

Program/Project Annual Report
Ticket to Work Employment Network
July 1, 2012 – June 30, 2013

Purpose of Program/Project:

The Rehabilitation Counseling Program at California State University, Fresno has been an approved Employment Network (EN) for the Ticket to Work program since 2003. Ticket to Work is a program of the Social Security Administration (SSA). Its purpose is to assist people who are receiving social security because of a disability, return to work and get off social security. Each social security recipient receives a "ticket." SSA started sending out the tickets in November of 2003 and Californians will receive almost 1,000,000 tickets. Once a ticket is received, the ticket holder can assign it to any Employment Network they wish. The EN can choose whether or not to serve the ticket holder and the ticket holder can choose whether or not to work with an EN. The EN then develops a plan to help the ticket holder return to work.

Methodology

Ticket to Work is a terrific opportunity to give Rehabilitation Counseling students a chance to work with people with disabilities in a real setting. Currently, Rehabilitation Counseling Master's Program students are working with ticket recipients through their fieldwork program. The students get to choose a ticket recipient with whom they would like to work, and then work with that person on an individual basis. A Program Administrator oversees the students and helps them with resources and concerns.

Services

Students make personal contact with their ticket holder and help them develop an Individual Work Plan. Once this is completed, students can see the kind of services the ticket holder may require to return to work. The students help ticket holders with resumes, cover letters, job search skills and interview skills. They may also refer them to agencies for other types of assistance such as counseling, housing assistance or legal assistance. Once a ticket holder is employed the student intern continues to monitor the employment to ascertain that the ticket holder is adjusting to his/her new employment.

The Rehabilitation Counseling Program at California State University, Fresno is unique in the type of experiences it provides its students. Students learn not only the joys but also the frustrations of working within the human services system and how to help their clients overcome the barriers that they encounter. The Ticket to Work Program, like our Job Retention Program, our Workability IV Program and our Evaluation Center, provides students an opportunity to work with real life clients in a real world situation making the Rehabilitation Counseling Program at Fresno State a "national leader in hands-on, real-world rehabilitation".

Administrative Housing of Program/Project:

The Ticket to Work Program is part of the Masters in Rehabilitation Counseling Program housed in the University Center Room 116. The course Rehab 268C Ticket to Work, is a course taught to third semester Rehabilitation Counseling graduate students. There are two people employed

under the CSU, Fresno Foundation Employment Network, Cheryl Brandon (Accounts Assistant) and Lynette Quinto (Director). Both individuals report to the Associate Dean, Dr. Jim Marshall.

The role of Lynette Quinto is Director of Ticket to Work. Her current job description is to: 1) oversee and manage the program, which include ongoing job placements, 2) provide job retention services, 3) benefits counseling, 4) teach Rehab 268C, and 5) assist and monitor our billing department.

The role of Cheryl Brandon is Accounts Assistant. Her current job description is to: 1) bill social security by the collection and evaluation of paystubs from our consumers on SSDI and SSI, 2) maintain consistent office work flow in order for Ticket to Work to get paid in a timely manner.

CSU, Fresno Foundation Employment Network is contracted through the Social Security Administration. Services are being provided to social security recipients that were referred by the social security administration to seek the Ticket to Work Employment Network.

Major Accomplishments 2012-2013

- 1) The CSU, Fresno Foundation has been providing a service to social security recipients since 2003. During the 7/2012 to 6/2013 year, the Employment Network has maintained full time clients and continues to generate monthly earnings.
- 2) The CSU, Fresno Foundation is ranked #35 amongst Employment Networks for total revenue paid out. SSA looks very closely at the percentage of payments that were Outcomes, as this is the goal of the program - self-sufficiency. There are only a few Employment Networks in the U.S. that have a higher number than CSU, Fresno Foundation.
- 3) The CSU, Fresno Foundation holds a job retention rate of 70% of its clients, striving to keep social security recipients working full time and off social security benefits.

Depending on the number of enrolled students for the semester, the CSU, Fresno Foundation Employment Network can have up to 4 students and 1 intern acting as off campus participants.

The effectiveness of having off campus participants (students) allows more coverage of one-to-one service provided to the Ticket to Work client's. CSU, Fresno Foundation currently services 86 ticket recipients. The more students involved in Ticket to Work, the more job placements occur, therefore the more revenue that comes in.

Sources of Funding

On average, the CSU, Fresno Foundation Employment Network generates \$8,000/month. Our income from the Social Security Administration depends upon how many Ticket to Work clients we have placed in full time employment. Once these clients begin working, they submit their monthly paystubs to us, we then submit to Social Security and then obtain Milestone payments. We are currently receiving payments on 44 full time working clients. Our income from the Social Security office gets direct deposited into the CSU, Fresno Foundation.

There is no other source of revenues. Our expenditures include both salaries for Cheryl Brandon and Lynette Quinto.

Space and Equipment Utilization

The CSU, Fresno Foundation Ticket to Work office is located in the University Center Room 116.

Goals and Objectives 2013-2014

To increase client job placements that will then increase the monthly revenue. Our goal is to average \$11,000 monthly over the next year.