The NEW Ticket To Work
New Program, New Opportunities

Universities/Higher Education Institutions Webinar

“Reaching Higher, Strengthening Abilities”

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Webinar Overview

• Learn how your postsecondary education institution can generate revenue by participating in the Social Security Administration’s Ticket to Work program
• Learn what the Ticket to Work Program can mean, not just for your school, but for your students as well
• Explore how successful models of higher educational institutions functioning as Employment Networks (ENs) might be implemented in your own school
• Hear about the multitude of Ticket to Work activities in California and the success of California State University-Fresno as an Employment Network
• Find out what CESSI’s Ticket to Work GRADS Initiative has learned about students receiving Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)
• Learn about technical assistance and training available to support your school as it explores the Ticket to Work program, applies to become an EN, and begins implementing the program
YOUR TICKET TO OPPORTUNITY AND SUCCESS

Susan Daniels, Daniels & Associates
A voluntary program of the federal Social Security Administration (SSA) for people receiving Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) who are between the ages of 18 and 65.
What Is a Ticket?

- A benefit from the Social Security Administration to pay approved Employments Networks (EN) or state Vocational Rehabilitation (VR) agencies that provide employment services, VR services, and other support services.
Why Become an EN?

If you are in the business of helping students and alumni with disabilities make the work connection…
Do You Discuss with Students…

- The work they want to do and their aptitudes.
- Their current skills.
- The labor market.
- Any fears or misinformation about working.
- Strategies to overcome barriers.
- Developing confidence in their skills and abilities.
- Personal and work behaviors.
Do You Provide?

- Job readiness and work-skills assessment;
- Career counseling;
- Employment placement;
- Internships/apprenticeships;
- Other supports.
Becoming an EN Is a Good Move

- No cost to become an EN.
- Free consulting and technical assistance.
- Work with your students/alum matching services you offer to their needs.
ENvision the Benefits Awaiting You!

- Expand your business connections and develop collaborative partnerships with other businesses, nonprofit or community-based organizations.
- Transform yourself from a cost center to a revenue center.
- Increase your value to Alum.
What Are Employment Networks (ENs)?

• ENs are organizations and individuals that are qualified and have agreed to provide vocational rehabilitation and employment-related services and supports to assist Ticket Holders to enter, re-enter, maintain and advance in employment
  > Private organizations/program (for profit/non-profit)
  > State and local government agencies (not Federal)
  > Service providers (traditional/non-traditional)
  > Employers
  > Postsecondary institutions
    -- Community colleges
    -- 4-year colleges
    -- Vocational/Technical schools

• An EN can be
  > A single entity
  > Two entities partnering as a single EN
  > A coalition of providers functioning as a single EN
When agreement with SSA is signed, EN must choose one of two EN payment options:

- **Outcome Payment System**: Your EN receives payments when students for whom you have their Ticket assignments attain self-supporting employment, i.e., has earnings above Substantial Gainful Activity (SGA) and has entered the zero cash benefit status
  - Good for full-time, high salaried employment
  - Each outcome payment represents savings to Social Security Trust Fund or General Revenue Fund

- **Outcome/Milestone Payment System**: EN receives payments when students achieve prescribed Milestones and Outcomes related to work and earnings
  - Student continues receiving some level of cash disability benefits while initially engaging in work and EN receives Milestone payments
  - Good for part-time, minimum wage, and first-time employment
Election of EN payment system can be changed once a calendar year

• The change impacts future Ticket assignments
• Ticket Holders stay under the payment system in effect when their Tickets were assigned
Approved ENs get to choose what services they provide

- SSA does not mandate any specific services or supports
- EN services should be individualized – You and your student who is a Ticket Holder will negotiate an Individual Work Plan (IWP) that spells out, among other things
  - The student’s employment goal
  - The services/supports your EN will provide
  - A sample IWP that meets all of the requirements of the Ticket program is available on the MAXIMUS website:  www.yourtickettowork.com
An EN can refuse a Ticket assignment

• Goal is to find a good “match” between the services/supports your students who are Ticket Holders need to achieve their employment goals and the services your EN is offering

• Even after an IWP is signed, the EN or the Ticket Holder can terminate the relationship by asking MAXIMUS (in writing) to un-assign the Ticket
What Do Students Need to Know?

- Ticket program is voluntary
  > No penalty for not participating
- Ticket program is free
  > ENs cannot charge for services provided under the Ticket program
- Students can choose
  > Whether/When to use their Tickets
  > Where to seek assistance
    -- State VR agency
    -- Approved EN
How Do Students Participate?

- A paper Ticket is mailed to each Ticket-eligible student
- Students who are already on disability benefits, may have been mailed a Ticket some time ago
- A student does not need his/her paper Ticket to participate
  > MAXIMUS maintains a list of the individuals who have Tickets available for assignment
  > The student or a representative of your EN can contact MAXIMUS to determine if the student is Ticket-eligible and if his/her Ticket is available for assignment: call 866-968-7842 (v) or 866-833-2967 (tty)
A Ticket-eligible student:

• Can find the ENs serving his/her area by
  > Visiting MAXIMUS’ web site at www.yourtickettowork.com
  > Calling MAXIMUS at (866)968-7842 (v) or (866)833-2967 (tty)

• Can discuss his/her employment goal and the services and supports needed to achieve that goal with as many ENs as desired without assigning his/her Ticket
A New Approach to Service Delivery

An outcome-based program

• 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
Regulatory Improvements Provide a More Generous EN Payment Plan

- **Increased payment rates**
  - Outcome Payment System - Outcome payment amount increased by 27%
  - Outcome/Milestone Payment System - ENs earn Milestones earlier in the employment process, more often and at higher rates

- **Lower threshold for Milestone payments**
  - Trial Work (TW) level earnings: $700/month in 2009

- **Two sets of Milestones payments based on gross earnings encourage use of Work Incentives**
  - Phase 1: TW level earnings ($700/mo in 2009)
  - Phase 2: Substantial Gainful Activity (SGA) level earnings (2009)
    - $980/mo - disabilities other than blindness
    - $1640/mo - blind and visually impaired
# 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 month (Intent is TW level job)</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>Additional criteria may apply and reduce total payments</td>
<td>$4,844</td>
<td>$4,844</td>
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</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><strong>Outcome Phase</strong></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><strong>Total Outcome Phase Payments</strong></td>
<td></td>
<td>$13,068</td>
<td>$12,420</td>
</tr>
<tr>
<td><strong>Total Potential Ticket Payments (Phases 1 &amp; 2, and Outcomes)</strong></td>
<td></td>
<td>$21,905</td>
<td>$20,990</td>
</tr>
</tbody>
</table>
Partnership Plus: Exciting new incentive for State VR agencies and ENs to provide sequential, and whenever possible, coordinated services to students who are Ticket Holders.

- Under the prior regulations, SSA could compensate VR under the Cost Reimbursement (CR) program “or” an EN or a State VR agency functioning as an EN under the Ticket program for successfully serving Ticket Holders: NOT BOTH!

- Under the new Ticket regulations, VR CR payments and EN Milestone and Outcome payments are both possible on behalf of the same Ticket Holder for the same Ticket in certain circumstances (CR cases only)
  > Payments are based on provision of sequential, not concurrent, services
What Does This Mean?

- When VR serves a Ticket Holder under the CR program, the Ticket still has value when taken to an EN after VR closes the case.
- After VR case closure, a Ticket-eligible student has the option of assigning his/her Ticket to an EN to receive:
  - ongoing support services/job retention services
  - additional education and/or training
  - other services and supports to maintain employment
Why Would a Postsecondary Institution Become an EN?

Opportunities for Success

- Social Security beneficiaries attend college
- Shrinking budgets → Grow your bottom line with a new source of funding
- Unrestricted funds
  > SSA does not place any requirements or restrictions on how ENs use the funds obtained under the Ticket program
  > These are flexible funds that can be used for many purposes
    -- Hire an additional Job Placement Specialist
    -- Create a flexible job support fund
    -- Hire a Work Incentives Planner
- Receive timely and responsive support
Trends Since the New Regulations Took Effect
Its About Ticket Holders: Tickets Assigned to ENs

Key Points:
• 977 Tickets were assigned in September.
• September results represents a 8% improvement over this time last year.
• On target to meet last year’s Ticket assignments by October of 2009.
Key Points:
• In September 2009 there was an increase in ENs with 10-100 Tickets assigned. This represents a new high in ENs with 10-100 Tickets assigned (seventh straight month of improvement).
• In September 2009 there is an average improvement over last year of:
  – 50% for ENs with 10-100 Tickets assigned
  – 19% for ENs with 101-1,000 Tickets assigned
  – 20% for ENs with 1,001-10,000 Tickets assigned
Key Points:
- September had over a $1.2m in payments ($1,228,293).
- September payment represents a 111% improvement over last year. This marks the 3rd straight month of over 100% improvement over last year's performance.
- September is the 4th month in a row with over $1m in payments.
EN-Business Models to Consider

Leslie Barrett, University Specialist
Models of Success

- Disability Student Services and Career Services partnering
- University hires students/alum/individuals in the community to work at the University
- Masters in Rehabilitation Counseling Program
- Consortium/Partnership with multiple entities (such as: CIL, Community College, University)
- Partner with VR--Partnership Plus option
GRADS

The College to Career Connection

Barbara Butz & Susan Daniels
Daniels and Associates
The Connection Challenge

- 60,000 students with disabilities
- 1 out of every 2 completers does not make a Career Connection
- Not working within 5 years of graduation
The GRADS Approach

• Investigate –
  – Reasons for failure to connect?
  – What GRADS think about work and careers?
  – Where do GRADS go to get information about benefits, work and careers?
  – Who do GRADS consider trusted sources?
• ACT!
• Take action
• Talk to GRADS/Focus Groups
• Online Surveys of Materials
Evaluate –
Best ways to communicate

• what drives choices?
• How can we help make a connection to SSA Resources and Work Incentives?
• How can we help them make the connection to careers?
• Incorporate
• Take what we have learned and institutionalize those things that work
• Keep listening and learning
GRADS Collaborative

CESSI/PMRO
Daniels and Associate
California State University at Fresno
San Diego State University
For More Information

Contact
Daniels and Associates
850-421-6605
EN Model of Success-CSU Fresno

Lynette Quinto, Director of Ticket to Work for CSU Fresno
The Employment Network at California State University, Fresno

- The CSU, Fresno Foundation became an Employment Network in 2004.
- Our initial goal was to provide “Real World Hands on Learning” experience to our Rehabilitation Counseling graduate students.
- Rehab 268C Career Advanced Placement: Ticket to Work is the title of the class offered to third semester students.
- The Ticket to Work model was a great tool for our graduate students to work with real clients receiving social security benefits & looking to return to work.
• Our graduate students are skilled in the different types of disabilities.
• They are knowledgeable about the Social Security Administration, SSI, SSDI, and Work Incentives, as well as the Work Opportunity Tax Credits.
• Our students practice Job Development, Job Placement and Job Retention.
• On average we have 6-8 graduate students per semester who work with 2-3 Ticket Holders each.
• Leads to more individualized services for the Ticket Holder.
The CSU, Fresno Foundation Employment Network has developed relations with their local Department of Rehabilitation, Center for Independent Living and Workability IV program.

We frequently receive referrals from these agencies.

More importantly, our Employment Network works hand in hand with our Workability IV program.>

This program is also part of the Rehabilitation Counseling Program at Fresno State.
They are contracted with the Department of Rehab of Fresno. They work with current college students on the Fresno State campus. They prep these college students to be job ready. Resumes are developed, mock interviews are conducted along with Job Search and Job Development. The Workability IV Director identifies which clients have a “Ticket” from Social Security. From there a referral is made to the CSU, Fresno Foundation Employment Network.
• If the Workability IV client with a “Ticket” is currently not working, the Employment Network Job Developer and Workability IV Job Developer work together as a team to help him/her find a job.

• If the Workability IV client with a “Ticket” is currently working, the Job Developer for our Employment Network will monitor and conduct Job Retention services to make sure the client maintains employment.

• Job Retention services include, brief therapy to relieve employment stress & assist with resources/referrals if needed.

• Job Placement services in the future if client loses their job.
Success of the CSU, Fresno Foundation Employment Network

- The partnerships we have developed with other organizations in our community.
- The knowledge and skills of our graduate students.
- The smaller case loads that leads to better customer service.
- The education and sharing of knowledge, job leads and job trends with our students, faculty and staff.
Resources & More Information
Get Started on the EN Application Today!

- Download the EN RFP application at: http://www.socialsecurity.gov/work/enrfp.html

- For additional resources, help with the EN RFP, and answers to your questions, contact CESSI, the Program Manager for Recruitment and Outreach (PMRO)
  > PMRO University Specialist Leslie Barrett
  703-448-6155 x228
  leslieb@cessi.net
Check out the CESSI Ticket to Work Webinars:
• Service Providers as ENs
• Turning Diversity Into Dollars: The Business Case for Hiring An Untapped Pool of Talented Employees
• The EN Payment Process
• And more!
Visit: http://www.cessi.net/ttw/resources.html

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
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

• For more information on the new Partnership Plus service delivery option, check out the online Partnership Plus Toolkit: http://PartnershipPlus.cessi.net