New Program, New Opportunities

Let’s Dig Deeper
Chronic Homelessness Webinar

Sallie Rhodes
CESSI Ticket to Work Program Specialist
CESSI, Program Manager for Recruitment and Outreach
Audio Mode:  
- Use Telephone
- Use Mic & Speakers

Audio Setup

Audio Mode:
- Use Telephone
- Use Mic & Speakers

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 ..)
Ticket to Work Program

• **WHAT?** Voluntary employment program

• **WHO?** Offers beneficiaries receiving cash benefits (Social Security Disability Insurance and/or Supplemental Security Income (SSI) based on disability increased choices in obtaining services & supports to enter and maintain employment (Ticket Holders)

• **HOW?** Pays approved providers (Employment Networks or ENs) for Milestones and Outcomes beneficiaries achieve as they move towards self-supporting employment

• **WHY?** Purpose is to reduce reliance on Social Security disability benefits, increase self-sufficiency, and improve the quality of life for beneficiaries
On the national level:

• SSA – Administers the Ticket program
• CESSI – Program Manager for Recruitment and Outreach
• MAXIMUS – Operations Support Manager

On the local level:

• Employment Networks
• State Vocational Rehabilitation agencies
• Community Partners
  > Work Incentives Planning & Assistance agencies
  > Protection & Advocacy agencies
How Do Beneficiaries Participate?

A paper Ticket is mailed when SSDI and SSI benefits are approved

- If already on disability benefits, the Ticket may have already been mailed
- Paper Ticket is not needed to participate
Choice: An Underlying Principle of the TTW Program

Beneficiaries can choose

- Whether to use their Tickets
- When to use their Tickets
- Where to assign their Tickets
- Whether to work with the State VR agency
A beneficiary can:
- Confirm eligibility to participate by calling MAXIMUS (866-968-7842; 866-833-2967-tty)
- Find an Employment Network (EN) at www.yourtickettowork.com or by calling MAXIMUS at the numbers above
- Talk to as many ENs as desired without assigning his/her Ticket
- Discuss his/her employment goal and the services and supports needed to achieve that goal
How Does the Ticket Work?

EN & Beneficiary Connect

EN & Beneficiary Negotiate Individualized Work Plan (IWP)

EN Submits IWP to MAXIMUS, Assigning Beneficiary’s Ticket to EN

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 (30-45 days +/-)
What Are Employment Networks?

- Private (for profit & non-profit) organizations, government agencies, service providers (traditional and non-traditional), educational institutions, and employers that offer education, 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
Examples of Services Provided by ENs

Services and supports to assist beneficiaries in entering and re-entering the workforce and progressing towards self-sufficiency

- Counseling & guidance
- Job search assistance & job placement
- Education & training
- Job retention & ongoing support services
- Other supports & services
ENs Have Choices

• ENs choose a payment system (2 options)
  > Outcome Payment System: EN receives payments when beneficiary’s net earnings are above SGA and beneficiary is in zero cash benefit status
  > Outcome-Milestone Payment System: EN receives payments when beneficiary achieves designated Milestones and Outcomes in moving towards self-supporting employment

• ENs choose
  > What services they provide
  > Who they serve
Ticket to Work - A New Approach to Service Delivery

- Payments based on Milestones and Outcomes
  > Associated with work and earnings
  > Achieved by Ticket Holders after job placement

- Not reimbursement for the cost of services provided
Underlying Principles

- Milestone payments based on a mix of benefit payments & earnings
- Self-sufficiency is an incremental, multi-step process
- Part-time work is a good start
- Ongoing supports may be necessary
- Community partnerships are critical and they work!
Key Features of Interest to Beneficiaries

- The Ticket Program is voluntary and free to beneficiaries – No penalty for not participating

- Tickets are available to all adult beneficiaries with disabilities, ages 18 through 64, who receive cash benefits
  > Over 300,000 MIEs became eligible

- Using a Ticket and making “timely progress” towards a beneficiary’s employment goal will postpone medical Continuing Disability Reviews (CDRs)

- If the beneficiary stops working within 5 years of going off benefits due to work, there is an expedited reinstatement to benefits
  > 6 months of provisional benefits
Regulatory Improvements
Designed for ENs

- Total potential EN payments for SSDI and SSI beneficiaries almost the same

- Outcome payments have increased for 40% to 67% of the monthly savings to SSA

**Outcome Only Payment System**

SSDI: $676/mo x 36 months = $24,336
SSI: $386/mo x 60 months = $23,160

(2009 figures)
Improvements to Outcome-Milestone Payment System

Provides EN payments when a beneficiary attains certain Milestones and Outcomes in moving towards self-supporting employment

• ENs earn milestones earlier, more often, and at higher rates
  > Phase 1 Milestone payments are associated with initial efforts at employment
  > Some Milestone payments based on part-time work
  > Milestone payments based on **gross** earnings encourage use of work incentives

New Program, New Opportunities
# 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 1 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</td>
<td>$363/mo. (up to 11 mos.)</td>
<td>$207/mo. (up to 18 mos.)</td>
</tr>
<tr>
<td>Total Phase 2</td>
<td></td>
<td>$3,993</td>
<td>$3,726</td>
</tr>
<tr>
<td>Payments</td>
<td>Total Potential Ticket Payments Phases 1 and 2</td>
<td>$8,837</td>
<td>$8,570</td>
</tr>
</tbody>
</table>
Outcome payments are generated when:

- Ticket Holder’s earning > SGA level

  and

- Ticket Holder enters $0 cash benefit status
## 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></td>
<td></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>

New Program, New Opportunities
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.
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

• 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
Availability of Phase 1 Milestone Payments

**Partnership Plus** - 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 leading to initial efforts at self-supporting employment
  - SSA pays EN for Milestones & Outcomes achieved after Ticket assignment
  - EN Phase 2 Milestone payments are triggered 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 “prior to Ticket assignment” can impact EN’s access to Phase 1 Milestone
- Does not apply to Ticket assigned prior to July 21, 2008
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
Why Become an Employment Network
Why Become an EN?

• Many homeless people and recently homeless people are already receiving disability benefits

• Many would be eligible if they applied

• Many have open cases with the State Vocational Rehabilitation agency
Benefits of Becoming an EN

• Get compensated for work you are already doing
• Opportunity to partners with the State VR agency in meeting the long-term employment needs of homeless people
• Ticket payments are yours to use as you choose
• New source of revenue in difficult economic times
Case Study

- Example of a formerly homeless Ticket Holder in his first year of using his Ticket to Work…

  > Bob has a psychiatric disability and is a supportive housing tenant receiving SSI and taking GED classes

  > Bob decides he wants to work and assigns his Ticket to an EN
Scenario

- Bob gets a job working 15 hours a week at $8.00 per hour.
- Bob stops working after 4 weeks, having earned just under $500, and he continues his GED program.
- Six months later Bob earns his GED, but he has not been working.
- Now 7 months after using his Ticket, Bob takes another job earning $9.50 per hour and works 20 hours a week (earning about $780 a month).
- Bob continues this job through the rest of the year, an additional 5 months.
Q. How much revenue would the EN receive during this first 12-month period?

- Let’s look at the Milestone-Outcome Payment Chart. As long as Bob’s earnings (just under $500.00) for that first 4 weeks of work were earned in a calendar month, the EN would be able to submit for the first Phase 1 Milestone payment based on Bob’s first work attempt.

- For the next 6 months Bob did not have earnings, so the EN could not get paid for those months. Remember, TTW is not fee for service; ENs are only paid when the beneficiary meets the designated levels of work and earnings to trigger Milestone or Outcome payments.

- Since Bob earned above the Trial Work level (i.e., $700 a month in 2009) during the remaining 5 months of this 12-month period, the EN could also qualify for Phase 1 Milestones 2.

> In 2009, a Phase 1 Milestone payment is $1,211.00. The EN could receive 2 Milestone payments for a total of $2,422.
Q. How would Bob’s income and educational progress be determined and by whom?

A. Once Bob completes the first 12 months of his Ticket being assigned and in-use, MAXIMUS (SSA’s Operations Support Manager for the Ticket Program) will mail him a form letter asking him to check the boxes that show the work or education he has achieved during the first 12-month progress review period. Bob will pass this “timely progress” review since he had worked 3 out of 12 months with Trial Work level earnings. Had he not worked at all, he would still have passed the review based on having obtained a GED during this first 12-month period.

B. If Bob does not respond to MAXIMUS within 30 days of the date on the letter, MAXIMUS will send the same form letter to the EN. If the EN is aware of the beneficiary’s progress, the EN should provide the information.

(Note: Progress reviews will not be conducted in 2009 because of the current moratorium. Also, if Bob had not met the timely progress requirement, he could still use his Ticket and the EN could be paid if Bob met the required earnings levels, but Bob would not be protected from any scheduled medical Continuing Disability Reviews.)
What records does the EN need to have for Bob?

- **EN Payments:** The EN has 3 options for providing evidence of earnings to request an EN payment.
  - 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 of earnings based on a contact with the beneficiary or the employer, information from the National Directory of New Hires (NDNH), an Earnings Inquiry Request, or a Self-Employment income Form (Note: EN must sign a repayment agreement)
  - Autopay (Outcome only payments) requires SSA to use the data and records they have available to verify earnings (e.g., NDNH, disability status information, etc.). Can take 9 months or more to get paid. (Note: EN must sign a “blanket” repayment agreement.)

- **Timely Progress Reviews:** No evidence is required in connection with timely progress reviews, but any information the beneficiary provides concerning work or education should be retained in case MAXIMUS contacts the EN as a last resort to explore a beneficiary’s timely progress.
Bob Wants to Know

Am I better off working?

• That’s a personal decision and many factors would need to be considered. It is highly recommended that Bob meet with a Community Work Incentives Coordinator from a Work Incentives Planning and Assistance project to get as much information as possible about how work and earnings might affect his benefits. (Visit www.ssa.gov/work/ to find the service provider directory which will lead to state listings of WIPA projects.)
Bob Wants to Know

How much will my income be for each month during this year of using the Ticket?

- It’s important that Bob remember that the Ticket to Work program does not change the way earnings impact his SSI check. When Bob works, SSA does not count all of his earnings against his SSI check. In fact, SSA ignores the first $65 per month ($85 if you don’t have any other kind of income) and then ignore $1 for each $2 Bob earn over that amount.

- Also, based on a procedure called Retrospective Monthly Accounting in the SSI program, wages effect checks 2 months after the wages are earned.

- SSI beneficiaries can now report earnings using an automated telephone system. If they report a past month’s earnings by the 6th of the following month, SSA will properly adjust the amount of the appropriate check, thereby reducing the potential for any overpayment. (Call SSA’s toll-free number to get more information 1-800-772-1213.)
Will I lose my Medicaid?

* No, since Bob is still getting a benefit check from SSI there would be no change in his Medicaid coverage. If he earned enough wages so that no SSI benefit would be paid, he could still be eligible for Medicaid as long as he is still disabled, meets all the other eligibility rules, needs Medicaid in order to work, and his gross earned income is below the “threshold amount” set by his state. Those threshold amounts are shown in SSA’s Red Book or can be obtained by contacting the State Medicaid Office.
If I can’t keep working because of my mental illness and stop next month, will I get my SSI check?

• Yes, as long as all other requirements for SSI are met.
Case Study

- Bill, a homeless Ticket Holder with a psychiatric disability, decides he wants to become a data entry clerk
- He assigns his Ticket to the ACME Homeless Shelter and enrolls in the 8-week computer training course they offer
- Bill and a representative of ACME negotiate an Individualized Work Plan (IWP)
- Bill signs the plan and ACME submits the signed plan to MAXIMUS which assigns Bill’s Ticket to ACME
• Bill completes 6 weeks of the training and gets a job working 20 hours a week at $9.00 an hour ($742/month)

• After Bill has worked one calendar month after Ticket assignment, ACME can submit for the first Phase 1 Milestone payment

• Bill decides to quit the job and complete the computer training course

• Two months later, Bill completes the computer training and gets a job working 25 hours a week at $10.00 an hour (making a little over $1,000 a month)

• After Bill has worked 2 months at this salary, ACME can submit for the second Phase 1 Milestone (Since the earnings that triggered the first Phase 1 Milestone payment were above $700, they also count towards the 2nd Phase 1 Milestone payment.

• Bill continues working for another 6 months and ACME submits for the third and fourth Phase 1 Milestone payments.
• Bill continues work and at his one year anniversary his salary is increased to $12 an hour and his position is made full-time (earning just under $2000 a month now)
• After 3 months, Bill’s increased earnings place him in the zero cash benefit status
• After receiving 3 Phase 2 Milestone payments, ACME can now start submitting for Outcome payments
• **Milestone Reconciliation Payment** – Bill keeps working. When ACME submits for the 12th Outcome payment, MAXIMUS will review the case and determine that ACME only got 3 of the potential 11 Phase 2 Milestone payments. MAXIMUS will do a one-time reconciliation payment that is equal to the 8 additional Phase 2 Milestone payments that ACME would have earned if Bill had not moved into the Outcome phase so quickly.
Partnership Plus Scenario

- Jane, a homeless women who is bi-polar, is being served by the State VR agency under the Cost Reimbursement program
- VR pays for bookkeeping training for Jane and places Jane with a health food store that needs a part-time bookkeeper
- Jane works 15 hours a week, earning $7.00 an hour ($432 a month)
- VR closes Jane’s case after she is employed for 3 months
- Jane assigns her Ticket to XYZ Homeless Shelter because they provide transportation for her to get to work
- Jane continues working and picks up a second part-time job
- Jane’s combined earnings are now over $1,100 a month
- XYZ Homeless Shelter can now start submitting for Phase 2 Milestone payments for each month that Jane continues earning above $980 (2009 rates)
- Jane eventually picks up a third part-time bookkeeping job and her combined earnings move her into the zero cash benefit status
- XYZ Homeless Shelter can now start submitting for Outcome payments
# Are the New Regulations Working?

## Total EN Payments under “NEW” Regulations

<table>
<thead>
<tr>
<th>Date</th>
<th>Outcomes</th>
<th>Milestones</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/08</td>
<td>$392</td>
<td>$0</td>
<td>$392</td>
</tr>
<tr>
<td>8/08</td>
<td>$14,443</td>
<td>$23,893</td>
<td>$38,336</td>
</tr>
<tr>
<td>9/08</td>
<td>$106,410</td>
<td>$99,927</td>
<td>$206,337</td>
</tr>
<tr>
<td>10/08</td>
<td>$179,581</td>
<td>$111,750</td>
<td>$291,331</td>
</tr>
<tr>
<td>11/08</td>
<td>$209,842</td>
<td>$272,292</td>
<td>$482,134</td>
</tr>
<tr>
<td>12/08</td>
<td>$289,640</td>
<td>$605,557</td>
<td>$895,197</td>
</tr>
<tr>
<td>1/09</td>
<td>$444,661</td>
<td>$452,317</td>
<td>$896,978</td>
</tr>
<tr>
<td>2/09</td>
<td>$386,725</td>
<td>$605,749</td>
<td>$992,474</td>
</tr>
</tbody>
</table>
### Total Ticket Payments by Month

#### Total Monthly EN Payments under Old & New Regulations (8/08–12/08)

- **August**: $485,152
- **September**: $583,806
- **October**: $511,885
- **November**: $647,935
- **December**: $1,168,037
- **January**: $1,004,947
- **February**: $1,134,792

#### Total EN Payments since TTW program began (i.e., as of 2/27/09) = $20,457,373
Why Is It Better for Beneficiaries?

• More ENs participating means more choices for Ticket Holders
  > 292 new ENs were approved in 2008, serving Ticket Holders in 399 locations across the country
  > Another 78 ENs serving 113 locations were approved in January and February 2009

• New opportunities for EN-VR partnerships means a better mix of services for Ticket Holders and better coordination of services

• Service providers and Ticket Holders have more control of employment services and their flexible design
February 2002 to December 2008

- 5,272 Ticket Holders had earnings that generated payments to ENs
- 2,450 Ticket Holders have had their cash benefits suspended and/or left the rolls due to work and earnings (i.e., beneficiaries in Outcome phase)
- 41,247 months for which benefits were not paid due to work and earnings. This represents
  > EN Outcome payment months
  > Savings to the Social Security Trust Fund and General Revenue Fund
How to Become an Employment Network

David Jones
CESSI Account Manager
United States EN and Beneficiary Map as of February 2009

Number of Beneficiaries

<table>
<thead>
<tr>
<th>Number of Beneficiaries</th>
<th>Number of ENs</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 2,000</td>
<td>#</td>
</tr>
<tr>
<td>2,001 - 5,000</td>
<td>#</td>
</tr>
<tr>
<td>5,001 - 10,000</td>
<td>#</td>
</tr>
<tr>
<td>10,001 - 20,000</td>
<td>#</td>
</tr>
<tr>
<td>20,001 - 50,000</td>
<td>#</td>
</tr>
<tr>
<td>&gt; 50,000</td>
<td>7</td>
</tr>
</tbody>
</table>

*EN data as of October 8, 2008. Beneficiary data as of December 4, 2008 and refer to those ages 21-44 and have reported earnings within the past 5 years.
Employment Network Request for Proposal (RFP)

Get the EN RFP at:

http://www.ssa.gov/work/enrfp.html
EN RFP Contents

• There are 5 main parts of the RFP
• Cover letter provides information on how to contact SSA
• Advised not to mail your RFP, send by:
  ➢ Email: ENcontracts@ssa.gov
  ➢ Fax number: 1-410-597-0429
Part III has 5 Sections- all must be completed and submitted to SSA

Section 1: Form 1449
- Remember to include Employer Identification Number (EIN) in box 17A

Section 2: EN Information Sheet
- Describes who you are, name of EN, services provided - determines how your agency will be listed in the on-line EN directory
- DUNS Number is required; DUNS number is a Federal ID code
- Need Help with the DUNS, call 1 800 829 1040 or visit www.dnb.com for more information
Section 3: EN Information Sheet Addendum
- Only required if you have more than one location to list in EN Directory
- Please contact CESSI TTW Account Manager for more information

Section 4: ACH Vendor Enrollment Form
- This is how you get paid from SSA—direct deposit
- Bank Official must sign!

Section 5: Representations and Certifications
- Comply with EEOC, you are a service provider, defines what type of organization
- Complete paragraph b through j of this section
Beneficiary CD

• Approved ENs can get a CD listing all beneficiaries with Tickets available for assignment in the EN’s service delivery area.

• To receive the beneficiary CD there is a background check required for the employee(s) who will be working with beneficiaries’ personal information.

• Beneficiaries’ contact information is to be used only for the Ticket to Work program (e.g., for outreach purposes).

• For more detailed information on the background check go to: http://www.cessi.net/ttw/resources.html
Codicil Letter and Profile

• SSA is still in the process of updating the RFP to reflect the new regulations.
• In the meantime ENs must sign the Codicil showing they agree to work under the new rules.
• SSA notifies CESSI when the EN is recommended for approval. CESSI’s account manager calls the EN:
  • reviews Codicil and sends to EN for signature.
  • asks questions to complete a profile sheet about the EN’s business plan and goals for the first two years. This information will be shared with the Account Representative at MAXIMUS.
• EN signs Codicil and faxes to SSA.
Need Help Completing the RFP?

• Contact David Jones, Account Manager at CESSI, the Program Manager for Recruitment and Outreach, toll-free at (877) 743-8237 or on my direct line at (703) 448-6155 x 201

• Participate in an application process walk-through conference call (E-Mail djones@cessi.net)
  ➢ documentation requirements
  ➢ review forms
  ➢ Q & A

• Additional help is available through SSA’s Employment Network Contracts Team
  ➢ E-Mail: ENContracts@ssa.gov
  ➢ Call: 1-866-584-5180
Help Continues After Being Approved As an EN

**MAXIMUS**, the Operations Support Manager for the Ticket to Work program

- Maintains the list of beneficiaries with Tickets available for assignment
- Handles process for assigning & un-assigning Tickets
- Maintains the list of approved ENs
- Processes Ticket payments
- Conducts timely progress reviews
- EN Help Desk
- Provides training & technical assistance to ENs

Call (866) 949-ENVR (3687) or visit the MAXIMUS website at www.yourtickettowork.com
• To become an EN, contact David Jones, Ticket to Work Account Manager at CESSI, at 1 (703) 488-6155 x201

• 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