

Ticket Work Quarterly Update

Northeast Region, Summer 2004

Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia

Tax Break for Employers Offers Greater Incentive to Hire Ticket-Holders

On March 2, 2004, President Bush signed into law the Social Security Protection Act, Public Law 108-203, making available the Work Opportunity Tax Credit (WOTC) to employers who hire Ticket beneficiaries referred by any Employment Network (EN) participating in the Ticket to Work Program. Previously the WOTC was only available if the referral came from the state Vocational Rehabilitation (VR) agencies.

This new provision provides Employment Networks with a marketing tool to offer employers an incentive to hire individuals with disabilities. An employer taking advantage of the WOTC can receive up to \$2,400 in federal income tax credits for each WOTC-qualifying Ticket beneficiary hired. There are no restrictions on the number of qualified Ticket beneficiaries an employer can hire.

To receive comprehensive information about the WOTC and to obtain a directory of State and Regional WOTC Coordinators, visit the U.S. Department of Labor's Tax Credit Programs website at www.uses.doleta.gov/tax.asp.

New Campaign Launched to Promote Economic Freedom for Persons with Disabilities

On April 15, 2004, a new outreach campaign was launched in Washington, DC that seeks to educate and inform individuals with disabilities about economic independence and asset building. The TAX FACTS Campaign is a collaborative effort co-sponsored by the Internal Revenue Service, the U.S. Department of Health and Human Services Office on Disability, the National Disability Institute of the National Cooperative Bank, and others, and it will provide disability-specific tax and financial information and training to individuals, their families, and their employers.

The goal of the three-year, multi-faceted campaign is to empower communities working with persons with disabilities to participate and expand their knowledge and utilization of favorable tax benefits and financial education services. TAX FACTS will direct needed public attention to the advancement of economic freedom and full community participation of persons with disabilities.

If you would like additional information on the TAX FACTS Campaign, please contact Johnette Hartnett, Director of Public Policy for the National Disability Institute of the NCB Development Corporation, at (202) 218-7284.

Ticket to Work Program, A Success Story

"A DREAM COME TRUE"

For Michelle P., 36, life has always been difficult. She was born with osteogenesis imperfecta, a rare bone disorder. A simple turn of the body while sitting in a chair can result in a broken bone - she has experienced 87 bone fractures to date. Supplemental Security Income (SSI) helped her make ends meet, but her broken dreams of working for a living seemed impossible to mend. "I was caught in a terrible situation," Michelle said. "I wasn't living. I was barely surviving. The depression was terrible."

In November 2002, Michelle received her "Ticket to Work" from Social Security. By using her Ticket, and with the help of a local agency that works with Social Security to help people trying to find employment, Michelle was able to get a temporary job with the University of Phoenix in December, making \$10 an hour. Today, Michelle continues to provide technical support to students taking online University of Phoenix courses. In fact, her employer was so impressed with her work; she was hired full-time and gave her a raise to \$12 an hour. "I can't remember ever being this happy in my life," Michelle said. "People with disabilities should never give up. If I can turn my life around, anyone can!"

To view additional Ticket success stories, visit www.yourtickettowork.com/news?news_detail=2 and www.ssa.gov/work/Ticket/ticketsuccess.html

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White House Faith-Based and Community Initiatives Conference Series and Leveraging Ticket to Work Opportunities

In a continuous effort to effectively reach out to faith-based organizations, the Ticket to Work Program has worked closely with the White House Office of Faith-Based and Community Initiatives to promote the Program through their National Conference Series. Over the past eight months, Ticket to Work had a significant presence at seven White House conferences nationwide, including Memphis, Tampa, Phoenix, Los Angeles, Minneapolis, Pittsburgh and Washington, DC, and we will be attending the next conference in the series in Boston on July 8th. The conferences are hosted by the White House with support from the Departments of Justice, Agriculture, Labor, Health and Human Services, Housing and Urban Development, Education and the Agency for International Development. For more information on these events, visit <http://www.dtiassociates.com/fbci>

Thousands of faith-based organizations were in attendance during this series, including some already serving as Employment Networks in the Ticket Program. Within the Ticket to Work Program, faith-based organizations are eligible to receive a flexible, additional source of funding that can be used without restriction. Thirty faith-based organizations currently serve as ENs providing a variety of services in their communities. To see more information on faith-based Employment Networks, visit www.yourtickettowork.com/endir.

Meet the MAXIMUS Ticket to Work Staff at the following events

(Northeastern Region Events are shaded in gray)

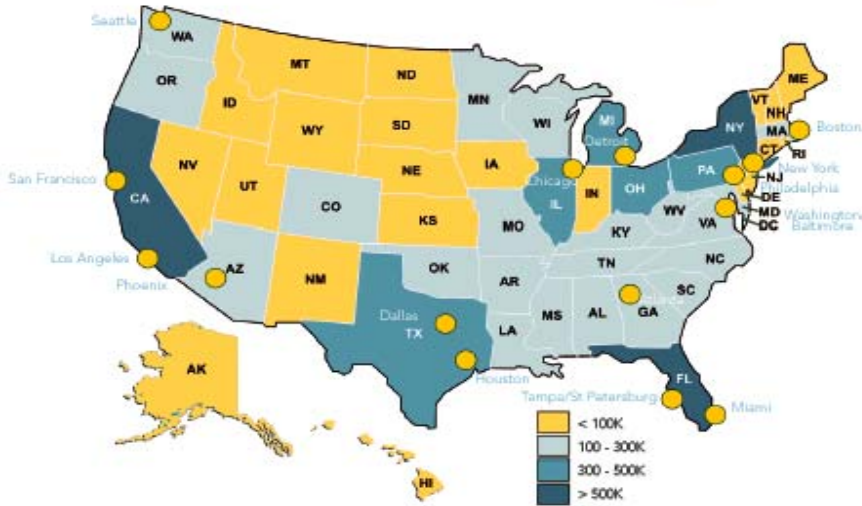
| Event | Dates | Location | Website |
|---|----------------|--------------------|--|
| Opportunities Industrialization Centers of America, Inc. Conference | 6/16 – 6/17/04 | Washington, DC | www.oicofamerica.org |
| America’s Health Insurance Plans 2004 Institute | 6/16 – 6/18/04 | Chicago, IL | www.aahp.org |
| The United States Conference of Mayors 72 nd Annual Meeting | 6/25 – 6/28/04 | Boston, MA | www.usmayors.org |
| America’s Health Insurance Plans Forum | 6/29/04 | Washington, DC | www.ahip.org |
| White-House Faith-Based and Community Initiatives Conference Series | 7/8/04 | Boston, MA | www.fbci.gov |
| Association of Higher Education and Disability Annual Conference | 7/13 – 7/17/04 | Miami, FL | www.ahead.org |
| National Association of Counties Annual Conference | 7/16 – 7/20/04 | Phoenix, AZ | www.naco.org |
| National Conference of State Legislatures Annual Meeting and Exhibition | 7/19 – 7/23/04 | Salt Lake City, UT | www.ncsl.org |
| Disability Management Employer Coalition Annual Conference | 7/1/ - 7/21/04 | San Francisco, CA | www.dmec.org |
| U.S. Department of Labor Workforce Innovations 2004 | 7/19 – 7/21/04 | San Antonio, TX | www.workforceinnovations.org |
| Alliance for Nonprofit Management Annual Conference | 8/12 – 8/15/04 | Washington, DC | www.allianceonline.org |
| Ticket to Work and Work Incentives Advisory Panel Meeting | 8/17 – 8/19/04 | Oakland, CA | www.ssa.gov/work/panel |
| National Alliance for the Mentally Ill Annual Convention | 9/8 – 9/12/04 | Washington, DC | www.nami.org |
| Council for Opportunity in Education Annual Conference | 9/12 – 9/15/04 | San Antonio, TX | www.trioprograms.org |
| National Association of State Workforce Agencies Annual Conference | 9/13 – 9/16/04 | Louisville, KY | www.naswa.org |
| Goodwill Industries Fall Learning Event | 9/19 – 9/22/04 | New York, NY | www.goodwill.org |

* For a complete calendar of upcoming events, please visit www.yourtickettowork.com/calendar.

Snapshot: Who are the Ticket-Holders and Where Do They Live?

Over 10 million people are eligible to participate in the Ticket to Work Program in all 50 states and U.S. Territories. The map below shows a distribution of where Ticket-holders live, with many living in major metro areas.

Distribution: 10 Million Ticket-holders Nationwide, including US territories



| Top 12 Metro Areas | |
|--------------------------|----------------|
| Metro Area | Ticket-holders |
| New York, NY | 305,976 |
| Los Angeles, CA | 276,723 |
| Chicago, IL | 211,121 |
| Philadelphia, PA | 147,144 |
| Detroit, MI | 145,338 |
| San Francisco, CA | 118,197 |
| Boston, MA | 112,756 |
| Miami | 110,594 |
| Baltimore/Washington, DC | 74,248 |
| Dallas/Ft. Worth | 74,420 |
| Tampa/St. Petersburg | 72,282 |
| Houston | 68,065 |

The Ticket to Work Call Center has received over **400,000** calls to date from Ticket-holders who are interested in using their Ticket to enter the workforce. Of the **50,000** Ticket-holders already participating, the majority receive SSDI benefits and average 48 years of age. Ticket-holders can be served by over **1,300** organizations offering a wide variety of support services and employment opportunities. To view local Ticket-holder statistics by city, zip code, county and impairment group for your community, visit www.yourtickettowork.com/benedist.

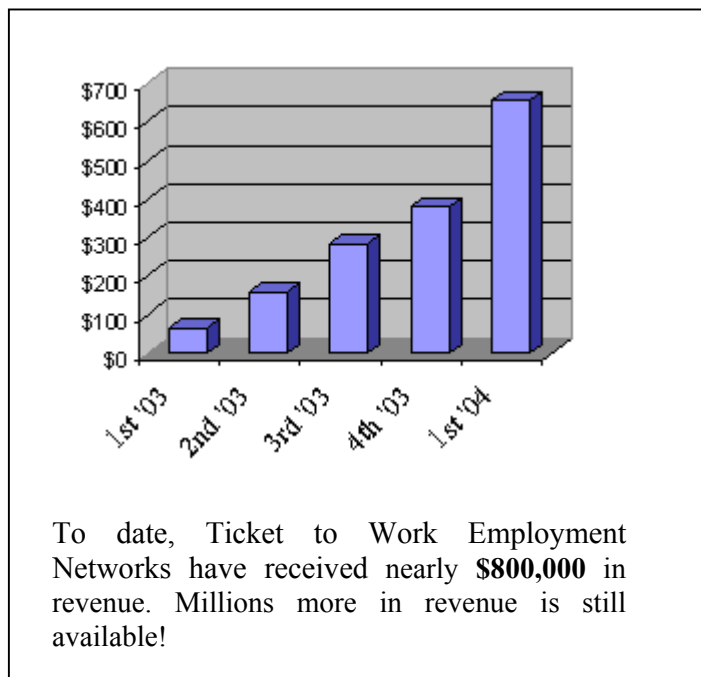
Recently Approved Northeast Region Employment Network Providers *(Approved Since 3/04)*

368 ENs serve the Northeast. Below are some recently approved.

| | |
|---|--------------------|
| Home Nursing Agency/Community Services/Lexington Clubhouse | Altoona, PA |
| Tri-County Community Action Partnership, Inc. | Bridgeton, NJ |
| CareLink Community Support Services | Broomall, PA |
| Cumberland/Perry ARC, The S. Wilson Pollock Center | Carlisle, PA |
| Culpepper County Department of Social Services | Culpepper, VA |
| Dorson Home Care, Inc. | East Orange, NJ |
| Greater Erie Community Action Committee | Erie, PA |
| Chester R. Lee | Erie, PA |
| The International Institute of Erie | Erie, PA |
| South Central Community Action Programs | Gettysburg, PA |
| Training, Empowerment, Advocacy and Mentoring Services | Glenside, PA |
| Anthracite Region Center for Independent Living | Hazleton, PA |
| Preferred Automotive Specialists | Jenkintown, PA |
| Wayne County Action Program | Lyons, NY |
| David Computer Education and Consultants | Providence, RI |
| Berks County Center for Independent Living | Reading, PA |
| Julie's Liquor Mart | South Boston, MA |
| Community Interactions, Inc. | Springfield, PA |
| Goodwill Industries of Hampton Roads | Virginia Beach, VA |
| Center for Independent Living of North Central Pennsylvania | Williamsport, PA |
| Citizens for Independence and Access | York, PA |
| Westmoreland-Fayette Workforce Investment Board | Youngwood, PA |

To see a complete directory of Ticket to Work Employment Networks, visit www.yourtickettowork.com/endir.

Total Payments Paid to ENs Cumulative by Quarter (Thousands)



Ticket to Work and Work Incentives Advisory Panel Holds 2004 Quarterly Meetings in Florida and MD

The first quarterly meeting for 2004 of the Ticket to Work and Work Incentives Advisory Panel was held February 10-12, 2004 in Fort Lauderdale, Florida. The meeting provided an informative update from the Social Security Administration and MAXIMUS on the status of the Ticket Program as all three phases of implementation near completion. The meeting also served as a forum for Employment Networks, disability advocates and consumers alike to share feedback from different perspectives.

The second meeting on May 18-20 in Bethesda, MD also offered opportunities for Northeast area ENs and Ticket-holders to share experiences using their Ticket and accessing employment supports and incentives.

For more information on the Ticket to Work and Work Incentives Advisory Panel or to view the minutes from the meeting, please visit www.socialsecurity.gov/work/panel.

Improved Payment Process Available for Employment Networks

Based on nationwide feedback from organizations just like yours, the Social Security Administration has established the **Employment Network Certification Payment Request Process**. Now it is easier than ever to request your payment for the months that your organization is eligible to receive revenue.

Employment Networks can now request EN Payments through the following options:

- (1) Monthly Evidentiary Payment Request Process
- (2) Quarterly EN Certification Payment Request Process
- (3) Monthly EN Certification Payment Request Process
- (4) Monthly payment followed by Quarterly Certification Request Process

These new options are easy to understand and easy to implement. Once an Employment Network has established a **history of outcome payments**, they may continue to utilize the evidentiary payment request option OR they may choose to take advantage of the new certification payment processes (options 2-4).

Better yet, Ticket to Work staff will inform you when you are eligible to start taking advantage of this process – **no tracking is required on your part**. When using this method, the only requirement is to send a letter to MAXIMUS stating the EN has knowledge of the Ticket-holder continuing to work at the required level. At that point, the Employment Network will receive a payment. No other proof or evidence of earnings is required.

Current Employment Networks are already using these methods. These new options make it easier for those Employment Networks who may not be able to obtain a copy of a Ticket-holder's pay stub or other wage evidence every month when requesting a payment.

For more detailed information about these new payment request options, visit our website at www.yourtickettowork.com/payment_options.

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 one of our Northeast Region Marketing Coordinators. You may also visit us online at www.yourtickettowork.com.

Tell us about you:

Name:

Title:

Organization:

Address:

Address2:

City/State/Zip:

Phone:

Fax:

Email:

Website:

I would like to receive specific information on (check all that apply):

- Becoming an Employment Network
- Payment Options
- Supplemental Funding Resources/EN Capitalization Directory
- Current Approved ENs (list geographical area, state, and/or sector):

Comments: