HOMELESS VETERANS REINTEGRATION PROGRAM

Becoming an Employment Network

A Webinar from the National Veterans Technical Assistance Center
November 9, 2011

Baylee Crone and John Rio
Ticket To Work Program

Kristen Willard, Technical Assistance and Support Center (TASC) Manager
Meg Little, Account Manager
What is the Ticket to Work Program?

• **What?**
  o An employment program administered by SSA

• **Who?**
  o Beneficiaries with disabilities, ages 18 through 64, receiving Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) cash benefits

• **Why and How?**
  o Bob Williams’s FIVE Cs
Vision of Associate Commissioner, Office of Employment Support Programs (OESP)

The 5 Cs:

• Choice
• Capacity
• Coordination
• Collaboration
• Credible Results
Why is the Ticket Program a Good Fit for HVRP Grantees?

**HVRP**
- To provide services to assist in reintegrating homeless Veterans into meaningful employment within the labor force

**TICKET**
- Offers SSI and SSDI recipients expanded choices for obtaining the services and supports to enter and maintain employment
Veterans

• Veterans and their families represent 40% of adult Social Security beneficiaries

• Many are already receiving disability benefits

• Many would be eligible if they applied (service-connected veterans with a rating of 60% or higher qualify for SSDI)

• Many have open cases with the State Vocational Rehabilitation agency
About Employment Networks (ENs)

• ENs are approved by SSA

• SSA pays the EN based upon the beneficiary attaining specific Milestones and Outcomes
  o Use as part of your braided funding
    • Not double dipping; not fee-for-service

• ENs are providers that offer career counseling, job placement and ongoing employment support services.
How the Ticket Works

EN & Ticket Holder Connect

EN & Ticket Holder negotiate an Individual Work Plan (IWP)

Signed IWP is submitted to MAXIMUS for approval and Ticket is Assigned to EN

EN Submits Payment Request to MAXIMUS & is Paid

Beneficiary Goes to Work & EN Collects Evidence of Earnings

EN Provides Services & Supports Outlined in Approved IWP
Benefits to Beneficiaries

- Participation is voluntary
- Protection from Continuing Disability Reviews (CDRs)
- Opportunity to earn more than disability payments alone
  - Income equates to housing which equates to community participation and self sufficiency
HVRP Grantee…

Experience as an Employment Network at Volunteers of America in Miami

David Scarborough
Antoine Bayard
HVRP Grantee…

Experience as an Employment Network at the YWCA of Greater Harrisburg

William “Bill” Reed
Entry Resources Available

- Social Security Recipient: 23%
- VA Benefits Recipient: 17%
- Public Assistance Recipient: 9%
- Other Non-Employment: 3%
- No Resources: 60%
- Single Homeless: 64%
- Homeless Female or Families: 17%
Why being an EN is good for the Y:

- Homeless Veterans ineligible for VA Benefits often seek Social Security Benefits
- Aging Homeless Veterans Population often rely on Social Security Benefits
- Single Homeless Veterans Population have fewer options
- Fear of Losing Medical Benefits reduces incentive to work
- Benefits alone rarely equate to desired income level
Process at the Y

- Normal Outreach and Assessment Process
- Identify if Social Security Beneficiary
- Determine Ticket Status
- Add Benefits Counseling (CWIC)
- Build IEP alongside IWP
- Establish Goals
- Keep Communications Open to Measure Outcomes and Benchmarks
Success Story at the Y: George

- Vietnam Era
- Highly Educated
- Benefits Came from Social Security and HUD
- Held High Paying Positions in the past
- PTSD
- Desires to return to productive life where prior experience and passion can help others
Success Story at the Y: Anthony

- Gulf War Era Vet
- Significant Prison Record
- Mental Health and Co-Occurring
- Prison-Streets-Shelter-HUD-VASH
- Seeking Certified Recovery Specialist Certification
- Desires to work as a House Manager to help others
Benefits of Being an EN

• Opportunity to receive revenue as they help DOL meet the employment needs of homeless veterans
• Ticket payments are unrestricted
• Braided funding
• Generous funding stream: Between $22,354 (SSI) and $23,164 (SSDI) per successful beneficiary
• There is no fee to become an EN
EN Models

• Headquarters: Hub and Spoke Model
• Collaborative Model: Partnerships with Workforce, VR and Mental Health Systems
• Local Model: Entity directly executes all EN functions
• Modified Local Model: Entity executes most functions but taps referrals for specific disability supports (e.g., CILs)
Interested in Becoming an EN?

• Download the Request for Quotation (RFQ) at: http://www.ssa.gov/work/enrfp.html

• Submit the completed RFQ to the Employment Network Contracts Team (ENCT):
  • E-mail: ENcontracts@ssa.gov
  • Fax: 410-597-0429
Resources for Success

- Technical Assistance and Support Center (TASC)
- Toll Free: 1-866-949-ENVR (3687)
- FAX: 703-893-4020
- TDD: 1-866-833-2967
- [www.yourtickettowork.com](http://www.yourtickettowork.com)
- All EN Call
## Ticket to Work Regional Contact Information

<table>
<thead>
<tr>
<th>Region</th>
<th>States</th>
<th>Senior Account Manager</th>
<th>Phone Number</th>
<th>Email</th>
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