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By the numbers:

- Approved ENs: **1,382**
- Tickets Mailed: **11,293,757**
- Tickets in Assignment: **8,750**
- Payments Made to ENs: **\$4,013,701.47**
- Number of Milestone/Outcome Payments Made: **11,760**
- Number of ENs/State VR Agencies That Received EN Payments: **317**
- Number of Beneficiaries for Whom Payments Were Made: **1,897**

Of special interest:

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Happy New Year from MAXIMUS Ticket to Work!

As we look ahead to another year of working together to provide quality supports and services to Ticket-holders, all of us at the MAXIMUS Ticket to Work Program would like to wish you and your staff a very happy new year!

The end of 2005 brought transformations to the management of the Ticket Program, and we are excited to share some recent contract updates. In October, the Social Security Administration awarded a new five-year contract to MAXIMUS to serve as the Operations Support Manager (OSM) for the Ticket to Work Program, as well as a contract to operate the Ticket Program Data Operations Center.

In this capacity, MAXIMUS will continue to operate the toll-free call center and electronic mail response system in order to address questions and comments from both Ticket-holders and Employment Networks.

It's in the Mail: Annual Periodic Outcome Reports Mailed in January

As an Employment Network or state Vocational Rehabilitation agency functioning as an EN, you are contractually required to submit an Annual Periodic Outcome Report (APOR) to the Social Security Administration as outlined in the Ticket to Work and Self-Sufficiency Program regulations and EN RFP.

The APOR, which is prepared by MAXIMUS and sent to all EN providers during the month of January, contains specific data on outcomes achieved by ENs with respect to services offered to beneficiaries.

Among other duties, MAXIMUS will also continue to manage the Ticket assignment process, EN training and payments and beneficiary referral lists. A new EN Operations Department will move forward with the series of EN Promising Practices articles featured in *Inside Employment Networks*, as well as develop and deliver new, practical solutions for common EN challenges.

The CESSI Division of Axiom Resource Management, Inc. was selected as the Program Manager for Recruitment and Outreach (PMRO) and will perform outreach activities to encourage beneficiary participation in the Ticket Program and recruit Employment Networks (ENs).

We have very much enjoyed working with you over the years and look forward to receiving your feedback and sharing your many Ticket Program successes in future editions of the *Inside Ticket* newsletter.

ENs should carefully review the report and update incorrect information as instructed. The signatory authority is then required to sign, date and return the report to MAXIMUS **no later than March 31, 2006**.

Additionally, ENs are required to make the APOR available to all Ticket-holders served.

Please be on the lookout for your organization's APOR in coming weeks, and contact the toll-free Ticket to Work hotline at **(866) 968-7842** if you have questions.

EN PAYMENTS AT-A-GLANCE 2006

Below is a chart illustrating EN payment amounts for 2006. Each year, EN payment amounts are updated based on changes made to the Payment Calculation Base (PCB), the national average disability benefit payable under each of the Social Security Administration's two disability programs. The PCB for 2006 is \$523.95 for a beneficiary receiving SSI and \$900.69 for a beneficiary receiving SSDI or concurrent benefits under both programs. For more PCB information, visit www.socialsecurity.gov/OACT/COLA/pcb.html.

A) OUTCOME PAYMENT METHOD

When does an EN receive revenue?	Revenue per SSDI Ticket-holder	Revenue per SSI Ticket-holder
Every month that a Ticket-holder is not eligible for Social Security disability cash benefits and/or SSI cash benefits due to work or earnings	\$ 360 Per Month	\$ 210 Per Month
Total Outcome Payments Available	60	60
Maximum Revenue Available under Outcome Method	\$21,600	\$12,600

B) OUTCOME MILESTONE PAYMENT METHOD

When does an EN receive revenue?	Revenue per SSDI Ticket-holder	Revenue per SSI Ticket-holder
<u>Milestone Payments</u> : Up to four payments when a Ticket-holder's gross earnings exceed a certain monthly wage level (SGA*) regardless of whether the Ticket-holder receives Social Security disability cash benefits and/or federal SSI cash benefits	Milestone 1: \$306 Milestone 2: \$612 Milestone 3: \$1,225 Milestone 4: \$1,531	Milestone 1: \$178 Milestone 2: \$356 Milestone 3: \$713 Milestone 4: \$891
Total Milestone Payments Available	4	4
Maximum Milestone Revenue Available under Outcome Milestone Payment Method	\$3,674	\$2,138
<u>Outcome Payments</u> : The first month that a Ticket-holder is not eligible for Social Security Administration cash benefits based on monthly work or earnings, the EN becomes eligible for reduced Outcome Payments. No further Milestone payments will be made.	Up to \$306 Per Month	Up to \$178 Per Month
Total Outcome Payments Available	60	60
Approximate Maximum Revenue Available under Outcome Milestone Payment Method (Up to 64 Payments are available, equaling approximately 85% of revenue available under the Outcome Payment System.)	\$18,374	\$10,658

*To review 2006 SGA figures, visit www.socialsecurity.gov/OACT/COLA/SGA.html.

Let's Keep in Touch...

One goal of the new EN Operations Department is to develop and deliver more tools and resources to help ENs meet everyday Program challenges more efficiently and serve Ticket-holders more effectively. In order to serve you even better, we plan to "Keep in Touch" through a series of email and phone contacts

throughout the year. Designed to offer another forum for ENs to share their Ticket successes, promising practices, suggestions, challenges and concerns, ENs can also take the opportunity to make contract changes or update their EN Directory listings for the Web site. We look forward to learning how we can help you!

Ticket to Work Program EN Promising Practices

Third Volume of *Inside Employment Networks* Planned for Summer Release

Due to their amazing success and continued demand for the first two volumes of *Inside Employment Networks*, the Ticket to Work Program's anthology of EN case studies, a third volume is in production for release this summer.

This Promising Practices series offers examples and/or models of business practices, lessons learned, partnership options, revenue sharing, consortiums, and in general, helpful hints and technical assistance to start and operate an effective EN. Organizations featured represent a cross section of diverse markets, demographics, corporate statuses, service models and communities. The practices not only illustrate progress, but also offer guidance to ENs that are just getting started with the Ticket Program, as well as other agencies interested in expanding local services and referral networks. You may view all EN Promising Practices online at www.yourtickettowork.com/marketing_best_practices.

We welcome feedback and hope to share your tips, tools and successes with your peers across the country. If you are interested in contributing to the upcoming third volume, please contact Shelly Thieme at (703) 236-3414 or via email at shellythieme@maximus.com. You may also indicate your interest on the Additional Information Request Form at the end of this newsletter.

Inside Employment Networks Volumes I and II

- To date, more than **3,000** copies of Volumes I and II have been distributed in hard copy and CD-ROM.
- **Sixty** interviews have been conducted with ENs and related partners.
- Combined number of Tickets assigned to all interviewed ENs: **1,596**
- Combined EN Payments received by all interviewed ENs: **\$908,725.43**
- Interviews covered **21** states and **eight** service sectors including: education/training, faith-based, healthcare, staffing, multicultural, state and local government, and general disability.

EN Spotlight: Tulare County Office of Education Offers "A Ticket to Success"

Featured in Volume I of *Inside Employment Networks*, the Tulare County (CA) Office of Education has been a dedicated Ticket to Work EN since May 2003.

Karen Davidson, TCOE's Regional Coordinator for Services for Education and Employment, manages "A Ticket to Success," which provides job readiness and placement services to eligible Ticket-holders residing in the Southern San Joaquin Valley. They have offices in Visalia, Fresno and Porterville, California.

According to Davidson, over 20 percent of TCOE's assigned Ticket-holders are currently working above Substantial Gainful Activity in a variety of jobs, including management, accounting, clerical and trucking. Most provide earnings documentation necessary to submit for EN payments; each Ticket-holder is instructed to submit a pay stub as soon as it is received.

Supplementing the documentation submitted by Ticket-holders, Davidson uses The Work Number®, an income and employ-

ment verification service used by social service workers nationwide to determine eligibility for TANF, low-income housing, food stamps, welfare-to-work, cash assistance, Medicaid and other benefits.

"This is a great employment verification tool for Ticket to Work and in some cases can serve as an earnings statement as well," said Davidson. "We have had an account for several years as we contract with the Health and Human Services Administration for welfare-to-work programs, but I believe an EN would qualify as an agency who contracts with the SSA. The service is free to eligible agencies, but you might want to choose their service that also allows you to do a social security number search if you do not know where someone is working. We do this on Ticket-holders we can no longer locate. The charge for the social security number search is only \$1.50. It costs \$6.00 to print an earnings statement if a match is found."

The Work Number® bills monthly and

Davidson submits the printouts to MAXIMUS with all payment requests. She cautions to "be careful you don't print out a statement from an employer [the Ticket-holder] may have worked for in the past before they [assigned their] Ticket. You sometimes can't tell if they work there currently or several years ago."

In order to use The Work Number®, you must certify that you have an authorization on file signed by the employee to release employer information to you. This protects Ticket-holder confidentiality. Says Davidson, "We have an authorization we have signed by all Ticket-holders when they assign their Ticket to us."

To learn more about The Work Number®, visit www.theworknumber.com. To learn more about the Tulare County Office of Education, read their article in *Inside Employment Networks* - Volume I or visit www.tcoe.org/tickettowork. Karen Davidson can be reached at kdavidson@see.tcoe.org.

At Your Fingertips: Take Advantage of Valuable Ticket to Work Resources!

EN Capitalization Funding Project and Resource Directory

As an approved EN, you have already received information from MAXIMUS regarding the EN Capitalization Funding Project, an extensive and important tool that assists organizations in identifying new sources of up-front capital to support employment-related services offered to Ticket-holders.

For nearly three years, MAXIMUS has been operating the EN Cap Project, which is designed to offer pertinent information on accessing funding that not only will attract more organizations to sign on as Ticket to Work Program ENs, but will also allow existing ENs to expand and improve upon current supports offered.

The main highlight of the EN Cap Project is a 300-page EN Capitalization Resource

Directory filled with beneficial information on how to locate funding from various sources including government grants, foundations and private financial capital. The Directory also contains information on how to leverage funding from existing sources for providers serving individuals

EN CAP PROJECT STATS

- More than **7,000** copies of the EN Cap Resource Directory distributed
- Training delivered to more than **800** EN staff members at **39** EN Cap Project workshops across the country
- Technical assistance provided to over **900** individuals via phone calls and face-to-face meetings
- Grant assistance provided to several ENs that went on to receive foundation funding exceeding **\$500,000**

with intellectual, developmental and psychiatric disabilities, as well as One-Stops and providers in the education sector.

MAXIMUS staff provides regular teleconferences and training on how best to utilize all available EN Cap resources. A schedule of upcoming training may be found on the Ticket to Work Web site at www.yourtickettowork.com/en_cap_resource. On-site training may be possible if an EN is able to host an event for several other ENs.

If your organization would like to receive customized EN Cap Project information or is interested in hosting a training event, please contact Sandy Smith, EN Capitalization Manager, at (703) 236-6671 or sandrasmith@maximus.com. You may also contact Terry Martin, Training Manager, at (703) 236-6602 or terrymartin@maximus.com.

CTFC Ticket to Work Grantees “Swap” Ideas in San Francisco

Beginning in December 2004, the Community Technology Foundation of California (CTFC), with support from The California Endowment, awarded grants to five disability service organizations to participate in the Ticket to Work Program. The grants were intended to encourage the use of technology to increase access to healthcare and employment for nearly 600,000 Ticket-eligible individuals with disabilities in Northern California, Southern California, Central Valley, and the Inland Empire regions.

Award recipients included ENs Goodwill of Southern California, Sacramento’s Developmental Disabilities Services Organization, and Services for Employment and Education of the Tulare County Office of Education in Visalia. Two Benefits Planning, Assistance and Outreach agencies, Familia Unida Living with Multiple Sclerosis (FULMS) and TODEC Legal Center are also grantees.

On December 1–2, 2005, CTFC hosted a meeting convening all five grantees in San Francisco. The meeting offered an opportunity to share lessons learned in the field and impart important knowledge to each other; expose grantees to the versatile world of technology applications and their uses; respond to grantees’ needs, ideas and concerns; and begin planning for the next stage of development based on evaluation and sustainability concerns.

On Day One, grantees gave presentations using a “swap meet” approach. After a general introduction about their programs, each of the grantees presented two problems they faced during implementation. As a group, participants were then able to “swap” solutions, offering a very fun and creative outlet for sharing ideas.

Day Two offered a hands-on Tech Forum featuring guests from the Center for Accessible Technology (www.cforat.org),

Salesforce (www.salesforce.com), and the Bay Area Video Coalition (www.bavc.org). Each organization discussed their various tech innovations and applications, offering insight on additional ways technology can be incorporated into grantees’ work. Grantees were able to explore databases, experience the making of a digital video, and navigate accessible technology.

Representatives from Kawahara and Associates, the grant evaluators, along with sustainability consultant Jeanne Argoff of Disability Funders Network, and Sandy Smith, EN Capitalization Manager at MAXIMUS, were on hand to stimulate discussion and offer firsthand knowledge of funding for disability technology projects. Their invaluable presence encouraged the grantees to continually explore innovative resources.

To learn more about CTFC and its grantees, visit www.zerodivide.org.

Recently Approved Employment Network Providers

The Employment Networks below were approved June–December 2005. To view the complete EN Directory, visit www.yourtickettowork.com/endir .			
Advantage Training and Staffing	St. Petersburg, FL	Lepenseur Youth & Family Services, Inc.	Chicago, IL
AIDS Action Committee	Boston, MA	Libby Downes, MSW, LCSW	Zephyrhills, FL
Alianza Municipal de Servicios Integrados	Caguas, PR	Liberty Training Institute	Los Angeles, CA
Alliance, Inc.	Baltimore, MD	Lincoln Square Neighborhood Center	New York, NY
ARCA	Albuquerque, NM	Loren Douglas Alves	San Antonio, TX
Armstrong County Community Action Agency	Kittanning, PA	Management and Environmental Technologies, Inc. (MET, Inc.)	Philadelphia, PA
Bainbridge Advocacy Individual Network, Inc. (BAIN)	Bainbridge, GA	Midway Training Services, Inc.	St. Paul, MN
Brookhaven College	Farmers Branch, TX	Mil Al Mission in NY, Inc.	Flushing, NY
Brooklyn Alliance, Inc.	Brooklyn, NY	Network Technology Academy Institute	Somerville, MA
C and M Technology Inc.	Tumwater, WA	Opportunities Industrialization Center (OIC) of Wilson, Inc.	Wilson, NC
Career & Placement Center Universidad Del Turabo	Gurabo, PR	PAR, CDC	Greenville, NC
Catholic Charities Community Services, Archdiocese of New York	New York, NY	Partners in Placement, Inc.	Memphis, TN
Central Beauty School, Inc.	Eagan, MN	Passassured, LLC	Orange, TX
Cerebral Palsy of Northeast Florida, Inc.	Jacksonville, FL	Patrice Sharkey	New Lenox, IL
Choices Vocational Rehabilitation	Sherman Oaks, CA	PC Center	Desoto, TX
Citiwide Computer Training Center	Washington, DC	Peace Community Development Corporation	Miami, FL
City of Hope Urban Initiative	Duquesne, PA	Peoples Involvement Corporation	Washington, DC
CMBDO, Inc.	Charlotte, NC	Per4Max Medical, LLC	Grand Prairie, TX
Community Action Partnership of the Greater Dayton Area	Dayton, OH	Positive Effect Outreach Ministry Inc.	Philadelphia, PA
Community Learning Center	San Antonio, TX	Progressive Action & Restoration CDC	Greenville, NC
Community Renewal Team, Inc.	Hartford, CT	Puna Kamali'i Flowers, Inc.	Keauu, HI
Concept Schools, Inc.	Temecula, CA	Rehabilitation Auditing & Placement Services, Inc.	Carnegie, PA
COR Enterprises	Billings, MT	Return to Work Consultants, LLC	Grand Rapids, MI
Crescent College	Huntington Park, CA	Rich Vocational Services	Milwaukee, WI
Deaf Options, Inc.	Detroit, MI	Rooftop of Virginia CAP	Galax, VA
Dr. Gertrude A. Barber National Institute	Erie, PA	Rural Ulster Preservation Company	Kingston, NY
EAI Consulting & Training, Inc.	New York, NY	Sacramento Employment and Training Agency	Sacramento, CA
Ebony Village Preschool	Hollywood, FL	Savannah's Beauty School	Houston, TX
Employment Essentials	Montgomery, NY	Self Sufficiency at Work	Miami, FL
Enterpriz Cook County Foundation	Chicago, IL	Sisters Divinely Connected Ministries	Deer Park, NY
Familia Unida Living with Multiple Sclerosis	Los Angeles, CA	Solange Amalia Cleaning Services and Other Needs	Miami, FL
First Starr Rehabilitation and Behavioral Health	Wichita, KS	STRIVE DC	Washington, DC
Goodwill Industries of South Central California	Bakersfield, CA	Team 3 Family Counseling Center	Nevada City, CA
Gotcha Second Chance, Inc.	Dallas, TX	Texas Mental Health Consumers	Austin, TX
Grace Haitian United Methodist Church	Miami, FL	The Dominican American National Foundation	Miami, FL
Helping Hands	Pflugerville, TX	The Learning Community for Essential Lifestyle Planning	Holidaysburg, PA
Hogg's Automotive Training Academy	Dallas, TX	The Resource Network, Inc.	Pontiac, MI
Homewatch Caregivers	St. Louis, MO	The R.O.C.K. Center	Teaneck, NJ
Hope Evangelical Ministry	Miami, FL	Toga Staffing & Placement Services	South Windsor, CT
Horizon Employment Services	Philadelphia, PA	Total Remedy, Inc.	Concord, CA
House of Joy Transitional Programs	Vallejo, CA	Urban League of Greater Hartford	Hartford, CT
Housing Works, Inc.	Brooklyn, NY	Victims Service Center, Inc.	Miami, FL
Jackson Innovations, P.L.L.C.	Southfield, MI	VTC Enterprises	Santa Maria, CA
Jewish Employment and Vocation Services	Philadelphia, PA	Wabash Center, Inc.	Lafayette, IN
Joule Staffing Services	Edison, NJ	Workplace Dynamics	Los Angeles, CA
Kauffman Youth Development	Kent, OH	WorkSource for Dallas County	Dallas, TX

Ticket to Work Program Additional Information Request Form

Need additional Ticket to Work Program information? Please complete the following form, and we will be happy to contact you. Fax this information to **(703) 683-0957** or call us toll free at **(866) 968-7842 [TDD (866) 733-2967]** and ask to speak with the Employment Network Operations Department. You may also email us at enoperations@vourtickettowork.com.



We Want to Hear from You!

With the new year comes a new format for *Inside Ticket*, the official quarterly newsletter of the MAXIMUS Ticket to Work Program. We are pleased to offer this publication, a joint effort of all MAXIMUS Ticket to Work Departments, as a tool to ensure that ENs receive word of the most critical Program news, resources, events and statistics.

We welcome your feedback and are happy to incorporate your tips, best practices, partnerships, and noteworthy achievements into future editions of *Inside Ticket*. Please use the comment portion of this form to request additional Program information and to share your EN experiences.

Readers may also use this form to enroll in the Ticket to Work Program Ambassadors Bureau, an opportunity for Program stakeholders (current ENs, government agencies, community champions, advocates, employers, and Ticket-holders) to share experiences and Promising Practices with the Ticket Program at upcoming conferences and events in your community.

For more information on how to become an Ambassadors Bureau member, contact Felix Stump, EN Operations Analyst, at (703) 236-3405 or felixstump@maximus.com.

We thank you for your support and look forward to your contributions!

Tell us about yourself/organization:
Name
Title
Organization
EIN #
Address
Address
City/State/Zip
Phone
Fax
Email
Web Site
I would like to receive specific information on (check all that apply):
<input type="checkbox"/> EN Training Resources
<input type="checkbox"/> Payment Options/Requests
<input type="checkbox"/> Supplemental Funding Resources/EN Capitalization
<input type="checkbox"/> Monthly Beneficiary Referral List
<input type="checkbox"/> Joining Ticket to Work Ambassadors Bureau
<input type="checkbox"/> Sharing EN Promising Practices
Comments:

Visit us online at: www.yourtickettowork.com