

Effective Practices Webinar Series

*Integrating Ticket into Current Business Models and
Partnering with Others*

June 4, 2015

Presenter

Kenneth Williams

Ticket to Work Program Manager

Adelante Development Center in New Mexico



Objectives

1. How to integrate Ticket to Work program (Ticket program) into your current business model
2. How to market services to individuals with disabilities
3. How to partner with community agencies

Integrating Ticket to Work

- Ken Williams
 - Adelante Program Manager since 2010

- Approaches used developing Adelante's Ticket program since 2008
 - In-reach or internal approach using established contracts through NISH (Source America), to run a Federal training facility, along with Enterprises to employ persons' with disabilities
 - Borrowed time initially from staff to slowly establish processes for Ticket program and establish a revenue stream

Transitioning to dedicated staff

- Recognized the need for a dedicated staff person

- Borrowing time from staff is a great way to start; success depends on dedicated staff

- Dedicated full time staff person hired in 2009
 - 2009 - 2010 focused on Ticket program administrative aspects for client data tracking, screening, recruitment, retention, and billing
 - Continued to utilize an in-reach approach and slowly established an out-reach or external process for recruitment and placement of individuals in community based employment

Mentoring

- Ticket to Success EN in Southern California
 - Adelante gained understanding of billing process/tracking

- NENA (National Employment Network Association)
 - Non-profit organization, works with Employment Networks (EN) across the country
 - NENA provides education to ENs on the program, policies and regulations, and provides access to the latest information and resources to make ENs more successful

Expansion of the Program

Mid-2010 Ticket to Work Program Administrator hired to:

- Expand the external recruitment and placement of individuals through community-based employment
- Explore partnerships with community agencies
 - No external recruitment and placement of individuals =
 - limited number of individuals employed through Adelante
 - limited growth of the Ticket Program

Additional training

- New Program
Administrator traveled to CA to train with Ticket to Success EN
- Expansion of external recruitment and training allowed for the hiring of a second full time staff person in 2012
 - Job Developer



Key Components to Success

- Recruitment/screening/Individual Work Plan (IWP) development
- Job development i.e. providing job leads, assisting with applications, developing resumes, cover letters, mock interviews, etc.
- Retention/case management/career advancement
- Evidence of earnings/billing
- Administrative

Full Time Staff



- Continued exploring ways to increase external recruiting
- Attended job development training provided by Human Solutions EN in California
 - Training focused on development of documents
 - Resumes, cover letters, etc.
 - New techniques in keeping individuals motivated and organized
 - How these techniques can be applied to virtual job developing

How to Recruit Ticket Holders

- External Partnerships: Community agencies serving beneficiaries
 - American Job Center (Mid Region Council of Governments EN)
 - Benefits to this partnership:
 - Creates revenue stream for both agencies
 - Creates an additional pipeline for recruitment
 - Affords additional resources for both agencies
 - Provides specific services for individuals with disabilities
 - Dedicated staff for the purpose of Ticket program

How to Recruit Ticket Holders

- Internal: Programs Adelante had in place
 - Supported Employment Program
 - Screening to identify those who fit Ticket program with potential to result in Partnership Plus handoff.
 - Used Ticket staff to place these individuals in employment
 - After 90 day VR closure, developed IWP and submitted for ticket assignment under Partnership Plus
 - Supplements revenue while creating potential for longer term revenue under Partnership Plus
 - Supported Employment program can now bring in more referrals

Community Work Incentives Coordinator (CWIC)

- Ticket to Work Program Administrator attended CWIC training provided through Virginia Commonwealth University
- Provides the ability to educate Ticket Holders on the advantages of going to work and the availability of special work incentives to support their efforts during this transition

Partnership Plus

Collaboration of the NM State Vocational Rehabilitation (VR) agency and Adelante in the development of Partnership Plus agreement

- Partnership Plus handoffs
- Phase 2 and Outcome payments

Successes

- Adelante and partnering American Job Center realizing shared revenue - both Ticket programs continue to grow
- Expansion of services areas in July 2013 to cover 6 additional states: Arizona, Texas, Colorado, Utah, Nevada, and California
 - Virtual job development services are available in each of these states *The process that Adelante uses was developed by Human Solutions*

Approaches to consider

- ✓ Borrowing staff time initially slowly transition to dedicated staff
- ✓ Internal and external recruitment and placement
- ✓ Diversification through community partners

Additional Marketing through website



ADELANTE TICKET TO WORK



[Get Started & Find Out More](#)

[Ticket Services We Provide](#)

[Meet Our Experienced Team](#)

[Are You A Good Ticket Candidate?](#)

[Benefits & Your Employment](#)

[FAQs: Ticket To Work](#)

[Success Stories](#)

[More Resources for Your Job Search](#)

[Contact Us](#)

About Adelante's Ticket To Work

Good work! You've taken the first step toward starting your next job by finding a Ticket to Work employment network to support your job search efforts. We know it's not always easy for a job seeker with a disability to connect with the right employer, but Adelante has been involved with Ticket to Work for over ten years. We are nationally recognized, affiliated with NENA, and have a Certified Workforce Incentive Coordinator on staff. Our experienced, caring team of professionals have helped hundreds of people find jobs and maintain their employment. You could be our next job seeker [success story](#).

Complete our [Get Started Form](#) so we can get to know you and what kind of jobs you're interested in finding. Then we'll work together on making your career choices a reality.

Services We Offer

Adelante's Ticket to Work program provides a variety of services for job seekers with disabilities. Adelante can help you identify career interests, build a resumé, develop job leads, improve your interviewing skills, and connect to other [resources](#). Best of all, these Ticket to Work Services are **Free to You!**

As a Ticket to Work Employment Network, our [experienced team](#) can help you [evaluate your existing benefits](#) and work toward a goal of having a higher level of earnings. We will help you navigate the complex Medicare/Medicaid programs as well as the Medicaid savings programs such as QMB, SLMB, and QL, while you transition to work. Our final goal is to help you become more independent and to enjoy a better quality of life.

Adelante has been involved with Ticket to Work for over a decade. We began in New Mexico and remain that state's largest Ticket to Work employment network. Today, we are proud to offer quality employment services through the Ticket in Colorado, Texas, Arizona, California, Utah, Nevada, and New Mexico.

Ready to find out more?

Complete the [get started form](#)
[Find out if you are a strong candidate](#) for Ticket to Work Success
 Review our [service offerings](#)
 Look over the [resources](#), or

Have comments, questions or suggestions?

UPCOMING EVENTS:

We are planning the next WISE seminar for June 2015. Watch for news here!

Success Story...

"I was concerned about my interviewing skills, so I met with the staff and did a mock interview. They helped me improve the way I responded to questions."

[See more...](#)



Our Ticket to Work Service Area



Comments or Questions?

Ken Williams

Ticket to Work

Program Manager

Adelante Development Center

kswilliams@goadelante.org

(505) 341-7131

