

The NEW Ticket to Work

**Social Security's 2008 Ticket to Work Program -
Your Business Model?**

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What Is the Ticket to Work Program?

Social Security's

Voluntary employment supports program

- ✓ Offers Social Security beneficiaries with disabilities greater choice in obtaining the support & services they need to help them go to work & achieve their employment goals
- ✓ Provides beneficiaries with a "Ticket" they can use to shop among providers, called *Employment Networks*, for employment services
- ✓ Provides payments to participating Employment Networks (ENs) when beneficiaries obtain gainful employment

Goal: *Work. Earn. Thrive.*

Reduce reliance on Social Security cash benefits and increase self-sufficiency.

The logo for the Ticket to Work program, featuring a stylized orange and blue circular graphic with a white dot in the center, positioned above the text "Ticket to Work".

Ticket to Work

What Is an Employment Network?

An Organization approved by Social Security to provide employment services to Social Security disability beneficiaries

- ✓ Single entity or a “network,” two or more organizations become an Employment Network to broaden services or target more customers
- ✓ Examples: One Stop Career Centers, private employment services, non profit organizations, schools, colleges, employers, the State Vocational Rehabilitation Agency alone or with others, self-employed consultants, and/or a hybrid combination of any of these

The logo for Ticket to Work features a stylized globe with three red dots on its surface, positioned above a blue and orange swoosh that frames the text.

Ticket to Work

Highlights: Final New Rules 2008

New Ticket Rules take effect July 21, 2008.

- All disability beneficiaries ages 18 through 64 now eligible to receive Tickets
- Employment Networks (ENs) can now earn Milestone payments earlier, more often and at higher payment rates.
- Social Security can now pay Milestone payments to ENs when beneficiaries have earnings consistent with part-time work.



Highlights: Final New Rules 2008

- ❑ Milestone payments to an EN will now be based on gross earnings of the beneficiary, encouraging the use of various beneficiary Work Incentives.
- ❑ Total payments available for beneficiaries under the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs are now about equal, approximately \$21,000 in total payments available in both programs.
- ❑ Payments to State Vocational Rehabilitation Agencies and to ENs can now be paid for providing sequential services for the same beneficiary.



Highlights: Final New Rules 2008

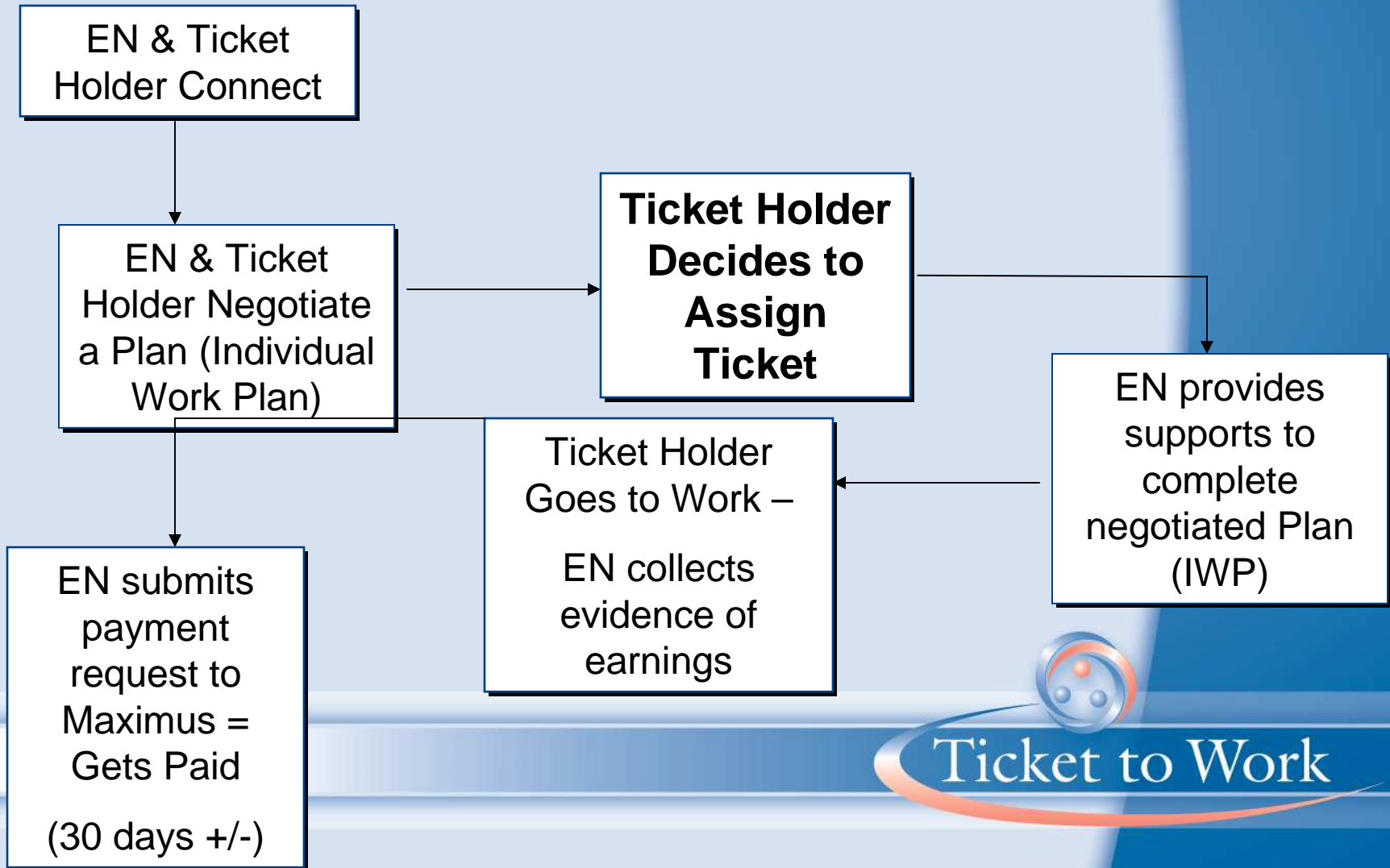
The following entities can become a Ticket to Work Program EN by signing the agreement to comply with the program rules:

- One-Stop Service Delivery Systems under the Workforce Investment Act of 1998, and
- Vocational Rehabilitation Services Projects for American Indians

These organizations do not have to respond to the EN Request for Proposal, or RFP.



How Does the “Ticket” Work?




Ticket to Work

New Approaches to Service Delivery

- ✓ Payments based on employment outcomes rather than reimbursing providers for services
- ✓ Service provider and beneficiary have more control of employment services & their flexible design
- ✓ Payments to providers can be used as provider sees fit, can supplement existing revenue
- ✓ As program evolves, Congress built in Ticket program capacity for ongoing program rule changes based on lessons learned



New Approaches to Service Delivery

- ✓ The New Ticket Program: priority focus on coherent partners, state, federal, community based, public and private
 - Maximus can give prospective ENs demographic data of local Social Security disability beneficiaries in counties or Local Workforce Investment Areas
- ✓ California: 49 Local Workforce Investment Areas with 187 One Stop Career Centers
 - Served 29,000 new adults per year in recent years
 - One Stops are partners and collaborators by design
 - 12 One Stop Integrated Service Delivery State/Local Partnerships take effect July 1, 2008 in 12 Local Workforce Areas
- ✓ California: Statewide Benefits Planning Information Services combined with Medi-Cal's Working Disabled Program

Ticket to Work

What Social Security is Learning

- 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 work



Ticket to Work

SSA's Response

SSA is Listening.

SSA is Learning.

SSA is Responding.

“We are changing our programs & how we do business to effectively provide opportunities for people with disabilities who want to work.”

Sue Suter, Associate Commissioner

Social Security

Office of Employment Support Programs, Baltimore

The logo for "Ticket to Work" features a stylized blue and orange circular graphic on the left, resembling a ticket or a globe. To its right, the words "Ticket to Work" are written in a white, sans-serif font against a dark blue background.

Ticket to Work

New Ticket Program “win win” Rules

Better alignment among work support programs

- ✓ Ticket to Work program
- ✓ Work Incentives Planning and Assistance grants
- ✓ Protection and Advocacy for Beneficiaries of Social Security grants, PABSS
- ✓ California Health Incentives Improvement Project
- ✓ Other Work Support Initiatives and Partners

Significant changes and financial incentives for ENs

The logo for the Ticket to Work program, featuring a stylized globe with three blue dots and an orange swoosh underneath.

Ticket to Work

EN Milestone Payments under the New Regulations (2008 Rates)

Type	Earnings	SSDI	SSI
Phase 1 Potential Payments based on gross earnings of beneficiary			
Milestone 1 (M1)	\$335/in a month	\$1,177	\$1,177
Milestone 2 (M2) (M1+2.5 mo.)	\$670/mo for 3 months in a 6 month period	\$1,177	\$1,177
Milestone 3 (M3) (M2+3 mo.)	\$670/mo for 6 months in a 12 month period	\$1,177	\$1,177
Milestone 4 (M4) (M3+3 mo.)	\$670/mo for 9 months in an 18 month period	\$1,177	\$1,177
Total Potential Phase 1 Payments		\$4,708	\$4,708

EN Milestone Payments under the New Regulations (2008 Rates)

Type	Earnings	SSDI	SSI
Phase 2	Gross earnings are more than Substantial Gainful Activity (SGA) (\$940 in 2008)	\$353/mo. (up to 11 mos.)	\$203/mo. (up to 18 mos.)
Total Phase 2 Payments		\$3,883	\$3,654
Total Potential Ticket Payment Phases 1 and 2		\$8,591	\$8,362

The monthly SGA for individuals who are blind is \$1,570.

Ticket to Work

EN Outcome Payments under the New Regulations (2008 Rates)

Type	Earnings	SSDI	SSI
Outcome Phase	Net earnings are more than Substantial Gainful Activity (SGA) (\$940) with -0-cash benefit	\$353/mo. for 36 months	\$203/mo. for 60 months
Total Outcome Phase Payments		\$12,708	\$12,180
Total Potential Ticket Payments		\$21,299	\$20,542

The monthly SGA for individuals who are blind is \$1,570.



Ticket to Work

WHAT IF You... ?

You are an EN.

You hire a Job Placement Specialist who places 2 beneficiaries in part-time work each month.

You assume 50% quit the job over the course of 9 months.

You could potentially earn the following Ticket payments each quarter starting with the third quarter:



WHAT IF You... ?

You could potentially earn the following Ticket payments each quarter starting with the third quarter:

6 new workers achieve milestone 1 (2 wks PT work)	\$7,062
4 workers achieve milestone 2 (3 months PT work)	\$4,708
3 workers achieve milestone 3 (6 months PT work)	\$3,531
3 workers achieve milestone 4 (9 months PT work)	\$3,531
1 SSI worker works above SGA - Phase 2 payments	<u>\$2,436</u>

Ticket Milestone billing for quarter = **\$21,268**



Important Reminder

Actual EN payments depend on many variables and will be different for each beneficiary.



Ticket to Work

State Vocational Rehabilitation or VR *Partnership Plus* Features of New Rules

1. VR receives Social Security Cost Reimbursement funds after beneficiary, a VR client, meets certain earnings levels for nine out of twelve months that are at or above Substantial Gainful Activity (SGA) - \$940 a month in 2008
2. “Ticket in Use” with VR now means a beneficiary receives Continuing Disability Review (CDR) protections using VR services
3. Beneficiary can then select a different EN for employment support services as a job progresses, a One Stop Career Center, a One Stop affiliated partner ... or ...
4. In some cases, the new EN can receive up to \$15,000 to \$16,000 in Phase II Milestone and Outcome payments
5. *State VR plans will vary*; major partnering opportunities abound



Ticket to Work

See for Yourself

- ✓ Try out the EN ESTIMATOR
- ✓ Look at the people you served last year and use SSA's EN Estimator to determine your potential revenue.

www.cessi.net/en_estimator/



Ticket to Work

Revenue Flexibilities for an EN

The Business Case

Funds can be used for the customer and provider/customer designed services or for other reasons:

- ✓ Fund an ad hoc Job Coach, Job Search or Placement Specialist
- ✓ Create a flexible job support fund
- ✓ Hire a Work Incentives Planner or retain other consultants



Submitting for EN Payments 2008

Simplified EN Payment Process Took Effect 2/15/08

ENs Request Milestone & Outcome Payments by submitting:

The EN Payment Request Form

Evidence of Earnings (EN chooses one of two options)

1. Evidentiary Payment Request (EPR)
2. Certification Payment Request (CPR)



Documentation of Earnings

1. Evidentiary Payment Request (EPR)

- Pay stubs
or
- Employer-prepared/signed earnings statements
or
- Records of monthly earnings through The Work Number



Documentation of Earnings

2. Certification Payment Request (CPR)

- Recent, dated contact with beneficiary/employer
or
- Attached EIR response – earnings 3X SGA for the quarter in question
or
- Attached information from the National Directory of New Hires (NDNH)
or
- Self-Employment Income (SEI) Form

CPR Form includes statement of agreement to repay.

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Ticket to Work

Timely Responsiveness and Support

- SSA can track your payment claim through to payment and resolve payment problems
- SSA has decreased the average payment processing time to less than 30 days
- Training is available on how to make the program work for you



Ticket to Work

Successful ENs

“I really like the aspect of residual income ... you can receive Outcome Payments for five years provided that Ticket Holders continue to work at a level above Substantial Gainful Activity.

There’s nothing quite like receiving direct deposits from the Social Security Administration for people that I returned to work over two years ago!”

Paula Vieillet, President
Employment Options, Inc.



Ticket to Work

Successful Ticket User Beneficiaries

New Timely Progress Rules as of July 21

The Ticket Program Manager conducts “timely progress reviews” to assess if the beneficiary is meeting Ticket Program timely progress guidelines

A beneficiary must be making timely progress for his/her Ticket to be considered “in use” which is the status that provides postponement of medical Continuing Disability Reviews, called CDRs

A “progress certification period” is every 12-months

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Ticket to Work

Successful Ticket User Beneficiaries

New Timely Progress Rules as of July 21

The amount of paid work needed to be considered “making timely progress” are patterned after the work that is required for EN payments

Certain levels of educational achievements (GED, postsecondary or vocational/technical training) can demonstrate timely progress towards self-sufficiency



Becoming an Employment Network

Social Security provides resources
to help at every step in the
process.



Where to Get Your RFP

<http://www.ssa.gov/work/enrfp.html>

Social Security Online
www.socialsecurity.gov

The Work Site

Home Questions? Contact Us Search GO

The Work Site Home

**Employment Networks (EN)
Request for Proposal (RFP)**

You are here: [The Work Site Home](#) > Employment Networks Request for Proposal

Are you:

- [Interested in the Ticket to Work Program?](#)
- [Receiving Disability Benefits from Social Security?](#)
- [A Youth with a Disability?](#)
- [Looking for Service Provider Information?](#)
- [Looking for Advocacy Information?](#)
- [An Employer?](#)

General Information on:

- [About Us](#)
- [Events](#)
- [What's New](#)
- [The Work Site Questions & Help](#)
- [The Work Site Search](#)
- [Resources Toolkit](#)

Done

You are invited to submit a proposal in accordance with the requirements of the enclosed solicitation number SSA-RFP-07-0010F, "Employment Networks (EN) for the Ticket to Work and Self-Sufficiency Program."

The Ticket to Work and Self-Sufficiency Program is the centerpiece of the Ticket to Work and Work Incentives Improvement Act of 1999. This program provides Social Security beneficiaries with disabilities more choices for receiving employment services. Under this program the Social Security Administration (SSA) is issuing Tickets to eligible beneficiaries who, in turn, may assign those Tickets to an Employment Network (EN) of their choice to obtain employment services, vocational rehabilitation services or other support services necessary to achieve a vocational goal. The EN will assume responsibility for the coordination and delivery of appropriate employment, vocational rehabilitation or other support services to those beneficiaries who have assigned tickets to the EN.

We have simplified the process for completing and submitting an EN contract proposal. Attached is a [Request for Proposal \(RFP\)](#) package (MSWord format) that explains the duties of an EN contractor, requirements that must be met in order to be awarded an EN contract, and directions for submitting an EN contract proposal.

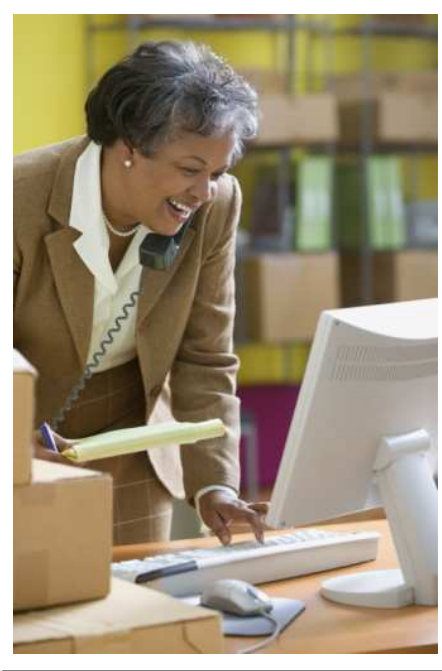
To submit a proposal, please follow the steps listed below:

- Read carefully the information and instructions found in Parts II, III, IV, and V of the RFP package.
- Complete all of the sections found in Part III, EN Proposal Documentation Requirements.
- **Submit the original Part III in its entirety**, complete with all required forms (signed and dated) and proofs of qualifications and liability insurance coverage to:

Social Security Administration
Employment Network Proposals
Attn: Employment Network Contracts Team
P.O. Box 17778
Baltimore, MD 21235-17778

Ticket to Work

Need Help Completing the RFP?



Sign-up for an application walk-thru

- Call CESSI toll free (877)743-8237 (v/tty)
- E-Mail application@cessi.net

Contact the Employment Network Contracts Team or ENCT

- Call toll free (866)584-5180 (v) or (866)584-5181 (tty)
- E-Mail ENContracts@ssa.gov

Ticket to Work

ENs: Continuous Technical Assistance

EN Help Desk

- **MAXIMUS**
 - 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*



Ticket to Work

Increasing Participation of ENs and Beneficiaries

Social Security's

Recruitment & Outreach Activities

- March 2008 Ticket Partners Summit
- Outreach to engage potential ENs & inactive ENs
 - ✓ Business model for ENs
- Outreach to beneficiaries
 - ✓ Work Incentive Seminar (WISE) events
 - ✓ Targeted outreach
- Outreach tool to match ENs & beneficiaries



Ticket to Work

Don't Wait – Get Started Now!

Begin the Process Now

Become an EN.

Start Taking Tickets

Start Getting Paid!



 Ticket to Work

For More Information

Visit the Ticket to Work website:

www.ssa.gov/work

To become an EN, call:

1-877-743-8237 (v/tty)

To learn more about the Ticket to Work Program, visit:

www.yourtickettowork.com

