



Ticket to Work Resources of Interest

If you are interested in learning more about the Social Security Administration's (SSA's) Ticket to Work program, check out the following resources!

Recorded Teleconferences: A variety of teleconferences have been recorded to provide easy access to additional information about the Ticket program. To check out recorded teleconferences, visit: www.cessi.net/ttw/resources.html.

Archived Webinars: Check out the Ticket to Work webinars that have been archived by CESSI's partners at Cornell University. To access the following webinars, visit: www.ilr.cornell.edu/edi/m-cessi-webinars.cfm:

- **Turning Diversity into Dollars: The Business Case for Hiring an Untapped Pool of Talented Employees** (July 30, 2009): Focused on employers as Employment Networks (ENs).
- **Service Providers as Employment Networks** (July 10, 2009): Focused on service providers as ENs.
- **EN Application Walk-Through** (June 25, 2009): Detailed instructions on how to complete the EN application, known as the Request for Proposal (RFP).
- **Ticket to Work 201** (April 29, 2009): Addresses more complex policy issues and issues of particular interest to One-Stop Centers, Mental Health providers, Youth Transition projects. Discusses Work Incentive Seminars (WISE Events).
- **Ticket to Work and Chronic Homelessness: Let's Dig Deeper** (March 26, 2009): A follow-up to an archived teleconference on chronic homelessness.
- **Ticket Tools to Support You as an Employment Network** (February 27, 2009): SSA, DOL's Employment and Training Administration, and CESSI hosted a Ticket to Work webinar for Workforce Development entities.

The following archived webinars are at: www.ilr.cornell.edu/edi/m-cessi.cfm:

- **Ticket 101** (July 21, 2008): Provides basic information about the Ticket program, highlights regulatory improvements, and explains the two EN payments systems (Outcome and Outcome/Milestone) in detail.
- **Ticket Payment Process** (July 11, 2008): Provides details on the EN payment process and introduces the three options for submitting Requests for EN Payments. Particularly useful for potential and new ENs.

Podcasts: If you prefer listening to a podcast, check out the Ticket to Work episodes of "Disability Law Lowdown" at <http://dll.ada-podcast.com> or the Depression Bipolar Support Alliance at <http://www.softconference.com/dbsa/sessionDetail.asp?SID=168864>.

Thinking about Becoming an Employment Network (EN)?

EN Application--Request for Proposals (RFP): If you are interested in becoming an EN under the new Ticket program, you will need to complete an application called the EN RFP which can be downloaded at www.ssa.gov/work/enrfp.html.

CESSI: If you would like assistance in completing the EN RFP, CESSI, SSA's Program Manager for Recruitment and Outreach for the Ticket program, has several resources. Account Managers are available to provide consultation and individualized technical assistance as you complete the EN RFP and a complimentary review of your completed RFP to assure accuracy—which expedites approval by SSA. Connect with the Account Manager assigned to your geographic area or type of organization at: www.cessi.net/ttw/contactus.html.

CESSI also offers bi-weekly EN Application Walk-Through Teleconferences every other Wednesday at 2:00 pm Eastern Time. These free teleconferences will guide you through the entire application, section by section, page by page. Call 1-877-743-8237 (V/TTY) or e-mail application@cessi.net to get the call-in information.

SSA's Employment Network Contract Team (ENCT): The ENCT is also available to answer questions about the EN RFP, walk you through the EN contract award process, and help you complete your application. Contact SSA ENCT at 1-866-584-5180 (V) or 1-866-584-5181 (TTY), or e-mail encontracts@ssa.gov.



Assistance Continues After You Become an EN!

MAXIMUS, SSA's Operations Support Manager for the Ticket, offers a wide array of training and support services to help you get started, develop and implement your business model, and operate your Ticket program. Contact MAXIMUS at 1-866-968-7842 (V) or 1-866-833-2967 (TTY) or visit www.yourtickettowork.com

- **Ticket Training Tuesdays** are interactive training modules designed to assist ENs and State VR agencies with the fundamentals of working within the Ticket program. These toll-free conference calls occur every Tuesday at 1:00 pm EST. They last 60 to 90 minutes and are open to anyone. There is no need to pre-register. The call number and participate code are the same for each call. Simply dial 1-800-480-6924. The participant code is "Ticket to Work."

Beneficiary Outreach: Working with local Work Incentives Planning and Assistance (WIPA) Projects, CESSI facilitates community Work Incentive Seminars (WISE) and other outreach activities involving national and community partners to help connect beneficiaries with ENs. Contact CESSI at 1-877-7438237 (V/TTY) for more information or visit www.cessi.net/WISE/.

Cool Tools

Employment Network (EN) Revenue Estimator: An online tool allows you to estimate Ticket revenue based on your answers to a few key questions. Visit the CESSI web site at www.cessi.net/en_estimator/.

Individualized Work Plan (IWP) Template: This template includes all of the elements that must be included in an IWP to meet the requirements of the Ticket program. Visit the MAXIMUS web site at: www.yourtickettowork.com/training_2.

18-Month Prior Earnings Tool: This tool can be used as you work with a beneficiary to assess his/her work history during the 18 months just prior to Ticket assignment. Visit the MAXIMUS web site at www.yourtickettowork.com/training_2.

Employment Network Handbooks: Two new handbooks, one for Service Providers and one for Employers, explain the Ticket program, how an organization can become an EN, and the benefits of becoming an EN. The *EN Handbook for Service Providers* provides an overview of the new Ticket regulations, detailed information on how to become an EN, examples of EN models, and information on options for partnering with State VR agencies under the new Ticket regulations. It highlights resources of interest to service providers and beneficiaries with disabilities. In addition to providing detailed information on how to become an EN, the *EN Handbook for Employers* provides information specific for employers such as dispelling myths and facts about individuals with disabilities and employment, work place accommodation resources, and other incentives for hiring individuals with disabilities (i.e., the Work Opportunity Tax Credit). Visit CESSI's Ticket to Work Resources page at www.cessi.net/ttw/resources.html to download these valuable resources.

SSA Redbook: A summary guide about employment supports for individuals receiving benefits under the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs. This document is updated annually and provides a great summary of SSA's Work Incentives. Available at www.ssa.gov/redbook.

For more information on the Ticket to Work program

- Visit SSA's Work Site: www.ssa.gov/work
- Visit CESSI's Ticket to Work Recruitment & Outreach site: www.cessi.net/ttw
- Visit the MAXIMUS Ticket Operations site: www.yourtickettowork.com

To learn about "Ticket Traffic" in your state, check out SSA's Ticket Tracker: www.socialsecurity.gov/work/tickettracker.html

For presentation and general requests, please email tickettowork@cessi.net.

If you have policy-related questions about the Ticket program, submit them to: TicketProgram@ssa.gov.