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## MEMORANDUM

**DATE:** December 27, 2011

**TO:** Regional Workforce Board Executive Directors

**FROM:** Lois A. Scott, Program Manager, Workforce Program Support 

**SUBJECT:** Ticket to Work Technical Assistance Offer

In an ongoing effort to streamline the Ticket to Work program and make it easier for Employment Networks (EN) to realize the income that is available through the program, technical assistance is being made available specifically for workforce ENs.

The Department of Labor has contracted with the Institute for Community Inclusion (ICI), UMass Boston, to provide technical assistance for the Ticket to Work program to workforce boards. The goal is to assist workforce boards in building capacity to serve individuals with disabilities and generate revenue from the Ticket to Work program. A call for applications went out and I am pleased to announce that Florida has been accepted to participate.

The following technical assistance is available to any interested workforce board at no charge:

- An individualized and comprehensive review of current capacity to serve as an EN;
- Development of a business plan that incorporates specific tools and resources to function as an EN;
- Development of mechanisms for identification and outreach to Ticket Holders, and streamlined EN payment processes, incorporating newly available Workforce EN eProcesses;
- Ongoing on-site and virtual assistance (phone, webinar, email) through September 30, 2012; and
- Access to a peer support network, allowing leadership and staff to discuss challenges and solutions with other ENs across the United States.

Florida has five regional workforce boards that are in the top 10 in the nation in Ticket to Work program earnings. This technical assistance opportunity can help existing Ticket programs operate more efficiently and effectively and help other boards who are interested in getting started with this program. If you would like to join the ranks of those boards successfully generating revenue for their program, please email Diane Vacca at [diane.vacca@deo.myflorida.com](mailto:diane.vacca@deo.myflorida.com) or call her at 850-245-7451 by January 10, 2012 and let her know of your interest in participating in this technical assistance opportunity. Diane can also answer any questions you may have.

ICI is available to come to Florida early next year. They will arrange individual site visits once we finalize the list of those of you who are interested in this technical assistance.

LAS/odv

