

**TEXAS WORKFORCE COMMISSION**  
**Informational Notice 03-04**

**To:** Local Workforce Development Board Executive Directors  
Commission Executive Staff  
Integrated Service Area Managers  
Commission Local Offices

**From:** Luis M. Macias, Director, Workforce Development Division

**Date:** June 18, 2004

**Subject:** Ticket To Work

---

**PURPOSE:**

To inform Local Workforce Development Boards (Boards) about the Ticket to Work and Work Incentives Improvement Act of 1999 (TWWIA).

**BACKGROUND:**

Title I of TWWIA establishes the Ticket to Work and Self-Sufficiency Program (Ticket to Work) to expand Social Security Administration (SSA) beneficiaries' access to vocational rehabilitation, employment, and other support services necessary to regain, obtain, and maintain employment. Ticket to Work also provides employment incentives for beneficiaries of Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) by increasing access to health care coverage and establishing other initiatives in support of Ticket to Work employment objectives.

Ticket to Work:

- establishes a system in which qualified Employment Networks (ENs) provide employment and other support services (e.g., case management, benefits counseling, and job training); and
- provides individualized "tickets" to beneficiaries for the "purchase" of services from approved ENs.

Ticket to Work rolled out in Texas in November 2003. There are an estimated 494,200 ticket holders in Texas.

Under Ticket to Work, a Local Workforce Development Board (Board) is eligible to provide services as an EN.

If a Board elects to participate as an EN, tickets provide revenue for employment and support services critical to assisting disabled individuals with finding self-

sustaining employment. Additionally, ENs have an opportunity to broaden their customer base and expand the targeted reach of services and support they provide.

Ticket to Work provides two payment options for which an EN may be eligible if a beneficiary achieves self-sustaining employment. These payments are not considered program income; they are considered revenue to the recipient organization.

If a Board does not elect to participate as an EN in Ticket to Work, it cannot accept a ticket from a beneficiary or receive the benefits of SSA payment options when services are provided and successful.

Texas Workforce Centers may provide employment and support services as stand-alone EN providers or apply jointly with other partners or local public or private providers such as:

- state mental health or vocational rehabilitation agencies;
- nonprofit organizations with expertise in disabilities;
- other state or local nonprofit organizations;
- federally funded grantees;
- community colleges and vocational schools;
- centers for independent living; or
- employers.\*

\*The Work Opportunity Tax Credit (WOTC) is a marketing tool for ENs. WOTC provides employers with an incentive to hire individuals with disabilities who receive employment services and other support services under Ticket to Work. An employer taking advantage of WOTC can receive up to \$2,400 in federal income tax credits for each WOTC-qualifying beneficiary hired.

**Note: SSI and SSDI beneficiaries are eligible for core and intensive services and training in accordance with the Workforce Investment Act, Chapter 188, regardless of the Board’s participation in Ticket to Work.**

For additional information on Ticket to Work, including how to apply to become an EN, please see the “Ticket to Work Employment Network Capitalization Resource Directory,” available at:

[http://www.yourtickettowork.com/en\\_cap\\_resource](http://www.yourtickettowork.com/en_cap_resource)

Web sites:

[http://www.ssa.gov/work/Ticket/ticket\\_info.html](http://www.ssa.gov/work/Ticket/ticket_info.html)

<http://www.yourtickettowork.com>

**INQUIRIES:**

Direct inquiries to Shannon Ramsey at (512) 936-0347 or [shannon.ramsey@twc.state.tx.us](mailto:shannon.ramsey@twc.state.tx.us)