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## Contacting MAXIMUS Ticket to Work Toll-Free Line

As an Employment Network, you may have noticed the addition of a new option when phoning the MAXIMUS Ticket to Work toll-free number. To better assist you, we have created a new option for Employment Networks calling with payment related questions.

Due to the increased volume of incoming payment requests, we have improved the way we address your payment related questions. Our trained Employment Network Coordinators (ENC) can help answer questions related to the payment process, and the status of submitted payment requests. While you may need to speak with a Payment Specialist regarding your specific payment request, most questions can be answered by one of our ENCs.



When phoning our toll-free number you will be offered an additional option for EN services. There are still four initial options on the main menu. After choosing option number

two for ENs from the main menu, you will now have a choice of EN options: option one for Payment issues, and option two for all other EN issues. Choosing option number one for payment questions will now connect you to an ENC who can address your payment related questions.

To best expedite these calls, you should have your EIN number, client SSN/Ticket number, and the specific questions readily available. The ENC can answer your questions and provide you with payment related information.

Some common questions and scenarios might include the following: You receive an Outcome Payment when you were expecting another Milestone payment, or you cannot obtain evidence of earnings from your ticket-holder and need to know if a Good Faith Letter and a Payment Request Form is sufficient. Perhaps you may have submitted the one-month evidence of earnings for Milestone Payment #1 and need to know if it should be resubmitted with the additional two months of earnings to satisfy Milestone Payment #2.

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## Message from the Training Manager:

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We continue to enjoy meeting ENs joining us for our new EN teleconference training programs. To those of you who have participated, we say thank you, and we are very pleased that you have found them to be informative and beneficial. We conduct the new EN teleconference training each month for ENs who have recently been approved by the Social Security Administration. The monthly teleconferences are open to all interested ENs. We are also noticing that a number of participants are staff from experienced ENs. Many of these individuals have recently assumed the Ticket responsibilities for their organizations. If such a change has occurred in your organization, please feel free to join us.

Our next teleconference training call for new ENs will be on July 14, 2005. Details and call-in in-

formation are provided in this issue. We are also in the process of scheduling another series of teleconference training programs to be conducted through the coming summer months. These teleconference training programs will focus on specific topics such as the Work Opportunity Tax Credit (WOTC), and EN Capitalization. We will be posting the date, time, and call-in information for these programs on our Web site, and also in upcoming issues of the e-Training Update.

If you have any questions about the teleconference training programs, please contact Michelle Grande.

Terry Martin, Ed.D. Training Manager

## Contacting MAXIMUS (continued from page 1)

Our staff receive a number of questions from Employment Networks who have submitted for a Milestone payment, and received an Outcome payment instead. This occurs because the individual who has assigned the Ticket is now working at a level that precludes the payment of Federal cash disability-based payment by Social Security. For Employment Networks under the Outcome/Milestone payment method, this has two significant benefits in regard to requesting and receiving payments under the Ticket to Work Program. The first benefit is that the Outcome payment is at a higher dollar amount. The second benefit is that the Employment Network now has the options available under the Certification Payment Request Process.

An explanation about these benefits may be helpful. Outcome payments under the Outcome/Milestone payment method are set at 34% of the Payment Calculation base (Outcome payments under the Outcome only payment method are set at 40% of the Payment Calculation Base). In addition, the Outcome payment is reduced by 1/60 of the amount of Milestone payments made. If an Employ-

ment Network were paid for all four Milestone payments for serving a Ticket-holder receiving Social Security Disability Insurance, the subsequent Outcome payments would be reduced by \$59, during 2005. If the Ticket-holder were receiving Supplemental Security Income, the subsequent Outcome payments would be reduced by \$35, during 2005.

The second benefit to an EN receiving Outcome payments is the Certification Payment Request Process and the options now available when requesting payments after establishing a history of Outcome payments on a particular Ticket. These options provide alternatives to continuously submitting evidence of earnings when requesting payments. ENC's are available to help you with questions about the options, and the process and requirements for submitting requests using the options available. We also invite you to access a two-page guide explaining the process and requirements that is available on our website. An increasing number of Employment Networks are using the options, and have found the process to be very user friendly.

Whatever the issues, questions or con-

cerns may be, our Payment ENC's can assist you.

For questions related to the status of a particular Ticket, or general program questions, you will want to choose option two. ENC's are available on this line to assist you with any questions you may have regarding the Ticket to Work Program.

### Join us for our July Teleconference Training!

**Topic:** New EN Orientation

**Date:** July 14th, 2005

**Time:** 1:00 - 2:00 PM EST

**Host:** Terry Martin

**Dial-In #:** 1-800-480-6924

**Participant Code:** 704 8361

## EN Capitalization Training Project

Sandy Smith has been conducting training programs on the Employment Network Resource Directory and strategic fundraising at locations throughout the country. The programs have been sponsored by MAXIMUS, and by local Employment Networks. The programs have been very well received. She will be conducting a program in July in California.

If you are interested in the program, or would like to host a training program in your area, please call Michelle Grande for information. Sandy will also be conducting a teleconference

training on **August 2, 2005, at 1:00 PM EDT**. The training will be approximately one and a half hours long. Topics to be addressed during the program include strategies for successful fundraising and accessing foundation support.

If you have questions about the Employment Network Capitalization Project, or developing successful fundraising strategies, please contact Sandy. She is available at our toll free number: **866.968.7842 Ext. 6671** direct dial: 703.236.6671



Sandy Smith, EN CAP  
Project Manager

## Connecting With Potential Clients Through Ticket to Work

Whether you are new to the Ticket to Work Program, an established Employment Network, or an agency that has been an EN but has not had the opportunity to move forward with the Program, we can provide assistance with getting new clients through your door.

As a participant in the Ticket to Work Program you may be wondering how to advertise your services to the community. Some beneficiaries may come to you by referral when they contact the Ticket to Work Program and request a list of service providers in their area. However, you may wish to take your outreach efforts a step further.

### Beneficiary Referral List

The Beneficiary Referral List is provided to active Employment Networks on a CD-Rom format. It contains a list of all Ticket eligible individuals and is provided on a one time basis to new ENs. It can be provided on a monthly basis, upon request, by contacting our Call Center on the toll-free hotline number.

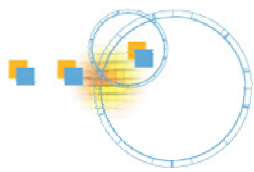
### How effective is your initial pre-screening process?

Screening calls is as important as marketing your organization to incoming callers. Some ENs use a separate phone line for Ticket-holders and may choose to have a pre-recorded message describing their services prior to connecting the caller to a live person. This

helps to identify your organization as an EN, as well as offer the Ticket-holder the ability to self-screen based on the information they hear.

Some ENs use a dedicated staff person to answer incoming Ticket-holder calls and to conduct pre-screening before the Ticket specialist gets involved. This decision can positively affect the amount of time spent on the phone, your ability to respond effectively to Ticket-holders, and your organization's bottom-line.

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



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](mailto:andreastapleton@maximus.com) for enrollment information. Type "CRC Enrollment" in the subject field and

include your Employer Identification Number (EIN).

Listed below are the courses available each month and the CRC Contact Hours for each course:

Understanding Social Security Administration Programs	2
Social Security Administration Employment Supports	2
Requesting Payment for Employment Networks	2
Management of the Ticket Process	3
Day to Day Functions of an Employment Network	2



### 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.



## 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](http://www.yourtickettowork.com)

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

Fax: 703-683-0957

Training resources for the business of Ticket!

We're on the Web!

[www.yourtickettowork.com](http://www.yourtickettowork.com)



### CD-ROM Training Now Available

EN Training Materials CD

1. IWP Development
2. Payment Process
3. Ticket Management

Contact your Ticket Training Team now!

## Join A Teleconference Training!

### Topic: **NEW EN Orientation Training**

Date: July 14th, 2005  
Time: 1:00 - 2:00 PM Eastern Time  
Host: Terry Martin  
Dial-In #: 1-800-480-6924  
Participant Code: 704 8361

**Topic Discussion:** To aid you as you begin to integrate The Ticket to Work Program into your current business process, please join the "New EN Orientation" Conference Call.

### Topic: **EN Capitalization Funding**

Date: August 2, 2005  
Time: 1:00 - 2:30 PM Eastern Time  
Host: Sandy Smith  
Dial-In #: 1-800-480-6924  
Participant Code: 733 6585

**Topic Discussion:** The EN Capitalization Project includes an EN Capitalization Resource Directory of information on how to access funding from government grants, foundations and private financial capital. We will discuss how to leverage funding from existing sources for service providers serving individuals with intellectual, developmental, and psychiatric disabilities, as well as providers in education and One-Stop systems. The EN Capitalization Training provides training on how to utilize these resources.



## Meet the MAXIMUS Training Team



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