Ticket to Work

Ticket 201 for One Stops
Presenters

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Overview

• To learn how to assess and assign a Ticket
• To understand the Ticket to Work look back policy
• To learn how to work effectively with VR under Ticket to Work
• To understand the billing & payment rules under Ticket to Work
• To understand SSI telephone wage reporting
• To learn EN best practices
Assessing Ticket Assignments

• Determine if Ticket holder can be served best by your EN based on needed services the Ticket holder is seeking

• Explore benefits that the Ticket holder currently receives, and be sure to connect Ticket holder to a certified benefits specialist for a review of how work will impact benefits

• Determine, based on findings of the benefits specialist, and projection of work activity, whether your EN will yield the desired Milestones / Outcomes should you assign and work with Ticket holder

NOTE: This part of the assessment process should examine prior work, education of Ticket holder and current desired employment goal whether full or part-time

• Based on the information collected and level of commitment your Ticket holder has in returning to work, you should now be able to decide if assigning the Ticket is a good fit for both the EN and Ticket holder
Assigning a Ticket

• Assuming a thorough assessment has been performed, and you are ready to assign the Ticket, the first step is to make sure the Ticket is available for assignment to your EN. To do this, you need to verify that the Ticket is available by contacting MAXIMUS, the Ticket to Work Operations Support Manager.

• Once you know the Ticket is available for assignment, you can begin filling out the Individual Work Plan (IWP) with the Ticket holder. MAXIMUS has a template you can use so you don’t need to create your own.

• Identify with your Ticket holder their work activity within the last 18-months. Completing and submitting the Prior Earnings Worksheet will be a required form to complete Ticket assignment when there are earnings above TWP levels.

• FAX or mail completed and signed IWP and completed Prior Earnings Worksheet to MAXIMUS, and begin working with your Ticket holder.
18 Month Prior Work Look-Back Policy
Look Back Policy

• The look back applies to recent work history a Ticket holder has had in the last 18 months

• This rule effects the possible Phase 1 Milestones an EN may be eligible for

• This is a requirement to be included in all IWP’s dated after May 1st, 2009

• For Ticket’s assigned prior to the signing of the current Ticket rules (7/21/08), the Look Back Policy does NOT apply
How it works:

- If Ticket holder has worked at TWP level earnings in the month prior to Ticket assignment, Phase 1 Milestone 1 is not available to the EN
- If Ticket holder has worked at TWP level earnings in 3 out of the last 6 months prior to Ticket assignment, Phase 1 Milestone 2 is not available to the EN
- If Ticket holder has worked at TWP level earnings in 6 out of the last 12 months prior to Ticket assignment, Phase 1 Milestone 3 is not available to the EN
- If Ticket holder has worked at TWP level earnings in 9 out of the last 18 months prior to Ticket assignment, Phase 1 Milestone 4 is not available to the EN
Look Back Policy – Recent Changes

- Effective June, 2009, IWP’s must continue to have Look Back tool attached, however, MAXIMUS will assign Ticket with only 6 months of prior work based on difficulties some EN’s have had in obtaining 18 month prior earnings information.

- It is still a best practice for EN’s to look back 18 months as Phase 1, Milestone 4 payments will be available based on the last 18 months of work activity.
Ticket holder assigned Ticket June 15, 2009, and has prior work activity as follows: January – March, 2009 earnings of $900 each month

<table>
<thead>
<tr>
<th>Work Activity</th>
<th>TWP level earnings in month prior to Ticket assignment?</th>
<th>TWP level earnings in 3 out of last 6 months prior to Ticket assignment?</th>
<th>TWP level earnings in 6 out of last 12 months prior to Ticket assignment?</th>
<th>TWP level earnings in 9 out of last 18 months prior to Ticket assignment?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available Milestone Payments</td>
<td>No, therefore Milestone 1 is available</td>
<td>Yes, therefore Milestone 2 is NOT available</td>
<td>No, therefore Milestone 3 is available</td>
<td>No, therefore Milestone 4 is available</td>
</tr>
</tbody>
</table>
18 Month Prior Earnings Look-Back Worksheet

Example 1

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Eligible?</th>
<th>TWL Amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 1, MS 1</td>
<td>Yes</td>
<td>2006 $620</td>
</tr>
<tr>
<td>Phase 1, MS 2</td>
<td>No</td>
<td>2007 $640</td>
</tr>
<tr>
<td>Phase 1, MS 3</td>
<td>Yes</td>
<td>2008 $670</td>
</tr>
<tr>
<td>Phase 1, MS 4</td>
<td>Yes</td>
<td>2009 $700</td>
</tr>
</tbody>
</table>
Ticket holder assigns Ticket to EN on March 24, 2009. They began working in February, 2009 and earned $800 that month. They had no prior work before February, 2009. In March, 2009 they earned $850 and in April, 2009 earned $875.

**NOTE:** Phase 1 Milestone 2 could be earned May, 2009 assuming TWP level earnings.

<table>
<thead>
<tr>
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<th>TWP level earnings in month prior to Ticket assignment?</th>
<th>TWP level earnings in 3 out of last 6 months prior to Ticket assignment?</th>
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<td>No, therefore Milestone 4 is available</td>
</tr>
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</table>

**Additional NOTE:** A payment CAN be earned by an EN for the month of Ticket assignment, unless the Ticket assignment date is the last day of the month.
18 Month Prior Earnings Look-Back Worksheet

Example 2

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Eligible?</th>
<th>TWL Amounts</th>
</tr>
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<tr>
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</tr>
<tr>
<td>Phase 1, MS 2</td>
<td>Yes</td>
<td>2007 $640</td>
</tr>
<tr>
<td>Phase 1, MS 3</td>
<td>Yes</td>
<td>2008 $670</td>
</tr>
<tr>
<td>Phase 1, MS 4</td>
<td>Yes</td>
<td>2009 $700</td>
</tr>
</tbody>
</table>

Enter Ticket Assignment Date in Red Box Below MM/YYYY

Enter an X below each month with earnings above the Trial Work amount for that year.
Partnership Plus – A better way to work with State VR
• Beneficiary can assign 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
• VR Cost Reimbursement payments and EN Milestone and Outcome payments both possible for same beneficiary
  – SSA will pay for sequential, but not concurrent, services

• When VR chooses to serve a beneficiary under Cost Reimbursement, beneficiary’s Ticket is
  -- Not assigned to VR, and
  -- Cannot be assigned to another EN while VR case is open

• New “in-use SVR” status extends Continuing Disability Review (CDR) protection to beneficiary while receiving VR services under Cost Reimbursement

• For More information about Partnership Plus, see: http://partnershipplus.cessi.net/
VR can still choose to serve a beneficiary under its elected EN payment system

• Ticket is assigned to VR
• VR must operate under same rules as any other EN
• If Ticket is reassigned at case closure, VR and EN could share EN payments based on how services provided by each contributed to Milestones & Outcomes earned
• Additional funding available under Partnership Plus is not available
**Scenario:** An EN serves a Ticket holder who is not being served by VR. The Ticket holder in this case, is on a waiting list for VR Services. The EN assigns the Ticket, and serves the Ticket holder with some success. After 5 months, Phase 1 Milestones 1 and 2 are achieved and billed for. In month 6, VR offers to serve the Ticket holder, which the EN and Ticket holder agree would be best. The Ticket holder un-assigns their Ticket with the private EN and signs a plan with VR for services.

- **Questions:**
  1. What happens to the first 2 Milestones the private EN received?
  2. Does VR still have the option of serving under Cost Reimbursement?
Answers:

1. The EN may keep the 2 Milestones they were paid for.

2. The State VR agency may still choose to serve the Ticket holder under Cost Reimbursement or its elected EN payment system (per new regulations Section 411.585(c)).
In cases where an EN assists a Ticket holder in achieving Outcome payments prior to collecting all available Phase 1 and 2 Milestone payments, a reconciliation payment may be available.

In order to collect a reconciliation payment, an EN must first receive 12 Outcome payments, after which, any remaining Phase 1 or Phase 2 payments not collected, will be sent to the EN in one payment.
Overpayment Policy

Overpayments can result from:
- Adjudicative errors
- System problems
- Use of administrative efficiencies such as Auto-Pay and Certification Payments

Notification of Overpayments will come from SSA and be sent directly to the EN. Notice will include information about why you were overpaid and the amount owed.
EN Overpayment Policy

Options when Overpaid:

- EN will have 45 days from the date on the notice to dispute the determination and submit additional evidence, or may select one of the following options:
  - Make Payment in Full
  - Payment Recovery – If EN is receiving payments for the overpaid Ticket, the EN can request that the O/P be recovered from future payments on that Ticket
  - Installment Payments – If the O/P is more than $2,500 and payment in full would create a financial hardship for the EN, O/P can be paid back in 3-6 monthly installments

NOTE: If EN does not respond to O/P notice within 45 days, SSA will automatically recover O/P amount from future payments due to EN
• For this method of billing, you are required to submit evidence of earnings, this can include:
  – Pay Slips
  – Employer prepared and signed employee earnings statement
  – Records from Third Party Source containing monthly wage information
  – This method of payment is the least likely to cause an Overpayment to an EN
Billing Options: Certification Payment Request

- Certification payment requests can be made without direct wage verification
- Must have had recent dated contact with Ticket holder or employer
- May use Earnings Inquiry Request from MAXIMUS
- Self-Employment Income (SEI) Form
- Contact may be by phone or email
- EN must sign a repayment agreement if using this billing method
Billing Options: Auto-Pay

- Newest billing option available to EN’s
- May be used for ONE or ALL of your Ticket holders
- Will automatically generate a payment to EN as MAXIMUS receives verification from SSA for months that a beneficiary is not in pay for benefits
- Repayment agreement must be signed
- Currently available for cases after Outcome 12 has been achieved
Auto Pay Request Form

Please fill in the following information in order to request the “Auto Pay” option for one or all of your assigned Ticket-holders.

EN Name: ____________________
EIN: _________________________
Your Name: ___________________
Title: ________________________

Please select one of the following two options:

_____ - Please place this Ticket-holder on Auto Pay, so that we may receive EN payment without submitting payment requests.

Social Security Number: ________________

_____ - Please place ALL of our assigned Ticket-holders on Auto Pay.

In order to have a Ticket-holder placed on Auto Pay, you must also sign under the following statement:

Note: By signing below, you as the EN agree to repay any payments received (or allow the amount to be deducted from future payments) if it is determined at a later date that you were not entitled to payment.

Signature __________________________ Date __________________________

Please fax this form to MAXIMUS at 703-683-0957 or call the Education and Communications Department at 866-949-ENVR.
EN Services Certification Statement

• To collect Milestone 4, EN’s must submit an additional form entitled “EN Services Certification Statement” which confirms an EN provided at least 50% of the agreed upon services to the beneficiary.

• You may still use the Certification Payment method to request this payment.
# EN Services Certification Statement
(For Use with Phase 1 Milestone 4 Request)

<table>
<thead>
<tr>
<th>Ticket-Holder Name</th>
<th>SSN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization Name</td>
<td>EIN #:</td>
</tr>
</tbody>
</table>

Date Individual Work Plan (IWP) Signed: __________

<table>
<thead>
<tr>
<th>EN Supports/Services Agreed to in IWP</th>
<th>Date(s) Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td></td>
</tr>
<tr>
<td>2)</td>
<td></td>
</tr>
<tr>
<td>3)</td>
<td></td>
</tr>
<tr>
<td>4)</td>
<td></td>
</tr>
<tr>
<td>5)</td>
<td></td>
</tr>
</tbody>
</table>

By signing below, the EN confirms that at least 50% of the agreed upon services have been provided to the beneficiary.

EN Representative’s Signature: __________________________ Date: ________

Address: _____________________________________________

Telephone Number: _________________________________
A new way for SSI Recipients to report wages
SSI Telephone Wage Reporting

- Recipients of SSI, or concurrent SSI / SSDI beneficiaries may now report wages by telephone
- Must have some prior earnings on record
- NOT available for SSDI beneficiaries or beneficiaries who are self-employed
- NOT available for beneficiaries who have more than one employer
SSI Telephone Wage Reporting

• To use the service, wage earner will call this number: 1-866-772-0953
• Must provide name and S.S. #
• Caller then enters total gross wages for previous month
• Call must be received by the 6th of the month following the earnings reported
• SSA recommends that clients consult with the local SSA Field Office prior to using this service
• EN will get paid faster if SSA has verified earnings on record
• SSI recipient does not have to go out of their way to bring pay stubs to local SSA office
EN Best Practices
Like any small business, having a business model is essential for an EN to thrive. Your business model will sort out:

- What types of services you will offer
- Whether you will work with Ticket holders seeking F/T or P/T work, or both
- Who will perform key job tasks
- How you will market your services to Ticket holders
- How will Ticket funds be used
Unlike other programs that provide services to individuals with disabilities, the Ticket program is all about Choice, as such, Customer Service is essential in order to expand your EN program.

Having a broad spectrum of services available to Ticket holders will help attract the interest of perspective Ticket holders.

Your IWP will help guide the services you will provide each Ticket holder, and will be required for you to be paid under Milestone 4.
• Additional reporting requirements from MAXIMUS will be easier to complete if you have the right information tracked for each Ticket holder

• Reports that are required by MAXIMUS include:
  – Timely Progress Reports
  – Annual Periodic Outcome Report
## Ticket to Work Timely Progress Rules

### 12-Month Review Period

<table>
<thead>
<tr>
<th>Period</th>
<th>Work Requirement</th>
<th>High School diploma or GED</th>
<th>Degree or certification program</th>
<th>Technical, trade, or vocational program</th>
</tr>
</thead>
<tbody>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt;</td>
<td>3 out of 12 months with Trial Work Period level earnings.</td>
<td>Obtained high school diploma or GED certificate.</td>
<td>Completed 60 percent of full time course load for 1 year.</td>
<td>Completed 60 percent of full time course load for 1 year.</td>
</tr>
<tr>
<td>2&lt;sup&gt;nd&lt;/sup&gt;</td>
<td>6 out of 12 months with Trial Work Period level earnings.</td>
<td></td>
<td>Completed 75 percent of full time course load for 1 year.</td>
<td>Completed 75 percent of full time course load for 1 year.</td>
</tr>
<tr>
<td>3&lt;sup&gt;rd&lt;/sup&gt;</td>
<td>9 out of 12 months with Substantial Gainful Activity level earnings.</td>
<td></td>
<td>Completed a 2-year program or, for a 4-year program, completed an additional academic year of full time study.</td>
<td>Completed the program.</td>
</tr>
<tr>
<td>4&lt;sup&gt;th&lt;/sup&gt;</td>
<td>9 out of 12 months with Substantial Gainful Activity level earnings.</td>
<td></td>
<td>Completed an additional academic year of full time study.</td>
<td></td>
</tr>
<tr>
<td>5&lt;sup&gt;th&lt;/sup&gt;</td>
<td>6 out of 12 months at level precluding Social Security and Federal SSI cash benefits</td>
<td></td>
<td>Completed an additional academic year of full time study or completed 4-year degree program.</td>
<td></td>
</tr>
<tr>
<td>6&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Work criteria are same for both 5&lt;sup&gt;th&lt;/sup&gt; and subsequent 12-month periods.</td>
<td></td>
<td>Completed 4-year degree program.</td>
<td></td>
</tr>
</tbody>
</table>

From 20 CFR Part 411, Amendments to the Ticket to Work and Self-Sufficiency Program: Final Rule (final Sec. 411.180)
• Tracking Ticket cases is important as more Tickets are assigned, and as more placements occur that will require billing

• EN’s use a variety of methods for Ticket tracking such as:
  – Excel spreadsheets
  – Data base programs
  – One Stop Operating System (One Stops)
• The Ticket to Work program is an outcome driven program, by achieving the outlined goals in the IWP, you will achieve payment status as an EN

• Tracking cases closely will help you know when to request Milestone and Outcome payments and when payments were received

• Knowing your Ticket customers will help you better determine which payment method to use, whether verification, certification or auto-pay
• Operating since 2002
• First private EN to assign Ticket in NYS
• Second EN to achieve a 60th Outcome payment in the Nation, and received another 60th Outcome payment for an additional case in June, 2009
• Have developed a file system to organize Ticket cases that has evolved over the years
• Improved and developed tools to assist in Ticket assignment and tracking
Iowa’s Ticket Experience

- Operating as an statewide EN on behalf of seven state agencies and regional workforce boards since July, 2007
- The new ticket rules (7/21/2008) supported State Business Case
- To date have 94 tickets assigned
- To date have $46,748 in TTW payments
Assessing Ticket Assignment

• Know what services you offer
• Know the services of state VR agencies and other EN’s
• Acknowledge there are more Ticket holders than any one agency can serve
• Direct the Ticket holder to the best matched agency
Individual Work Plan

- Use existing tools and resources
  - We use workforce software program

- Use a 3-part Individual Work Plan
  - Employment Plan printed from workforce program
  - Addendum: contains required information
  - 18 month look back form
Partnerships

• State VR Agencies, Other EN’s, WIPA, MIG
  – Written agreements that are reviewed at least annually
  – Monthly conference call with State VR agencies to discuss what works, challenges, new information, etc.
  – Together we market TTW using printed materials, joint displays & presentations
  – We coordinate WISE events with CESSI
Business Model

• Critical to have at early stage
• Project in progress as you move through different stages, i.e. assessing, assessment, payment, tracking, infrastructure
• Develop written procedures
Customer Service

- Customer Service is the focus of our EN operation.
- The best match of employment services for the Ticket holder may not be your EN.
- Explain choices to the Ticket holder.
- Know accurate and current information and provide the information to Ticket holder (refer them to state WIPA).
Getting Paid

• You need to be organized
• Stay on top of the situation
• Must have a tracking system
• Continuous learning as experience new scenarios
• Build relationship with your Maximus contact person
• Biggest challenge is collecting earnings – emphasize Ticket holder responsibilities.
• Build relationship with another EN
• You learn new information from each other
• You gain new tools / resources
• You can lean on them to help with questions
• You can bounce new ideas with them
• You can celebrate successes
Becoming an Employment Network
EN Request for Proposal (RFP)

- For a copy of the RFP: www.ssa.gov/work/enrfp.html
- Submit completed RFP electronically, ENContracts@ssa.gov, or by fax 410-597-0429
- After approval, CESSI will connect EN to a MAXIMUS Regional Account Representative
A complete RFP package for One Stops 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
Completing the EN RFP

• 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](http://www.cessi.net/ttw)

• Participate in an application process walk-through conference call (to register, e-mail [application@cessi.net](mailto: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](mailto:emalsch@cessi.net)
Contact Information

Kevin Nickerson, Disability Program Navigator
Tompkins Workforce New York
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