

Ticket to Work At-A-Glance Checklist for DRS Counselors

Application/Intake/Eligibility:

- Enter SSI/SSDI information on AWARE “Application Page” prior to eligibility (enter on “Specials Programs” page if consumer awarded SSI/SSDI after eligibility). This is how Ticket to Work Coordinator (TtW) identifies consumers who need their tickets placed “In-Use State Vocational Rehabilitation (SVR)” status.
 - Provide the consumer with the Beneficiary Fact Sheet on the Ticket to Work (TTW) Program available on DRS's website at. Use this fact sheet as talking points when explaining TTW to the consumer.
- Inform consumer of benefit planning resources available through Work Incentive Specialist Advocates affiliated with Employment Networks and other providers such as the WIPA project.

Prior to developing the IPE:

- Verify that the consumer's ticket is available to be placed “In-Use SVR” status with DRS. To do this, call Beneficiary Assistance and Support Services (BASS) at 1-866-968-7842. The consumer will need to be with you when you call to verify ticket status.
 - If the consumer's ticket is available for assignment, inform consumer that ticket will be placed In-Use with DRS when IPE has been approved.
 - If the consumer's ticket is assigned to an Employment Network (EN), notify TtW Coordinator by email at david.leon@dars.virginia.gov so that TtW staff can facilitate unassignment of the ticket from the EN. *This must be done prior to signing the IPE!*

IPE Approval:

- Explain medical Continuing Disability Review (medical CDR) protection & Timely Progress Reviews (TPRs) to consumers. This information is also included in the Beneficiary Fact Sheet on the TTW Program.
- Explain TTW statement on IPE form. If your consumer was referred to DRS by an EN, explain that he/she will be referred back to the same EN when case is ready for closure. The consumer can choose how to use his/her ticket after case closure.

Behind the scenes: Once the consumer's IPE is approved, TtW Coordinator sends monthly IPE data files to Maximus to place SSI/SSDI consumers “In-Use SVR” status.

Case Closure:

- If consumer was originally referred by an EN, refer consumer back to that EN..
- Remind consumers that they can choose to assign their ticket to an EN for retention/ongoing support services & continue medical CDR protection. A directory of ENs can be found at www.yourtickettowork.com.

Behind the Scenes: TtW Coordinator sends monthly case closure data file to Maximus so the ticket can be made available for assignment to an EN after case closure.

Questions? Contact TtW Coordinator by email at david.leon@dars.virginia.gov or call 804-662-7151