

Effective Practices Webinar Series- Part 1 Compendium

Below are brief summaries of the webinars included in Part 1 of the Effective Practices Webinar Series sponsored by the Operations Support Manager for the Ticket to Work program (OSM). This series is designed as a platform for peer learning for service providers participating in the Ticket to Work program. The practices are replicable and adaptable for use by Employment Networks (EN), State Vocational Rehabilitation (VR) agencies and Workforce ENs. During the series, service providers shared policies, practices, procedures, partnerships, and business models with demonstrated success in assisting Social Security beneficiaries with disabilities to enter employment leading to economic self-support. Power Point presentation slides, MP3 recordings and related materials provided by the presenters are available under the individual webinar titles listed on the Effective Practices webpage (<https://yourtickettowork.com/web/ttw/effective-practices>).

Effective Practices: Building Internal VR Field-Based Capacity to Increase Cost Reimbursement Outcomes (1/8/13)

Presenter

Cheryl Liss is the liaison/ point of contact for beneficiaries inquiring about assistance from Michigan Rehabilitation Services (MRS) and the Ticket program. She also serves to assist MRS staff as they work with Social Security beneficiaries.

Summary

Ms. Cheryl Liss, Michigan Rehabilitation Services (MRS), provides a brief overview of key processes, procedures and tools that MRS developed to ensure success in serving beneficiaries with disabilities. Ms. Liss discusses ways to facilitate staff engagement; to encourage inter-agency collaboration across state agencies and with community partners; and to develop internal “champions” to assist and promote a better understanding of the Ticket program. She provides examples of processes that have resulted in systematic change that may be adaptable to other states. The three tools that MRS uses to assist VR counselors in informing beneficiaries about the Ticket program and to ensure systematic information dissemination are briefly described below and are available on the Ticket to Work website through the link provided.

1. *An Overview of the Social Security Ticket to Work Program* (6/2012) provides facts and relevant information about the Ticket program, including information on the timely progress guidelines and the timely progress review process.
2. *Social Security Ticket to Work and Work Incentives Resources* (8/2012) provides quick access to definitions, job descriptions, information on resource and contact information for state and federal assistance such as the Plan to Achieve Self-Support (PASS) Specialist and Work Incentive Liaisons.

3. *Social Security, Ticket to Work Quick Reference Ticket Placement Desk Aid* (7/2012) is designed to expedite Ticket assignment/un-assignment procedures and support VR field staff as they work with Social Security beneficiaries.

Effective Use of Labor Market Information Resources and Tools in Career Planning and Job Seeking (2/20/2013)

Presenters

Jennifer M. Clearly, Heldrich Center for Workforce Development at Rutgers University
Jennifer Clearly performs a variety of research, evaluation, and capacity-building activities. Her current work is focused on understanding and improving the responsiveness of higher education to the emerging needs of the labor market and assisting policymakers and educators to build industry-focused workforce strategies. Several recent projects have been focused on addressing workforce challenges in the nation's transportation industry. Clearly has over 10 years of experience managing social service programs. Clearly earned her master's degree from the Edward J. Bloustein School of Planning and Public Policy at Rutgers University.

Sherman Gifford has served as the Manager of The Choice Group's Ticket to Work program since 2009. He is a Certified Rehabilitation Counselor (CRC), a Certified Work Incentive Specialist, and a Licensed Professional Counselor (LPC) who has been providing supported employment services to individuals with disabilities, helping them to achieve their employment goals, since 1994.

Kevin Nickerson has been working for Challenge Workforce Solutions, a non-profit rehabilitation agency, since 1994. His current workload includes providing technical assistance to the Workforce Development system under a contract with the National Disability Institute and serving as the Disability Resource Coordinator, State Lead, for the Disability Employment Initiative (DEI). Mr. Nickerson has worked in a variety of capacities over the years, including assisting individuals with disabilities to connect with gainful employment. From 2003-2010, he worked under contract with Tompkins Workforce New York as a Disability Program Navigator. He has been an SSA Disability Benefits Specialist for over 18 years, serving as a Community Work Incentives Coordinator for several years. Mr. Nickerson is well known for his work with ENs in his local community, throughout the state of New York, and nationally.

Summary

Jennifer Clearly, Sherman Gifford and Kevin Nickerson provide an overview of Labor Market Information (LMI) and discuss how this information can be used in working with beneficiaries to help them identify employment/career goals that are likely to lead to long-term employment success. The presenters describe the different types of LMI information, highlighting the advantages, disadvantages and the varying types of information available on two websites: the Bureau of Labor Statistics Information and Real Time Jobs Data. They offer suggestions and share tips on how service providers can decode and use LMI in their daily work with Ticket Holders. They demonstrate how

LMI can be used to identify labor market opportunities available in different geographic areas, review forecasts related to growing and emerging markets, and identify declining occupations. Using this information, service providers can assist beneficiaries to identify the most promising employment opportunities in their local communities that are in keeping with their skills, abilities and interests. Such information can be very useful in assisting beneficiaries to develop Individual Work Plans that include SMART (Specific, Measurable, Achievable, Realistic and Timely) employment goals with significant potential to lead to economic self-sufficiency. Two case examples, one highlighting a traditional EN and one highlighting a Disability Employment Initiative (DEI) workforce EN, are used to demonstrate the use of LMI in developing service plans.

"Labor Market Information really can help you to target your resources towards the most promising opportunities for job seekers, really understanding your local labor market in a new way".

Jennifer M Clearly, Heldrich Center for Workforce Development at Rutgers University

"Labor Market Information is a valuable tool for identifying national trends and helping in the career counseling process. Our goal is to consider information from all possible sources. We look at internet resources, professional networking, and knowledge of local job markets, so we can make an effective match between a beneficiary's knowledge, experience and interest and a potential occupation."

Sherman Gifford, The Choice Group

Effective Use of Work Incentive Planning Services to Increase Employment Outcomes, Job Retention, and Self-Sufficiency (3/19/2013)

Presenters

Dr. Richard Rosenberg, Career Connections, Whittier Union High School District received his Ph.D. in Behavioral Disabilities and Educational Administration from The University of Wisconsin, Madison. He has over 30 years experience in teaching and special education administration, including serving as a faculty member at California State University, Los Angeles from 1980 to present. Currently, Dr. Rosenberg serves as the Vocational and Training Coordinator for Whittier Union High School District's Career Connection where he coordinates vocational and career support for special education students in five comprehensive high schools and two alternative high schools. He also provides technical assistance to several agencies providing Supported Employment and Supported Living Services for adults. Prior to this, he worked under a number of Interagency Systems Change grants linking Education, Rehabilitation, and Developmental Disabilities services at a local, state, and national level. He also provided training for staff at the California Department of Vocational Rehabilitation, addressing topics such as Transition-Age Youth with Mental Illness, Autism Spectrum Disorder, SSA Benefits Planning and Management, Employment Preparation, Job Development and Placement, and Systems/Program Assessment, Planning and Development.

Jolene Wyler is the Director of Utah Work Incentives Planning Services, a project of the Utah State Office of Rehabilitation. She has eleven years of experiences as a Benefits Specialist and is a Certified CWIC. In addition to coordinating quality assurance and program development, Ms. Wyler manages grant funding and budgeting for the program. Ms. Wyler serves on Senator Hatch's Advisory Committee on Disability Issues, is a board member for the National Association of Benefits and Work Incentive Specialists (NABWIS), and was involved in creating the Work Incentives Planning Services program in Utah.

Tammy Liddicoat has served as the Executive Director of Employment Resources, Inc. (ERI) since January 2007. ERI is a private, non-profit organization located in Madison, Wisconsin with a mission to advance employment, healthcare and financial security for individuals with disabilities. ERI provides work incentives benefits counseling, career facilitation and assistive technology services for individuals with disabilities. ERI also offers statewide outreach, training and technical assistance to Wisconsin benefits specialists, human service professionals, individuals with disabilities, disability advocates, and government agencies regarding the intersections of disability, public benefits and employment issues. ERI has been a very successful EN for a number of years. ERI started as a statewide EN serving beneficiaries throughout Wisconsin. After experiencing significant success, ERI expanded to become a multi-state EN. ERI's most recent initiative focuses on serving beneficiaries who are exiting the public vocational rehabilitation system.

Summary

Presenters highlight empirical findings, provide tips on partnership development, and introduce evidence of how the availability of a continuum of services can maximize the use of the work incentives for Social Security beneficiaries. They discuss the importance of providing benefit advisement and planning services at every point in a beneficiary's decision making process, allowing for a smooth and seamless transition off of disability benefits. Additional information is provided focusing on a systematic process demonstrating the key factors leading to increasing employment outcomes and job retention for beneficiaries seeking to achieve economic self-support. The underlying theme is that a coordinated system of services and supports involving the active engagement of natural and ancillary systems can be critical keys to employment success.

Dr. Rosenberg speaks about the value of Work Incentives Planning and Assistance (WIPA) services in helping youth with disabilities and their families to understand the value of work and to overcome fears resulting from widespread myths about Social Security benefits and work. He notes two unique features of Career Connections: 1) Using training with wages in real-life situations to get youth in the habit of reporting wages to Social Security field offices; and 2) Having Community Work Incentives Coordinators (CWICs) attend Individual Education Plan (IEP) meetings on an ongoing basis. These CWICs provide benefits advisement, reviewing applicable work incentives

such as the Student Earned Income Exclusion. Dr. Rosenberg provides a few case examples, including an example of a Partnership Plus handoff.

Jolene Wyler and Tammy Liddicoat discuss the role of benefits advisement and planning services as a tool to assist beneficiaries exiting the State Vocational Rehabilitation (VR) system to achieve and maintain self-supporting employment. Ms. Wyler focuses on the advantages of having services available throughout the VR process. She highlights a data-driven approach that her agency uses to facilitate enhanced and vital working relationships between beneficiaries and their VR counselors. Ms. Liddicoat stresses the value of ENs providing ongoing supports that focus on advice about Social Security work incentives and benefits planning assistance. Tips are provided on how to develop meaningful partnerships between State VR agencies and ENs that have the potential to benefit everyone involved (the beneficiary, the VR agency and the EN). Preliminary evidence indicates that such partnerships have the potential to increase the number of beneficiaries achieving long-term, self-supporting employment. VR agencies who take advantage of the ongoing supports available through ENs are likely to see increases in their cost reimbursement revenue, decreases in the VR resources used for post-employment services, and decreases in the number of beneficiaries reapplying for VR services.

“It is to our advantage to start as early as possible educating, informing, bringing awareness up regarding Social Security benefits, available work incentives and the myths that are out there.”

Dr. Richard Rosenberg, Career Connections – Whittier Union High School District

Employment Network Partnerships That Increase Employment Outcomes and Self-Sufficiency (4/24/13)

Presenters

Tammy Liddicoat has served as the Executive Director of Employment Resources, Inc. (ERI) since January of 2007. ERI is a private, non-profit organization located in Madison, Wisconsin with a mission to advance employment, healthcare and financial security for individuals with disabilities. ERI provides work incentives benefits counseling, career facilitation and assistive technology services for individuals with disabilities. ERI also offers statewide outreach, training and technical assistance to Wisconsin benefits specialists, human service professionals, individuals with disabilities, disability advocates, and government agencies regarding the intersections of disability, public benefits and employment issues. ERI has been a very successful EN for a number of years. ERI began as an EN serving beneficiaries throughout Wisconsin, expanded to become a multi-state EN, and recently developed a successful initiative focusing on services to beneficiaries exiting the State Vocational Rehabilitation agency.

James Fratolillo is the Director of the Statewide Employment Services Department at the Massachusetts Rehabilitation Commission (SES/MRS). He stated working for MRS in 1985. SES/MRC provides vocational rehabilitation services throughout

Massachusetts with a focus on developing and implementing federally-funded Supported Employment programs and administering the on-going support services needed to maintain employment. SES/MRC also administered the original Benefit Planning Assistance and Outreach (BPAO) grant and continues providing Work Incentive Planning and Assistance (WIPA) services to beneficiaries in MA. Under Mr. Fratolillo's leadership, SES/MRC has developed a number of pilot programs and special initiatives designed to improve access to VR services for traditionally un-served and underserved populations.

***Kevin Nickerson** has been working for Challenge Workforce Solutions, a non-profit rehabilitation agency, since 1994. His current workload includes providing technical assistance to the Workforce Development system under a contract with the National Disability Institute and serving as the Disability Resource Coordinator, State Lead, for the Disability Employment Initiative (DEI). Mr. Nickerson has worked in a variety of capacities over the years, including assisting individuals with disabilities to connect with gainful employment. From 2003-2010, he worked under contract with Tompkins Workforce New York as a Disability Program Navigator. He has been an SSA Disability Benefits Specialist for over 18 years, serving as a Community Work Incentives Coordinator for several years. Mr. Nickerson is well known for his work with ENs on the local, state and national levels.*

Summary

Tammy Liddicoat provides tips on practices that Employment Resources, Inc. uses to define mutual goals and outcomes that have proven to be effective in promoting informed choices for beneficiaries and providing beneficiaries access to a continuum of employment services. She stresses the skills necessary to provide accurate and effective benefits planning assistance while developing mutual respectful working relationships with other providers and maintaining ongoing communication with local Social Security field offices.

James Fratolillo, Massachusetts Rehabilitation Services (MRS), provides an overview of MRS' Partnership Plus initiative introduced in 2009 as a way to provide added value to the current service delivery system. Mr. Fratolillo describes the benefits of the Partnership Plus Advantage program, noting the importance of shared values, mutual trust and interdependence in developing effective partnerships. Those benefits include:

- Offering enhanced services to VR consumers;
- Reducing the number of beneficiaries returning to VR for services;
- Maximizing cost reimbursement revenue;
- Leverage alternative funding sources for service providers during an economic downturn;
- Promote the utilization of the Ticket program and expanding access to the post-employment services offered by ENs, and
- Strengthen the relationship between MRS, Community Rehabilitation Programs, and ENs.

Kevin Nickerson, State Lead for the New York Disability Employment Initiative, stresses the importance of getting to know the resources available through our national network of American Job Centers (AJCs). He discusses his agency's experiences as one of the first Job Centers to become an Employment Network (EN). He stresses the advantages of developing meaningful partnerships with the AJCs serving your geographic area and provides tips on approaching Job Centers about developing partnerships. He discusses the importance of asset development as a path to economic prosperity for job seekers and describes the Asset Coalition that has emerged in New York to help people achieve financial independence.

“The biggest win for an EN is to have the Ticket Holder get a job they love and keep on working through the life of the Ticket, logic really points to working together.”

Tammy Liddicoat, Employment Resources, Inc.

“We want to create a mutual program for our consumers, for the agency, for the EN serving Massachusetts, and for the Social Security Administration, a program that will benefit all. Each member brings something to the table that can't be achieved alone”.

James Fratolillo, Massachusetts Rehabilitation Commission

Effective Use of Virtual Services in Beneficiary Screening, Employment Readiness, Job Matching and for the Provision of Ongoing Supports (5/2/2013)

Presenters

Lori Adler serves as the Public Relations Specialist at Employment Options, having responsibility for all activities related to the website, the use of social media, and other public relations tools. She earned a Bachelor's Degree in Organizational Management from Oakland City University. Ms. Adler has a vast background in administrative support, customer service, telemarketing, procurement, and new employee training. As a Ticket Holder herself, she is more than willing to share her personal experience with the Ticket program and discuss how Employment Options changed her life for the better.

Paula Vieillet, CEO of Employment Options, is a Nationally Certified Vocational Evaluator who has been helping people with physical, mental and emotional challenges find suitable jobs for over 20 years. Ms. Vieillet is a nationally recognized public speaker who has consulted with the Social Security Administration on the Ticket to Work program. She is the author of “Disabilities/Different Abilities: A New Perspective For Job Hunters” (EO Press), a nationally acclaimed workbook used in rehabilitation counseling, private and non-profit return-to-work programs and government agencies like the Veterans Administration.

Summary

Presenters Paula Vieillet and Lori Adler from Employment Options provide a detailed overview of a thoughtful and effective service delivery model that can result in a winning

combination for everyone involved, i.e., beneficiaries, Employment Networks (ENs), State Vocational Rehabilitation (VR) agencies, and employers. The presenters provide a historical overview of how Employment Options, a well established, very successful and highly respected EN, evolved from a one-person operation in 2003 to a staff of 15 people providing virtual EN services to assist beneficiaries across the United States to find home-based employment opportunities. They provide a detailed explanation of the five program features that they believe are the keys to their Ticket program's remarkable success. Those features include: 1) knowing who they can help, 2) engaging a systematic process for placement assistance, 3) making use of established relationships with quality employers, 4) using targeted recruiting, and 5) making benefits counseling and retention services fun by incorporating raffles, rewards and contests. Their success with employers stems from the fact that every beneficiary is carefully pre-screened and only qualified candidates are referred to employers. For those who may not meet their eligibility criteria, Employment Options provides linkage and referrals to other community providers.

“What makes us successful are five things: 1) Knowing who we can help; 2) A systematic placement assistance methodology, meaning we do the same thing with every individual that comes in; 3) Establishing relationships with quality employers; 4) Targeted recruitment; and 5) Benefits counseling and retention services. Those are my 5 steps.”

Paula Vieillet, CEO, Employment Options

Evidence-Based Practices in Supporting Vocational Rehabilitation Program Graduates in Achieving and Maintaining Employment and Self-Sufficiency

(6/18/2013)

Presenters

James Fratolillo is the Director of Statewide Employment Services Department at the Massachusetts Rehabilitation Commission (SES/MRS). He started working for MRS in 1985. SES/MRC provides vocational rehabilitation services throughout Massachusetts with a focus on developing and implementing federally-funded Supported Employment programs and administering the on-going support services needed to maintain employment. SES/MRC also administered the original Benefit Planning Assistance and Outreach (BPAO) grant and continues providing Work Incentive Planning and Assistance (WIPA) services to beneficiaries in MA. Under Mr. Fratolillo's leadership, SES/MRC has developed a number of pilot programs and special initiatives designed to improve access to VR services for traditionally un-served and underserved populations.

Don Uchida, Executive Director, Utah State Office of Rehabilitation

Jolene Wyler is the Director of Utah Work Incentives Planning Services, a project of the Utah State Office of Rehabilitation. She has eleven years of experiences as a Benefits Specialist and is a Certified CWIC. In addition to coordinating quality assurance and program development, Ms. Wyler manages grant funding and budgeting for the

program. Ms. Wyler serves on Senator Hatch's Advisory Committee on Disability Issues, is a board member for the National Association of Benefits and Work Incentive Specialists (NABWIS), and was involved in creating the Work Incentives Planning Services program in Utah.

Summary

Jolene Wyler and Don Uchida of the Utah State Office of Rehabilitation (USOR) discuss a study the Center for Public Policy and Administration at the University of Utah conducted. The study was designed to determine if widespread access to work incentives and benefits planning assistance and the use of written benefit analysis plans had any measurable impact on Social Security beneficiaries in terms of better employment outcomes, increased earnings, and a greater likelihood of successful VR case closures. The study compared beneficiaries receiving or those not receiving benefits planning assistance. The results demonstrated the value of having access to benefits planning assistance and of using written benefit analysis plans in terms of more beneficiaries entering the workforce, beneficiaries getting better paying jobs, and beneficiaries sustaining employment for longer periods of time. Ms. Wyler and Mr. Uchida describe Utah's unique approach to funding benefits planning assistance. Resources from multiple agencies are combined with revenue USOR receives under Social Security's cost reimbursement program to support 10.5 full-time staff to provide benefits planning assistance to Social Security beneficiaries throughout the state, not just VR consumers. The study confirmed USOR's underlying assumption that the use of cost reimbursement revenue to support a significant part of these services would generate increased cost reimbursement revenue in the future.

James Fratolillo, Massachusetts Rehabilitation Commission (MRS), talks about his agency's efforts taking advantage of the Partnership Plus service delivery option authorized in the 2008 Ticket regulations. Early in 2009, MRS set out to explore, develop and implement a methodology to enhance utilization of the Ticket program and create meaningful partnerships between MRS and the Employment Networks (EN) serving MA. A key component of this Partnership Plus Advantage initiative is to encourage Community Rehabilitation Providers (CRP's) to become ENs. This is done by focusing on the potential to maximize the use of existing resources to create a streamlined and coordinated system of employment services. Evidence suggest the approach has potential to increase access to both cost reimbursement and Ticket payments, creating the opportunity to generate resources to support all segments of the services delivery system. MRS was able to realize significant benefits by implementing a pro-active handoff from VR services to EN services after case closure, by maintaining connections with beneficiaries during the early phases of employment, and by having ENs and CRPs available to provide additional assistance when needed. The demonstrated results included an almost 50% reduction in the number of beneficiaries returning to VR for services after case closure and a 60 percent increase in cost reimbursement revenue in the first year of implementation.

"We found in Utah that probably the most critical factor in making Partnership Plus work is the availability of Work Incentives Planning and Assistance (WIPA)

services. Our philosophical construct for our Work Incentives Planning and Assistance program is pretty simple.” Don Uchida, Utah State Office of Rehabilitation

Effective Practices Supporting Youth in Transition in Achieving Employment and Self-Sufficiency (7/16/13)

Presenters

Richard Kriner, M.S, CRC, LPC, is responsible for supporting the Virginia Department for Aging and Rehabilitative Services’ (DARS) involvement in the Virginia Commonwealth University’s Autism Spectrum Disorders (ASD) Career Links Grant and other ASD focused projects and activities. He plays a key role in managing DARS’ participation in research activities, ensuring knowledge dissemination to stakeholders, and integrating evidenced-based results into the DARS service delivery. Mr. Kriner has presented on Autism and effective VR practices through state and national conferences, national webcast, and contributed to professional journals and practice briefs. He played a key role in integrating findings from evidence-based research on VR practices for individuals with autism into practice through the development and delivery of formalized trainings, policy development, and the implementation of new autism-focused service models. He joined DARS in 2002, starting as a VR counselor specializing in long-term mental illness. He advanced within DARS, assuming responsibility for planning, directing, and managing programs such as VA’s Assistive Technology for Cognition research study, Autism Services Pilots, the Disability Program Navigator Initiative, Virginia’s Disability Services Boards, and the Statewide Independent Living Council.

David Leon, B.S, is the Coordinator for the Ticket to Work program, Grants & Special Programs for the Virginia Department for Aging and Rehabilitative Services (DARS). He is responsible for supporting DARS’ involvement in the Ticket program and the statewide system of Work Incentive Services, managing VR’s Partnership Plus Initiative, ensuring knowledge dissemination to stakeholders, and integrating evidenced-based results into DARS service delivery to maximize employment outcomes for Virginian’s with disabilities. Mr. Leon’s work related to the Ticket program and benefits planning assistance has been showcased at state and national conferences and on numerous national webcasts. He has played a key role in increasing the revenue coming into VA under both the VR cost reimbursement program and the Ticket program, in ensure widespread access to training, in policy development, and in recruiting Employment Networks and VR vendors to enter into Partnership Plus and Shared Ticket Payment agreements. Prior to joining DARS in 2011, Mr. Leon worked for Henrico Area Mental Health and Developmental Services for 14 years, first as a job coach and then as a program manager. He has received statewide awards for his work with people with disabilities.

Dr. Richard Rosenberg, Career Connections, Whittier Union High School District received his Ph.D. in Behavioral Disabilities and Educational Administration from The University of Wisconsin, Madison. He has over 30 years experience in teaching and special education administration, including serving as a faculty member at California

State University, Los Angeles from 1980 to present. Currently, Dr. Rosenberg serves as the Vocational and Training Coordinator for Whittier Union High School District's Career Connection where he coordinates vocational and career support for special education students in five comprehensive high schools and two alternative high schools. He also provides technical assistance to several agencies providing Supported Employment and Supported Living Services for adults. Prior to this, he worked under a number of Interagency Systems Change grants linking Education, Rehabilitation, and Developmental Disabilities services at a local, state, and national level. He also provided training for staff at the California Department of Vocational Rehabilitation, addressing topics such as Transition-Age Youth with Mental Illness, Autism Spectrum Disorder, SSA Benefits Planning and Management, Employment Preparation, Job Development and Placement, and Systems/Program Assessment, Planning and Development.

Summary

Presenters David Leon and Richard Kriner from discuss their efforts since 2011 to create an Administrative Employment Network partnership. Under this partnership, DARS serves as the EN of Record with two Project SEARCH sites providing ongoing support to Ticket Holders after VR case closure. Project SEARCH provides employability skills training and workplace internships for individuals with significant disabilities, particularly youth transitioning from high school to adult life. The goal of this initiative is to increase service capacity and explore a service delivery model that could be adaptable to similar public/private programs serving transition-age youth. Although limited to date, the results do indicated the value of a VR/EN partnership in terms of increased funding available for vocational services and supports, enhanced employment outcomes for VR consumers with Autism Spectrum Disorder, and increased opportunities for transition-age youth to enter employment leading to economic self-sufficiency. Mr. Leon and Mr. Kriner highlight the characteristics of successful EN partnerships with Project SEARCH programs and point out programmatic challenges that should be avoided. Details of the project, the Shared Ticket Payment agreement, and the actual scope of available services are coupled with statistics and case examples to provide a comprehensive insight into this unique initiative.

Dr. Rosenberg presents on a well-established California school-based initiative called Career Connections servicing several schools in the Whittier Union High School District and highlighting the primary ingredients for success. Details about the scope of services available, funding sources, and partnering organizations are provided, noting the importance of emphasizing ongoing work-based experiences, field trips, volunteer work, supported employment and competitive job placements. Dr. Rosenberg stresses the importance of making a connection between school-based experiences and the transition to the world of work. Meaningful information and tips regarding working with transition-age youth are provided, noting the need and importance of coordinated services and skills development, leading to economic self-sufficiency for the individual. Dr. Rosenberg addresses ongoing dilemmas, notes the value of response-driven teams, and highlights the importance of understanding how to adopt technology in the workplace to address situations and overcome potential barriers to success.

“The way we’ve set up our Administrative EN pilot we are splitting 50-50 all of phase 1 and phase 2 milestone payments with our partner group. They are using that money as needed for specific services that come up”.

David Leon, Ticket to Work Coordinator. Virginia Department of Aging and Rehabilitative Services