



Quarterly All Employment Network (EN) Call

August 17, 2017 • 3:00 – 4:30 p.m. ET

Participant Dial-in Number: (888) 299-7210 • Conference ID: 383-827

Quarterly All EN Call Agenda

1. Introductions and updates
2. Ticket Program Agreement (TPA)
3. Training package and posters for SSA Field Offices
4. Website enhancements
5. Guest speaker on Promoting Opportunities Demonstration (POD)
 - Questions
6. Partnership Plus: The Virginia Service Delivery Model
 - Questions
7. EN development and training updates
8. Ticket program outreach
9. Questions

Ticket Program Agreement (TPA)

- EN Signatory Authorities are required to sign the TPA, update the EN information sheet and return documents to ENservice@ssa.gov by Sept 1, 2017
- For more information visit:
 - <https://yourtickettowork.ssa.gov/web/ttw/resource-e-documents>
 - Ticket Program Agreement (TPA) – Review Presentation
 - TPA Frequently Asked Questions (FAQ)
 - <https://yourtickettowork.ssa.gov/web/ttw/events-archive>
 - July 25 All EN Payments Call reviewed the TPA changes for payments
- If you are unsure if SSA has received your TPA, please ask for confirmation from EN Service

The screenshot displays the Ticket to Work Information Center website. The page title is "TTW / Information Center / Resource Documents". The main content area is titled "Resource Documents" and contains the following information:

Resource Documents
There are several resources available to service providers as they work with beneficiaries. Check this section of the Information Center frequently for updated resources and tools.

Program Resources

- Blackboard Collaborate: Guest Access and Conferencing Features (PPT)
- Ticket Program Agreement (TPA) - Review Presentation (PDF) *New!*
- Ticket Program Agreement (TPA) - Frequently Asked Questions (DOC) *New!*
- IVR Messages to Beneficiaries (DOC)
- How to Become an Employment Network (PDF)
- Employment Network Suitability Guide (DOC) *Updated!* (PDF) *Updated!*
- State VR Agency Suitability Guide (DOC) (PDF)
- Completing Manual Ticket to Work Transactions (DOC) *Updated!*
- Informing Beneficiaries of the Goals of the Ticket to Work Program: Employment, Benefits Reduction and Self Sufficiency (PDF)
- Things to Consider When Choosing an EN (PDF) (DOC)
- Encrypting Word & Excel files (PDF)
- Encrypting PDF files (Link)
- Role of the Ticket Coordinator (PDF)

Tools for Success

- Self-Assessment Tool for Potential ENs (DOC)
- Ticket to Work Intake Tool (DOC)
- 18-Month Look Back Tool (XLS)
- Monthly Earnings Estimator (XLS)

Payments Resources

- Guide to Payments Under the Ticket to Work Program (PDF) (DOC)
- EN Payments Checklist Guide (PDF) *Updated!*
- Beneficiary Overpayments Fact Sheet (DOC)
- Payment Denial Reasons under the Ticket to Work Program (PDF) (DOC)

The left sidebar contains navigation links: Calendar of Events, Suitability, Ticket Terms A to Z, Ticket Portal, Training, Forms, Events Archive, and Additional Resources.

Promoting Opportunity Demonstration

Debra Engler and John Jones

Office of Research, Demonstration, and Employment Support

August 17, 2017

POD Background

Purpose

- Section 823 of the Bipartisan Budget Act of 2015 requires SSA to conduct a five-year (2017 to 2021) demonstration to test a benefit offset for Social Security Disability Insurance (DI) beneficiaries, including a simplification of work incentives, intended to promote employment.

Section 823 of the Bipartisan Budget Act of 2015

- Benefits offset \$1 for every \$2 earned greater than the beneficiary's impairment-related work expenses (IRWE) or a threshold determined by SSA but no greater than SGA
- Entitlement to benefits may terminate due to work if benefits are reduced to zero
- The Trial Work Period and Extended Period of Eligibility do not apply
- Continued Medicare eligibility for 93 months after termination, if the impairment continues

Project Activities

Implementation

- Awarded a contract to Abt Associates in January 2017 to implement the project
- Contractor planning procurement with State Vocational Rehabilitation Agencies or Work Incentive Planning and Assistance agencies in site locations in eight states (AL, CA, CT, MD, MI, NE, VT, TX) to coordinate earnings and IRWE collection and provide benefits counseling services

Evaluation

- Awarded a contract to Mathematica Policy Research in December 2016 to evaluate POD
- Analysis of data on characteristics and outcomes of participants to determine impact of intervention; includes process, participation, impact, and cost-benefit analyses; surveys of participants at baseline, and 12 and 24 months after enrollment
- Interim Impact Report: Draft due April 2020; Final Impact Report: Draft due August 2021

Intervention Design

Randomized Experiment

- Recruit and enroll (starting November 2017) 15,000 volunteers to randomly assign into three groups
- Approximately 5,000 per group
 - Control group continues under current law rules
 - One treatment group receives the benefit offset and no termination of entitlement in full offset (benefits are zero)
 - Second treatment group receives the benefit offset with termination of entitlement after 12 consecutive months in full offset

Intervention Design

Randomized Experiment

- Each month, beneficiaries must report earnings and IRWE for the prior month to offset the benefit paid in the following month
- The standard POD monthly offset threshold is the TWP-level of SGA (\$840 in 2017)
- All participants volunteer and provide written informed consent

Eligibility

- DI Worker beneficiaries at least age 20 and under 62 throughout the project

Recruitment

Indirect Outreach

- **Goal:** Indirect outreach uses key stakeholders (i.e. ENs) as trusted sources of referrals to raise awareness about POD and to instill trust that POD is a legitimate SSA project.
- The stakeholders who believe their client could benefit from POD may:
 - request a study information package for the beneficiary,
 - direct their client to the POD website, OR
 - provide their client with the toll free number for POD.
- **Preparation:** Mathematica Policy Research webinars:
 - Fall 2017
 - Winter 2018
 - Spring 2018

Recruitment Areas

State	Counties
Alabama	All
California	Los Angeles, Orange, and San Diego counties
Connecticut	All
Maryland	Anne Arundel, Baltimore, Baltimore City, Harford, Howard, Montgomery, and Prince Georges counties
Michigan	Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, Kent, St. Joseph, and Van Buren counties
Nebraska	Adams, Buffalo, Douglas, Hall, Lancaster, and Sarpy counties
Texas	Bexar, Dallas, and Tarrant counties
Vermont	All



Questions?

Guest Speaker Presentation

Partnership Plus: The Virginia Service Delivery Model

Presented by:



David Leon (Virginia Department for Aging and Rehabilitative Services) &



Missy Crawford-Smith (**ServiceSource**)



Partnership Plus: The Virginia Service Delivery Model

About DRS

- Virginia's federally mandated Vocational Rehabilitation (VR) program
- Assists individuals with disabilities to prepare for, enter, and maintain employment
- Focus is on **EMPLOYMENT**
- Participation is **VOLUNTARY**

Partnership Plus: The Virginia Service Delivery Model

The VR Counselor

- An expert in disability and career counseling
- Determines eligibility for DRS services
- Identifies barriers to competitive employment
- Helps develop employment goal
- Develops Individualized Plan for Employment (IPE) with steps to achieve student's employment goal

Partnership Plus: The Virginia Service Delivery Model

Virginia Model

- Partnership Plus and Administrative EN Models
- Fee for Service Work Incentive Services
- Work Incentive Specialist Advocates(WISA)
- WorkWORLD for the Web
- Benchmark Retention Payments
- Work Incentive Specialist Position and Manual
- NENA and NABWIS membership and participation

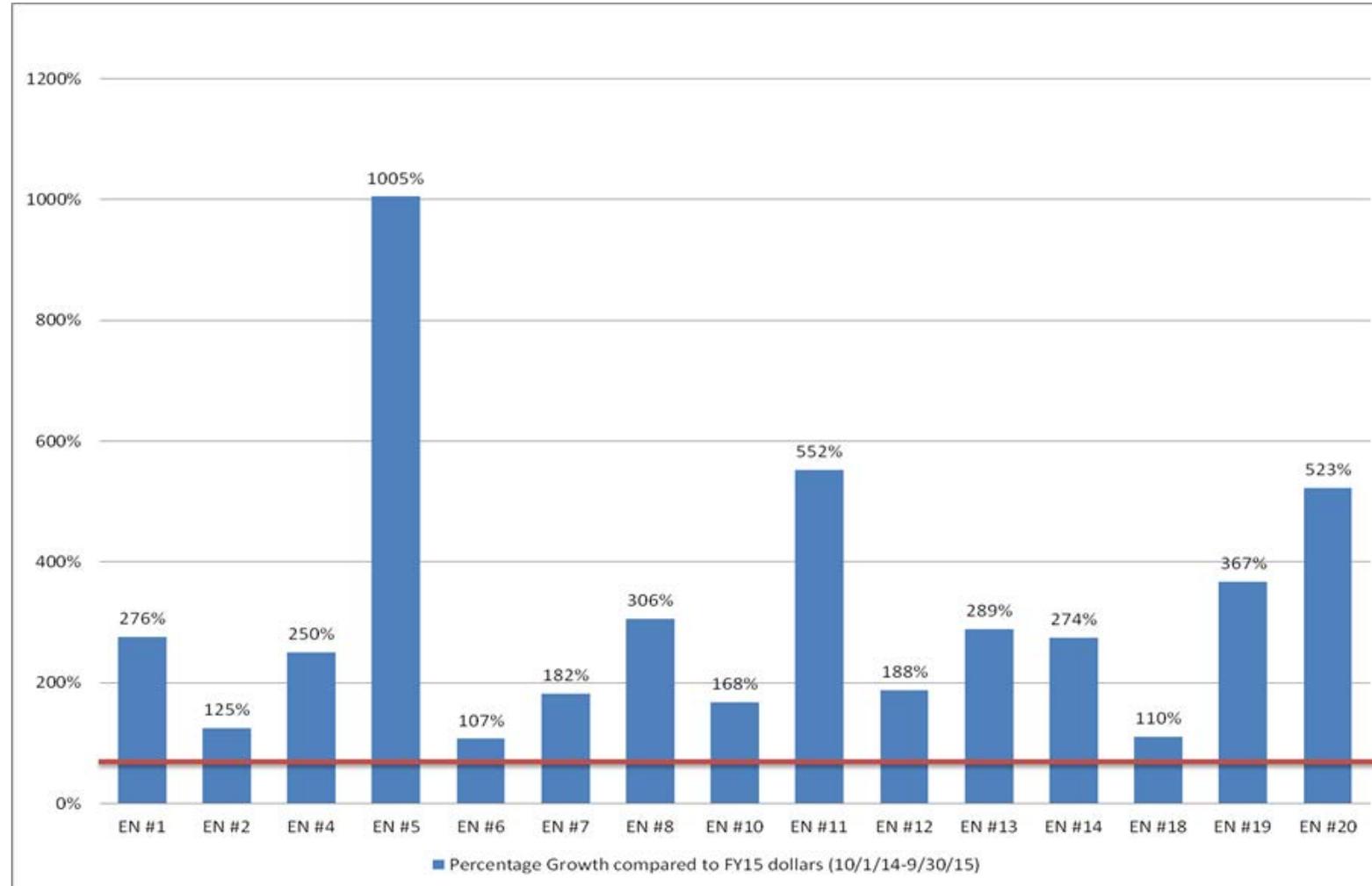
Partnership Plus: The Virginia Service Delivery Model

Ticket to Work in Virginia

- Partnership Plus agreement
- Benchmark Retention payments
- 21 current agreements
- 12 Administrative EN agreements
- FFY 2015 Ticket Program funding
 - Over \$930,000 to statewide partners

Partnership Plus: The Virginia Service Delivery Model

Percentage Growth compared to FY15 dollars (10/1/14 – 9/30/15)





Ticket To Work &
Partnership Plus



ServiceSource Overview – Who We Are

- ▶ Founded in 1971
- ▶ Regional Offices in Virginia, Delaware, Florida, North Carolina
- ▶ Contracts in 30 states, District of Columbia, and Puerto Rico
- ▶ A leading resource for people with disabilities, families, partners, and employers
- ▶ Collaboration to foster a more supportive and inclusive community where individuals can succeed and thrive





ServiceSource Overview – Who We Are





FY 2016 Corporate-wide Outcomes

- ▶ More than 23,000 individuals with disabilities served
- ▶ Directly employed or facilitated employment of more than 1,400 individuals with disabilities
- ▶ Placed more than 850 individuals with disabilities with third-party community employers
- ▶ Provided long-term habilitation services to more than 550 individuals
- ▶ Provided specialty services, such as autism spectrum, veterans, senior/aging services, housing and family supports





Types of Services Offered at ServiceSource

- ▶ Individual Supported Employment
- ▶ Benefits Counseling
- ▶ Career Center
- ▶ Community Employment/ Ability One
- ▶ Group Supported Employment
- ▶ Long Term Community Integration Services
- ▶ Community Support Services
- ▶ Family Support Services
- ▶ Assistive Technology Lab

All ServiceSource programs follow a person-centered, customized approach!





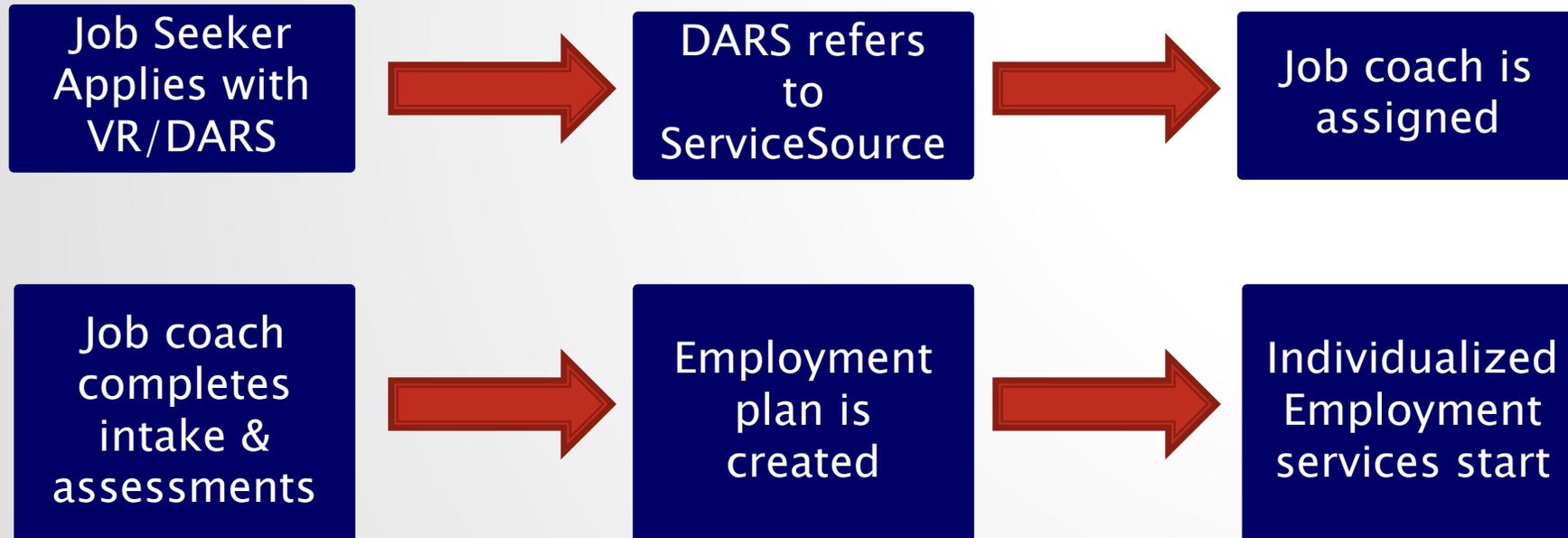
Partnership Plus Overview

- ▶ Partnership with DARS/VR started in 2009
- ▶ ServiceSource currently has:
 - 21 assigned Tickets through Partnership Plus
 - 15 identified that are potential hand offs
- ▶ Work Incentive Services - With assistance from DARS, several ServiceSource job coaches have achieved WISA certification through the Cornell program)



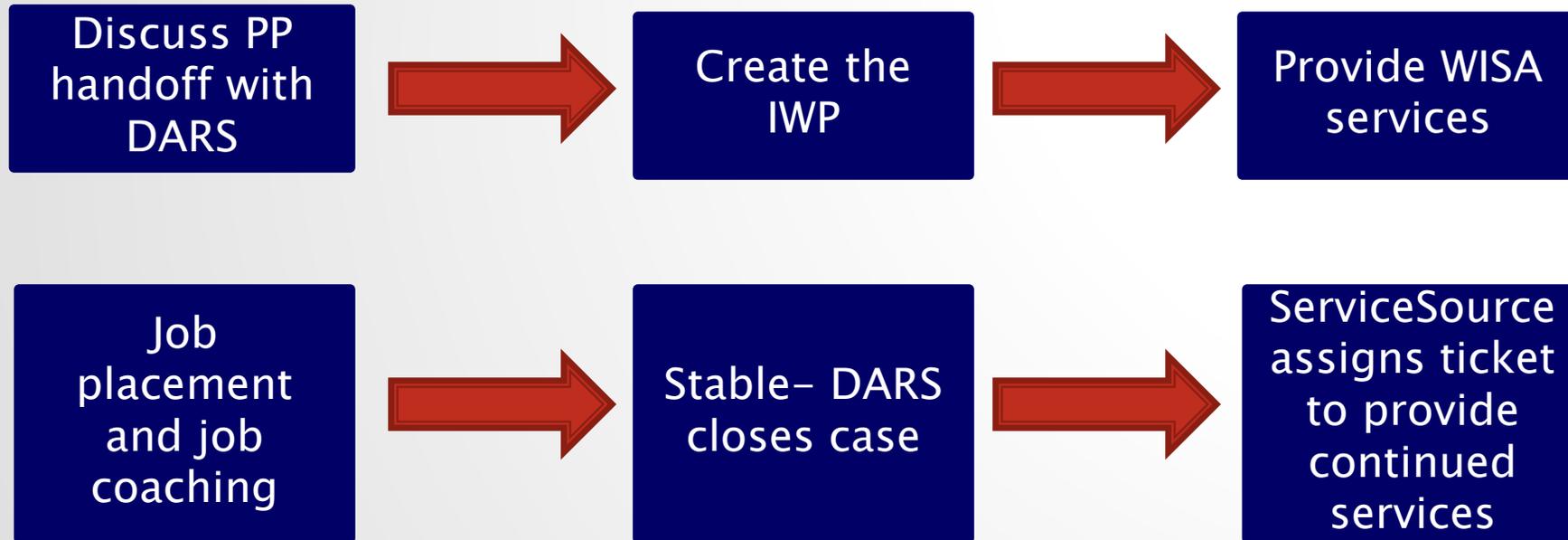


Individual Supported Employment





Individual Supported Employment





Example case- Meet Ben!

(Names have been changed to protect PII)

- ▶ Ben applied for services with DARS and his case was opened. He chose ServiceSource to provide job services
- ▶ Job development services were provided with ServiceSource Autism employment program starting in March 2017
- ▶ A situational assessment was completed in the food service/customer service industry in March
- ▶ Employment goal was established





Example case- Meet Ben!

(Names have been changed to protect PII)

- ▶ Job placement services were provided to Ben
- ▶ Ben was referred for Work Incentive services with ServiceSource
 - Discussed work, benefits and Ticket to Work
 - Completed BS&A and WorkWORLD
- ▶ Ben secured a position in May
 - Job coaching services continue
- ▶ When job coaching finishes and job stability is met, DARS will close the case
- ▶ ServiceSource will assign the Ticket/submit IWP the next day to provide long term employment support





Benefits of Partnership Plus

- ▶ **Support** - Partnership Plus provides seamless employment support and Work Incentives support for the Ticketholder
- ▶ **Communication** - Partnership Plus opened communication between with DARS Counselor, DARS TTW Coordinator, Job coach, WISA
- ▶ **Easy** - Partnership Plus allows us to easily prepare and assign tickets with no lag
- ▶ **Financial Incentives** - Partnership Plus with DARS allows for benchmark payments for Ticketholder successes





Contact information

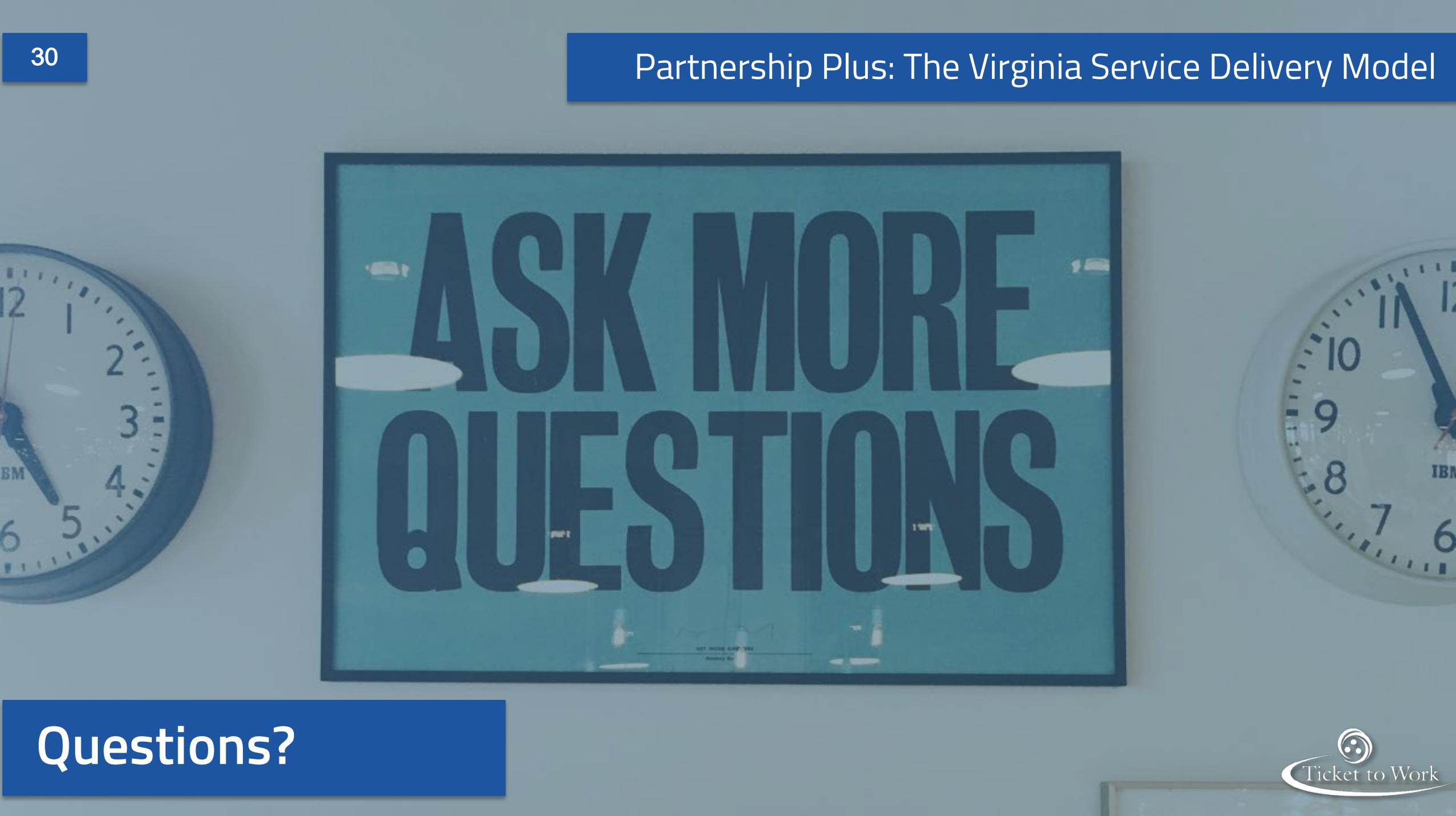
David Leon

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**ASK MORE
QUESTIONS**

Questions?

Partnership Plus: The Virginia Service Delivery Model

Contact Information

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Service Provider Foundations Training

- Effective September 1, 2017 the training is mandatory for:
 - EN key contact(s) responsible on TPA for Ticketholders, payments, and TPA inquiries.
 - New employees with these responsibilities that start after TPA award
- New ENs must complete before being activated and allowed to serve beneficiaries
- Complete training within 60 days after:
 - New EN award date
 - Social Security is notified of key staff change
- More information at <https://yourtickettowork.ssa.gov/web/ttw/service-provider-foundations>

Ticket Program Outreach

- Access the Service Provider Toolkit:
<https://choosework.ssa.gov/provider-resources.html>
- To help spread the word about WISE webinars or to volunteer to present on a webinar: ChooseWork-Webinars@choosework.ssa.gov
- Read the newest Ticket to Work success story:
<https://choosework.ssa.gov/library/sandy-success-story>
- To submit a success story idea or volunteer to be a guest blogger:
ChooseWork-Stories@choosework.ssa.gov



**ASK MORE
QUESTIONS**

Questions?