCC services. The following reflects the process for assisting Ticket holders seeking information about SETA's TTW program, and the process for enrolling:

- Refer a potential TTW customer to SETA's Disability Resource Coordinator (DRC), or an identified disability services job coach. (See Disability Services Resource list on SETA's K: drive).
- The DRC or disability services job coach will conduct a brief intake interview to determine if SETA is the appropriate EN to meet the customer's needs, or if a referral to a partnering agency is more appropriate.
- SETA's DRC or disability services job coach can assist in providing appropriate referrals, as well as coordinate services with partner agencies for customers in need of services not directly provided by SETA.
- The DRC or disability services job coach will schedule the customer for a group TTW orientation or conduct a one-on-one orientation.
- The TTW orientation, conducted by the DRC and/or disability services job coach will provide an overview of the TTW program, explain the benefits of enrolling, describe SWAJCC services, and provide information on Work Incentive and Benefits Planning Assistance (WIPA) services.

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Participation in SETA's TTW program typically includes co-enrollment/registration in Workforce Innovation and Opportunity Act (WIOA) or another SETA-funded program, but is not required. After the Ticket holder has attended a group orientation, or one-on-one assessment with the DRC or disability services job coach, the following process is to be followed for individuals assigning their Ticket to SETA and enrolling in the TTW program:

- Schedule the Ticket holder for an appointment with a disability services job coach to begin the enrollment process.
- Verify the applicant's eligibility for WIOA or other discretionary or local grant funded programs.
- The disability services job coach will contact the DRC to verify eligibility with the Social Security Administration (SSA).
- If not currently registered in CalJOBS, the disability services job coach will ask the customer to register.
- The disability services job coach will work with the customer to complete a TTW Individual Work Plan (IWP) required by SSA, and provide the customer a copy.
- The completion of the IWP requires two meetings with the customer; the first meeting involves intake and assessment, and the second meeting finalizes the IWP. *Note: The intake and assessment meeting can be accomplished through tele-conference.*
- The disability services job coach will submit the IWP to the DRC for review and enrollment in TTW.
- The DRC will process the enrollment with the Social Security Administration.

Customers enrolled in SETA's TTW program can receive guidance from the DRC, as well as the assigned disability services job coach. Ongoing coordination and communication between disability services job coaches and the DRC is expected.

All Ticket holders must be advised to meet with an SSI/SSDI benefits planning specialist. Customers can make an appointment for benefits planning assistance by contacting Social Security Administration/Customer Service at (800) 772-1213, or through coordination between SETA's DRC, and the local WIPA services offered through PRIDE Industries. Basic questions about SSI/SSDI and the benefits to enrolling in the TTW program can also be directed to SETA's DRC.

Staff questions on this process can be directed to, Savina Beltran, SETA's current DRC, at (916) 263-0602, or at savina.beltran@seta.net.