New Program, New Opportunities

Digging Deeper/Looking Broader
Ticket to Work 201

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This is not Ticket to Work Basics!

Ticket 101 presentation is archived at:
http://www.ilr.cornell.edu/edi/m-cessi.cfm
EN Payment Options

- 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 (2009 rates)**
  
  SSDI: $676/mo x 36 months = $24,336  
  SSI: $386/mo x 60 months = $23,160

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

- Covered in depth in Ticket 101
- New rates effective January 2009
- 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 ($350 in 2009); next 3 Milestones require full TWP level ($700 in 2009)
  - 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
  - $980 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

### 2009 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>$350/mo for 1 calendar month</td>
<td>$1,211</td>
<td>$1,211</td>
</tr>
<tr>
<td>Milestone 2</td>
<td>$700/mo for 3 months w/in 6 months (cumulative)</td>
<td>$1,211</td>
<td>$1,211</td>
</tr>
<tr>
<td>Milestone 3</td>
<td>$700/mo for 6 months w/in 12 months (cumulative)</td>
<td>$1,211</td>
<td>$1,211</td>
</tr>
<tr>
<td>Milestone 4</td>
<td>$700/mo for 9 months w/in 18 months (cumulative)</td>
<td>$1,211</td>
<td>$1,211</td>
</tr>
<tr>
<td><strong>Total Potential Phase I Milestone Payments</strong></td>
<td></td>
<td>$4,844</td>
<td>$4,844</td>
</tr>
</tbody>
</table>
### Phase 2 Milestone Payments
#### 2009 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 ($980/non-blind; $1,640 for blind)</td>
<td>$363/mo. (up to 11 mos.)</td>
<td>$207/mo. (up to 18 mos.)</td>
</tr>
<tr>
<td>Total Phase 2 Payments</td>
<td></td>
<td>$3,993</td>
<td>$3,726</td>
</tr>
<tr>
<td>Total Potential Ticket Payments Phases 1 and 2</td>
<td></td>
<td>$8,837</td>
<td>$8,570</td>
</tr>
</tbody>
</table>
### Outcome Payments Under Outcome-Milestone Payment System

#### 2009 Rates

<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 ($980/non-blind; $1,640/blind) “AND” 0 cash benefit</td>
<td>$363/mo. for 36 months</td>
<td>$207/mo. for 60 months</td>
</tr>
<tr>
<td>Total Outcome Phase Payments</td>
<td></td>
<td>$13,068</td>
<td>$12,420</td>
</tr>
<tr>
<td>Total Potential Ticket Payments (Phases 1 &amp; 2, and Outcomes)</td>
<td></td>
<td>$21,905</td>
<td>$20,990</td>
</tr>
</tbody>
</table>
Availability of Phase 1 Milestone Payments

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
• **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
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: www.yourtickettowork.com
**Recent Work Rule Example**

Which Phase 1 Milestones would be available to the EN?

<table>
<thead>
<tr>
<th>MILESTONE 1</th>
<th>Feb-07</th>
<th>Mar-07</th>
<th>Apr-07</th>
<th>May-07</th>
<th>Jun-07</th>
<th>Jul-07</th>
<th>Aug-07</th>
<th>Sep-07</th>
<th>Oct-07</th>
<th>Nov-07</th>
<th>Dec-07</th>
<th>Jan-08</th>
<th>Feb-08</th>
<th>Mar-08</th>
<th>Apr-08</th>
<th>May-08</th>
<th>Jun-08</th>
<th>Jul-08</th>
<th>Aug-08</th>
</tr>
</thead>
<tbody>
<tr>
<td>M 1</td>
<td>Yes</td>
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<tr>
<td>M 2</td>
<td>No</td>
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<td>M 3</td>
<td>Yes</td>
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<tr>
<td>M 4</td>
<td>No</td>
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</tr>
</tbody>
</table>

**MILESTONE 2**

**MILESTONE 3**

**MILESTONE 4**
Milestone Reconciliation Payment

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
See for Yourself!

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.
Employment Network Revenue
ESTIMATOR

Welcome. I am going to help you estimate three, five, or ten years of revenue from the Ticket-to-Work program. Question #9 will let you indicate your choice of the number of years.

Here are a few things to keep in mind as we go through the process:

- This website makes no guarantees. What you get is an estimate that reflects the information you put in.
- The estimate depends on how long your beneficiaries work and at what level. Later you will input your best prediction.
- The estimator begins when beneficiaries begin work. You will have to remember that you have costs that precede actual job placement.
- We will also estimate *Residual Income*. This is the revenue still due an EN even if no new beneficiaries begin work.

Before we start, you will need to do some projections about the future.

**Number of people starting work**: As an EN think of the number of people likely to start work in an *average month*. For instance, if you think 15 people will start work each year, you may enter 1 per month and know that the Estimator is under-reporting your revenue. If you think 20 or so people will begin each year, you could enter 2 per month and know that the Estimator is over-estimating, just a little. The number of people that start per month must be a *whole number*, no fractions allowed.

**How long they work**: You know that a number of people will begin work but not sustain it for very long. Some will do a lot better and may work for a long time. I will ask you to parcel out all of your workers into six categories explained here. The estimator will ask for these figures in terms of the *percent of the total*. We have given you a little calculator below to help you figure the percentages.

<table>
<thead>
<tr>
<th>Total Starting Work</th>
<th>Number In A Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

If you need additional help click this hyperlink [hins5674@mypacks.net](mailto:hins5674@mypacks.net) and leave a message.

OK, let’s get started.
1. How many people will start work each month?
   (Tip: Think of the number of ticket holders that your EN is likely to place in employment over a year. What is the average number of people to start working per month?)

2. What percentage of these people are receiving SSI only?

The next set of questions asks you to indicate what percentage of your job placements will have specific results. Questions 3, 4, 5, and 6 refer to milestones in Phase One. Questions 7 ask what percentage will complete all the milestones, both Phase One and Two. Question 8 asks for the percentage that will complete all Milestones and Outcomes. The result of these six questions must add up to 100%.

3. What percentage of these people will reach ONLY 1 Phase One Milestone?
4. What percentage of these people will reach ONLY 2 Phase One Milestones?
5. What percentage of these people will reach ONLY 3 Phase One Milestones?
6. What percentage of these people will reach ALL Phase 1 Milestones?
7. What percentage of these people will complete ALL Phase One and Phase Two Milestones but NO outcome months?
8. What percentage of these people will complete ALL milestones and outcome months?
9. What percentage of beneficiaries worked with state VR and were closed in work before receiving the ticket assignment?
10. What is the length of time in years you would like to see results for?

[Calculate Payments]
And the Results....

<table>
<thead>
<tr>
<th>Month</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>Year Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>2,422</td>
<td>2,422</td>
<td>4,844</td>
<td>3,633</td>
<td>4,844</td>
<td>6,055</td>
<td>4,844</td>
<td>6,055</td>
<td>7,266</td>
<td>6,418</td>
<td>7,629</td>
<td>6,781</td>
<td>63,213</td>
</tr>
<tr>
<td>Year 2</td>
<td>7,992</td>
<td>7,144</td>
<td>8,355</td>
<td>7,507</td>
<td>8,718</td>
<td>7,870</td>
<td>9,081</td>
<td>8,233</td>
<td>9,444</td>
<td>8,596</td>
<td>9,807</td>
<td>8,959</td>
<td>101,706</td>
</tr>
<tr>
<td>Year 3</td>
<td>10,170</td>
<td>9,322</td>
<td>10,533</td>
<td>10,896</td>
<td>10,896</td>
<td>11,259</td>
<td>13,681</td>
<td>11,622</td>
<td>14,044</td>
<td>14,407</td>
<td>14,770</td>
<td>15,133</td>
<td>146,733</td>
</tr>
<tr>
<td>Grand Total</td>
<td>311,652</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Residual Income: 373,920
An EN bills SSA/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
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
Other 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
New Opportunities for EN/VR Partnerships

• Old regulations – SSA paid for Ticket Holder success under either the traditional Cost Reimbursement (CR) Program (VR only) or under the Ticket Program, not both.

• New regulations (effective 7/21/08) – Permit payments under both CR and Ticket program on behalf of the same beneficiary for the same Ticket.
  – Payments for sequential, not concurrent, provision of services.
  – Opportunity to address need for post-employment supports to maintain and/or advance in employment.

• New opportunities for EN/VR partnerships referred to as “Partnership Plus.”
How Does Partnership Plus Work?

When VR chooses Cost Reimbursement for a particular Ticket Holder, the Ticket still has value after VR closes the case

• Beneficiary may assign his/her Ticket to an EN to receive
  – ongoing support services
  – job retention services
  – transportation
  – other services and supports to maintain employment

• ENs can choose whether/when to partner with the State Vocational Rehabilitation (VR) agency
• ENs and VR agencies should enter into written agreements when:
  – An EN is referring Ticket Holders to VR and keeping the Ticket assignments (required).
  – Creating a coordinated system of services that includes structured referrals.
  – Information on beneficiary service needs and earnings will be shared.
  – Revenue obtained through EN payments will be shared.
  – VR is paying for post-employment services or providing incentive payments to an EN.
Partnership Plus Models Are Emerging

• A variety of Partnership Plus service delivery models are emerging.
  – Most VR agencies (VRAs) are serving beneficiaries under Cost Reimbursement
  – A few VRAs are partnering with service providers to form a single EN
  – Some VRAs are paying ENs for post-employment services
  – A few VRAs are providing incentive payments to ENs

• To learn more about Partnership Plus and emerging models, check out the Partnership Plus online Toolkit at: http://PartnershipPlus.cessi.net
• All EN employees who will be acquiring, handling or have access to personally identifiable information (PII) in the completion of their EN duties now need to undergo a limited background check by SSA staff.

• To request a background check, the EN employee must submit Optional Form 306, Declaration of Federal Employment.

• This form is available electronically at:
  
Beneficiary CD

• An EN can request a monthly CD that lists all beneficiaries in the area that have Tickets available for assignment.
• To receive the beneficiary CD, the person designated as the “CD Manager” must go through a thorough background check.
• The CD Manager must complete and submit to SSA the forms listed below:
  – Optional Form 306, Declaration of Federal Employment
  – Form FD-258, Applicant Fingerprint Chart
  – Fair Credit Reporting Act (FCRA) Authorization Form
  – Standard Form (SF) 85, Questionnaire for Non-Sensitive Positions
• The beneficiary CD is intended to be used only for the Ticket to Work program (e.g., for outreach purposes) and the information on the CD cannot be shared with individuals outside the EN
• For more detailed information on the background check go to: www.yourtickettowork.com
• 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
PMRO Account Managers

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Region 5: IL, IN, MI, MN, OH, WI
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Isaac Huff: ihuff@cessi.net, 703-448-6155 x234
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Region 6: AR, LA, NM, OK, TX

Susan Samuels: ssamuels@cessi.net, 703-448-6155 x235
National EN Specialist: Employers & Employment Agencies
Region 7: IA, NE, KS, MO
Region 8: CO, MT, ND, SD, UT, WY

David Jones: djones@cessi.net, 703-448-6155 x201
National EN Specialist: Mental Health, UCP, & Easter Seals
Region 9: AZ, CA, HI, NV, Guam, American Samoa, Saipan
Region 10: AK, ID, OR, WA
Targeting Potential ENs

Workforce Development System

- Subcontract with National Disability Institute to help recruit One-Stop Centers and State and Local Workforce Boards
- Partnering with DOL
- 30% of ENs recruited during 2008 were workforce entities
- To learn more, contact Emily Malsch at (703) 448-6155, x203 or emalsch@cessi.net
Targeting Potential ENs

Mental Health Organizations

• Individuals with mental illness make up a significant portion of SSA’s beneficiary population
• Characteristics of population that make it difficult to serve include
  – Episodic nature of the disability
  – Heavy reliance on transitional employment
• Chances of success can be significantly increased through a good job match
Targeting Potential ENs
(Mental Health continued)

• Funding to support services is diverse
  – Federal/state/local mental health funds
  – Medicaid
  – Vocational Rehabilitation

• Ticket payments represents a new source of funding when other sources are being reduced or cut completely

• Ticket funds are flexible – serve more people, expand scope of services, etc.

• To learn more, contact David Jones at CESSI (703)448-6155 x201 or djones@cessi.net
Targeting Potential ENs

Transition-Age Youth and Graduates

- 60,000+ beneficiaries with disabilities in this targeted group
- Only 50% of beneficiaries who graduate from college enter the workforce
- Targeted entities – any program that promotes knowledge and skills after high school
  - Post-secondary education (community colleges and 4-year colleges)
  - Vocational and Technical Schools/Programs
  - Internship Programs
  - Transition Programs
Community Colleges – The Perfect Fit

- Disability Student Services
- Career Placement
- Connections to local employers

Only 3 educational programs signed up to be ENs in 2008.

Help us do better in 2009!

- For more information contact Leslie Barrett at (703)448-6155, x228 or lbarrett@cessi.net
Targeting Potential ENs

**Employers**

- Employees with disabilities can widen the company’s profit margin by:
  - reducing turnover
  - boosting customer loyalty
  - cutting Worker’s Compensation costs
  - Generating up to $7,100 in the first 12 months for each new hire through WOTC and Ticket

- As an Employer-EN, can hire 1 or many Ticket Holders

- Employer as EN Handbook available at:
Targeting Potential ENs
(Employers Continued)

Employers as an EN:

- Ticket payments can help offset employee’s salary or can be used to grow the business—use is unrestricted
- Ticket program provides access to large pool of potential job candidates
- WOTC has the potential to reduce company’s federal income tax liability by as much as $2,400 per qualified worker—beneficiaries qualify
- For more information contact Susan Samuels at (703) 448-6155 x235 or ssamuels@cessi.net
Targeting Potential ENs

Service Providers

• Any entity providing employment support services to people with disabilities
• Similar business model that can be replicated
• National based, regional based, or grass roots
• Ticket to Work will enhance, expand, and compliment existing employment programs
• Generate additional revenue for services already provided
Service Provider Focus Areas

- Goodwill- 168 nationwide, 55% are ENs
- Centers for Independent Living- individual, state, and national
- United Cerebral Palsy- 94 UCP affiliates in US
- ARC- over 800 affiliates
- Easter Seals- veterans with disabilities
- Faith Based- utilize connections with DOL, state Faith Based Community Initiative Coordinators, Catholic Charities of America
- For more information contact Isaac Huff at (703) 448-6155 x234 or ihuff@cessi.net
Work Incentives Seminars (WISE) hosted by Work Incentives Planning and Assistance (WIPA) projects; connects beneficiaries with ENs, other providers/community resources, etc.

<table>
<thead>
<tr>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last year offered WISE version 1 with full support from CESSI—mailing invitations, handling registration, supplying Power Point presentation, etc.</td>
<td>This year WISE version 2 has 4 options that allow the WIPA to choose how much support they receive and offer flexibility to connect with existing events in the community.</td>
</tr>
<tr>
<td>In 2008:</td>
<td>So far in 2009:</td>
</tr>
<tr>
<td>– 111 Events</td>
<td>– 59 Events have occurred</td>
</tr>
<tr>
<td>– 47 States/territories</td>
<td>– 22 States/territories</td>
</tr>
<tr>
<td>– About 1800 beneficiaries</td>
<td>– About 500 beneficiaries attended (goal 3700)</td>
</tr>
<tr>
<td>– About 360 ENs</td>
<td>– About 150 ENs have attended (goal 500)</td>
</tr>
<tr>
<td></td>
<td>– 68 additional events already planned</td>
</tr>
</tbody>
</table>

To find the location of a WISE near you or for more information visit www.cessi.net/WISE/
Are the New Regulations Working?

More choices for Ticket Holders

- 292 entities, serving 399 localities across the US, were awarded EN contracts in 2008
- The number of newly awarded ENs increased from 5 per month in FY 2007 to 34 per month in FY 2008
- The average number of Tickets assigned per month increased from 332 in 2007/2008 to 887 in 2008/2009
Are the New Regulations Working?

- More beneficiaries are working
  - 5/07 to 5/08: 1212 beneficiaries entered the workforce with EN support
  - 5/08 to 5/09: 2220 beneficiaries entered the workforce with EN support
  - This represents an 83% increase
- More money is being paid to ENs
  - 8/08 to 11/08: Total monthly payments to ENs went from about $485,000 to about $648,000
  - 12/08 to 3/09: Total monthly payments to ENs are right around $1.1 million
Feb. 2002 to Dec. 2008

• 5,272 Ticket Holders had earnings that generated payments to ENs
• 2,450 Ticket Holders reached the Outcome phase
• 41,247 months for which benefits were not paid due to work and earnings (savings to the Social Security Trust Fund and the General Revenue Fund)
Employment Network Application
Request for Proposals (RFP)

Get the EN RFP at:
http://www.ssa.gov/work/enrfp.html
The RFP is being updated to reflect changes in the final regulation.

Can’t submit the old RFP, but most of the information on that will be needed in the new RFP—so don’t discard if you already started filling it out.

New RFP will provide better guidelines and instructions.

Submit completed RFP by e-mail or fax; do NOT send in the mail or courier!
Need Help Completing the RFP?

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

• Participate in an application process 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
For More Information

• 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
    or call: 1-866-949-ENVR (3687)
• Any questions on the Ticket to Work Program should be e-mailed to: TicketProgram@ssa.gov
SSA Hiring Initiative

• The Commissioner of Social Security has implemented a national recruitment and hiring initiative for people with disabilities.
• This is a historic opportunity because SSA’s budget for 2009 has been increased enough to hire thousands of new staff, nationwide.
• SSA wants to maintain its leadership in federal government in hiring people with disabilities and reach out to Ticket Holders, veterans with disabilities, and students with disabilities.
SSA Hiring Initiative

There will be a variety of entry level positions as well as some higher level positions:

- Claims Representative and Service Representative positions. These are direct public service positions located in our 1300 field offices across the nation.
- Teleservice Representatives, 37 teleservice centers nationwide, to assist the public calling SSA’ 800 number.
- Claims Authorizers and Benefit Authorizers to process post entitlement claims related issues - 6 program service centers nationwide and Headquarters location in Baltimore.
- Support positions nationwide related to the hearings and appeals process including Legal Assistants, Paralegal Specialists, and Attorney Advisors.
SSA Hiring Initiative

• For more information visit: www.cessi.net/ttw/SSAHires/index.html
• Send resumes and Schedule A forms for SSA’s review to: Selective.Placement.Applications@ssa.gov.
QUESTIONS & ANSWERS!