Turning Diversity Into Dollars: The Business Case for Hiring An Untapped Pool of Talented Employees

A Webinar for Employers on the Ticket to Work Program:
July 30, 2009
2:00 - 3:30 pm Eastern Time
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

Webinar Now
Webinar ID: 731-938-951

GoToWebinar™
Presenters

Leslie Wilson, M.S.
President/CEO
Wilson Resources, Inc./CESSI Subcontractor

Emily Malsch
Team Lead
CESSI, SSA Ticket to Work Program Manager for Recruitment and Outreach

Susan Samuels
Account Manager, Employer Specialist
CESSI, SSA Ticket to Work Program Manager for Recruitment and Outreach
The objectives of today’s webinar are to:

• Learn how your company can reach a nationwide untapped pool of millions of talented employees
• Learn how your company can generate revenue by participating in the Social Security Administration’s Ticket to Work Program
• Learn how your company can take advantage of the federal Work Opportunity Tax Credit when hiring Ticket Holders
• Learn how your company can increase its bottom line by hiring people who will reduce turnover and cut training costs
• Learn how federal contractors may use the Ticket to Work Program to meet U.S. Department of Labor Office of Federal Contract Compliance Program rules on recruiting workers with disabilities
• **Grow Your Bottom Line** - Possibility of generating income in 1st 30 days, and up to $4,844 in the first 9 months of a Ticket Holder’s employment. If the employer also takes advantage of the WOTC, more than $7,000 can be generated in the Ticket Holder’s first year of employment.

• **Access to Ticket Holders Nationwide** – Over 11,000,000 beneficiaries – Beneficiary CD Available

• **Discretionary Funds** – There are no rules on use of funds generated

• **Meet OFCCP Rules** - Federal contractors may use the Ticket to Work Program to meet U.S. Department of Labor Office of Federal Contract Compliance Program rules on recruiting workers with disabilities

• **Support Available** – CESSI & MAXIMUS

• **More Than One Ticket Participation Option Available to Employers**
How Employers Can Participate in the Ticket Program

As an employer, there is more than one way you can participate in the Ticket Program:

**Option 1:** Become an approved Employment Network (EN) and generate revenue for your organization when you hire SSA Ticket Holders who meet specific earnings' milestones. Ticket Holders can generate up to $4,800 in income for your company in the first nine months of their employment as a result of earning a paycheck.

**Option 2.** Become an Employer Partner and showcase your company nationally as a disability friendly employer. Your company will gain exposure to millions of SSA beneficiaries with a link to your career website/job postings.

**Option 3.** The best of both worlds: Become an approved Employment Network and an Employer Partner.
What is the Ticket to Work Program?

- A voluntary employment program administered by SSA
- Offers beneficiaries receiving Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) cash benefits based on disability increased choices for obtaining services & supports to achieve their employment goals.
- Rather than reimbursing Employment Networks (ENs) for the cost of services provided, the Ticket program is an outcome-based program that provides payments to ENs as the Ticket Holders they serve attain designated earnings’ Milestones and Outcomes in moving toward self-supporting employment.
- Ultimate goal: Employment!
About Employment Networks (ENs)

• ENs are approved by SSA
• SSA pays the EN based upon the beneficiary attaining specific Milestones and Outcomes related to work and earnings.
• ENs can be private (for profit & nonprofit) businesses/organizations, government agencies, employers and service providers.
Each approved EN must choose a Ticket payment system – There are 2 options:

- **Outcome Payment System**
  EN receives payments when Ticket Holder’s earnings exceed the applicable SGA level and beneficiary is in zero cash benefit status.

- **Outcome-Milestone Payment System**
  EN receives payments when Ticket Holder achieves designated Milestones and Outcomes in moving towards self-supporting employment.
EN Payment Systems

- Election must be made when EN signs an agreement with SSA.
- Once a calendar year, an EN can change its elected payment system.
- Each beneficiary must remain under the payment system that was in effect for the EN when the Individual Work Plan (IWP) was signed.
ENs Can Also Choose…

- **What they provide**
  - SSA does not dictate what services an EN must provide. In the case of an employer, employee mentoring and a job may be the services the Employer EN provides.

- **Who they serve**
  - An EN can refuse Ticket assignments. The goal is a good match between the Ticket Holder and the Employer EN.
Provides EN payments when a Ticket Holder attains designated Milestones and Outcomes when working

- Phase 1 Milestone payments are associated with initial efforts at self-supporting employment
- Some Milestone payments are based on part-time work
## 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>$3,993</td>
<td>$3,726</td>
<td></td>
</tr>
<tr>
<td>Total Potential Ticket Payments Phases 1 and 2</td>
<td>$8,837</td>
<td>$8,570</td>
<td></td>
</tr>
</tbody>
</table>
Outcome payments are generated when Ticket Holder’s earnings $>$ SGA level and Ticket Holder enters $0$ cash benefit status.
## Payments Under Outcome 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>
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

• Does not apply to Tickets assigned prior to July 21, 2008

http://www.yourtickettowork.com/training_2
Other EN Payment Information

- Achievement of Milestones must occur after Ticket assignment and before start of the outcome payment period
- Actual EN payments depend on a number of variables and may be different for each beneficiary
- SSA does reconciliation payment after 12\textsuperscript{th} outcome month if any Phase 1 or 2 Milestones are outstanding
- EN requests payment through MAXIMUS or can sign up for Auto-Pay
- Payments are being processed in 30-45 days
The Ticket offers employers an opportunity to partner with service providers. It is a source of non-restricted funding that can be used as an incentive or to reimburse the employer to provide on-the-job training. Some examples…
EN Request for Proposal (RFP)

- For a copy of the RFP: [www.ssa.gov/work/enrfp.html](http://www.ssa.gov/work/enrfp.html)
- Submit completed RFP electronically, [ENContracts@ssa.gov](mailto:ENContracts@ssa.gov), or by fax 410-597-0429
- Questions about the RFP, contact CESSI at: [tickettowork@cessi.net](mailto:tickettowork@cessi.net)
- After approval, CESSI will connect EN to a MAXIMUS Regional Account Representative
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 – Evidence of your organizations’ qualifications to become an EN
A complete RFP package includes:

- Part III, Section 5 H- EN Security & Suitability Forms

- 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 (see Part II for more information)
- EN Liability Insurance Certificate- w/active policy period
Benefits of Becoming an Employment Network

• Your company will be listed in MAXIMUS online EN Directory providing the name of your company, location, contact person, and what you offer as EN to Ticket Holders. (www.yourtickettowork.com).

• After your organization becomes an EN and hires a SSA beneficiary (Ticket Holder) you receive payment from Social Security. Payments are calculated as your employee reaches prescribed earnings’ milestones or outcomes.

• As an EN, you will have access to a pool of qualified candidates through the MAXIMUS Beneficiary Referral CD, and other local Employment Networks.
Benefits...Continued

• When Ticket Holders are hired, your company may qualify for the Work Opportunity Tax Credit.

• Meet diversity recruiting and hiring goals.

• Promote your company’s commitment to a diverse workforce and a positive work environment.

• Save money and time by lowering your turnover rate. Employees with disabilities statistically have a higher rate of loyalty and longevity.

• Increase visibility to local service provider Employment Networks who will refer job candidates to you.
When a Ticket Holder works employers can also access the **Work Opportunity Tax Credit**, which reduces their federal tax liability up to 40% of the “qualified worker’s” first year wages up to $2,400 (capped at $6,000) for each qualified employee in several groups and $4,800 (capped at $12,000) for veterans with disabilities in the first year of employment.

The credit is 25% of qualified first-year wages for those employed at least 120 hours but fewer than 400 hours and 40% for those employed 400 hours or more. [http://www.doleta.gov/business/Incentives/opptax/#content](http://www.doleta.gov/business/Incentives/opptax/#content)

-- Ticket Holders are “qualified workers”
If you are interested in participating as a Ticket to Work Employment Network, please contact Susan Samuels, ssamuels@cessi.net, or 703.448.6155 ext. 235.
How to Become a Ticket to Work Employer Partner
Employer Partners

• Showcase your company as a disability friendly employer on the Social Security Administration’s (SSA) Ticket to Work website. This offers your company exposure to millions of SSA beneficiaries with a link to your career website/job postings.

• To participate, submit a copy of your company’s logo and a diversity statement that includes your commitment to the employment of people with disabilities. SSA also asks that you code applications emanating from the Employer Partner website so that you can track the number of Ticket Holders applying for your company’s position.

To view the Employer Partner site, go to: http://www.cessi.net/ttw/employer/partners.html
Employer Partner Benefits

• FREE posting of your company logo, a link to your careers website/job postings, and your company’s diversity hiring statement on CESSI’s Ticket to Work website

• Get noticed by millions of Americans with disabilities; research has found people with disabilities and their families prefer to give their business to disability friendly companies.
Employer Partner Benefits…Continued

• Meet diversity hiring goals.

• Promote a commitment to a diverse workforce and a positive work environment.

• Lower your turnover rate. Employees with disabilities statistically have a higher rate of loyalty and longevity.

• Increase visibility to local service provider Employment Networks who will refer job candidates.
If you are interested in participating as a Ticket to Work Employer Partner, please contact Susan Samuels, ssamuelss@cessi.net, or 703.448.6155 ext. 235.
Ticket to Work

Connecting with Beneficiaries & the Ticket Assignment Process
Connecting with Beneficiaries

- **EN Directory** - [www.yourtickettowork.com](http://www.yourtickettowork.com), once approved, the EN will be included, can list website and job positions available...free advertisement!

- **EN Partners Page** - if your company is an Employer Partner, beneficiaries may apply directly to your job postings

- **Receive beneficiary CD from MAXIMUS**
  - Requires security clearance
Beneficiary Referral CD

- **Beneficiary CD – List of all beneficiaries with Tickets available for assignment in the EN’s service delivery area**
  - Requires a federal security clearance for all employees who will have access to personally identifiable information available on the CD

- **Designate a CD Manager**
  - CD Manager who will go through a comprehensive SSA security clearance and suitability determination
• Ticket Holder and EN agree to work together & develop an Individual Work Plan (IWP)
  -- IWP submitted for approval to MAXIMUS
  -- IWP template found at www.yourtickettowork.com
  -- Approved IWP assigns the Ticket to that EN

• EN provides services and supports outlined in IWP

• Ticket Holder goes to work and EN collects evidence of the Ticket Holder’s earnings

• Once Ticket Holder is working at a level that justifies payment to EN, EN submits request for payment to MAXIMUS
• Payments are direct deposited into the EN’s bank account
• EN receives 1099 form from SSA after first of the next tax year, if the organization pays taxes
• Ticket may be unassigned by the Holder or EN - Both situations require a signed letter to MAXIMUS
• At any time, the EN may withdraw from the Ticket program by sending a signed letter to MAXIMUS
Technical Assistance Available

• CESSI:
  • EN models
  • Training on Ticket
  • EN Application Support

• MAXIMUS:
  • Operational and Payment Support –EN Ongoing Support and Training- MAXIMUS
  • Ticket Training CD
  • Beneficiary Referral List CD
  • EN-Vocational Rehabilitation Training Queue
SSA Services and Supports

• To become an EN, contact CESSI, the Program Manager for Recruitment and Outreach, at 1-877-743-8237
  – Participate in an EN Application Walk-through Teleconference (E-Mail application@cessi.net or visit http://www.cessi.net/zz/walkthru-app.html)
  – Receive one-on-one assistance from Account Managers

• After becoming an EN, contact MAXIMUS, the Operations Support Manager, at 1-866-949-ENVR (3687)
  – Receive training and start-up guidance (Ticket Training Tuesday)
  – Check on beneficiaries with Tickets available for assignment
  – Enhanced online directory of ENs
  – Website – www.yourtickettowork.com
Visit the following web sites:

- SSA’s Work Site:  [www.socialsecurity.gov/work](http://www.socialsecurity.gov/work)
- CESSI:  [www.cessi.net/ttw](http://www.cessi.net/ttw)
- MAXIMUS:  [www.yourtickettowork.com](http://www.yourtickettowork.com)
- Submit questions about the NEW Ticket to Work Program to: [TicketProgram@ssa.gov](mailto:TicketProgram@ssa.gov)
• **Emily Malsch**  
  Team Lead & Account Manager  
  SSA Ticket to Work Recruitment & Outreach Team  
  Phone: 703-448-6155 ext. 203  
  Email: [emalsch@cessi.net](mailto:emalsch@cessi.net)

• **Susan Samuels**  
  Account Manager, Employer Specialist  
  SSA Ticket to Work Recruitment & Outreach Team  
  Phone: 703-448-6155 ext. 235  
  Email: [ssamuels@cessi.net](mailto:ssamuels@cessi.net)

• **Leslie Wilson**  
  Wilson Resources, Inc.  
  CESSI Ticket to Work Program Consultant  
  Phone: (850) 386-2022  
  Email: [lesliew@wilres.com](mailto:lesliew@wilres.com)