

Partnership Plus Collaboration

Ticket Program Manager (TPM)

Social Security's Ticket to Work Program



Learning Objectives

- Review the Ticket to Work Program
- Introduce Partnership Plus
 - Purpose
 - Goals, Roles and Responsibilities
 - Models
- Discuss benefits and next steps

Ticket to Work and Work Incentives Improvement Act

The goals of the Ticket to Work Program are to:

- Offer beneficiaries with disabilities expanded choices when seeking services and supports to enter, re-enter, and/or maintain employment
- Increase the financial independence and self-sufficiency of beneficiaries with disabilities

Improved healthcare Work Incentives

- Created a State option to establish Medicaid (MA) buy-in
- Provide continuation of Medicare coverage while working

Employment Networks

- Organizations must meet strict Social Security guidelines in order to become an EN
- ENs can be for-profit and non-profit organizations, including:
 - Community Rehabilitation Programs (CRPs)
 - Government agencies (state or local)
 - Sole proprietorships

Employment Networks continued

- Primary role
 - Engaging beneficiaries in one-on-one:
 - Career planning
 - Job Placement
 - Ongoing employment support services

State Vocational Rehabilitation (VR) agencies

- Ticket Program legislation recognizes Vocational Rehabilitation's long history of serving beneficiaries with disabilities
 - State VR agencies are automatically ENs
- Common program goals = maximize and maintain employment
 - Best outcome is self-sufficiency through work and earnings

State VR agency Ticket Coordinator

- Each State has designated a primary contact for the SSA Ticket to Work Program
- The roles and responsibilities of a Ticket Coordinator
 - Submits SSI and SSDI beneficiary “In-Use SVR” status to SSA
 - Attends SSA Ticket Program training sessions and calls
 - Implements and monitors the state Ticket to Work program
 - Serves as the Partnership Plus primary point of contact

State VR Agency Counselors

- VR counselors inform beneficiaries about their options under the Ticket program
- Ticket information should be discussed at key points during rehabilitation process:
 - Wait listing
 - Development of the Individualized Plan for Employment (IPE)
 - Job Placement
 - Case Closure

EN and State VR Similarities

Goals

- Reduce or eliminate reliance on SSA disability benefits resulting in savings to the:
 - Social Security Trust Fund (SSDI) and General Revenue Fund (SSI)

SSA performance based-payments

- Beneficiaries with disabilities enter and maintain employment resulting in earnings leading to self-sufficiency, Substantial Gainful Activity (SGA)

Both have underlying principles of 'informed choice'

- Choice of employment goals, services, and provider

SVR Measures of Success

- Vocational Rehabilitation
 - Rehabilitation Act focuses on employment outcomes
 - Entering/retaining full-time/part-time employment
 - Competitive wages
 - Integrated labor market
 - Consistent with individual strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice
 - Individual must be employed a minimum of 90 days after job placement for a successful closure outcome

EN Measures of Success

- Ticket Program
 - Assisting beneficiaries to find and maintain employment at Trial Work or SGA+
 - SGA level work and earnings retained over 3-5 years
 - Beneficiary “exits” the SSA cash benefit system

Partnership Plus: The Basics

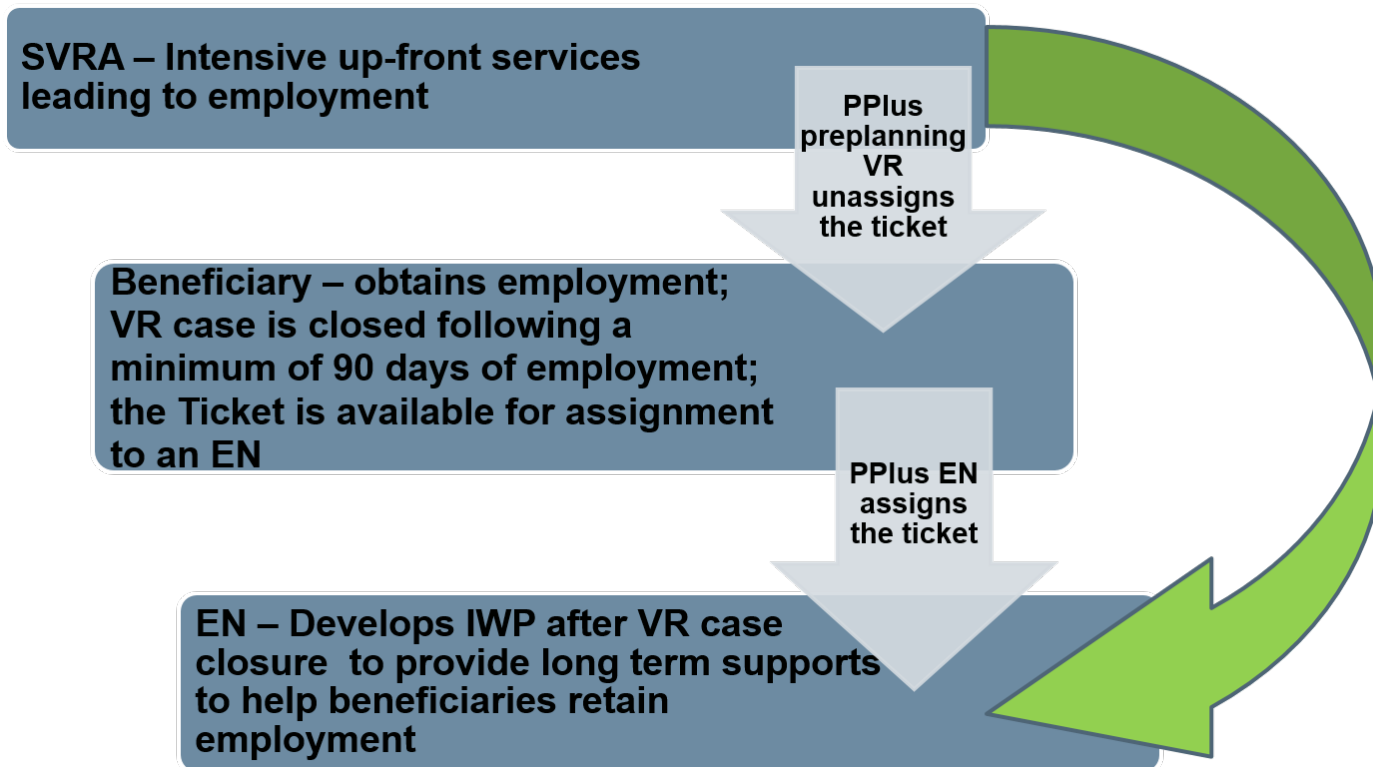
Partnership Plus: What is it?

A functional definition

“ . . . the two programs provide a continuum of services— VR agencies provide more intensive, up-front services to help beneficiaries enter or return to work, while employment networks under the Ticket to Work program can provide longer-term supports to help beneficiaries stay at work.”

Government Accountability Office (GAO) report on *Employment for People with Disabilities* (June 2012)

Partnership Plus VR to EN Handoff



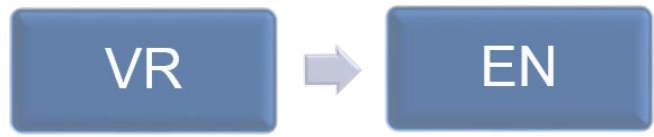
Partnership Plus = Coordination and Collaboration

Partnership Plus ensures that beneficiaries experience a smooth transition or “handoff” as they move to and from VR to EN services

- From a VR wait list to EN services
- From EN services to VR services
- From VR case closure to EN on-going support services (most common)

A handoff is a smooth transition as beneficiaries move from State VR agencies (after case closure) to EN for ongoing support services.

Common Partnership Plus Models



Partnership Plus Arrangements

- Best practices:
 - Partnership Plus SVR agency and EN written agreement
 - Referral agreement
 - Referral agreement including benchmark payments
 - Memorandum of Understanding (MOU) between state agencies
 - Pre-negotiated “handshake” referral process

Partnership Plus can be customized to suit the provider’s operational needs

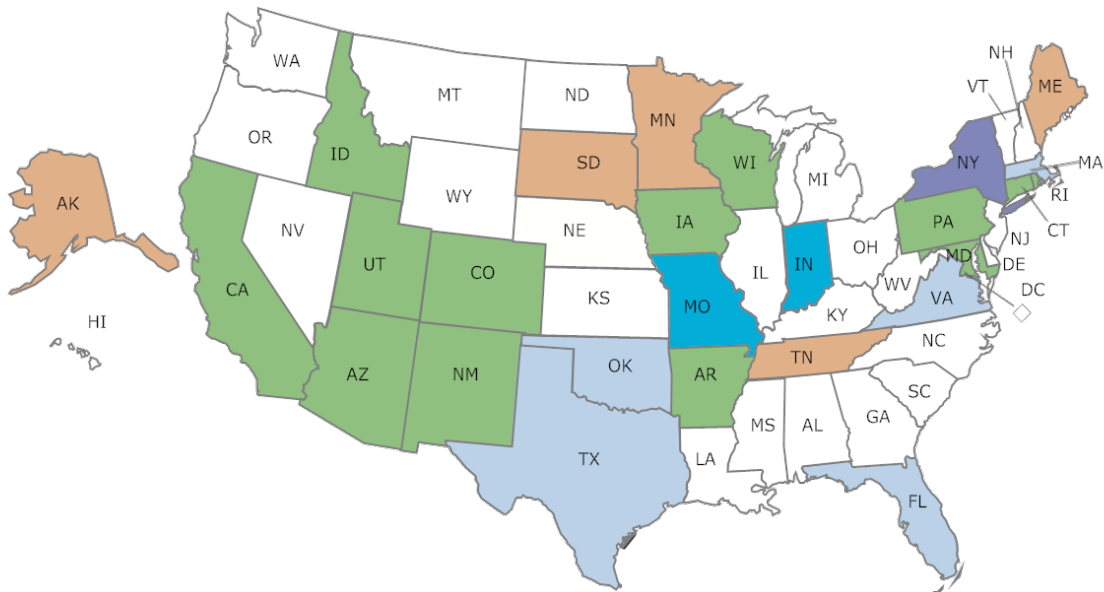
When is a written referral agreement required?







Ticket regulations and the EN RFQ state that a EN should refer a beneficiary being served under the Ticket program to a VR agency for services only if the VR agency and the EN have an agreement that specifies the conditions under which services will be provided by a VR.

- Applies when an EN chooses to keep the ticket assignment
- Applies to both active and passive referrals
- Agreement must be signed by both EN and State VR agency

Non-compliance can result in violation of BPA

Partnership Plus = Coordination and Collaboration



Beneficiary referral and Ticket assignment agreements between VR and EN . (AR, AZ, CA, CO, CT, IA, ID, MD, NM, PA, RI, UT, WI)	Beneficiary referral and Ticket assignment between VR and EN. Plus VR benchmark payments to ENs. (FL, MA, OK, TX, VA)	Beneficiary referral and Ticket assignment agreement between two state agencies (AK, ME, MN, SD, TN)	Partnership Plus Collaboration (IN, MO)	Statewide Partnership Plus/Administrative model (NY)	States with no formal Partnership Plus Collaboration
					

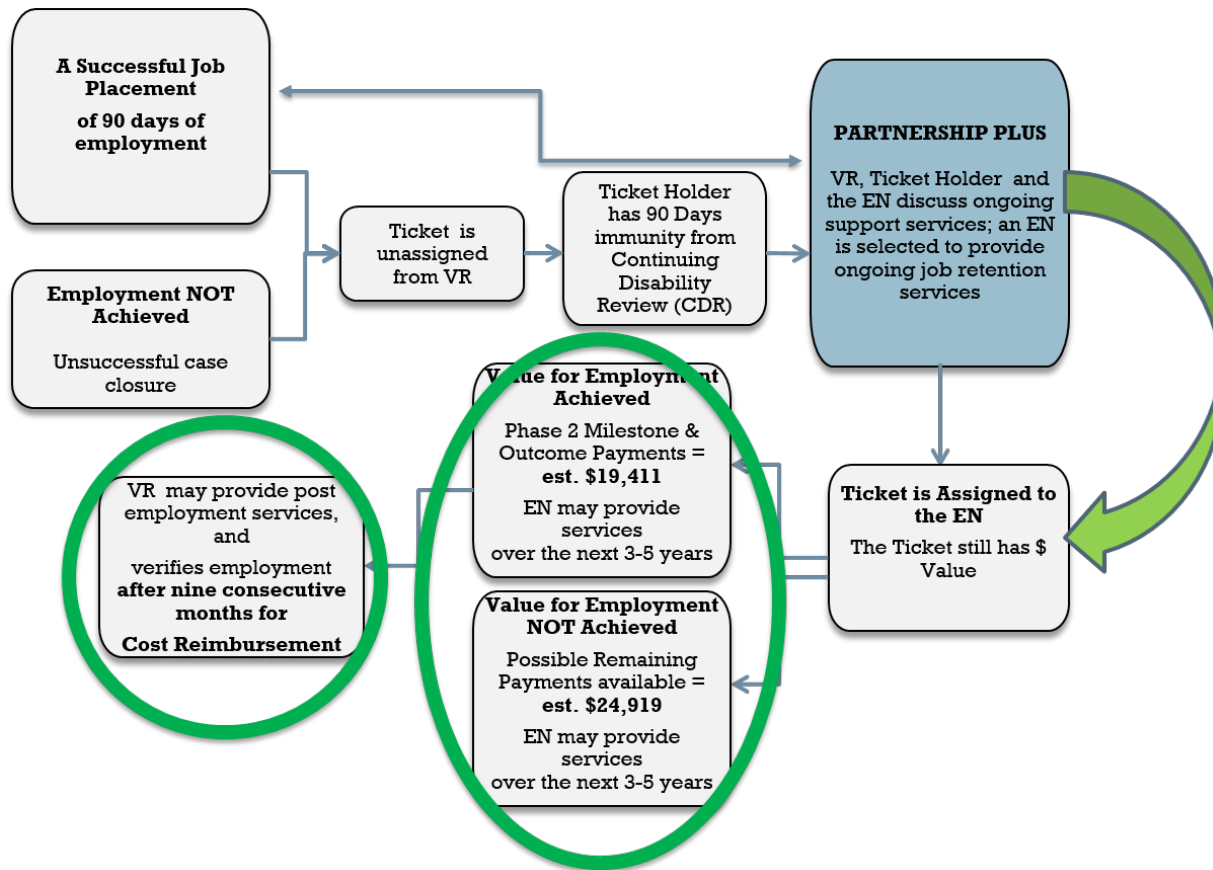
State Vocational Rehabilitation Common Up-Front Services

- Medical Evaluation Services
- Career Assessment
- Vocational Training
- Assistive Technology
- On-the-job training
- Job Placement ...**Leading to Partnership Plus**
 - Prior to 90 days of employment or after the case is closed, the SVR coordinates the handoff between the beneficiary and the EN

EN's ongoing employment support services

- Examples of EN services after VR case closure
 - Benefits advice (by a qualified work incentives provider)
 - Follow along services
 - Ongoing support services
 - Job retention services
 - Other employment supports
 - Job coaching
 - Transportation
 - Mentoring
 - Education/training

Partnership Plus Process: Coordination and Collaboration



Partnership Plus Benefits

Benefits of Partnership Plus

Beneficiaries

- Increases choices for services and supports to enter and maintain long-term competitive employment leading to self-sufficiency
- Assures the continuation and expansion of best practices and informed choice

ENs

- Can work with beneficiaries during a single time period or at multiple points in time (*as a VR CRP/vendor prior to case closure and as an Employment Network after case closure*)
- Compliments existing VR fee-for-service agreements
- Expands revenue sources

Benefits of Partnership Plus continued

- State VR agencies
 - Reduces recidivism because of the seamless delivery of necessary ongoing supports
 - Offers opportunities to coordinate post-employment services with a handoff to an Employment Network
 - Maximizes Cost Reimbursement opportunities
 - Pre- and Post-Employment Services are reimbursable through Cost Reimbursement Program

Resources

Your Partnership Plus Resources

- Consult with your TPM Senior Account Managers or Account Specialists
- View websites
 - <https://yourtickettowork.com/web/ttw/en-partnership-plus>
 - <https://yourtickettowork.com/web/ttw/vr-partnership-plus>
 - State Vocational Rehabilitation agency
 - Employment Networks
- Talk to other ENs and State VR agencies

Moving Forward/Next Steps

- Understand best-fit Partnership Plus options for your EN
- Review Partnership Plus arrangement within your state
- Contact the SVR Ticket Coordinator
- Implement a relationship that can lead to Partnership Plus collaboration

