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The Individual Work Plan

Developing the Individual Work Plan (IWP) can be a simple process, and MAXIMUS is here to help you. The IWP is a living document that describes the vocational goal and the relationship between the EN and the Ticket-holder.

The regulations for the Ticket to Work and Self-Sufficiency Program



provide the requirements for the IWP. The required elements may be incorporated into an EN's existing plan document. The statement of services and supports section can be used to make general

statements about the specific services offered and to discuss services not covered. Other ENs detail the process for Ticket-holders to submit their evidence of earnings within the section describing terms and conditions related to the provision of the services and supports. Job descriptions and work schedules can be included if that level of detail benefits the relationship.

There are several items that are identified in the regulations that the IWP must contain:

A statement describing the vocational goal developed with the beneficiary;

A statement describing the services and sup-

(Continued on page 2)

Message from the Training Manager:

MAXIMUS and the Training staff want to wish each of you a very merry holiday season. The Training staff has been busy calling new ENs who were approved in November to welcome them to the Program and educate them on the available Ticket to Work training resources. To assist all the new ENs, we have implemented an EN Orientation Teleconference. These conference calls will be conducted on a regular basis to accommodate new ENs joining the Program.

As with each new year, changes to the Pro-

gram are announced, including a new dollar amount for the Payment Calculation Base (PCB) and Substantial Gainful Activity (SGA). Also expect updates on the Work Opportunity Tax Credit (WOTC), and the Proposed Ticket Regulations. Early in 2005 the Training staff will conduct an EN Forum Discussion on the WOTC, and how ENs can take advantage of the new legislation. Again, happy holidays and best wishes for a successful year in 2005.

Terry Martin, Ed.D. Training Manager

Inside this issue:

- Upcoming EN Training Events
- New Format for the EN Forum Chat Room Discussions
- Meeting the MAXIMUS

What's in an Individual Work Plan *continued*

ports to be provided by or through the EN to the beneficiary to accomplish the vocational goal;

A statement of any terms and conditions related to the provision of the services and supports; The following nine (9) statements outline the EN's responsibilities to the beneficiaries for whom it provides services:

1. A statement that the EN may not request or receive any compensation for the costs of services and supports from the beneficiary;
2. A statement of the conditions under which an EN may amend the IWP or terminate the relationship;
3. A statement explaining the Ticket to Work Program, including a statement that the beneficiary may retrieve his or her Ticket at any time if the beneficiary is dissatisfied with the services being provided by the EN;
4. A statement of the remedies available to the beneficiary, including information on the availability of advocacy services and assistance in resolving disputes through the State Protection and Advocacy (P&A) System;

5. A statement that the beneficiary's personal information will be kept private and confidential, including Social Security Number (SSN) and information about the beneficiary's disability;

6. A statement explaining the process for amending the IWP (the IWP may be amended if both the beneficiary and the EN agree to and sign the change);

7. A statement explaining that the beneficiary can have a copy of the IWP in an accessible format chosen by the beneficiary at any time;

8. A statement that only qualified employees and/or providers, as described in Section 1, Qualifications Requirements for Employment Networks, will be used to furnish services; and

9. A statement that if any medical or related health services are provided, they will be provided under the supervision of persons licensed to prescribe or supervise the provision of these services in the State in which the services are performed.

It is also recommended that the EN's Employer Identification Number (EIN) is included on the IWP to facilitate

Ticket assignment, as well as the client's Social Security Number.

Once you have a working template, you may send a copy to the MAXIMUS Training team for review. The Training team is also available to help troubleshoot any future problems with meeting the IWP requirements.

After the beneficiary and the EN sign the IWP, a copy should be faxed or mailed to MAXIMUS. When MAXIMUS receives the signed IWP, MAXIMUS will review it to ensure that all required elements are present. After this review, the information will be processed and the beneficiary's Ticket assignment date will be retroactive to the date that the IWP was signed by the beneficiary and the EN. A notice of Ticket assignment will be sent by MAXIMUS to the EN. The Social Security Administration (SSA) will send a notice of Ticket assignment to the beneficiary.



Send us your IWP Template for review

Free EN Capitalization Training is Coming to a City Near You!

Locations	Dates
Las Vegas, NV	January 21, 2005
New Orleans, LA	February 17, 2005
Seattle, WA	March 17, 2005

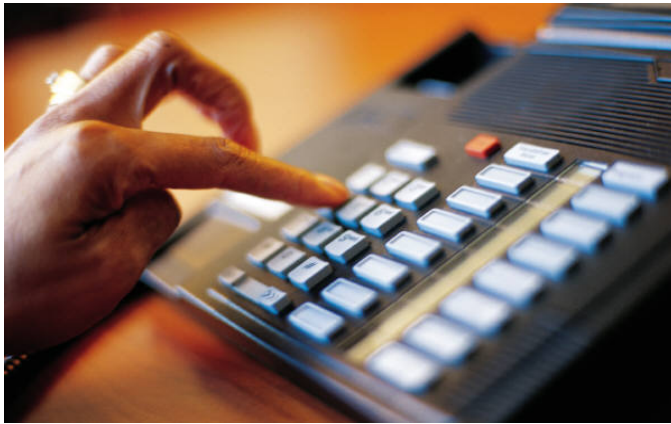
Participants will be instructed in the use of the EN Capitalization Resource Directory as a tool for seeking and securing funding. The seminar will focus on developing strategic fund-raising processes. Particular emphasis will be given to accessing funding from foundations, and hands-on exercises to develop skills in fund-raising. The seminar will be

conducted in **two identical three-hour sessions**. The morning session will be conducted from **9:00 AM until 12:00 PM**, and the afternoon session from **1:00 PM until 4:00 PM**. **Participants may choose the most convenient location and session**. There is **no registration fee**, and Certified Rehabilitation Counselors will be awarded 2.75 contact hours.

New EN Orientation Conference Call

In November, MAXIMUS instituted the New EN Orientation Teleconference. In an effort to improve communication and networking, ENs are invited to participate in a scheduled orientation soon after contract award. The purpose of the conference call is to introduce MAXIMUS, to provide a brief overview of the Ticket to Work Program, and to highlight the resources available to ENs. The conference call format will be paired with the EN Forum Discussion Chat Room.

ENs can listen to the presentation on the conference call and then join a chat room discussion to network and ask questions.

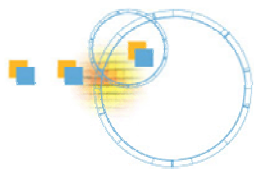


The call agenda is:

- Technical Assistance for ENs
- Communication & Networking
- Online Ticket University
- Training Guides
- Customized Resources
- Other Resources Outside of Ticket
- The Ticket Management Process

New ENs will receive an invitation in their training package. The MAXIMUS Training team will also follow-up with a call to remind them of the upcoming orientation. Current approved ENs who would like to participate may do so by calling Dan Betts at **1-866-968-7842 ext. 6717** or e-mail danbetts@maximus.com.

Certified Rehabilitation Counselor (CRC) Contact Hours Available for Online Ticket to



CRC Contact Hours are available for successful completion of any Ticket to Work Online Courses. To receive CRC contact Hours, contact Andrea Stapleton at andreastapleton@maximus.com for enrollment information. Type "CRC Enrollment" in the subject field and include your Employer Identification Number (EIN).

EN Capitalization & Ticket to Work Training Registration Form:

To register for an upcoming EN Capitalization & Ticket to Work Training session, you may either access the registration form at www.yourtickettowork.com and click on EN Capitalization Resources, or call **1-866-968-7842 ext. 6662**.



Keep Your Contact Information Up-to-Date

In order to keep you updated on the latest Ticket to Work news and information, we need you to keep us informed of any changes to your contact information. You can e-mail, fax, or write us with updates to this information, including the services you provide, groups served, and service area.



SSA Ticket to Work Program

For more information, please call us at the MAXIMUS Ticket to Work toll free number below, or visit us at our Web site at: www.yourtickettowork.com

1-866 YOURTICKET
(1-866-968-7842)

Fax: 703-683-0957

Training resources for the business of Ticket!

New Format for the EN Forum

The MAXIMUS Training staff has received interest from ENs to hold our monthly EN Forum Discussions in a conference call format. To accommodate more ENs, we have decided to merge both technologies and hold the Forums through a Conference call and have the Virtual Classroom / Chat Room open during and after the presentations. Approved ENs will be able to call in using the telephone to the conference call and simultaneously participate through an Internet connection. The chat room connection will be used to submit questions and network with other ENs. The Training staff will pilot this new format in December with the EN Orientation Teleconferences. The EN Forum will not be held during the holidays and will be resume in January. If you have any suggestions on future topics please contact Dan Betts at danbetts@maximus.com.

Directions to Navigate the EN Forum

Navigation instructions for the EN Forum can now be found on the Web site at www.yourtickettowork.com under "Training." If you are not currently enrolled in the EN Forum, please send an e-mail request to Andrea Stapleton at andreastapleton@maximus.com. Type "EN Forum Enrollment" in the subject field and include your Employer Identification Number (EIN). Enrollment information and navigation instructions will be e-mailed back to you. The EN Forum is accessible by approved ENs only.



CD-ROM Training Now Available

- 1. IWP Process
- 2. Payment Process

Contact your Ticket Training Team now!

We're on the Web!
www.yourtickettowork.com

Meet the MAXIMUS Training Team



Terry Martin
Training Manager
Ext. 6602
terrymartin@maximus.com



Dan Betts
Marketing Supervisor
Ext. 6717
danbetts@maximus.com



Damarie Rovnak
Training Coordinator
Ext. 6707
damarierovnak@maximus.com



Eric Midder
QA Coordinator
Ext. 6687
ericmidder@maximus.com



Wendy Brodhead
Training Coordinator
Ext. 6619
wendybrodhead@maximus.com



Michelle Grande
Training Coordinator
Ext. 6618
michellegrande@maximus.com



Andrea Stapleton
Training Coordinator
Ext. 6616
andreastapleton@maximus.com