

Marketplace news, opportunities and experiences from the Ticket to Work Marketing Department



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## By the numbers:

- EN Applicants: **1,522**
- Approved ENs: **1,251**
- Tickets Mailed: **10,315,695**
- Tickets in Assignment: **79,286**
- Payments Made to ENs: **\$1,500,000**

## Of special interest:

- EN Promising Practices Anthology .....1-2
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## Happy New Year from the Ticket to Work Program Marketing Team!



Seated, left to right: Nijama Caldwell, Valerie Briggs, Lydy Pinzon-Dadley, Tara Scott, Mekka Bolling, Shelly Thieme, Nichole Gil. Standing, left to right: Sara Godoy Greene, Stacey Levitt, Ann Osborn, Gabriella Madden, Jessica Kalemba, Melissa Benik, Felix Stump, Roger Naoroji, Kelli Johnson, Rhoda Perrin, Michelle Groome, Ben Burgess. Not pictured: Melissa Cwiertniewicz and Joni Weber.

In 2004, the Ticket to Work Program Marketing Team was very fortunate to have had the opportunity to travel to all corners of the country and speak with those of you who work tirelessly to advocate for an improved quality of living in your respective communities. We thank you for your support and very much look forward to working with you in coming months. Best wishes for a happy and healthy year ahead!

## Ticket to Work EN Promising Practices: Anthology Now Available Online and on CD-ROM

A collection of over 30 EN Promising Practices articles is currently available to download on the Ticket to Work Web site. The compilation is also now available in CD-ROM format and in limited quantities in print.

Many organizations expressed an interest in learning about strategies ENs have employed in order to make more informed decisions about their own participation in the Program. The MAXIMUS Ticket to Work Marketing Team conducted tele-

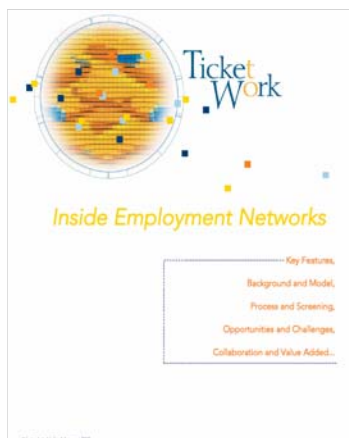
phone interviews with current ENs and compiled a portfolio of Promising Practices spanning a diverse cross-section of markets, demographics, and corporate status.

Included in the anthology are testimonies from colleges and universities, workforce boards and One-Stop Centers, community action agencies, healthcare providers, staffing firms, faith-based institutions, social- and micro-enterprises, and employers, among other agencies.

*Continued on Next Page*

## New Ticket to Work Anthology Offers EN Insight, Promising Practices

*Continued from Page 1*



This series of case studies offers examples of business practices, lessons learned, partnership options, revenue sharing, consortiums, and in general, helpful hints and technical assistance to start and operate as an effective EN.

The practices not only illustrate progress, but also offer guidance to organizations in-

terested in expanding their local services and referral networks.

We welcome others to share their experiences with the Ticket to Work Program and encourage ENs to provide their own Promising Practices. To view the articles online, please visit:

[www.yourtickettowork.com/marketing\\_best\\_practices](http://www.yourtickettowork.com/marketing_best_practices).

To request a copy by mail or to impart your personal EN stories, please contact Gabriella Madden, Sr. Marketing Coordinator, toll-free at (866) 968-7842 ext. 3403, or via email at [gabriellamadden@maximus.com](mailto:gabriellamadden@maximus.com).

You may also indicate your interest using the Additional Information Request form on page 6 of this update and send it to us today!

## What Your Peers are Saying About Joining the Ticket to Work Program...

*"We believe in the potential of each person to lead productive independent lives. Including a focus on employment was a natural extension of our mission...the decision [to become an EN], quite frankly, was an obvious one."*

Zahira DuVall, Benefits Specialist  
Alpha One, South Portland, ME

*"We became an EN because of our status as a nonprofit social service agency – one of the largest service agencies in southern New Jersey. Our mission is to help people become productive members of the community, and once [we] understood the mission of the Ticket to Work Program, [we] felt that we needed to participate."*

Kenneth Henry, Planning and Development Director  
Tri-County Community Action Partnership, Inc., Bridgeton, NJ

*"The whole idea of getting Ticket-holders back into the workforce is terrific. A lot of the ones I talk to would like not to be on benefits, but to be working and productive. I think the whole concept to give people the choice and opportunity to do that is terrific."*

Kevin Stadler, Systems Operational Manager  
Central Region Workforce Investment Board, Rolla, MO

*"We felt the need to extend our program, and the Ticket seemed to be the perfect answer since we train and obtain jobs for our transition students."*

Teri Chang, Ticket to Work Specialist  
Whittier Union High School District Career Connections, Whittier, CA

*"We became an Employment Network because we felt this program was a good fit for us since we already provide job training and employment services to persons with disabilities. We hope that through this Ticket Program we will be able to serve more people in our community."*

Rochelle Mackey  
JobLink/City of Alexandria, Alexandria, VA

*"We already serve persons with disabilities but we wanted to offer our consumers access to other opportunities available to them, and a good way to do that was to become an Employment Network."*

Willie Marie Brown, Supported Employment Coordinator  
McIntosh Trail MH/MR/SA Community Service Board, Griffin, GA

## Ticket to Work: The Power of Partnerships



### Spotlight on South Florida: Local Champion Unites Communities in Support of the Ticket to Work Program

When Eduardo Florez first learned about Ticket to Work, he immediately recognized its potential to assist his non-profit clients in offering much-needed social services to the many diverse cultural groups in South Florida.

Eduardo is President of Romell International Corporation, a consulting firm with a focus on developing Internet-based software applications to assist community- and faith-based organizations develop and implement community service programs through technology and grant writing services.

After consulting with current ENs, MAXIMUS Marketing staff, and the Program Web site, he drafted a proposal for the development of a Ticket to Work "Community Network," a collaboration of local organizations united in serving individuals with disabilities in Greater Miami.

Under an umbrella of three main providers — the James E. Scott Community Association (JESCA), Grace Haitian United Methodist Church, and the Hispanic Coalition — the Network will consist of approximately 60 local satellite organizations representing the African-American, Haitian and Hispanic communities.

Each individual organization is



*Florez, left, and Dr. Clyde Pettaway of JESCA shake on their partnership to promote Ticket to Work in South Florida.*

required to become an approved EN and must have a basic communication infrastructure in place, including computers, internet connections, and a Web site. They will also be required to meet specific enrollment, placement and referral outcomes.

ENs will be linked together by a special software application created by Romell Corporation which will track every aspect of Ticket Program activity, from Ticket assignments and Individual Work Plans to marketing. Everyone will have the opportunity to update information in the system, and monthly beneficiary lists provided by MAXIMUS will be uploaded and sorted by zip codes to facilitate outreach.

In addition to the software, Romell will make available supplemental staff, including job developers and other specialists, and will take advan-

tage of community partnerships to increase visibility and employment opportunities for Ticket-holders.

Eduardo currently maintains relationships with the Hialeah Chamber of Commerce (of which 800 member employers have committed to hiring Ticket-holders), Goodwill Industries of South Florida, and the Hialeah Gardens One-Stop Center, which has made office space available for Community Network operations.

He also works closely with the local tourism industry (Holiday Inn has committed to recruit individuals with disabilities) and local employers, including Implant Medical Records of Florida and iKiosk, an internet marketing company.

While the Community Network is still in its infancy, Eduardo says that the goal for the first year is to place 350 Ticket-holders in gainful employment. He encourages advocates in other cities to implement similar Networks to maximize success for Ticket-holders, and he is happy to share his model with others.

To learn more about the South Florida Community Network, please email Eduardo at [eduardo@romell.org](mailto:eduardo@romell.org) or visit Romell Corporation's Web site at [www.romell.org](http://www.romell.org).

#### Questions and Answers with Eduardo Florez

**Q: How did you first learn about Ticket to Work?**

**A:** I initially learned about Ticket to Work through Gulf Coast Jewish Family Services, an EN in Clearwater, and then I decided to read up on the Program. I went on the Web site, looked through the information, and then contacted [Florida Marketing Coordinator] Sara Godoy. That is when everything started.

**Q: Why did you choose not to serve as an EN?**

**A:** After reading the materials, I realized that I have many clients that would be ideal candidates to become ENs. In my mind, I developed an idea of organizations in Broward and Dade Counties willing to help people with disabilities get back into a work setting. I felt that I had the capacity to create a true network to bring people together, and that it would be best for me to coordinate services between agencies that have the ability to offer direct services.

**Q: How have you benefited from Ticket Program collaborations?**

**A:** I am very grateful to Ticket to Work for giving us the opportunity to exhibit our work. This has not only been an opportunity for my company to jump onto more of a national platform, but we have gained exposure for the system and technology we developed. Ticket to Work creates an environment I need to be in as a social service consultant. I hope that projects like ours will be implemented in other cities.

## Need assistance filling out the EN RFP? Sign up for one of these free training calls!

To date, more than **170** organizations in Florida, Texas, California and New York City have participated in recent RFP conference calls sponsored by the Ticket to Work Marketing Team, and **25** have since applied to become ENs.

The calls, approximately 90 minutes in length, serve a dual purpose; the first is to provide page-by-page technical assistance in completion of the RFP application, the second is to offer a forum for questions, ideas, and networking.

Due to their success, three additional calls have been added to the calendar: a regional call with organizations

on the East Coast, another for agencies in Texas, and the first in a series of national RFP training calls. All that is needed to join in on each of these calls is a copy of the RFP application.

On **February 17th at 2:00 PM EST**, Marketing Coordinators Tara Scott and Kelli Johnson will host the East Coast conference call with organizations located in the Philadelphia, Baltimore, Washington, Boston and Atlanta metropolitan areas. To RSVP, please email Kelli at [kellijohnson@maximus.com](mailto:kellijohnson@maximus.com).

On **February 23rd at 2:00 PM CST**, Marketing Coordi-

nator Nijjama Caldwell will host a second RFP call for agencies in the state of Texas. To RSVP, please contact Nijjama at [nijjamacaldwell@maximus.com](mailto:nijjamacaldwell@maximus.com).

Finally, for those organizations located outside of these areas that are interested in taking part in RFP training, the Marketing Team will host a **national RFP Conference Call on March 15th at 1:00 PM EST**. Space is limited; if you are interested in participating, please send an email to Roger Naoroji at [rogernaoroji@maximus.com](mailto:rogernaoroji@maximus.com).

Unlike its regional counterparts, the national call will be listen-only; however, there will be an opportunity to submit questions

and comments in advance to be answered during the training.

Thank you again for your interest in becoming a Ticket to Work Employment Network. We hope to have you join us for these calls and we look forward to speaking with you soon!



## Mark Your Calendars...

### Meet MAXIMUS Ticket to Work Staff at the following events:

Event	Dates	Location	Web site
The Florida ARF 2005 Winter Quarterly Meeting	2/7-9	Ft. Lauderdale, FL	<a href="http://www.floridaarf.org">www.floridaarf.org</a>
MAXIMUS EN Capitalization Training	2/17	New Orleans, LA	<a href="http://www.yourtickettowork.com">www.yourtickettowork.com</a>
Texas Association of Staffing Annual Conference	2/16-17	Dallas, TX	<a href="http://www.texasstaffing.org">www.texasstaffing.org</a>
First Caribbean Benefit Planning, Assistance and Outreach Conference	2/22	San Juan, PR	<a href="http://www.mavipr.org">www.mavipr.org</a>
Ticket to Work Advisory Panel Meeting	2/23-25	New Orleans, LA	<a href="http://www.socialsecurity.gov/work/panel">www.socialsecurity.gov/work/panel</a>
Making It Real!: Universal Access and Improved Performance Through Faith-Based and Community Partnerships	3/2	Washington, DC	<a href="http://www.dol-tlc.org">www.dol-tlc.org</a>
National Association of Workforce Boards 2005 Forum	3/3-5	Washington, DC	<a href="http://www.nawb.org">www.nawb.org</a>
National Community Action Foundation Annual Legislative Conference	3/8-11	Washington, DC	<a href="http://www.ncaf.org">www.ncaf.org</a>
MAXIMUS EN Capitalization Training	3/17	Seattle, WA	<a href="http://www.yourtickettowork.com">www.yourtickettowork.com</a>
California Employment Development Department "Building Employment Opportunities for People with Disabilities"	3/29-31	Sacramento, CA	<a href="http://www.edd.ca.gov">www.edd.ca.gov</a>
Lutheran Services in America Annual Conference and Annual Meeting	4/13-15	Washington, DC	<a href="http://www.lutheranservices.org">www.lutheranservices.org</a>
6th Annual Gathering of the Social Enterprise Alliance	4/18-20	Milwaukee, WI	<a href="http://www.se-alliance.org">www.se-alliance.org</a>

For a complete calendar of upcoming events, please visit [www.yourtickettowork.com/calendar](http://www.yourtickettowork.com/calendar)

## Recently Approved Employment Network Providers

Below is a listing of Ticket to Work Program Employment Network providers that have been approved this past quarter. To view a complete directory of Ticket to Work ENs, visit [www.yourtickettowork.com/endir](http://www.yourtickettowork.com/endir).

AAA Care & Treatment, Inc.	Gastonia, NC	John P. Burns	Seattle, WA
AIDS Coalition of Southern New Jersey	Bellmawr, NJ	Johnston and Associates, LLC	Delta, CO
Best International Employment Agency, Inc.	New York, NY	Just One Break, Inc. (JOB)	New York, NY
Boston Rescue Mission, Inc.	Boston, MA	Katz International Job Development Training, Inc.	Houston, TX
Brentwood Economic Community Development Corporation	Houston, TX	League Against AIDS, Inc.	Miami, FL
Brooklyn Center for Independence of the Disabled, Inc.	Brooklyn, NY	Mainstream Living	Chicago, IL
Career Colleges of America	South Gate, CA	Maryland New Directions, Inc.	Baltimore, MD
Career Plus, Inc.	Rochester, NY	Middlesex Mosquito Commission	Edison, NJ
Casino Career Center, Inc.	Temecula, CA	Mohawk Valley Community Action Agency	Rome, NY
Catholic Family Center	Rochester, NY	Molokai Occupational Center	Kaunakakai, HI
Central Insurance School	Clearwater, FL	Murrell's Community Service Agency	Palmdale, CA
Charles A. Hayes Family Investment Center, Inc.	Chicago, IL	North Central West Virginia Community Action Association	Morgantown, WV
Clearview Employment Services	Vancouver, WA	Northeast Alabama Mental Retardation/Developmental Disabilities Authority- Management Services Division	Gadsden, AL
Coastal Canvas and Awning Company, Inc.	Fort Myers, FL	Oahu WorkLinks	Honolulu, HI
Consumer Support Network, Ltd.	Miami, FL	Oakland Private Industry Council	Oakland, CA
Corptrainers Institute LLC	Newark, DE	Ohio Center for Human Development	Youngstown, PA
Deaf and Hearing Connection for Tampa Bay, Inc.	Seminole, FL	P.O.B. Fund	Cincinnati, OH
Dominion Training and Support Center	Dallas, TX	Palm Desert College	Palm Desert, CA
Economic Youth Organization Center for Economic Recovery	Chicago, IL	People Incorporated	St. Paul, MN
Entrepreneurial Training Center	Fresno, CA	Prairie Independent Living Resource Center (PILR)	Hutchinson, KS
Expanco, Inc.	Fort Worth, TX	ProMedex, Inc.	Flushing, NY
Fairfield-Suisun Community Action Council, Inc.	Fairfield, CA	Reach, Inc. of Dallas Resource Center on Independent Living	Dallas, TX
Future Well-Being of Mankind	Paris, MO	Reflective Image Counseling, Inc.	Baltimore, MD
Goodwill Industries/Shoreline Occupational Services	Santa Cruz, CA	Rene J. Arceneaux	Lafayette, LA
Health and Education Services, Inc.	Beverly, MA	S.J. Associates	Marysville, CA
Hispanic Coalition, Inc.	Miami, FL	Sankofa Corporation	Dayton, OH
Horizons, Inc.	Sunnyside, WA	Specialized Vocational Services	Worthington, MN
HRM Consulting	Murphys, CA	Staffing Source	San Antonio, TX
Iglesia Cristiana Avivamiento Pentecostal, Inc. (ICAP, Inc.)	Jersey City, NJ	Talking Hands, Ltd.	Las Vegas, NV
IndependenceFirst	Milwaukee, WI	TekHed Network, LLC	Dallas, TX
Independent Lifestyles, Inc.	St. Cloud, MN	The Enterprising Kitchen	Chicago, IL
Independent Living Center of Southeast Missouri	Poplar Bluff, MO	Thomas Community Services	Lillington, NC
Innovative Educational Systems	Inglewood, CA	Total Loving Care Home Care Services, Inc.	Detroit, MI
InspiriTec, Inc.	Wilmington, DE	Urban League of Lancaster County, Inc.	Lancaster, PA
Institute for Networking Community Services, Inc.	Pittsburgh, PA	Valley Healthcare System	Morgantown, WV
Interlink Counseling and Vocational Services	Severn, MD	Volunteer Center of Orange County	Santa Ana, CA
International Alcohol and Substance Abuse, Inc.	Houston, TX	Walton Options for Independent Living, Inc.	Augusta, GA
Jefferson County Committee for Economic Opportunity	Birmingham, AL	Windfall Industries	Wadsworth, OH
Jewish Family Service of Los Angeles	Los Angeles, CA	Women in Community Service	Alexandria, VA

## 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 be connected with a member of the Ticket to Work Marketing Team.

### We Want to Hear From You!

The Ticket to Work Program Marketing Team is pleased to offer this quarterly newsletter, *Inside Ticket*, as a tool to ensure that readers receive word of the most critical Program news, resources, events and statistics.

We welcome your feedback and will be sure to incorporate suggestions into our future outreach efforts.

Please use the comment portion of this form to request additional Program materials and to let us know what you would like to see in future editions of *Inside Ticket*.

Readers may also use this form to enroll in the **Ticket to Work Program Ambassadors Bureau**, an opportunity for Program stakeholders (current ENs, government agencies, community champions, advocates, employers, and Ticket-holders) to share experiences and Promising Practices with the Ticket Program at upcoming conferences and events in your community.

For more information on how to join the Ambassadors Bureau, contact Roger Naoroji, Sr. Marketing Coordinator, at [rogernaoroji@maximus.com](mailto:rogernaoroji@maximus.com) or Rhoda Perrin, EN Specialist, at [rhodaperrin@maximus.com](mailto:rhodaperrin@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>Address</b>
<b>Address 2</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 (check all that apply):</b>
<input type="checkbox"/> Becoming an Employment Network
<input type="checkbox"/> Payment Options
<input type="checkbox"/> Supplemental Funding Resources/EN Capitalization
<input type="checkbox"/> Current Approved ENs (list geographical area, state, and/or sector)
<input type="checkbox"/> Joining Ticket to Work Ambassadors Bureau
<input type="checkbox"/> Sharing EN Promising Practices
<u>Comments:</u>

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