Workforce Development System and Ticket to Work Webinar
Auto Pay and the Beneficiary CD - Ticket Tools to Support You as an Employment Network

Feb-09
Audio Mode: Use Telephone

Talking: Suzie Smith

Questions Log

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

Yes
I. Welcome Remarks
   Dan O’Brien, Deputy Associate Commissioner, SSA
   Office of Employment Support Programs, OESP

II. Auto Pay Option
   Felix Stump, EN/VR Education & Communications
   Manager, MAXIMUS

III. Beneficiary Referral CD
   Joan Berman, Program Acquisition Team, OESP

III. Additional Resources & Support
   Elizabeth Jennings, Program Associate, National
   Disability Institute, PMRO, and
   Emily Malsch, Team Lead and One Stop Account
   Manager, CESSI/PMRO
Ticket to Work Program is...

- A voluntary employment support program
- 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 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
# New Phase 1 Milestone Payments

## 2009 Rates

<table>
<thead>
<tr>
<th>Type</th>
<th>Ticket Holder Earnings</th>
<th>EN Payment for SSDI</th>
<th>EN Payment for 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 month</td>
<td>$1,211</td>
<td>$1,211</td>
</tr>
<tr>
<td>Milestone 2</td>
<td>$700/mo for 3 months (cumulative)</td>
<td>$1,211</td>
<td>$1,211</td>
</tr>
<tr>
<td>Milestone 3</td>
<td>$700/mo for 6 months (cumulative)</td>
<td>$1,211</td>
<td>$1,211</td>
</tr>
<tr>
<td>Milestone 4</td>
<td>$700/mo for 9 months (cumulative)</td>
<td>$1,211</td>
<td>$1,211</td>
</tr>
<tr>
<td><strong>Total Potential Phase 1 Milestone Payments</strong></td>
<td></td>
<td><strong>$4,844</strong></td>
<td><strong>$4,844</strong></td>
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</tbody>
</table>
### New Phase 2 Milestone Payments

#### 2009 Rates

<table>
<thead>
<tr>
<th>Type</th>
<th>Ticket Holder Earnings</th>
<th>EN Payment for SSDI</th>
<th>EN Payment for 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 Earnings</th>
<th>EN Payment for SSDI</th>
<th>EN Payment for SSI</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcome Phase</strong></td>
<td>Net &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><strong>Total Potential Ticket Payments</strong></td>
<td></td>
<td>$21,905</td>
<td>$20,990</td>
</tr>
</tbody>
</table>
Requesting EN Payments

Simplified EN Payment Process

• Three options for requesting payment
  > Evidentiary Payment Request (EPR)
    -- Requires primary evidence of earnings
  > Certification Payment Request (CPR)
    -- Uses secondary evidence of earnings
  > Auto Pay
    -- SSA gathers evidence of earnings
      (less work for EN, takes longer to get paid)
Documentation of Earnings

Evidentiary Payment Request (EPR)

- Pay stubs, or
- Employer-prepared/signed earnings statements, or
- Records of monthly earnings through The Work Number
Certification Payment Request (CPR)*

- Recent, dated contact with beneficiary/employer; or

- Attach response to Earnings Information Request (EIR) showing earnings 3X SGA for the quarter; or

- Attached information from National Directory of New Hires (NDNH); or

- Self-Employment Income (SEI) Form

*CPR includes statement of agreement to repay
Auto-Pay Option
(Release 1)
Auto-Pay Option

• EN completes an Auto Pay Request Form

• This form allows you to place 1 Ticket Holder on Auto-Pay or all of your Ticket Holders on Auto-Pay

• Once the Ticket is enrolled in Auto-Pay, the EN does not have to submit any further payment requests or evidence.
Auto-Pay Option

- Maximus and SSA check the Beneficiary’s cash status monthly.
- Beneficiary’s who are in benefits suspense show an indication that the EN is eligible to receive payment.
- Maximus and SSA will strive to deposit an outcome payment by the 15th of the month with no additional paperwork on the part of the EN.
Auto-Pay Restrictions

• You do agree that should you be paid in error, you will repay or allow the amount to be deducted from future payments.
• Auto-Pay is only available for months after the month you submit the Auto Pay Request Form
• Auto-Pay is only available for Outcome Payments 13 and beyond
Auto-Pay Phase 2 will allow you to receive **ALL** Milestones and Outcomes through Auto-Pay.

Once at least 9 months have passed since Ticket assignment and the EN Certification of Services Provided has been completed, ENs will have the option of putting individual Tickets under Auto-Pay.

Auto-Pay Phase 2 will roll out in early Spring 2009.
Connecting with Beneficiaries

Beneficiary Referral CD

• In August OESP suspended the monthly release to ENs of the CD containing the list of Ticket-eligible beneficiaries.

• This action was taken in anticipation of new Federal security requirements, including requirements governing credentials for contractor employees who receive and/or handle SSA beneficiary information (referred to as personally identifiable information or PII).

• These new requirements now have been received by SSA's contracting office. However, until such time as they can be incorporated into the EN contracts, OESP is implementing interim procedures to allow ENs to receive the CD.
• Under these requirements a background check and suitability determination will need to be made on all Federal Government contract employees who receive and/or handle SSA beneficiary PII. In the course of providing EN services ENs acquire and handle PII through working with SSA beneficiaries; therefore, for purposes of satisfying this requirement, we have divided ENs into two categories:

• Category 1: ENs that wish to receive beneficiary contact information directly from SSA in CD format for purposes of marketing their services, in addition to acquiring and handling PII through working with SSA beneficiaries or

• Category 2: ENs that do not wish to receive beneficiary contact information directly from SSA in CD format but acquire and handle PII through working with SSA beneficiaries in the course of providing EN services.
• For ENs in both category 1 and category 2, a simple background check against the FBI's National Crime Information Center (NCIC) system data base will be required for all EN employees who handle PII to determine suitability.

• For ENs in category 1, before the beneficiary CD can be released by MAXIMUS to the EN, an additional, more thorough, screening will be required for those employees who will receive, maintain and/or handle the CD.

• Accordingly, SSA has developed the following procedures to facilitate the immediate release of the CD to category 1 ENs.

(Note: Category 2 ENs should wait for further instructions regarding background checks and suitability determinations for their employees who handle PII.)
• In order to receive the beneficiary CD, category 1 ENs shall submit a request to SSA’s Employment Network Contract Team (ENCT).

• The request shall be accompanied by the following documentation to facilitate the requisite background check and suitability determination:
  1. Employee List
  2. Required Forms
  3. Forms Submission
  4. Preliminary Suitability Determination
  5. Final Suitability Determination
1. Employee List

The EN shall provide a list of all employees who will be handling PII.

The list should include the following information:
   a. EN Contract Number (found under block #2 of the SF 1449)
   b. Contractor’s name (found under block # 17a of the SF 1449)
   c. For each employee who handles PII:
      Name
      Social Security Number
      Date of Birth
      Place of Birth
   d. For employees listed in item 1.c. above, identify those who will actually receive, maintain and/or handle the CD.
2. Required Forms

EN employee(s) who receive, maintain and/or handle the CD must complete and submit to SSA the forms listed below. The ENCT will provide these forms to ENs upon request, although some of the forms are available electronically for downloading by the EN. (See website addresses below). **ENCT staff will be available to assist ENs in the completion and submittal of the forms package.**
2. Required Forms

a. Form FD-258, Applicant Fingerprint Chart
   The EN will be responsible for obtaining and providing acceptable employee fingerprints for use by SSA. Regardless of the method used to fingerprint employees (electronic capture or ink) the only acceptable fingerprint card is the FD-258.

b. Optional Form 306, Declaration for Federal Employment

c. Fair Credit Reporting Act (FCRA) Authorization Form

d. Standard Form (SF) 85, Questionnaire for Non-Sensitive Positions

For any employee who is not a U.S. Citizen, the EN must submit a legible photocopy of the employee’s work authorization permit and social security card.
2. Required Forms

The EN must ensure that all forms are fully completed and signed prior to submission to SSA. The EN must ensure that the fingerprint charts and all forms are printed legibly or typed in black ink and all signatures are in black ink. The EN must also ensure there are no “breaks” in residences or employment. SSA requires complete addresses, including zip codes and phone numbers.
3. Forms Submission

The EN shall submit the completed forms and FD-258 fingerprint chart listed under section 2 above for each EN employee for whom they are requesting a suitability determination. *(Note: We recommend that the EN retain a duplicate set of forms in case the package is misrouted or lost.)*

The complete suitability determination package shall be mailed to the ENCT at the following address:

Social Security Administration  
Office of Employment Support Programs  
Employment Network Contracts Team  
Attention: Suitability  
P.O. Box 17778  
Baltimore, MD 21235-17778

• Please direct your questions to the ENCT as follows:
  Email, ENcontracts@ssa.gov  
  Toll Free #: 866-584-5180  
  Toll Free TDD: 866-584-5181  
  Fax: 410-597-0429
4. Preliminary Suitability Determination

SSA’s Center for Personnel Security and Project Management is responsible for administering the suitability determination process.

An FBI fingerprint check will be used as part of the basis for making a preliminary suitability determination.

If SSA makes a favorable preliminary suitability determination, the EN employee may perform under the contract pending SSA’s final suitability determination. These determinations generally are made within 7 days following receipt of the complete forms package.

SSA will notify the EN of the results of these determinations.

The ENCT will authorize MAXIMUS to release the CD to the EN upon notification of the completion of the preliminary suitability determination.
5. Final Suitability Determination

Final suitability determinations are made in approximately 45-90 business days following receipt of the complete forms package.

If SSA determines that any employee is unsuitable, the EN will be notified and SSA will revoke the employee’s PII access.

The EN must confirm receipt of the revocation within one (1) business day.
Ticket to Work

Resources and Support

Feb-09
Learn More!

Check out the two archived Ticket to Work webinars,
• Ticket 101
• The EN Payment Process
Visit: http://www.ilr.cornell.edu/edi/m-cessi.cfm

MAXIMUS, Ticket to Work Operations Support Manager
– 1-866-949-ENVR (3687)
– Website: www.yourtickettowork.com
– Ticket Training available
  • Ticket Training Tuesdays - FREE CD
  • Online, self-paced Training
– Enhanced online directory listing
– Beneficiary List
– Online Newsletter – Inside Ticket
• Call Center
  – Provides information to beneficiaries, Employment Networks, and the general public
  – 8 AM—8 PM Eastern
• EN-VR Education and Communications
  – Account Representatives
  – Modules, courses, guides, and customized materials
  – EN Capitalization Project
• EN Payments
One-Stop Career Centers, its Operators and Workforce Investment Boards, are automatically qualified to be ENs
Download the EN Application at http://www.ssa.gov/work/enrfp.html

- Contact CESSI, Ticket to Work Program Manager for Recruitment and Outreach, for assistance in completing the RFP at 1-877-743-8237 or visit http://www.cessi.net/ttw

- Participate in an application process walk-through conference call (to register, e-mail application@cessi.net)
  - documentation requirements
  - review forms
  - Q & A

- Receive one-on-one assistance from an Account Managers
  - Emily Malsch, One Stop Specialist, 703-448-6155 ext. 203; emalsch@cessi.net;
National Disability Institute provides one on one technical assistance as you consider this opportunity in your State and/or Region

Elizabeth Jennings
Training and TA Specialist
National Disability Institute
561-351-9140
ejennings@ndi-inc.org