

# Memorandum of Agreement

## TICKET TO WORK AND SELF-SUFFICIENCY PROGRAM

Within the Department of Labor and Workforce Development, between the  
Division of Vocational Rehabilitation  
And the  
Employment Security Division

This agreement is between the State of Alaska acting by and through its Department of Labor and Workforce Development, Division of Vocational Rehabilitation, hereinafter referred to as "DVR," and the Employment Security Division, hereinafter referred to as "ESD", the "Employment Network (EN)" provider in this agreement.

### I. EFFECTIVE DATE, LOCATION AND DURATION

This agreement shall become effective on the date it has been signed by both parties. Termination of this agreement will take effect thirty (30) days after either party has provided written notice of their intent to suspend providing service under this agreement.

### II. PURPOSE

The Ticket to Work and Self-Sufficiency Program results from federal legislation designed to help remove barriers that previously influenced people's decisions about going to work because of the concerns over losing health care coverage and other benefits. The goal of the Ticket Program is to increase opportunities and choices for Social Security disability beneficiaries to obtain employment, vocational rehabilitation (VR), and other support services from public and private providers, employers, and other organizations. To help accomplish this, the Social Security Administration provides disability beneficiaries with a "Ticket to Work" they may use to obtain the services and jobs they need from a universe of organizations called Employment Networks (ENs).

### III. RESPONSIBILITIES REGARDING CUSTOMER REFERRALS

#### A. *Responsibilities of DVR and ESD*

- Share responsibility in outreach efforts to SSA beneficiaries making them aware of rehabilitation and employment services.
- Identify services required for the beneficiary to gain and sustain employment such as, but not limited to training, housing, daycare, transportation and reasonable accommodation needs that fall within the purview of services each partner.

- Adhere to their respective confidentiality requirements.
- The parties to this agreement recognize the beneficiary has choice in their selection of an EN.
- If a beneficiary utilizing DVR chooses to seek services elsewhere, DVR will close their case, release the ticket and upon closure, inform the beneficiary of the available Ticket to Work Employment Networks under the Ticket to Work program, including ESD. If the beneficiary chooses to utilize ESD as the EN, ESD and DVR agree to work closely to coordinate transition services, track earnings and communicate current employment status. This will allow DVR to receive Cost Reimbursement Payments if the beneficiary is maintaining earnings at the SGA (Substantial Gainful Activity) level and ESD to receive Phase 2 Milestone and Outcomes payments achieved after the Ticket is assigned to ESD.

**B. *Responsibilities of DVR***

- DVR will provide services to eligible beneficiaries who are referred by ESD. Eligibility for DVR services shall be determined for each beneficiary according to DVR Program Policy, and the federal Rehabilitation Act of 1973, as amended. This process includes criteria that the beneficiary intends to achieve an employment outcome, and that the beneficiary could potentially benefit from DVR services to become employed.
- If the individual's case with DVR is closed and they elect to assign their Ticket to ESD, DVR will provide ESD, prior to case closure, a copy of the consumers Individual Plan of Employment (IPE) through a release of information. DVR counselor, ESD Job Retention staff and the beneficiary will be encouraged to meet in-person when possible; a plan for job retention service(s) is then written.
- DVR shall provide ESD Authorization to Release Personal/ Confidential Information forms.
- DVR will notify Maximus, a private company that has been contracted by the Social Security Administration to function as the Operations Support Manager and is responsible to sustain ongoing Ticket Program Operations, of all case closures to make Ticket available to any employment network including ESD.

**C. *Responsibilities of ESD***

ESD will provide a variety of job retention services that may include:

- Ensuring client is adequately engaged with a current benefits analysis (beneficiary status, Social Security SGA limits and impact of work incentives and employment is unchanged since their last analysis) and related processes such as proper referral to appropriate benefits resources, collecting earnings documentation and assisting the client in understanding their overall financial situation.
- Identify issues and potential resources & solutions to help clients maintain employment that may relate to a variety of issues such as their housing, budgeting, transportation, child care and other critical needs. This may include coordinating post-employment services with the appropriate service provider as needed.
- Career counseling to assist beneficiaries to identify employment opportunities that match their level of skill and provide increased wages.
- Work adjustment services identified by the employer and/or beneficiary to maintain employment. Provide assistance to the beneficiary and employer to overcome barriers to continued employment while their Ticket is active.
- Regular client and employer contact to track overall employment progress.

*Cheryl A. Walsh*

Cheryl A. Walsh, Director  
Division of Vocational Rehabilitation

*4/22/13*

Date

*Paul Dick*

Paul Dick, Director  
Employment Security Division

*4/22/13*

Date

*Dianne Blumer*

Dianne Blumer, Commissioner  
Department of Labor and Workforce Development

*5/28/13*

Date