



# 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](http://www.cessi.net/ttw/resources.html).

**Archived Webinars:** Check out the Ticket to Work webinars archived by CESSI's Ticket partner, Cornell University.

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

Additional archived webinars can be found at: [www.ilr.cornell.edu/edi/m-cessi-webinars.cfm](http://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.

**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 Proposal (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](http://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](http://www.cessi.net/ttw/contactus.html).

CESSI also offers 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](mailto: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](mailto:encontracts@ssa.gov).



# Ticket to Work Resources of Interest

## Assistance Continues After You Become an EN!

**MAXIMUS**, SSA's Operations Support Manager for the Ticket program, 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](http://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 inform beneficiaries about SSA Work Incentives and to connect them with ENs. For more information, contact CESSI at 1-877-743-8237 (V/TTY), or visit: [www.cessi.net/WISE/](http://www.cessi.net/WISE/).

## Cool Tools

**Employment Network (EN) Revenue Estimator:** This 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/](http://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](http://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](http://www.yourtickettowork.com/training_2).

**Employment Network Handbooks:** Two new handbooks are now available at: [www.cessi.net/ttw/resources.html](http://www.cessi.net/ttw/resources.html).

- The **Employment Network 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 options for partnering with State VR agencies under the new Partnership Plus service delivery option. It includes resources of interest to service providers and beneficiaries with disabilities.
- The **EN Handbook for Employers** provides detailed information on how employers can become ENs and highlights resources of particular interest to employers (e.g., facts about individuals with disabilities and employment, resources on work place accommodations, and information on the Work Opportunity Tax Credit).

**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](http://www.ssa.gov/redbook).

## For More information on the Ticket to Work Program

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

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

Policy-related questions about the Ticket program should be submitted to: [TicketProgram@ssa.gov](mailto:TicketProgram@ssa.gov).