

## **Ticket To Work: When You Disagree with Your Employment Network**

### **What is an Employment Network?**

An **Employment Network** (EN) helps you make a plan to get a job. Your EN could be a private group or the Office of Rehabilitation Services (ORS).

### **What if I have a problem with my EN?**

- Your EN must have a “grievance procedure.” That means they have a way to handle complaints.
- Your EN must give you a copy of the grievance procedure.
- Your EN must tell you about Disability Rights Rhode Island (DRRI). DRRI can help you.
- If you signed an Individual Work Plan, you can use the grievance procedure.

Read your EN’s grievance procedure. If you do not have a copy, ask your EN for one right away. It will tell you how to start your complaint.

**Important:** There may be a deadline to file your complaint. File it as soon as possible so you do not miss it.

### **What if I am not happy with the EN’s answer?**

If you still have a problem after making your complaint, the Ticket to Work program can change the EN’s answer. The person who does this is called the Project Manager.

- You can ask the Project Manager to change the EN’s answer. Or the EN can ask the Project Manager to keep the same answer.
- You and the EN will explain what you want. You must write it out. You can get help doing that.
- The Project Manager will ask:
  - What your problem was when you made the complaint.
  - How the EN tried to fix it.
  - Why you still have a problem.

The Project Manager has 20 workdays to give their answer. They will answer you in writing.

## What if I am not happy with the Project Manager's answer?

If you still have a problem, you can ask the Social Security Administration (SSA) to change the answer.

- You can ask the Project Manager for help from SSA. Or the EN can ask for SSA's help.
- You must ask in writing. You can get help doing that.
- You must ask within [15 workdays](#) after getting the Project Manager's written answer.

The Project Manager has [10 workdays](#) to ask SSA for help. SSA will also get:

- A copy of your Individual Work Plan.
- Any information, evidence, and ideas about how to solve the problem.

SSA's answer is final. You cannot ask for someone else to change the decision. If you or the EN are not happy with SSA's answer, you can stop working together.

## Can someone help me during this process?

**Yes.** You can have a representative for any part of this process. This person can be a lawyer or anyone else you choose.

For help, contact DRRI:

- **Call:** (401) 831-3150
- **Email:** [info@drri.org](mailto:info@drri.org)

*Please do not give any personal information, such as your Social Security number, in your e-mail.*

### **More people who can help:**

#### **Office of Rehabilitation Services (ORS)**

- ☎ 401-421-7005 (Voice)
- ☎ 711 (Relay)
- ☎ 401-462-7791 (Spanish)
- 🌐 [www.ors.ri.gov](http://www.ors.ri.gov)

#### **Social Security Administration (SSA)**

- ☎ 1-800-772-1213 (Voice)
- ☎ 1-800-325-0778 (TTY)
- 🌐 [ssa.gov](http://ssa.gov)

#### **Local SSA Offices:**

- **Providence:** 1-877-325-0778
- **Newport:** 1-866-253-5607
- **Pawtucket:** 1-866-931-7079
- **Warwick:** 1-866-964-2038
- **Woonsocket:** 1-877-229-3542

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