

TTW DVR QUESTIONS AND ANSWERS

Questions	Answers
1. Who is eligible for the Ticket to Work program?	<p>All adult SSA (18-64) beneficiaries will receive a Ticket to Work and are presumed eligible for VR services with a few exceptions. (Consumers older than 62 and younger than 18 will require additional SS verification - see IRIS Help Pages for details).</p> <p>Consumers do not need to present a ticket at the time of application. At the time the IPE is developed their ticket will be placed “in-use” status through an electronic sharing of data unless their Ticket is assigned to an EN. If the Ticket is assigned to an EN please see the three scenarios listed in Working with SSI/SSDI Consumers on how to proceed.</p> <p>Once the ticket has been placed “in-use” the consumer will have protection from SSA’s continuing disability reviews (CDR) as long as they are making timely progress toward their vocational goal.</p>
2. If a current DVR consumer wants to assign their Ticket to another EN what do I do?	SSA will not allow the Ticket to be assigned to an EN while the consumer has an active/open case with DVR. Maximus requires the DVR case be closed to take the ticket out of “In Use” status. If this occurs, please consult with your supervisor on how best to proceed.
3. What do I do if the consumer’s ticket is assigned to an EN when they come to DVR or when they are activated from the waitlist?	If the consumer has assigned their ticket to an EN and then decides to work with DVR or assigns their ticket to an EN while on the waitlist, the three scenarios outlined in Working with SSI/SSDI Consumers should be discussed with the consumer, and the EN, as appropriate, to determine how best to proceed.
4. What is a DVR Partnership Plus EN? How do I know if an EN is considered a DVR Partnership Plus EN?	DVR plans to develop agreements with some ENs - these ENs are considered DVR Partnership Plus ENs. As part of these agreements, the EN agrees to work with the consumer to unassign their Ticket from the EN and have it placed “in use” with DVR. DVR agrees to redirect the consumer to the Partnership Plus EN upon case closure in addition to providing information on other EN options. At DVR case closure, the consumer can choose to reassign his/her Ticket to the Partnership Plus EN or another EN.

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5. What new reporting/tracking requirements do I have?	Staff is no longer responsible for collecting wage documentation during the first 90 days of employment UNLESS the consumer is working for the Federal Government, a Non-Profit organization that does not report wages to unemployment, or the consumer is self-employed. Please refer to Working with SSI/SSDI Consumers and Working with SSI/SSDI Beneficiaries Flow Chart for information on how staff can assist in the collection of this wage documentation by having consumers sign releases or share information with DVR.
6. If the Ticket holder goes to work, does the counselor have to notify the local SSA?	No, it is the consumer's responsibility to notify SSA of their work wages.
7. Do current SSA beneficiaries who are DVR consumers have to participate in the Ticket to Work program?	While the Ticket program is voluntary, if they develop an IPE, SSA interprets that as the consumer making a decision to participate in the Ticket program. Their Ticket will be considered in an "In-use-SVR" status while they are working with us and, therefore; the consumer will receive CDR protection as long as they make timely progress toward their employment goal according to the SSA rules.
8. What is "timely progress toward self supporting employment"?	"Timely progress requirements" must be met in order to maintain protection from the CDR's (Continuing Disability Reviews). These requirements are a combination of work and/or education activities which are to be met on an annual basis. Failure to meet timely progress only affects the CDR protection, not benefits or the Ticket. Please refer to the Timely Progress Requirement Tip Sheet for further information.
9. Do I have to track and report timely progress?	Meeting timely progress is a consumer responsibility. The counselor can incorporate the timely progress requirements into the IPE, if the consumer requests this, and the CDR protection is important to the consumer. However, meeting the timely progress requirements remain the consumer's responsibility. Maximus will communicate directly with the SSA beneficiaries regarding timely progress requirements. Please refer to the Timely Progress Requirement Tip Sheet for further information.

Questions	Answers
10. What happens with CDRs if the Ticket is not used?	The Ticket is placed in an inactive status, and there is no CDR protection.
11. Whose responsibility is it to report to the Program Manager when a DVR consumer is temporarily unable to participate in their IPE?	The consumer should notify Maximus and their ticket will be placed in an inactive status. They will no longer have the CDR protection.
12. What do I do if a consumer does not want to use their Ticket but still wants services?	"In use" status is given to all SSN's DVR submits to Maximus. SSA assumes that by applying and developing an IPE, the beneficiary has made a decision to use their ticket.
13. If there are problems, whom do I report them to and who should the consumer report them to?	You can discuss with your supervisor how best to proceed or the consumer can contact Maximus.
14. Who do I contact within DVR if I have questions?	<ol style="list-style-type: none"> 1. Ticket to Work - Gina Haupt 2. Policy and Procedures - Allison Gordon 3. SSA Reimbursement - Gina Haupt