One Stops in Action: Live Demonstration of Effective Practices

National Training Webinar
May 12, 2010
Audio Mode: Use Mic & Speakers

Audio Setup

Audio Mode:

Dial: (702) 824-9512
Access Code: 613-970-293
Audio PIN: 25

If you're already on the call, press #25# now.
(and additional numbers ..)
Audio Mode: □ Use Telephone
   □ Use Mic & Speakers

Talking: Suzie Smith

Questions

Questions Log

Q: Is there a volume discount?
A: Yes! We will send you more info after the event.

Yes
Presenters

Barbara Butz, CESSI, Consultant, CapstoneBarbara@aol.com

Angela Hood, Social Insurance Specialist, OESP, Angela.Hood@ssa.gov

Sheila Etherly, Account Manager, MAXIMUS, SheilaCEtherly@maximus.com

Emily Malsch, Team Lead, Employment Network Recruitment, CESSI, emalsch@cessi.net

Mary Lynn ReVoir, Iowa Lead Disability Navigator, Mary.ReVoir@iwd.iowa.gov

Billy Blanchard, Texas Disability Navigator, billy.blanchard@twc.state.tx.us

Kevin Nickerson, New York Disability Navigator and CWIC, knickerson@tompkins-co.org

Moderators: Ray Cebula, Cornell & Emily Malsch
Learning Objectives

• Become more familiar with the MAXIMUS Ticket to Work website, and the resources available

• Become more familiar with the new Choose Work website sponsored by CESSI and the information provided

• Gain an understanding of effective incentive programs that reward staff when the employment outcomes of Ticket holders are reached

• Learn effective practices in tracking Ticket holder earnings, including how to use UI data
Are Tickets in Use?

• Many Ticket Holders want to work—we estimate about 2 Million

• Almost 1,000 per month now assigning their Tickets
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/
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
- TIGER Teams are assemblages of experts put together for a particular purpose

- TIGER Teams are a collaborative effort between SSA, CESSI, and MAXIMUS

- TIGER Teams’ purpose is to support the vision of making Ticket to Work mainstream

- Goal is to infiltrate existing ENs with expertise and operational supports to increase Ticket assignments and EN payments
Goal:

- To increase the representation and participation rates of One Stop as ENs.
  - Increase the number of Ticket assignments to One-Stop ENs
  - Increase Ticket payments to One Stop ENs
  - Increase the inventory of One Stops as ENs
TIGER Team Activities

• Analyze data on current ENs- trends in Ticket activity, Ticket assignments, and EN payments
• Based on data, identify One Stops to contact to discuss/determine barriers
• Develop operational training and support tools based on outreach to those targeted One Stops (pilot sites)
• Provide training and outreach to share research, models, other operational support tools developed through pilot sites
Tour of the MAXIMUS Ticket to Work Website

Online Operational & Training Support Available
• Operations Support Manager and Ticket Program Data Operations Center Manager
• Oversees the administration/day-to-day functions of the Ticket to Work program

• Beneficiary Call Center
  – 1 (866) 968-7842
  – Provides information to beneficiaries and the general public

• EN/VR Education & Communications
  – 1 (866) 949-3687
  – Regional Account Managers
  – Technical Assistance, Training, Outreach

• EN Payments
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
Completing the IWP

1. What is your Specific Vocational Goal and Expected Monthly Earnings Amount?
   - Short Term Goal (in the next 3 to 12 months):
     - An occupation/job title must be included in this field. Examples: Laborer, Mechanic, System Administrator, etc.
   - Expected Monthly Earnings Amount (in the next 3 to 12 months):
     - Must be at least TWI
   - Long Term Career Goal (throughout the next 5 years):
     - Should be an aspirational goal beyond the Short Term Goal
   - Expected Monthly Earnings Amount (throughout the next 5 years):

2. What Supports/Services Have You and Your Counselor Agreed Would be Required for You to Reach Your Short Term Goal?
   - During the job search phase and the first nine months of employment:
     - The EN must list the specific services they will provide to the ticket holder during the extent of the ticket assignment
   - After your first 9 months on the job (retention supports and career advancement, if any):
     - If there are no services or supports provided please indicate so with “N/A”. This question cannot be left blank.

3. Work History
   - If there were no earnings in the last 12 months, please indicate so and move on to question four.
   - If there were earnings in the last 12 months, please indicate so and move on to question four.
   - If the earnings were in the last 12 months, please indicate so and move on to question four.
   - Some of my earnings were in the last 6 months. (Please describe those earnings in the chart below, listing your most recent employer first.)

   - Employee
     - Start Date
     - End Date
     - Wage Per Hour
     - Hours Worked Per Week

   - If the earnings were in the last 6 months, please complete the work history on this chart.

   - If beneficiary’s case was closed successfully with the SVR agency, the prior earnings information is not necessary. Just write “Partnership plus case” in this section.

   - The EN may choose to submit a completed 18 Month Prior Earnings Lookback Worksheet in place of Section 3.

NOTES TO EN: As a convenience, you may attach a completed 18 Month Prior Earnings Worksheet available at http://www.staatetowork.com/training or you may use it for your own information.

4. Terms and Conditions Related to the Provision of Services
   - If there are no terms and conditions, then that must be stated.
   - If there are no Terms and Conditions please indicate so with “N/A”. This question cannot be left blank.

CONSUMER RIGHTS & REMEDIES

As a consumer of ______ you have the following rights:

1. You may not request or accept any compensation from you for the costs of services and supports we provide you.
2. This IWP may be amended by you or ______ if both parties agree.
3. ______ may end this relationship if no longer able or willing to provide services as planned.
4. You may unassign your ticket at any time if you are dissatisfied with the services and supports being provided by ______.
5. If you and ______ are unable to resolve any disputes about the services and supports being provided, an internal dispute resolution process will be available to you. You may also contact the State Protection and Advocacy Program for assistance.
6. ______ has informed you of your rights to the annual progress reviews and the Timely Progress Review guidelines.
7. Your personal information including your Social Security number and information about your disability will be kept private and confidential.
8. Only qualified employees and/or providers will be used to furnish services.
9. If any medical or related health services are provided, they will be provided under the supervision of persons licensed to prescribe or supervise the provision of these services in the State in which the services are performed.
10. A copy of this IWP will be provided to you in an accessible format.

Insert EN name in blank spaces above. Review all ten points under Consumer Rights and Remedies.
18 Month Prior Earnings Look-Back Worksheet Tutorial

1. Insert EN name and EIN
2. Insert Beneficiary’s name and SSN here
3. Replace this date with the Ticket Assignment month and year using the MM/YYYY format
4. Trial Work Level Key (TWL)
5. Place an “X” for every month that the ticket holder had earnings at or above TWL. If any of the Milestones change to red, this will indicate that your EN is not eligible for that payment
6. Refer to number 5
7. If the beneficiary had no earnings you may state that information in this blank space.
8. EN signs here
9. Signature date goes here

For accurate results this worksheet should be filled out on a computer. Please follow steps 1-9. If the beneficiary had no earnings in the 18 months prior to ticket assignment then the EN will not need to place an “X” in the boxes above but you still will need to complete steps: 1,2,3,7,8 and 9.
# Requesting for Payments

**EN Payment Request Form - 2010**

This form may be used to request Evidentiary Payment Requests (EPRs) or Certification Payment Requests (CPRs).

1. **Employment Network Information**
   - 1. EN Organization Name: ____________________________
   - 2. EN Number (Tax ID Number): ________________________
   - 3. Is the financial institution and bank account information provided to the Ticket to Work Operations Support Manager on the Automated Clearinghouse Payment Enrollment Form (ACH Form) current? Yes __ No __ (If No, please contact MAXIMUS @ 1-866-949-3687 before submitting this request).

2. **Ticket-holders Information**
   - 4. Ticket-holder’s Name: ____________________________
   - 5. Ticket Number/Security Number: ____________________
   - 6. Name of Ticket-holder’s Employer: __________________
   - 7. Employer’s Address (if available): ___________________
   - 8. Payment Method for this Ticket Assignment:
     - A. Outcome Payment Method
     - B. Milestone-Ou...
A few Important Forms…

- Auto Pay I Request Form
- EN Payment Status Report Request Form
- EIR Form
- Split Payment From
- Certification of Services (COS) – must submit with Phase I Milestone 4 Payment Request
- Supplemental Earnings Statement
- Self-Employment Income Form
Choose Work!
Choose Work Campaign

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
One Stop Employment Networks
Effective Practices and Procedures

Sharing Best Practices
Ticket to Work
Procedure, Follow up, and Incentives
Billy Blanchard, Disability Program Navigator
Golden Crescent Texas
Ticket to Work Procedure and follow up chart

Does Client have a Ticket to Work?

Procedure:
Call 1-866-949-3687  Employment Network’s EIN= **-***-****

Need Ticket Holder’s Social Sec. # & Name
If client has Ticket to Work that is assignable:
1. Fill out Individual Work Plan, make two extra copies (follow Ticket to Work Desk Aid)
2. Help client to find work
3. When client has found work earning at least substantial gainful employment (SGA), then Evidence of Earnings is needed for 72 months while earnings are over SGA or until other arrangements are made.
   (SGA for 2010: $1000.00 for nonblind receiving SSDI and $1640.00 for the blind receiving SSDI)
   (both amounts will adjust yearly with inflation)

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Compensation to staff for Ticket to Work:
After client has found a job, and the first Ticket to Work payment is received from Maximus, the employee that filled out the individual work plan and the employee whose name is credited in TWIST with the Ticket Holder’s job referral will each receive $150.00 for their excellent work helping individuals with disabilities find employment. An additional $300.00 of the first payment will be awarded to a Meals fund to be used during WSGC annual meetings.
Ticket to Work Procedure and follow up chart:

- Does Client have a Ticket to Work?
  
  Procedure: Call 1-866-949-3687 Employment Network’s EIN= **-***-
  
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Billy Blanchard, Disability Program Navigator, Golden Crescent Texas

Email: billy.blanchard@twc.state.tx.us
Phone: 361-576-5872
Tracking Ticket Holders’ Earnings

Kevin Nickerson
Disability Program Navigator / CWIC
Tompkins Workforce New York
The Ticket to Work program is an outcome driven program, by achieving the outlined goals in the IWP, you will achieve payment status as an EN.

Tracking cases closely will help you know when to request Milestone and Outcome payments and when payments were received.

Knowing your Ticket customers will help you better determine which payment method to use, whether verification, certification or auto-pay.
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**Challenge**

*NOTE: Indicate closed Ticket cases in RED*

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# PHASE 1 MILESTONES

## General Information

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Management Reports

Total Revenues:

Ticket to Work Revenue History

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1 Payment Type

Phase 1 Payments:

Phase 1 Payments

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1 Milestone payments

Phase 2 Payments:
Let the UI Data Help Your EN

Mary Lynn ReVoir
Iowa Lead Disability Navigator
Iowa Workforce Partners Employment Network
Using UI Data

1. Employment status of someone
   - Informs you if a person is working so the EN can follow up with the Ticket holder

2. Record of earning to submit with EN payment
   - Provides quarterly amount of wage information which if the amount qualifies can be used as proof of earnings accepted as “certification” method by SSA.
Advantages Using UI Data

• Convenient to access at a One-Stop center
• No additional cost to access the information
• The information can be collected with ease; there is no time restriction or log out.
• You can obtain historical wage information.
• Employers are required to submit the earnings report; you can depend on the information being available.
Challenges Using UI Data

1. The data is delayed – approximately 5 months behind.
2. The data is quarterly – you need to learn what to look for and how to determine if likely to qualify for EN payment.
3. It is not inclusive of all types of earnings. Self-employment or training wages are not included in UI data.
Additional Resources
EN Desktop Guide

• A collaborative effort…OESP, CESSI, the National Disability Institute (Elizabeth Jennings and Kevin Nickerson, NDI consultant), and the Workforce/DOL TIGER Team

• Cheat Sheet to EN operations- from assessing Ticket holders to submitting for payments

• Available soon at http://www.cessi.net/ttw/EN/one_stops/onestop.asp
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
Trainings

• 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
Follow Us

- Facebook
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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