

News to use from MAXIMUS, the Social Security Administration's official operations and data center manager for the Ticket to Work Program

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## By the numbers:

- Approved ENs: 1,409
- Tickets Mailed: 12,075,453
- Tickets in Assignment: 149,456
- Payments Made to ENs: \$6,554,037.75
- Number of Milestone/Outcome Payments Made: 19,440
- Number of ENs/State VR Agencies That Received EN Payments: 355
- Number of Beneficiaries for Whom Payments Were Made: 2,512

## Of special interest:

- Summer Training Series CD 1
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## Check Your Mailboxes for Inside Employment Networks, Volume III

We are pleased to announce that the third volume of the Ticket to Work EN Promising Practices Anthology has been published and is ready for distribution! Look for your copy of the latest volume and CD to arrive within the next couple of weeks. This third volume is another collection of tips, tools, and successes from 30 of your peers across the country, a valuable resource for the EN Community.

This series of case studies offers examples of business practices, lessons learned, partnership options, revenue sharing, consortiums, and general, helpful hints and technical assistance with getting started and operating as an effective EN.

The contributors to this volume have also been inducted into the Ticket to Work Am-

bassadors Bureau for championing the Ticket to Work Program. New members of the Ambassadors Bureau are featured on page three of this newsletter, and you can find contact information for any of these ENs in the EN Directory at [www.yourtickettowork.com/endir](http://www.yourtickettowork.com/endir).

### Interested in sharing your EN's Ticket to Work story?

If you are interested in having your organization's story included in a future volume of *Inside Employment Networks*, please contact Michelle L. Thompson, EN-VR Education & Communications Specialist at (866) 968-7842 x-6607 or [MichelleThompson@maximus.com](mailto:MichelleThompson@maximus.com). You may also indicate your interest on the Additional Information Request Form at the end of this newsletter.

## Recordings of Summer Training Series Now Available

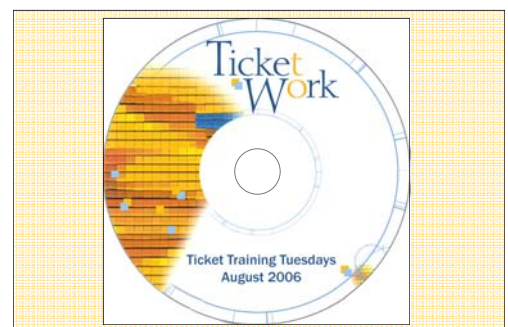
More than 260 EN and VR representatives participated in the EN/VR Summer Training Series, making it a huge success!

Over 3/4 of the respondents agreed that their knowledge of the Ticket Program increased as a result of participating in the series.

**If you missed the summer series, the August sessions are now available on CD-ROM!** If you are an Employment Network or are considering becoming an Employment Network, you will want to take advantage of this valuable training resource.

Order your CD today by emailing the

[EN/VR Education and Communications Department](#). The teleconference series will be conducted again during the month of November, so mark your calendars and join us LIVE for this encore presentation!



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# Back by Popular Demand!

## EN Fall Training Series: “Ticket Training Tuesdays”

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### Tuesdays at 1:00 PM ET Starting November 7<sup>th</sup>

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**After a brief respite at the end of the summer, the EN Training Series “Ticket Training Tuesdays” returns for the Fall!**

**Ticket Training Tuesdays**, a series of four interactive training modules offered on Tuesdays in November to assist Employment Networks with the fundamentals of working within the Ticket to Work Program.

### **Ticket Training Tuesdays are a:**

- Great opportunity for both newly approved ENs to get started with Ticket to Work and for experienced ENs to receive refresher training as needed;
- Quick and easy way to train new staff (multiple staff members welcome to participate);
- Opportunity to network with fellow ENs and EN Ambassadors as they share their tips and best practices on functioning as Employment Networks.

### **Conference calls last 60–90 minutes and cover one of the following topics:**

**#1 Getting Started (November 7)** – Learn the basics of Ticket to Work, review contract requirements, and take away helpful hints and tips to begin serving Ticket-holders.

**#2 Getting Involved (November 14)** – Learn how to assign and unassign Tickets and screen and assess clients that are a good match for your EN, as well as hear and share EN best practices for developing an Individual Work Plan (IWP).

**#3 Getting Paid (November 21)** – Recognize common mistakes made on payment requests and review the options available, along with ENs’ suggestions on obtaining earnings evidence.

**#4 Getting Information about Funding (November 28)** – Discover keys to successful fundraising: how to leverage resources, identify potential funders, and prepare and submit proposals to secure capital.

To join the calls, simply dial into the toll-free number below and provide the participant code, and your name and contact information to the operator. **Note: The call number and participant code will be the same for each call.** Check [www.yourtickettowork.com](http://www.yourtickettowork.com) for teleconference materials.

**Dial 1-800-480-6924**

**Participant code: Ticket to Work**

For more information on Ticket Training Tuesdays,  
contact us at [ENOperations@yourtickettowork.com](mailto:ENOperations@yourtickettowork.com) or call

1-866-968-7842 ext 6713

TDD 1-866-TDD2-WORK

[www.yourtickettowork.com](http://www.yourtickettowork.com)

## Newest Ticket to Work Ambassadors Bureau Members

The Ticket to Work Ambassadors Bureau provides an opportunity for Ticket to Work champions to share their experiences and promising practices with other Program stakeholder. The newest Ambassadors Bureau members are featured below for your reference. (See the Spring/Summer 2006 edition of Inside Ticket for previous Ambassadors Bureau inductions.) Contact information for these ENs can be found in the EN Directory at [www.yourtickettowork.com/endir](http://www.yourtickettowork.com/endir). If your EN is interested in joining the Ambassadors Bureau, please complete and submit the Additional Information Request Form on the last page of this newsletter.

Asian Rehabilitation Service, Inc.	Los Angeles	CA	JobStarts, Inc.	Los Angeles	CA
Best International Employment Agency, Inc.	New York	NY	McGill Barnes Incorporated	Lancaster	CA
Career Consulting Services of America	Brookfield	WI	New Start Resources, Inc.	Lithia Springs	GA
Charles A. Hayes Family Investment Center, Inc.	Chicago	IL	Northern California Service League	San Francisco	CA
Employment Options, Inc.	St. Petersburg	FL	Occupations, Inc.	Middleton	NY
Finders Keepers Disability Services, Inc.	North Little	AR	Opportunity Services	Red Wing	MN
Gateway House	Greenville	SC	Relational DataSearch	Memphis	TN
Goodwill Industries of San Antonio	San Antonio	TX	RTW Services, LLC	Newport News	VA
Goodwill Industries of the Inland Northwest	Spokane	WA	Service First of Northern California	Stockton	CA
Greater Cincinnati Behavioral Health Services	Cincinnati	OH	T&E Placement Services	Renton	WA
Independent Living Center of Southeast Missouri	Poplar Bluff	MO	The Employment Alliance	Cleveland	OH
J&T Family Service Center	Houston	TX	The Resource Partnership	Natick	MA
J. M. Murray Center, Inc.	Cortland	NY	Threshold/Berks Personnel Network	Reading	PA
Job Squad, Inc.	Bridgeport	WV	Vivian C. Hendricks & Associates	Clementon	NJ
Job Victories, Inc.	Brookline	MA	Vocational Services, Inc.	Liberty	MO

### Ambassadors Bureau Factoid:

**The 90 Ticket to Work EN Ambassadors have over 3,500 Ticket assignments and have earned nearly \$1.4 million in revenue**

## Recently Approved Employment Network Providers

The Employment Networks below were approved April–October 2006.  
To view the complete EN Directory, visit [www.yourtickettowork.com/endir](http://www.yourtickettowork.com/endir).

AATAKECHARGE Milestone, LLC	Dallas, TX	Gompers Center, Inc	Phoenix, AZ
Accurate Masonry, LLC	Cincinnati, OH	Goodwill Industries of North Georgia, Inc.	Atlanta, GA
Adult and Child Mental Health Center, Inc.	Indianapolis, IN	IOCAD Engineering Services, Inc.	Detroit, MI
Beth Brascugli Hirsh, MBA, SPHR	Murphys, CA	JBC Assisted Living Group Home	Fort Valley, GA
Betty J. Jackson	San Diego, CA	Joseph H. Torres	Orange, CA
Career Trucker Corporation	Tampa, FL	Lorraine Stanek Piurowski	Simsbury, CT
Cenla Case Management	Pineville, LA	MWSNY, LLC	Bronx, NY
Center for Economic and Business Development	Chicago, IL	Norman R Bentson	Claremont, CA
Chicago House and Social Service Agency	Chicago, IL	Northeast Entrepreneur Fund	Virginia, MN
Community Resolution Center of Oskaloosa	Oskaloosa, IA	Stephen B Schmidt Vocational Consultant	Modesto, CA
Covenant Community Development Corporation	Tupelo, MS	The Job Council	Medford, OR
Department of Human Services	Des Moines, IA	Upper Exploreland Regional Planning Commission	Postville, IA
Family Counseling Center, Inc.	Kennett, MO	Villa Natali, Inc.	Alva, FL
Federal Dispute Resolution Center	Fairfax, VA		

## Take a Look at the Ticket to Work Website Improvements

As you may have noticed, several changes have been made over the past couple of months to the [www.yourtickettowork.com](http://www.yourtickettowork.com) website.

First, the main menu on the left of each page has been reorganized to facilitate access to important information. The various directories are categorized under one header, and the training resources are sorted into related categories.

Second, the Ticket Toolkit section has been expanded to include the **Ticket Training Tuesdays Presentations** and additional resources. Among these re-

sources are the **IWP Checklist**, the **ACH Vendor Payment** form, and the **EN Contract Change** form.

The **EN Contract Change Form** can be particularly helpful when an Employment Network needs to update MAXIMUS and the Social Security Administration with any new contract information, including changes to the organization's phone number or website, adding a DBA name, or selecting a new payment method.

Third, you'll notice that the **EN Capitalization Directory** has been divided into its 11 sections. Users may now download

just the chapters and sections in which they are interested in viewing.

Finally, if you haven't already, you can download the **Referral List Response Form from the Client Referrals Page** to request a monthly CD of Ticket-holders in your area for potential marketing and outreach.

We hope that you are all finding the changes to be helpful. If you have any suggestions for improvements, please email them to us at [ENOperations@yourtickettowork.com](mailto:ENOperations@yourtickettowork.com) or just click the "Contact Us" on the website.

## EN Capitalization Effort Continues to Provide Greater Access to Opportunity

The Ticket to Work Program's EN Capitalization training provides access to information on funding sources that can support the upfront costs of offering employment and support services. For this initiative, MAXIMUS collaborated with recognized national experts in fundraising and program development to develop the **Employment Network Capitalization Resource Directory**. The Directory is a

comprehensive resource tool on how to successfully access capital from various funding sources.

Michelle L. Thompson has recently joined the Ticket to Work Program as an EN-VR Education and Communications Training team member. Based on her expertise, EN Capitalization will expand to include access to greater resources and links to grant opportunities. Some of the

additions will include EN funding success stories, more resources and grant opportunities posted on the website, and more frequent conference call trainings.

To discover keys to successful fundraising, join us Tuesday, November 28th at 1:00pm E.T. for the **Ticket Training Tuesdays** "Getting Information about Funding" teleconference call or click the "EN Capitalization" link on our website.

## 2006 Annual Periodic Outcome Report

**Just a reminder...**the **Annual Periodic Outcome Reports (APOR)** will be mailed out to all Employment Networks and State Vocational Rehabilitation agencies in January 2007. All ENs and State VR agencies are required to submit the Annual Periodic Outcome Report (APOR) to the Social Security Admini-

stration as outlined in the Ticket to Work and Self-Sufficiency Program regulations and EN RFP.

ENs and VR agencies should direct all questions related to the Annual Periodic Outcome Report to the toll-free Ticket to Work hotline at (866) 968-7842.

## Work Incentives Planning and Assistance Projects

Work Incentives Planning and Assistance (WIPA) services will be available to beneficiaries in all areas of the United States. Ninety-nine WIPA projects have been awarded; 82 of those previously served as BPAO projects and 17 organizations are new to the program. A listing of those organizations and the areas they serve is available at <http://www.socialsecurity.gov/work/whatsnew.html>.

SSA published a Request for Applications (RFA) on October 17, 2006 for areas in which awards were not made for the next fiscal year: Southern Alabama, Southern Indiana, Eastern Kentucky, State of Nevada, counties surrounding Albany, NY, counties surrounding Youngstown, OH and the Pacific territories. These areas will be served by a transitional WIPA project who will provide WIPA services via a toll-free telephone number. The RFA solicitation will close on December 15, 2006. SSA expects to make awards in March 2007.

## WIPA Awardees

Mid Alabama Chapter of Alabama Coalition of Citizens with Disabilities	ALABAMA	Easter Seals Society of Nebraska	NEBRASKA
University of Alaska	ALASKA	Granite State Independent Living	NEW HAMPSHIRE
Arizona Bridge to Independent Living	ARIZONA	Team Management 2000	NEW JERSEY
Sources for Community Independent Living, Inc.	ARKANSAS	Epilepsy Foundation of New Jersey	NEW JERSEY
Independent Living Resources of Contra Costa County	CALIFORNIA	Cerebral Palsy of New Jersey	NEW JERSEY
Human Potential Consultants	CALIFORNIA	New Mexico Public Education Dept. Div. Of Voc. Rehab.	NEW MEXICO
Verdugo Workforce Investment Board	CALIFORNIA	Goodwill of Greater New York and New Jersey	NEW YORK
California Employment Development Department	CALIFORNIA	CUNY Research Foundation	NEW YORK
Goodwill of Southern California	CALIFORNIA	Abilities, Inc.	NEW YORK
Disability Resource Agency for Independent Living	CALIFORNIA	Neighborhood Legal Services	NEW YORK
Familia Unida, Living with Multiple Sclerosis	CALIFORNIA	Research Foundation for Mental Hygiene	NEW YORK
Project Independence	CALIFORNIA	Resource Center for Independent Living	NEW YORK
Center for Independent Living	CALIFORNIA	North Carolina DHHS, Division of Voc. Rehab.	NORTH CAROLINA
Crossroads Diversified Services	CALIFORNIA	Easter Seals UCP of North Carolina	NORTH CAROLINA
Center for Independence of the Disabled	CALIFORNIA	Life Plan Trust	NORTH CAROLINA
Cerebral Palsy of Colorado	COLORADO	Tri County Industries	NORTH CAROLINA
Bureau of Rehabilitation Services	CONNECTICUT	Rehabilitation Services	NORTH DAKOTA
Delaware Department of Labor	DELAWARE	Legal Aid Society of Cincinnati	OHIO
Endepence Center	DC	Center for Vocational Alternatives (COVA)	OHIO
LRC/Opportunity Development	FLORIDA	Ohio Legal Rights Services	OHIO
Brevard Achievement Center	FLORIDA	University of Oklahoma	OKLAHOMA
Abilities, Inc.	FLORIDA	Oregon Advocacy Center	OREGON
Goodwill of North Florida	FLORIDA	Goodwill Industries of Central Pennsylvania	PENNSYLVANIA
Center for Independent Living in North Florida	FLORIDA	Pennsylvania Protection and Advocacy	PENNSYLVANIA
Shepherd Center	GEORGIA	AHEDD	PENNSYLVANIA
Georgia Department of Labor, Division of Rehabilitative Services	GEORGIA	MAVI	PUERTO RICO/VI
Hawaii Disability Rights Center	HAWAII	Department of Human Services	RHODE ISLAND
Comprehensive Advocacy	IDAHO	South Carolina Dept. of Voc. Rehab.	SOUTH CAROLINA
City of Chicago, Mayor's Office	ILLINOIS	Walton Options	SOUTH CAROLINA
Illinois DHS, Division of Rehabilitation Services	ILLINOIS	Black Hills Special Services	SOUTH DAKOTA
Illinois, DHS, Division of Mental Health	ILLINOIS	Tennessee Disability Coalition	TENNESSEE
Center for Mental Health	INDIANA	CIL of Middle Tennessee	TENNESSEE
Iowa Workforce Development	IOWA	ARCIL Incorporated	TEXAS
Cerebral Palsy Research Foundation of Kansas	KANSAS	Crockett Resource Center for Independent Living	TEXAS
Center for Accessible Living	KENTUCKY	Easter Seals of NE Texas	TEXAS
LSU Health Center	LOUISIANA	Valley Association for Independent Living	TEXAS
Advocacy Center	LOUISIANA	Imagine Enterprises	TEXAS
Maine Medical Center	MAINE	Houston Center for Independent Living	TEXAS
Independence Now	MARYLAND	Utah State Office of Rehabilitation	TEXAS
Massachusetts Project with Industry	MASSACHUSETTS	Vermont Agency of Human Services	VERMONT
ARC of Michigan	MICHIGAN	Virginia Association of Community Rehab Programs	VIRGINIA
UCP of Metropolitan Detroit	MICHIGAN	Endepence Center	VIRGINIA
UCP of Michigan	MICHIGAN	Positive Solutions	WASHINGTON
Goodwill Industries of Greater Detroit	MICHIGAN	Washington State Employment Security Dept.	WASHINGTON
Minnesota Work Incentives Connection	MINNESOTA	State of West Virginia Division of Rehab Services	WEST VIRGINIA
Mississippi Department of Rehabilitation	MISSISSIPPI	Independence First	WISCONSIN
Missouri Protection and Advocacy Services	MISSOURI	Riverfront Activity Center, Inc.	WISCONSIN
Praqquad	MISSOURI	Employment Resources, Inc.	WISCONSIN
North Central Independent Living Services	MONTANA	Center for Disability Services	WYOMING
Montana State University-Billings	MONTANA		

## Ticket to Work Program Additional Information Request Form

Need additional Ticket to Work Program information? Please complete the following form, and we will be happy to contact you. Fax this information to **(703) 683-0957** or call us toll free at **(866) 968-7842 [TDD (866) 733-2967]** and ask to speak with the Education and Communications Department. You may also email us at [ENOperations@yourtickettowork.com](mailto:ENOperations@yourtickettowork.com).



### We Want to Hear from You!

We are pleased to offer *Inside Ticket*, the official quarterly newsletter of the MAXIMUS Ticket to Work Program. This publication, a joint effort of all MAXIMUS Ticket to Work Departments, is a tool designed to ensure that ENs receive word of the most critical Program news, resources, events, and statistics.

We welcome your feedback and are happy to incorporate your tips, best practices, partnerships, and noteworthy achievements into future editions of *Inside Ticket*. Please use the comment portion of this form to request additional Program information and to share your EN experiences.

Readers may also use this form to enroll in the Ticket to Work Program Ambassadors Bureau, an opportunity for Program stakeholders to share experiences and Promising Practices with the Ticket Program at upcoming conferences and events in their communities.

For more information on how to become an Ambassadors Bureau member, contact Michelle Thompson, Education and Communications Specialist, at (703) 236-6607 or [MichelleThompson@maximus.com](mailto:MichelleThompson@maximus.com)

**We thank you for your support and look forward to your contributions!**

<b>Tell us about yourself/organization:</b>
<b>Name</b>
<b>Title</b>
<b>Organization</b>
<b>EIN #</b>
<b>Address</b>
<b>Address</b>
<b>City/State/Zip</b>
<b>Phone</b>
<b>Fax</b>
<b>Email</b>
<b>Web Site</b>
<b>I would like to receive specific information on the following topics: (check all that apply)</b>
<input type="checkbox"/> EN Training Resources
<input type="checkbox"/> Ticket Training Tuesdays CD
<input type="checkbox"/> Payment Options/Requests
<input type="checkbox"/> Supplemental Funding Resources/EN Capitalization
<input type="checkbox"/> Monthly Beneficiary Referral List
<input type="checkbox"/> Joining Ticket to Work Ambassadors Bureau
<input type="checkbox"/> Sharing EN Promising Practices
<b>Comments:</b>

**Visit us online at: [www.yourtickettowork.com](http://www.yourtickettowork.com)**