Quarterly All Employment Network (EN) Call

August 17, 2017 • 3:00 – 4:30 p.m. ET

Participant Dial-in Number: (888) 299-7210 • Conference ID: 383-827
Quarterly All EN Call Agenda

1. Introductions and updates
2. Ticket Program Agreement (TPA)
3. Training package and posters for SSA Field Offices
4. Website enhancements
5. Guest speaker on Promoting Opportunities Demonstration (POD)
   • Questions
6. Partnership Plus: The Virginia Service Delivery Model
   • Questions
7. EN development and training updates
8. Ticket program outreach
9. Questions
Ticket Program Agreement (TPA)

- EN Signatory Authorities are required to sign the TPA, update the EN information sheet and return documents to ENservice@ssa.gov by Sept 1, 2017.

- For more information visit:
  - [https://yourtickettowork.ssa.gov/web/ttp/resourcedocuments](https://yourtickettowork.ssa.gov/web/ttp/resourcedocuments)
    - Ticket Program Agreement (TPA) – Review Presentation
    - TPA Frequently Asked Questions (FAQ)
  - [https://yourtickettowork.ssa.gov/web/ttp/events-archive](https://yourtickettowork.ssa.gov/web/ttp/events-archive)
    - July 25 All EN Payments Call reviewed the TPA changes for payments

- If you are unsure if SSA has received your TPA, please ask for confirmation from EN Service.
POD Background

Purpose

• Section 823 of the Bipartisan Budget Act of 2015 requires SSA to conduct a five-year (2017 to 2021) demonstration to test a benefit offset for Social Security Disability Insurance (DI) beneficiaries, including a simplification of work incentives, intended to promote employment.

Section 823 of the Bipartisan Budget Act of 2015

• Benefits offset $1 for every $2 earned greater than the beneficiary’s impairment-related work expenses (IRWE) or a threshold determined by SSA but no greater than SGA
• Entitlement to benefits may terminate due to work if benefits are reduced to zero
• The Trial Work Period and Extended Period of Eligibility do not apply
• Continued Medicare eligibility for 93 months after termination, if the impairment continues
Project Activities

Implementation

• Awarded a contract to Abt Associates in January 2017 to implement the project
• Contractor planning procurement with State Vocational Rehabilitation Agencies or Work Incentive Planning and Assistance agencies in site locations in eight states (AL, CA, CT, MD, MI, NE, VT, TX) to coordinate earnings and IRWE collection and provide benefits counseling services

Evaluation

• Awarded a contract to Mathematica Policy Research in December 2016 to evaluate POD
• Analysis of data on characteristics and outcomes of participants to determine impact of intervention; includes process, participation, impact, and cost-benefit analyses; surveys of participants at baseline, and 12 and 24 months after enrollment
• Interim Impact Report: Draft due April 2020; Final Impact Report: Draft due August 2021
Intervention Design

Randomized Experiment

- Recruit and enroll (starting November 2017) 15,000 volunteers to randomly assign into three groups
- Approximately 5,000 per group
  - Control group continues under current law rules
  - One treatment group receives the benefit offset and no termination of entitlement in full offset (benefits are zero)
  - Second treatment group receives the benefit offset with termination of entitlement after 12 consecutive months in full offset
Intervention Design

Randomized Experiment

• Each month, beneficiaries must report earnings and IRWE for the prior month to offset the benefit paid in the following month
• The standard POD monthly offset threshold is the TWP-level of SGA ($840 in 2017)
• All participants volunteer and provide written informed consent

Eligibility

• DI Worker beneficiaries at least age 20 and under 62 throughout the project
Recruitment

Indirect Outreach

• **Goal:** Indirect outreach uses key stakeholders (i.e. ENs) as trusted sources of referrals to raise awareness about POD and to instill trust that POD is a legitimate SSA project.

• The stakeholders who believe their client could benefit from POD may:
  • request a study information package for the beneficiary,
  • direct their client to the POD website, OR
  • provide their client with the toll free number for POD.

• **Preparation:** Mathematica Policy Research webinars:
  • Fall 2017
  • Winter 2018
  • Spring 2018
## Recruitment Areas

<table>
<thead>
<tr>
<th>State</th>
<th>Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>All</td>
</tr>
<tr>
<td>California</td>
<td>Los Angeles, Orange, and San Diego counties</td>
</tr>
<tr>
<td>Connecticut</td>
<td>All</td>
</tr>
<tr>
<td>Maryland</td>
<td>Anne Arundel, Baltimore, Baltimore City, Harford, Howard, Montgomery, and Prince Georges counties</td>
</tr>
<tr>
<td>Michigan</td>
<td>Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, Kent, St. Joseph, and Van Buren counties</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Adams, Buffalo, Douglas, Hall, Lancaster, and Sarpy counties</td>
</tr>
<tr>
<td>Texas</td>
<td>Bexar, Dallas, and Tarrant counties</td>
</tr>
<tr>
<td>Vermont</td>
<td>All</td>
</tr>
</tbody>
</table>
Questions?
Guest Speaker Presentation

Partnership Plus: The Virginia Service Delivery Model

Presented by:
David Leon (Virginia Department for Aging and Rehabilitative Services) & Missy Crawford-Smith (ServiceSource)
About DRS

- Virginia’s federally mandated Vocational Rehabilitation (VR) program
- Assists individuals with disabilities to prepare for, enter, and maintain employment
- Focus is on EMPLOYMENT
- Participation is VOLUNTARY
Partnership Plus: The Virginia Service Delivery Model

The VR Counselor

- An expert in disability and career counseling
- Determines eligibility for DRS services
- Identifies barriers to competitive employment
- Helps develop employment goal
- Develops Individualized Plan for Employment (IPE) with steps to achieve student’s employment goal
Partnership Plus: The Virginia Service Delivery Model

Virginia Model

- Partnership Plus and Administrative EN Models
- Fee for Service Work Incentive Services
- Work Incentive Specialist Advocates (WISA)
- WorkWORLD for the Web
- Benchmark Retention Payments
- Work Incentive Specialist Position and Manual
- NENA and NABWIS membership and participation
Ticket to Work in Virginia

- Partnership Plus agreement
- Benchmark Retention payments
- 21 current agreements
- 12 Administrative EN agreements
- FFY 2015 Ticket Program funding
  - Over $930,000 to statewide partners
Partnership Plus: The Virginia Service Delivery Model

Percentage Growth compared to FY15 dollars (10/1/14 – 9/30/15)
ServiceSource

Ticket To Work &
Partnership Plus
ServiceSource Overview – Who We Are

- Founded in 1971
- Regional Offices in Virginia, Delaware, Florida, North Carolina
- Contracts in 30 states, District of Columbia, and Puerto Rico
- A leading resource for people with disabilities, families, partners, and employers
- Collaboration to foster a more supportive and inclusive community where individuals can succeed and thrive
ServiceSource Overview – Who We Are

Regional Office
- Prime Contract Operations
- IRS Subcontract Operations
FY 2016 Corporate-wide Outcomes

- More than 23,000 individuals with disabilities served
- Directly employed or facilitated employment of more than 1,400 individuals with disabilities
- Placed more than 850 individuals with disabilities with third-party community employers
- Provided long-term habilitation services to more than 550 individuals
- Provided specialty services, such as autism spectrum, veterans, senior/aging services, housing and family supports
Types of Services Offered at ServiceSource

- Individual Supported Employment
- Benefits Counseling
- Career Center
- Community Employment/ Ability One
- Group Supported Employment
- Long Term Community Integration Services
- Community Support Services
- Family Support Services
- Assistive Technology Lab

All ServiceSource programs follow a person-centered, customized approach!
Partnership Plus Overview

- Partnership with DARS/VR started in 2009
- ServiceSource currently has:
  - 21 assigned Tickets through Partnership Plus
  - 15 identified that are potential hand offs
- Work Incentive Services - With assistance from DARS, several ServiceSource job coaches have achieved WISA certification through the Cornell program)
Individual Supported Employment

Job Seeker Applies with VR/DARS

DARS refers to ServiceSource

Job coach is assigned

Job coach completes intake & assessments

Employment plan is created

Individualized Employment services start
Discuss PP handoff with DARS

Create the IWP

Provide WISA services

Job placement and job coaching

Stable—DARS closes case

ServiceSource assigns ticket to provide continued services
**Example case- Meet Ben!**

(Names have been changed to protect PII)

- Ben applied for services with DARS and his case was opened. He chose ServiceSource to provide job services.
- Job development services were provided with ServiceSource Autism employment program starting in March 2017.
- A situational assessment was completed in the food service/customer service industry in March.
- Employment goal was established.
Example case- Meet Ben!
(Names have been changed to protect PII)

- Job placement services were provided to Ben
- Ben was referred for Work Incentive services with ServiceSource
  - Discussed work, benefits and Ticket to Work
  - Completed BS&A and WorkWORLD
- Ben secured a position in May
  - Job coaching services continue
- When job coaching finishes and job stability is met, DARS will close the case
- ServiceSource will assign the Ticket/submit IWP the next day to provide long term employment support
Benefits of Partnership Plus

- **Support** - Partnership Plus provides seamless employment support and Work Incentives support for the Ticketholder
- **Communication** - Partnership Plus opened communication between with DARS Counselor, DARS TTW Coordinator, Job coach, WISA
- **Easy** - Partnership Plus allows us to easily prepare and assign tickets with no lag
- **Financial Incentives** - Partnership Plus with DARS allows for benchmark payments for Ticketholder successes
Contact information

David Leon
Ticket to Work Coordinator, Grants & Special Programs
Virginia Department for Aging and Rehabilitative Services
Office phone: (804) 662–7151
New Email: David.Leon@dars.virginia.gov

Missy Crawford-Smith
Enhanced Work Incentive Counselor
ServiceSource
Phone: (703) 203–4657
Email: Missy.Crawford-Smith@ServiceSource.org
Partnership Plus: The Virginia Service Delivery Model

Contact Information

David Leon
Ticket to Work Coordinator, Grants & Special Programs
Virginia Department for Aging and Rehabilitative Services
Office phone: (804) 662-7151
New Email: David.Leon@dars.virginia.gov

Missy Crawford-Smith
Enhanced Work Incentive Counselor
ServiceSource
Phone: (703) 203-4657
Email: Missy.Crawford-Smith@ServiceSource.org
Service Provider Foundations Training

- Effective September 1, 2017 the training is mandatory for:
  - EN key contact(s) responsible on TPA for Ticketholders, payments, and TPA inquiries.
  - New employees with these responsibilities that start after TPA award

- New ENs must complete before being activated and allowed to serve beneficiaries

- Complete training within 60 days after:
  - New EN award date
  - Social Security is notified of key staff change

- More information at https://yourtickettowork.ssa.gov/web/ttw/service-provider-foundations
Ticket Program Outreach

- Access the Service Provider Toolkit: https://choosework.ssa.gov/provider-resources.html
- To help spread the word about WISE webinars or to volunteer to present on a webinar: ChooseWork-Webinars@choosework.ssa.gov
- Read the newest Ticket to Work success story: https://choosework.ssa.gov/library/sandy-success-story
- To submit a success story idea or volunteer to be a guest blogger: ChooseWork-Stories@choosework.ssa.gov