Beneficiaries Need You!

Why Your Organization Should Become an Employment Network: Advantages and Supports Available

National Training Webinar
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Presenters

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Learning Objectives

• Understand the value of becoming an Employment Network
• Gain an understanding of the advantages of taking Tickets, the current payment structure for this source of unrestricted funding, and available resources for ENs and beneficiaries
• Learn about the crucial first steps in beginning EN operations as well as ongoing operational support and technical assistance to ensure new ENs attain their Ticket performance objectives.
EN Recruitment

• The Ticket is about choices. Without ENs, Ticket Holders have limited choices.
• CESSI is conducting a variety of activities to recruit qualified entities to become ENs.
• To provide better support to potential ENs, CESSI Account Managers have dedicated geographic areas and key interest groups.
• Web site: www.cessi.net/ttw
New Regulations

More choices for Ticket Holders

• As of April 1, 2010, there are 1,254 EN contracts
• 292 entities, serving 399 localities across the US, were awarded EN contracts in 2008; 357 entities, serving 481 localities, in 2009
• The average number of Tickets assigned per month increased from 332 in 2007/2008 to 887 in 2008/2009
• As of April 1, 2010 there are 27,279 Tickets assigned to ENs
Are the New Regulations Working?

• More beneficiaries are working
  – May 2008: 4,034 Ticket holders whose earnings generated payments to ENs
  – April 2010: 9,481 Ticket holders whose earnings generated payments to ENs
  – This represents an 135% increase

• More money is being paid to ENs
  – May 2008: Total Outcome and Milestone payments to ENs equaled $12.7 million
  – April 2010: Total Outcome and Milestone payments to ENs equal $36 million
About Employment Networks

- Employment Networks (ENs) are private (for profit & non-profit) organizations, government agencies, employers and other service providers that offer education, job training and employment services.
- Federal agencies are not eligible.
- A single entity, a partnership, or a coalition of providers functioning as a single EN.
- Beneficiary and EN agree on services/supports to be provided and develop an Individual Work Plan (IWP).
- SSA pays the EN based upon the beneficiary attaining specific milestones and outcomes related to self-supporting employment.
ENs Can Provide…

- Services and supports to assist the beneficiary in entering the workforce and progressing towards self-sufficiency
  - Counseling and guidance
  - Education and training
  - Job placement
  - Job coaching
  - Job retention and ongoing support services
  - Other supports and services as spelled out in the IWP
EN Choices

• ENs get to choose which Ticket Holders they serve
  – An EN can refuse a Ticket assignment
  – Goal is to find a good match between the services/supports the Ticket Holder needs to achieve his/her employment goal and the service/supports the EN has to offer
  – Even after the IWP is signed, the EN or the Ticket Holder can terminate the relationship by asking MAXIMUS to un-assign the Ticket
What Other Choices Do ENs Have?

• Approved ENs get to choose what services they provide

• EN services should be individualized
  – EN and Ticket Holder negotiate an Individualized Work Plan (IWP) that spells out
    • Ticket Holder’s employment goal
    • Services/Supports the EN will provide
  – A sample IWP is found on the MAXIMUS website at www.yourtickettowork.com
Are Tickets in Use?

• Many Ticket Holders want to work—we estimate about 2 Million
• Almost 1,000 per month now assigning their Tickets
• You’re missing out!
Why Do Beneficiaries Want to Use Their Tickets?

- Voluntary and free to the beneficiary
- Can postpone regularly scheduled medical Continuing Disability Reviews (CDRs)
- Medicare & Medicaid can continue
- If the beneficiary stops working, there is an expedited reinstatement to benefits

www.socialsecurity.gov/redbook/
Connecting with Ticket Holders

• Look at those you are already serving—start there!

• Receive Beneficiary Referral CD from MAXIMUS
  – Requires security clearance

• Develop relationships with SSA Area Work Incentive Coordinators (AWIC) and Work Incentive Planning and Assistance (WIPA) projects

• Attend a Work Incentive Seminar Event (WISE)
Work Incentives Planning and Assistance (WIPA)

• SSA-approved organizations that assist beneficiaries in making informed choices about work. WIPA services are free.

• WIPA staff:
  - Are trained to provide information about work and Work Incentives.
  - Can answer questions about how work will affect Federal, state and local benefits.
  - Can help Ticket Holders find the resources or services to achieve individual employment goals.
  - Host Work Incentives Seminar Events (WISE).

www.ssa.gov/work Click on Service Provider Directory
Work Incentive Seminars (WISE)

- At a WISE event Ticket Holders learn about the Ticket program and other SSA Work Incentives.
- ENs are invited to meet Ticket Holders and explain the kinds of supports and services they can provide.
- Other community resources also invited.
- About 300 events in 2009 with 4,400 Ticket Holders! Goal to reach 10,000 in 2010.

- To find a local WISE event, visit www.cessi.net/WISE.
- Online WISE available at www.choosework.net.
Beneficiary Referral CD:

- Market services to beneficiaries, includes names, address and phone numbers.
- CD mailed monthly; use it to send out brochures, flyer, etc.
- Must designate a CD Manager who will have access to this CD and share with EN staff
- EN staff and CD Manager must have completed background investigation through SSA

More information on EN Security and Suitability Requirements found at:
www.yourtickettowork.com/selftraining/ENSecuritySuitabilityRequirements3-24-09.doc
Marketing your EN services

  - used to highlight your organizations services, and gives Ticket Holders information on what ENs are in their state as well as the EN contact information.
Marketing Continued…

- **Ticket-holder orientations** can be hosted monthly, allows a larger number of ticket-holders to self screen.
- **Media Coverage** such as newspaper articles and newsletters including stories of employed ticket-holders who have taken advantage of your services.
- **Networking** helps to build referrals to & from other ENs/agencies, other programs in your organization, referrals from employees, partnerships and complementary services from other organizations.
So, What are You Missing?

- Ticket provides an unrestricted funding stream
- Rewards EN for successful work milestones and outcomes by Ticket Holders
- If you help people with disabilities go to work but you are not an EN you are leaving money on the table!
When agreement with SSA is signed, EN must choose between two EN payment options:

1. **Outcome Payment System**: EN receives payments when beneficiary attains self-supporting employment (earnings above SGA and zero cash benefit status)
   - Beneficiary goes off disability benefits and becomes self-supporting
   - Good for full-time, high salary employment

2. **Outcome-Milestone Payment System**: EN receives payments when beneficiary achieves prescribed Milestones and Outcomes related to work and earnings
   - Beneficiary continues receiving some level of cash disability benefits while engaging in work
   - Good for part-time, minimum wage, first-time and intermittent employment

- Election can be changed once a calendar year, impacting future Ticket assignments, but a Ticket Holder stays under payment system in effect when Ticket was assigned
Outcome Payment System

• Outcome payments are paid when a beneficiary’s disability benefits cease due to work (zero cash benefits status)

• Outcome payments have increased by 27% under the final regulation and are almost the same under both programs:
  
  **Outcome Payment System (2010 rates)**
  
  **SSDI:** $382/mo x 36 months = $13,752
  
  **SSI:** $220/mo x 60 months = $13,200

• Each outcome payment = monthly savings to
  – Social Security Trust Fund (SSDI), or
  – General Revenue Fund (SSI)
Outcome-Milestone Payment System

• Clarify - Phase 1 Milestones use the SSA Trial Work level of earnings, same for both SSDI & SSI, even though no TWP concept in SSI program

• First Phase 1 Milestone payment requires half of TWP earnings in 1 calendar month ($360 in 2010); next 3 Milestones require full TWP level ($720 in 2010)
  – Associated with initial efforts at employment
  – Although this level of earnings may equate with part-time work, the goal is to get Ticket Holders into self-supporting employment

• Phase 2 Milestones based on earnings at or above Substantial Gainful Activity (SGA) level – SSA has two SGA levels
  – $1000 for disabilities other than blindness
  – $1640 for blind/visually impaired

• Outcome payments are generated when earnings exceed SGA and beneficiary enters $0 cash benefit status
## Phase 1 Milestone Payments

### 2010 Rates

<table>
<thead>
<tr>
<th>Type</th>
<th>Ticket Holder Gross Earnings</th>
<th>EN Payment (SSDI)</th>
<th>EN Payment (SSI)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phase 1</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milestone 1</td>
<td>$360/mo for 1 calendar month</td>
<td>$1,275</td>
<td>$1,275</td>
</tr>
<tr>
<td>Milestone 2</td>
<td>$720/mo for 3 months w/in 6 months (cumulative)</td>
<td>$1,275</td>
<td>$1,275</td>
</tr>
<tr>
<td>Milestone 3</td>
<td>$720/mo for 6 months w/in 12 months (cumulative)</td>
<td>$1,275</td>
<td>$1,275</td>
</tr>
<tr>
<td>Milestone 4</td>
<td>$720/mo for 9 months w/in 18 months (cumulative)</td>
<td>$1,275</td>
<td>$1,275</td>
</tr>
<tr>
<td><strong>Total Potential Phase 1 Milestone Payments</strong></td>
<td></td>
<td>$5,100</td>
<td>$5,100</td>
</tr>
</tbody>
</table>
## Phase 2 Milestone Payments
2010 Rates

<table>
<thead>
<tr>
<th>Type</th>
<th>Ticket Holder Gross Earnings</th>
<th>EN Payment (SSDI)</th>
<th>EN Payment (SSI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 2</td>
<td>Gross &gt; SGA ($1,000/non-blind; $1,640 for blind)</td>
<td>$382/mo. (up to 11 mos.)</td>
<td>$220/mo. (up to 18 mos.)</td>
</tr>
<tr>
<td>Total Phase 2 Payments</td>
<td></td>
<td>$4,202</td>
<td>$3,960</td>
</tr>
<tr>
<td>Total Potential Ticket Payments Phases 1 and 2</td>
<td></td>
<td>$9,302</td>
<td>$9,060</td>
</tr>
</tbody>
</table>
## Outcome Payments Under Outcome-Milestone Payment System

<table>
<thead>
<tr>
<th>Type</th>
<th>Ticket Holder Net Earnings</th>
<th>EN Payment (SSDI)</th>
<th>EN Payment (SSI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcome Phase</td>
<td>Earnings &gt; SGA ($1,00/non-blind; $1,640/blind) “AND” 0 cash benefit</td>
<td>$382/mo. for 36 months</td>
<td>$220/mo. for 60 months</td>
</tr>
<tr>
<td>Total Outcome Phase Payments</td>
<td></td>
<td>$13,752</td>
<td>$13,200</td>
</tr>
<tr>
<td>Total Potential Ticket Payments (Phases 1 &amp; 2, and Outcomes)</td>
<td></td>
<td>$23,054</td>
<td>$22,260</td>
</tr>
</tbody>
</table>

2010 Rates
Phase 1 Milestones are not available to an EN in some circumstances:

- When beneficiary assigns Ticket to an EN after VR case closure -- Phase 1 Milestones not available to EN if VR closed case with beneficiary employed
  - VR provided services under Cost Reimbursement leading to job placement
  - SSA pays EN for Milestones & Outcomes achieved after Ticket assignment and after a Ticket Holder goes to work
  - EN can submit for Phase 2 Milestones when beneficiary’s gross earnings exceed SGA
Availability of Phase 1 Milestone Payments

- **Recent Work Rule** - Work at or above applicable Trial Work level earnings ($700 in 2009) within 18 months just “prior to Ticket assignment” can impact EN’s access to Phase 1 Milestone
  - Criteria are patterned after work and earnings criteria used for Phase 1 Milestone payments
  - Does not apply to Tickets assigned prior to July 21, 2008
Recent Work Rule

Criteria to Determine Availability of Phase 1 Milestones

**Important:** Apply each criteria independently

- Milestone 1 not available if earnings = TW level in month just prior to Ticket assignment
- Milestone 2 not available if earnings = TW level in 3 of 6 months prior to Ticket assignment
- Milestone 3 not available if earnings = TW level in 6 of 12 months prior to Ticket assignment
- Milestone 4 not available if earnings at TW level in 9 of 18 months prior to Ticket assignment

Check out the 18-Month Look-Back tool on the MAXIMUS web site: [http://www.yourtickettowork.com/training_2](http://www.yourtickettowork.com/training_2)
Applies when a beneficiary moves quickly to Outcome payment status

- Includes all Milestones “available” at time of first Ticket assignment that remain “unpaid” due to the start of the Outcome payment period
- Reconciliation payment made when 12th Outcome payment is achieved
Look at the people you served last year and use SSA’s EN Revenue Estimator to determine potential revenue from the Ticket to Work Program.

http://www.cessi.net/en_estimator/

Actual EN payments depend on a number of variables and may be different for each beneficiary.
An EN bills MAXIMUS as the beneficiaries they are serving attain designated Milestones and Outcomes as they move towards self-supporting employment.

ENs have 3 options for submitting for payments:

1. **Evidentiary:** Submit EN Payment Request Form and direct evidence of earnings such as pay stubs or an employer-prepared and signed statement of earnings (payments made in 30 to 45 days).

2. **Certification:** Submit EN Payment Request Form and secondary evidence of earnings (e.g., confirm contact with beneficiary or employer, information from the National Directory of New Hires (NDNH), an Earnings Inquiry Request, or a Self-Employment income Form. EN must sign a repayment agreement).

3. **Auto Pay** (Outcome payments only) Must submit Auto Pay Request Form and SSA uses their data systems and records to verify earnings (e.g., NDNH, disability status information, etc.). Can take 9 months or more to get paid. EN must sign a “blanket” repayment agreement.
How Do You Bill for EN Payments?

Learn more about EN payment options by viewing the archived Webinar on the Ticket Payment Process at:

http://www.ilr.cornell.edu/edi/m cessi.cfm

Or visit: www.yourtickettowork.com/training
So, How Is it Going in 2010?

- As of April 2010, just over 266,000 Tickets assigned (VR & EN); over 27,000 of those are assigned to ENs
- There has been a steady increase in the number of Tickets assigned and Ticket payments requested under the new rules, telling us that the new payment structure is working
Partnership Plus
A New Service Delivery Model
• When a State VR Agency is serving a consumer who is a Ticket Holder under CR, the consumer’s Ticket can not be assigned to any other EN.

• A Ticket can never be assigned to more than one EN at a time.
Vendors for State VR Agencies

• As community service providers, your organization may receive case referrals from your State VR Agency under a fee-for-service agreement.

• Becoming an EN will not conflict with any existing relationship with your State VR Agency.
Partnership Plus – Put Simply

• When a State VR Agency serves a consumer under CR and closes that case with the individual employed, an EN can accept the individual’s Ticket to provide follow-along services and begin collecting milestone/outcome payments in Phase 2.
How Partnership Plus Works

Beneficiary goes to VR & applies for services.

Beneficiary & VR develop IPE for Cost Reimbursement case. VR notifies MAXIMUS to place Ticket into “In-Use SVR” status.

VR provides services as outlined in IPE. [VR may purchase services from vendors who are approved ENs]

VR closes case & notifies MAXIMUS after beneficiary has been stabilized in employment for at least 90 days.

EN provides services as outlined in IWP to assist beneficiary in maintaining employment.

EN & beneficiary develop IWP that is sent to MAXIMUS for approval which triggers Ticket assignment to that EN.

Beneficiary connects with EN to discuss need for ongoing support services.

At case closure, VR counselor advises beneficiary of option of assigning Ticket to an EN for ongoing support services.

EN submits for Phase 2 Milestone payments based on beneficiary attaining SGA level earnings.

Beneficiary & EN continue working together. EN submits for Outcome payments when disability checks stop.

VR submits CR claim when beneficiary earns above SGA for 9 months within a 12 month period.

VR and EN get PAID! Beneficiary increases his/her self-sufficiency! Everybody WINS!

After you become an Employment Network, you should notify your local VR agency and discuss working together.

That’s what Partnership Plus is all about...
Phase 1 Milestones

• Phase 1 milestone/outcome payments are intended to cover the up-front costs of getting an individual employed. When the VR Agency closes a case with the individual employed, Phase 1 milestone payments are unavailable to an EN that accepts a Ticket to provide follow-along supports.
What if earnings are below SGA when VR closes the case?

- Ticket Holder seeks VR services.
- VR chooses CR and notifies MAXIMUS.
- Ticket is placed in “in-use SVR status” while VR case is open.
- VR closes case with Ticket Holder employed with earnings below SGA after 90 days.
- Ticket Holder assigns Ticket to an EN.
- Since all Phase 2 Milestone and Outcome payments could potentially be paid to the EN, the EN has a strong incentive to get the beneficiary up to SGA earnings.
- Many cases will reach SGA over time and become reimbursable for VR.
- When the beneficiary’s earnings are above SGA, the EN can provide timely notice and data to VR to submit for CR.
What if VR closes the case without an employment outcome?

- VR serves the Ticket Holder, chooses CR, and closes case with Ticket Holder unemployed.
- Ticket Holder assigns Ticket to an EN.
- The full value of the Ticket is potentially available to the EN. EN has an incentive to get the Ticket Holder working at TW level and eventually to SGA earnings to collect payments.
- Some cases will reach SGA over time and become reimbursable to VR.
- When the Ticket Holder’s earnings are above SGA, the EN can provide timely notice and data to VR to submit for Cost Reimbursement.
Partnership Plus: Benefits to the Beneficiary

- Individualized, sequential services
- Coordinated system of services with increased access to employment supports and other types of supportive services with needs identified by beneficiaries:
  - Benefits counseling
  - Skill building
  - Follow along services
  - Transportation
  - Ongoing support services
  - Job coaching
  - Job retention services
  - Mentoring
Benefits to the Beneficiary
(continued)

- Flexibility in employment plan development
- Choice of providers
- Can choose VR for up-front services and EN for longer term supports
- Protection against medical CDRs (In-Use SVR and in-use with an EN)
- Expedited reinstatement to benefits is a Ticket Holder looses his/her job due to the disability
Partnership Plus: Benefits to ENs

- Increased collaboration/communication
- Flexible program services and supports
- For most ENs, Ticket payments are unrestricted funds which can be used to support/expand the infrastructure of service providers in the state
- Can work with a Ticket Holder during a single time period or during multiple time periods
  > EN – VR – EN
- Does not interfere with EN providing services under a fee-for-service agreement with VR while the VR case is open and later functioning as an EN for the same Ticket Holder
  > VR – CRP/FFS Agreement – VR closure – CRP/EN
  > SSA does not consider this double dipping
Partnership Plus: Benefits to VR

- Emphasizes collaborative relationships by encouraging partnerships, instead of competition, between VR agencies and ENs.
- VR does not have to complete the SSA 1365 for CR cases – Must notify MAXIMUS of date beneficiary signs IPE.
- Increases choice for consumers to accessing long-term employment supports.
- Focused on long-term competitive employment.
- Strengthens all partners in the system.
Benefits to Both VR and ENs

• Assist beneficiaries to maintain and advance in employment
• Potential to increase funding system-wide
  > Increases Cost Reimbursement program income for VR
  > Increases Milestone and Outcome payments to ENs
• Opportunity to minimize/share administrative tasks associated with tracking work and earnings, and submitting for payments from SSA
Announcing the New Partnership Plus Toolkit!
http://PartnershipPlus.cessi.net

Please visit the new online Partnership Plus Toolkit to learn of the many benefits of the Partnership Plus option, including how to provide more coordinated services to Ticket Holders and increase Ticket payments and Cost Reimbursement claims. The toolkit features step-by-step guidance on developing and implementing partnerships with community service provider Employment Networks, sample agreements, and other useful tools. This toolkit builds upon the VR Providers Handbook and provides one-stop access to the support needed to be a successful partner under the Ticket to Work Program.
Welcome to the Partnership Plus Online Toolkit

The Social Security Administration (SSA) and State Vocational Rehabilitation (VR) agencies have a long history of working together to assist individuals who receive Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits in obtaining and maintaining employment. With the issuance of revised Ticket regulations, State VR agencies and Employment Networks (ENs) have expanded options for meeting the employment and training needs of Social Security beneficiaries with disabilities and other compensation from SSA. State VR agencies now have three options for seeking compensation from SSA for successfully serving beneficiaries.

Benefits of Partnership Plus

- Expanded options for State VR agencies
- Improved access to beneficiaries
- Increased effectiveness of employment services
- Enhanced partnerships with ENs

What is Partnership Plus and How Does It Work?

- Partnership Plus provides a framework for increased collaboration between SSA and State VR agencies
- It promotes the use of employment networks to help beneficiaries secure competitive employment
- The Partnership Plus model allows State VR agencies to seek compensation from SSA for their successful work with beneficiaries

Common Partnership Plus Models

- The new Partnership Plus model
  - VR agencies have the option of using any one or all of these options

- This Toolkit is designed to provide information and tools that will help State VR agencies successfully implement the Ticket program and take advantage of the new options available to them. For example, the Toolkit is designed to assist State VR agencies in:

- Assessing and choosing among agency options for serving beneficiaries with disabilities
- Identifying potential partners and developing partnerships with ENs
- Maximizing program income received from SSA
- Communicating effectively with beneficiaries, partners, potential partners, and other interested stakeholders
- Creating systems and processes associated with the Ticket program and the VR program

It also provides examples and tools to assist a smooth transition to the new Ticket regulations and the accompanying changes to SSA’s VR Provider Handbook.
EN Application Process
Employment Network Application
Request for Proposals (RFP)

Get the EN RFP at:
www.ssa.gov/work/enrfp.html
EN Request for Proposal (RFP)

- Submit completed RFP electronically, ENContracts@ssa.gov, or by fax 410-597-0429
- For courtesy pre-submission review of your RFP, please contact CESSI at (877) 743-8237 or application@cessi.net
- After approval, CESSI will connect EN to a MAXIMUS Representative
A complete RFP package includes:

- **Part III, Section 5 H- EN Security & Suitability Forms**
  - Form 306, simple background investigation for all employees working under EN contract & will have access to Ticket Holder confidential information
  - Addition suitability forms if requested the Beneficiary Referral CD, see Part III, Section 5H for more information

- **Part IV- EN Proposal Documentation Requirements**
  - Section 1, SF 1449
  - Section 2, EN Information Sheet
  - Section 3, Addendum for additional locations, if applicable
  - Section 4, SF 3881, ACH Payment Enrollment Form
  - Section 5, Offeror Reps & Certs

- **EN Qualifications Documentation (Part II, Section 1)**
- **EN Liability Insurance Certificate- w/active policy period**
• **Forms and Other Requirements**
  
  • Employer Identification Number (EIN)
  • Data Universal Numbering System (DUNS): [www.dnb.com](http://www.dnb.com)
  • Central Contractor Registration: DUNS number must be registered on the Central Contractor Registration database-[www.ccr.gov](http://www.ccr.gov)
  • Direct Deposit: Complete ACH Vendor/Misc. Payment Enrollment form, requires bank official signature
  • General or Professional Liability Insurance: Minimum of $500K/occurrence
  • Qualifications – must submit proof of EN qualifications, options for documentation provided in Part II of the RFP.
**Beneficiaries’ Personally Identifiable Information**

All EN employees who will be acquiring, handling or have access to personally identifiable information (PII) in the completion of their EN duties need to undergo a limited background check by SSA staff. In addition, the Signatory Authority official will need to undergo a background check as well.

For SSA to conduct a background check, the EN employees must submit Optional Form 306, Declaration of Federal Employment.

This form is available electronically at: [www.opm.gov/forms/pdf_fill/of0306.pdf](http://www.opm.gov/forms/pdf_fill/of0306.pdf)
Need Help Completing the RFP?

- Contact your CESSI Account Manager toll-free at (877) 743-8237 or (703) 448-6155; s/he will provide a courtesy pre-submission review of your RFP!

- Participate in an application walk-through conference call (register via e-Mail application@cessi.net)

- Additional help is available through SSA’s Employment Network Contracts Team
  - E-Mail: ENContracts@ssa.gov
  - Call: (866) 584-5180
Ticket to Work

Operational & Training Support

EN/VR Education & Communications
MAXIMUS
• Operations Support Manager and Ticket Program Data Operations Center Manager
• Responsible for overseeing the administration/day-to-day operations of the Ticket to Work Program
• Beneficiary Call Center
  – 1 (866) 968-7842
  – Provides information to beneficiaries and the general public
• EN Payments
• EN/VR Education & Communications
  – 1 (866) 949-3687
  – Regional Account Managers
  – Outreach Team
  – Technical Assistance, Training, Outreach
• Once the RFP is recommended for approval by SSA, CESSI and MAXIMUS will coordinate an orientation call with the EN.
  – Resources available to EN from CESSI and MAXIMUS
  – MAXIMUS introduction
  – Schedule EN training with MAXIMUS
  – Answer any urgent questions EN may have
www.yourtickettowork.com

• Great resource for:
  – Updates on the Ticket to Work Program
  – Forms necessary
  – Training information such as Ticket Training Tuesdays
  – Payments information
  – Directories: ENs, VRs, WIPA and P&A
EN Ticket Assignment Process

1. Beneficiary receives Ticket & calls MAXIMUS
2. MAXIMUS provides information about ENs & services
3. Beneficiary chooses EN
4. Beneficiary meets with EN to discuss goals & services
5. EN calls MAXIMUS to verify Ticket assignability
6. EN & beneficiary develop IWP
7. EN sends IWP to MAXIMUS within 2 weeks of signing
8. MAXIMUS receives the IWP & assigns the Ticket to the EN
9. MAXIMUS mails a notice of Ticket assignment to EN
10. SSA mails a notice of Ticket assignment to beneficiary
Checking Assignability

• Call MAXIMUS at 1-866-949-ENVR

• 10 Tickets or more, please fax the names and SSNs to (703) 683-0957

• Terminology:
  – Assignable
  – Not Assignable
  – Assigned or “In-Use”
  – Assigned but no longer Assignable
  – Not in Database
Assigning a Ticket

• EN and beneficiary work together to create an IWP
• EN submits the signed IWP and prior earnings tool (if applicable) to MAXIMUS
• MAXIMUS processes the IWP
  – Fax: (703) 683-3289, Attn: “IWP Processing”
  – Mail: Ticket-to-Work, P.O. Box 25105, Alexandria, VA, 22304
• After approval, the beneficiary and EN or VR receive a Ticket assignment confirmation
Unassigning a Ticket

• Since the program is voluntary, the beneficiary, EN, or VR may unassign the Ticket at any time

• To unassign a Ticket, the beneficiary, EN, or VR must send an unassignment request letter to MAXIMUS
Tools & Resources
• CESSI Webinars & Teleconferences- current offerings at www.cessi.net/ttw/ and archived at www.cessi.net/ttw/resources

• MAXIMUS Ticket Training Tuesdays- interactive training modules designed to assist ENs and State VR agencies with the fundamentals of working within the Ticket program: www.yourtickettowork.com/training
EN Handbooks

- These tools walk you through the process of becoming an EN, give you background on the Ticket to Work legislation and highlight other available tools.
- Two helpful handbooks are also available: www.cessi.net/ttw/resources.html
  - EN Handbook for Service Providers
  - EN Handbook for Employers
www.ChooseWork.net is an exciting new website containing a number of motivational videos encouraging work, including clips of beneficiaries telling why they chose work, a Ticket to Work overview and a film of a Work Incentives Seminar Event. Use this tool to help motivate your clients to Choose Work!

www.choosework.net/
Choose Work Campaign

- Website
  - Beneficiary Stories
  - Online WISE
  - Resource Map
- Materials
- Mailing list
- Social media
- Targeted advertising
- Choose Work Events
• Policy clarification letter from CMS stating Ticket Outcome and Milestone payments to ENs do not conflict with CMS funding because EN payments are payment for an outcome, rather than for a Medicaid service rendered.

• Online: www.cessi.net/ttw/CMS_Medicaid.html
• Department of Labor, Employment and Training Administration (ETA), released a Training and Employment Notice formalizing ETA's commitment to Social Security Administration's Ticket to Work program and supporting One Stop Career Centers becoming Employment Networks.

• One Stop Career Centers pre-qualified to become ENs, simplified EN application process
• CESSI offers periodic training on grant seeking from foundations. Information regarding this training and online resources in this area can be found at: www.cessi.net/ttw/EN_proposal/

• Grants available through DOL, including grants for special populations that give priority to ENs is available, can be found at: www.dol.gov/dol/grants/
- Facebook
- Twitter
- LinkedIn
- eNews
For More Information

• For more information on Ticket to Work:
  – Visit SSA’s Work Site at: www.socialsecurity.gov/work
  – Visit CESSI’s web site at: www.cessi.net/ttw
  – Visit the MAXIMUS web site at: www.yourtickettowork.com
    or call: 1-866-949-ENVR (3687)

• Any questions on the Ticket to Work Program should be e-mailed to: TicketProgram@ssa.gov