Social Security's Ticket to Work Program
Support for Americans with disabilities who want to work

Employment Network Application Webinar

Sep-10
Audio Mode: Use Mic & Speakers

Talking: Suzie Smith

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

Yes
We are always concerned about the accessibility of our products. Should you have any issues with access please let us know. Your suggestions as to how to resolve your issues will be greatly appreciated.

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Emily Malsch
Team Lead & One Stop Specialist

SSA Ticket to Work Recruitment & Outreach Team

CESSI, Program Manager for Recruitment and Outreach
• The Webinar provides technical assistance and is not a Ticket to Work 101
• The Webinar will explain the components of the EN RFP and requirements for award consideration
• The Webinar is for organizations committed to becoming an EN and completing the EN RFP
What is the Ticket to Work Program?

- A voluntary employment program administered by SSA
- Offers beneficiaries with disabilities receiving Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) increased choices in obtaining services & supports to engage in work & achieve their employment goals
- Pays participating Employment Networks (ENs) for Milestones and Outcomes beneficiaries achieve in moving towards self-supporting employment
- Ultimate goal: Reduce reliance on Social Security disability benefits, increase self-sufficiency, and improve the quality of life for beneficiaries
Choice: An Underlying Principle of the Ticket to Work Program

- Beneficiaries can choose when or whether to use their Tickets.
- Beneficiaries choose where to assign their Tickets (EN, VR, Employer).
- VR agencies can choose between serving a beneficiary under the traditional Cost Reimbursement System or as an EN.
- ENs choose payment system election: Outcome Payment System, or Outcome-Milestone Payment System.
- ENs can split payments.
- ENs can also choose which beneficiaries they want to serve.
What Are 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.
- An EN can be a single entity, a partnership, or a coalition of providers functioning as a single EN.
- Vocational Rehabilitation (VR) agencies are automatic ENs.
- Federal agencies cannot be ENs.
What Services Do ENs Provide?

- Services and supports to assist beneficiaries in entering or re-entering the workforce and progressing towards self-supporting employment
  - Counseling and guidance
  - Education and training (vocational/technical/postsecondary)
  - Job search/job placement services
  - Job coaching
  - Work adjustment counseling
  - Job retention and ongoing support services
  - Other supports and services as spelled out in the IWP
http://www.cessi.net/ttw/resources.html
• Describes the general and specific EN requirements
• List items to submit as proof of EN qualifications
• Highlights entities precluded from becoming an EN
EN Qualifiers

• Minimum of 5 years experience working with individuals with disabilities
• 2 out of those 5 years must included providing successful job placement and/or other employment related services
• State certifications and VR contracts must demonstrate contract effective dates (current) and list services authorized to provide
• Accreditations must be from a national rehabilitation and employment services accrediting bodies (e.g., CARF, USPRA, ICCD)
EN & Beneficiary Connect;
Ticket eligibility is confirmed

EN & Beneficiary negotiate a Plan (IWP) and submit signed copy to OSM

IWP approved; Ticket officially assigned

EN Provides Services & Supports to Complete Negotiated IWP

Beneficiary Goes to Work & EN Collects Evidence of Earnings

EN Submits Payment Request to Maximus & Gets Paid (30 days +/-)
Section 3: Individual Work Plan

- Mutual Agreement
- Outlines services to be provided
- Sharing of wage data
- How to resolve disputes
- Supports available
- Timeline for submitting
- Can use an equivalent plan already in use

IWP Tutorial Available:
http://www.yourtickettowork.com/training_2
• EN Ticket referral process to State VR agencies
• Partnership Plus: New Model
• Steps to resolving agreement disputes between the EN and State VR Agency
• 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.
Benefits of Partnership Plus

• Improves coordination of services
• Assist beneficiaries to maintain and advance in employment
  > Increasing program income for VR
  > Increasing Milestone and Outcome payments to ENs
• Minimize/Share administrative tasks associated with submitting for CR and/or EN payments
• Does not interfere with EN being a vendor or contractor for VR agency
EN Responsibilities:

– Explanation of services
– Protection and Advocacy information
– Development of Individual Work Plan
– Process for resolving disputes
– Annual Progress Reviews

Protection of privacy and confidentiality of records

– Security clearances for EN employees
EN Start Up and Ongoing Training

- Provided by OSM, MAXIMUS
- Orientation Training Call
  - Between newly awarded EN, CESSI, & MAXIMUS
- Ticket Training Tuesdays Series (teleconference); view schedule at [http://www.yourtickettowork.com/training](http://www.yourtickettowork.com/training)
- Ticket Toolkit: [http://www.yourtickettowork.com/training_2](http://www.yourtickettowork.com/training_2)
Dispute Resolutions

• Resolving Disputes between Beneficiaries and ENs
  – IWP critical, once signed, standing agreement
  – OSM assistance
  – P&A

• Resolving Disputes between EN and OSM
  – May be referred to SSA if cannot be resolved
EN Performance

- SSA may perform special reviews of an EN’s payment request patterns and payment history, as well as the job retention rates of beneficiaries served, to determine if the EN is effectively supporting beneficiaries in achieving and retaining self-supporting employment.

- Performance standards would relate to the EN's
  (1) responsiveness to beneficiaries
  (2) progress in supporting beneficiaries in achieving and retaining self-supporting employment
Reporting Requirements

• EN Responsibilities adhered to
  - Documentation of Ticket assignments and terminations
    – IWP signed, in file
  - Agreements submitted

• Annual Performance and Outcome Report
  – provides information on EN outcomes

• Contract Changes:
  [Link](http://www.yourtickettowork.com/selftraining/EN_Contract_Change_Form_102909.doc)
TTW provides EN payments when a beneficiary attains the prescribed Milestones and Outcomes (moving towards self-supporting employment), not for costs of services rendered.

Two Payment Options
- Milestone Outcome
- Outcome (only)
# 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 1- Important Notes

- No Phase 1 milestone payments will be available if the beneficiary previously was served by VR and was rehabilitated; i.e., was working at the time the SVRA closed the case. (Partnership Plus)
- To request payment of Phase 1, milestone 4, the EN must
  - report on the services provided (EN Services Certification Statement, http://www.yourtickettowork.com/payment_options)
  - must have completed at least half of the services committed to in the IWP
## 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><strong>Phase 2</strong></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><strong>Total Phase 2 Payments</strong></td>
<td></td>
<td>$4,202</td>
<td>$3,960</td>
</tr>
<tr>
<td><strong>Total Potential Ticket Payments Phases 1 and 2</strong></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><strong>Outcome Phase</strong></td>
<td><strong>Earnings &gt; SGA</strong> ($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><strong>Total Outcome Phase Payments</strong></td>
<td></td>
<td>$13,752</td>
<td>$13,200</td>
</tr>
<tr>
<td><strong>Total Potential Ticket Payments</strong></td>
<td></td>
<td>$23,054</td>
<td>$22,260</td>
</tr>
</tbody>
</table>
### Outcome Only Payments

**Type**
- **Ticket Holder Net Earnings:**
  - **Earnings > SGA and are in zero cash benefit status**
  - **Ticket Holder’s benefits have ceased due to earnings**
- **EN Payment (SSDI):**
  - $711/mo. for 36 months
- **EN Payment (SSI):**
  - $409/mo. for 60 months

**Total Outcome Payments**
- **EN Payment (SSDI):** $25,596
- **EN Payment (SSI):** $24,540
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

- **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)

- **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)

- **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.
For more EN payment process resources please visit:
http://www.yourtickettowork.com/payment_options
Understanding & Compliance- Signing of SF1449:
- Abide by all requirements & terms of contract
- Read/understands RFP
- Comply with federal regulations
- Agrees to cooperate with SSA, OSM
- EN subcontractors meets all requirements in Part II, Section 1 and 6
Part III Contract Clauses

• Reviews and explains EN contract terms and conditions
• Reviews liability insurance requirements (pg. 37)
• Explains the EN Security and Suitability Requirements (pg. 39)
Paragraph H: EN Security and Suitability Requirements

• Purpose of this clause is to provide SSA policies and procedures re: background investigations
• Investigations is to determine the suitability of the EN to acquire, handle, and have access to beneficiary info
2 levels of clearance:
Level 1 is for ALL EN employees who will be acquiring, handling, or have access to PII
   – Must complete Form 306
Level 2 is for an EN who is requesting the Beneficiary Referral CD, the CD Manager must:
   – Complete Form 306, Fair Credit Reporting Act Form, SF 85
Beneficiary Referral CD
- contains Ticket Holder information used to market EN programs/services
- Must be kept in secure location
- MAXIMUS will process
EN Application Begins Here!
Form 1449 will be page 1 of your EN Proposal (pg 63-64)

- Box 17a: Offeror Name, Address, Phone, and Tax ID/EIN number
- Box 17b if applicable
- Box 30 a, b, c: signature and date
SECTION 2: EN INFORMATION SHEET

A. OFFEROR’S NAME (name of organization/entity submitting proposal):

B. NAME OF EMPLOYMENT NETWORK (if different from item A above):

C. EN’S EMPLOYER IDENTIFICATION NUMBER (EIN): must be issued in the name of the Offeror

D. EN’S DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER & CCR Registration: DUNS must be issued in the Offeror’s Name shown in Item A and this DUNS number must be registered on CCR.GOV
• CCR is the primary vendor database for the U.S. Federal Government; it is federally mandated that any business wishing to do business with the federal government must be registered in CCR before being awarded a contract.
• Must maintain your CCR records annually
• By registering in CCR, you gain the ability to bid on federal government contracts; registration is a prerequisite before bidding on a contract.
D. **ADDRESS** (no post office boxes): Offeror/EN address

F. **MAILING ADDRESS** (if different from above. May be post office box.):

G. **LOCATION OF SERVICES**: Verify where services are provided; if EN services provided at other locations, and EN wishes to list on the Ticket to Work EN Directory, complete Information Sheet — Addendum for EACH additional location.

H. **EN DIRECTORY CONTACT INFORMATION**: to be listed on the EN Directory; do have the option of not appearing in directory

I. **OTHER EN CONTACTS**: If different contact for other program/contract inquiries list here
J. SERVICE AREA: Please check one only. This will be listed in the online EN Directory and you may be contacted by beneficiaries living in the service area you designate.

[  ] National (serving all states and U.S. Territories)
[  ] Multi-State (list all states you will serve using the 2-letter state abbreviation)
[  ] Single State (list the state using the 2-letter state abbreviation)

K. CORPORATE STATUS (check all that apply)
• Business Consortium/Association
• Corporation engaged in the billing/collection of payments for medical and healthcare services
• Corporation providing medical and health care services
• Other corporate entity
• Not a corporate entity
• Partnership
• Sole proprietorship
• Public entity
• For Profit
• Non-Profit
L. TYPE OF ORGANIZATION

M. PREFERRED IMPAIRMENT GROUPS SERVED

N. SERVICES OFFERED

O. EN PAYMENT SYSTEM ELECTION: Reference Part II, Section 11 of RFP

P. EN QUALIFICATIONS REQUIREMENTS: Reference Part II, Section 1, of RFP

Q. INDEMNIFICATION AND LIABILITY INSURANCE: Reference Part II, Section 1 and Part III, Section 5

R. SIGNATORY AUTHORITY: Only the EN official authorized to request contract changes
• One Addendum for each additional service location
• Each location will be listed separately in the EN directory
• Electronic Transfer Form
• Required, allows for electronic payment of EN funds to EN business account
• EN name must be on the account
• Complete only Payee/Company Information Box and the Financial Institution Box
• Must be signed by the Bank
• Last section to be completed!
• Complete only paragraph (b) if completed annual reps and certs online-
  [http://orca.bpn.gov](http://orca.bpn.gov)
  – If you plan to apply for future federal contracts, complete ORCA, eliminates need to complete Reps & Certs for the future contract
• If not online, complete paragraphs (c), (d), (h) where applicable
For your use only, does not need to be submitted with your proposal

List exactly what a complete EN RFP package contains

Suggest taking this page out and placing it at the beginning
Additional Assistance with the RFP

• Contact CESSI, the Program Manager for Recruitment and Outreach, at 1-877-743-8237 or application@cessi.net

• For more information on the Ticket to Work Program:
  > 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
Additional Help Is Available

• Assistance in responding to the EN RFP also available by contacting SSA’s Employment Contract Team (ENCT)
  > E-Mail ENContracts@ssa.gov
  > Call 1-866-584-5180

• Contact MAXIMUS, the Operations Support Manager, at 1-866-949-ENVR (3687):
  – EN operational assistance, training and start-up guidance (Ticket Training Tuesday)
  – Connect with beneficiaries with Tickets available for assignment
  – Enhanced online directory of ENs
  – Website: www.yourtickettowork.com