

Oregon Work Incentives Network Best Practices Guide

Mission, Vision and Values

Mission:

To help Oregonians with disabilities achieve their employment and financial goals. The Work Incentives Network realizes that Oregonians with disabilities want to work and be more financially independent, but often individuals with disabilities don't work because they falsely believe that they will lose medical benefits or other supports that help them live independently. WIN's mission is to assist Oregonians with disabilities to achieve their employment and financial goals by dispelling harmful myths about working while receiving disabilities benefits and to help individuals utilize work incentives and asset building programs as they move forward to achieve their employment and financial goals.

Vision: WIN's vision is that all Oregonians with disabilities are aware that they can work while receiving disability benefits and that disability programs have policies that incentivize employment and help support and enable individuals to work to their full potential, improve their financial circumstances, and ultimately live more independent lives.

Values: Accountability of the profession is expressed through a set of core values. These values represent a field that is continually evolving, yet is firmly based in providing quality information in a consistent, ethical context. These principles represent the foundation upon which the field was developed and applies to current practice:

- Integrity
- Objectivity
- Competence
- Fairness
- Confidentiality
- Professionalism

Code of Conduct and Professional Responsibility*

The Work Incentives Network's Code of Conduct and Professional Responsibility is intended to be used by Work Incentives Coordinators as a frame of reference for quality assurance and professional activities. A code of conduct cannot guarantee ethical behavior, however, it sets forth values, principles, and standards to which practitioners strive and their actions can be compared. The Work Incentives Network's Code of Conduct and Professional Responsibility serves to:

- Summarize the ethical principles that reflect the profession's core values
- Establish standards of conduct used to guide professional practice
- Assist participants in identifying standards of practice

Code of Conduct and Professional Responsibility:

1. Integrity: Work Incentives Coordinators shall act with honesty and sincerity in all professional and fiduciary relationships and behave in a trustworthy manner with customers/clients, the public, and other practitioners.
2. Objectivity: Work Incentives Coordinators shall always maintain objectivity/impartiality in their relationships with and work products for participants.
3. Competence: Work Incentives Coordinators shall acquire, maintain, and promote technical competence at a level that ensures the highest level of quality service provision and public image.
4. Fairness: Work Incentives Coordinators shall embrace inclusive excellence demonstrating respect for participants' diverse backgrounds including, but not limited to, age, gender identity, race, ethnicity, culture, disability, national origin, religion, sexual orientation, language, or socioeconomic status.
5. Confidentiality: Work Incentives Coordinators shall ensure participant information, in all medium, shall be maintained in such a confidential manner that meets or exceeds all applicable laws and regulations.
6. Professionalism: Work Incentives Coordinators shall treat all participants and professionals with dignity and respect at all times. All professional service delivery shall be timely and thorough.

**Code of Conduct and Professional Responsibility developed by the Wisconsin Benefits Specialist Quality Assurance Task Force*

Terms and Acronyms

Work Incentives Network: A benefits counseling/planning program funded by the Department of Human Services that consists of 10.75 Work Incentives Coordinators who provide services throughout the state. WIN's services are free to individuals with disabilities who receive public benefits and are interested in working. The primary purpose of WIN is to inform individuals with disability benefits that they can work and that many public benefits programs have special rules (work incentives) that actually support employment.

Work Incentives Coordinator (WIC): Is an individual who is trained and certified to provide benefits planning services. The primary duty of a WIC is to help individuals with disabilities make informed decisions about work, benefits and the use of work incentive to achieve their financial and employment goals, as well as helping them navigate the benefit system while working.

Participants: Individuals who are receiving WIN services.

WIN Central: WIN Central manages the Work Incentives Network program and provides training, certification, and technical assistance to the contractors and their Work Incentives Coordinator on staff. Currently WIN Central is a Department of Human Services program that is housed in Vocational Rehabilitation. WIN Central consists of two DHS staff.

Ring Central: Is the current fax service that WIN uses to receive referrals from community partners. This service is a key part of the enrollment process.

WIN Help Desk: A service that provides both participants and community quick and accurate information about the basics of working while receiving benefits. Individuals who are not eligible for Comprehensive Level Services are encouraged to call the Help Desk to learn about the facts of working while receiving benefits; ease any anxiety and fear they have about seeking employment; and to prevent them from unnecessarily limiting their earnings from work.

Efforts to Outcomes (ETO): Is the current database and case management system for WIN. WIN has used ETO since WIN began providing services in 2007.

Overview of WIN Services

WIN provides three different levels of services: 1) Information and Referral (I&R), 2) Comprehensive Level, and 3) Work Incentive Plan services. WIN uses a “Just in Time” model to assure that services are provided if and when the participant needs them, as opposed to being on a fixed time schedule.

STEP 1

Eligibility and Referral

After you refer a participant to WIN, a Work Incentives Coordinator (WIC) or Intake Specialist will confirm within 48 hours that the referral was received. WIN prioritizes services based on where the individual is on the employment continuum. Individuals who are working or who have received a job offer will receive the highest priority. If eligible, the first service the participant will receive is Information & Referral (I&R). During I&R, the WIC will assess what additional WIN services are needed, if any.

WIN provides services using the “Just in Time” learning model. The “Just in Time” learning model is based on the notion that people are only ready to learn something when the need to apply the information has arisen. When people are provided with information at the exact moment they most need it, they are more likely to retain it, as well as to use it. When information is presented too early, individuals are not ready to “hear” it and may ignore it as being irrelevant. When information is provided too late, the individual is unable to use it since the situation it was needed for has now passed. With the “Just in Time” learning model, the WIC provides the right type and amount of information and support necessary to help the beneficiary move forward along the employment continuum. (VCU Benefits Planning Manual 2014)

Reference: TAG 005 for Triage Process

Reference: TAG 006 for Enrollment Process

STEP 2

Information and Referral (I&R) Services

Purpose: The purpose of I&R level service is to reduce fear and anxiety about the impact of work on public benefits. Through the use of work incentives, a participant can work, financially get ahead, and maintain health insurance. WIN will emphasize this to the participant along with general information about why work is a good financial choice.

How I&R Services are Implemented: During the I&R level of service we will provide general information about the benefits the participant is receiving and work incentives available under their public benefits. The participant and support team will be given fact sheets and other materials that provide basic information about benefits and work incentives that the participant might utilize. The WIC will not be able

to provide detailed answers during this phase of services, but will be able to provide enough information to keep the participant encouraged about continuing their work efforts. Because of work incentives, WIN will be able to explain how being employed and increasing earnings is always an option for a beneficiary of public benefits. During the I&R phase we will talk to the participant and/or the support team to determine if they could benefit from a Work Incentive Summary (WIS) or a Benefits Summary & Analysis (BSA), either now or in the future.

When will I&R Services be implemented?: I&R services will begin once the person has been found eligible for services and a Work Incentives Coordinator has been assigned to the participant. Generally, this service is provided in one meeting.

Reference: TAG 001 for I&R Service

STEP 3

Comprehensive Level Services/Work Incentive Reports

Purpose: The Comprehensive Level Service provides participants with a personalized written report about their benefits and relevant work incentives. There are 2 types of written reports. A Work Incentive Summary (WIS) is for participants who do not have a job goal yet and summarizes the work incentives that will allow them to financially get ahead when working. A Benefits Summary & Analysis is for participants who have an idea of how much they will work and earn. This report analyzes how a specific earning goal will impact benefits the person has and recommends specific work incentives.

How the Comprehensive Level Service is Implemented: The WIC will obtain verification of the participant's current benefits, identify any benefit issues that need to be resolved, and identify relevant work incentives to recommend. The WIC will then put together a report that summarizes the participant's current benefit status, explain relevant work incentives, and provide recommendations for addressing any benefit issues. Once the report is completed, the WIC will review the document with the participant and any others on their employment team wanting a detailed explanation of the content.

When will BSA/WIS Services be Implemented: If a BSA or WIS is appropriate, it will generally be provided within 2 months from completion of the I&R Service.

Reference: TAG 002 for Verification Process

Reference: TAG 003 for Report Writing Process

Reference: TAG 00# for Hot Docs Instructions

STEP 4

Work Incentive Plan Services

Purpose: The Work Incentive Plan (WIP) is an action plan that is designed to help the participant implement the recommendations provided in the BSA or WIS. WIP level services support the participant by clearly designating responsible people (i.e., participant, WIC, and/or other employment team members) for each action step, and setting target dates for completing each task. The need for this service will be assessed during I&R and again after a WIS or BSA is completed.

How the WIP Service is Implemented: Once the WIS or BSA is completed, the WIC will work with the participant to help determine if an action plan is needed to help implement recommended work incentives, resolve benefit issues, and/or report earnings to relevant benefit agencies. If the participant needs support in completing any action step, the WIC will help identify the best person on the employment team to assist the participant with the specific task (i.e. parent, VR, payee, WIC, etc.). Each team member who the participant needs help from will be contacted to confirm their ability to assist then will be provided a copy of the WIP.

When will WIP Services be implemented: Once the WIP is completed, the WIC will begin supporting the participant in completing the necessary action steps to manage their benefits and work based on the schedule provided in the WIP. The WIC will help the participant and support team track the status of the Work Incentive Plan and make adjustments when necessary.

REFERENCE: TAG 004 for WIP Services

TAG 001

I&R Service

Providing Information and Referral Services

All participants enrolled in WIN services receive I&R services, and those requiring a deeper level of service will move onto a comprehensive intake, a work incentives report, and follow-along services if needed.

Conduct the I&R Meeting:

I&R Only Simple Service: If benefit information is clear AND the individual has indicated a need for I&R only level services which they are able to receive via phone, provide the I&R service during the call in which the service request is being processed.

Conduct I&R Meeting: To provide I&R, the WIC should collect the remaining information on the SRR and the I&R Record in ETO that hasn't already been gathered, provide the participant a basic amount of work incentive information (generic explanation of SSDI transitions to work or SSI calculation), and answer basic I&R questions, including but not limited to accessing employment services (i.e., referrals to local VR, SHIBA, SPD, etc.).

Result: Since no comp services have been determined to be needed, clarify they will receive in the mail a packet of information summarizing the current conversation, and encourage them to call back (personalize when it would be appropriate for them to call back given their circumstances and the comp level criteria). Schedule to make a follow up call in 90 days to see if the participant is needing further I&R services related to benefits and employment. Continue proactive contact with the participant until they meet the criteria for dismissal or the criteria for Comprehensive Level Services.

I&R Only Complex Service: If the benefit information is not clear OR it has been determined the individual needs Comprehensive Level Services OR an in-person meeting is needed to deliver I&R, schedule an appointment time to do the I&R, and get verifications prior to I&R meeting. If it is determined that an in-person service is required and the participant is not local to the current WIC's area, the WIC will contact WIN Central so the participant can be assigned to a WIC in their CIL's service area.

Verification Process: Review in ETO the information collected in the WIN Intake program of WIN's database. Accept the referral into the WIC's Service Program. Attempt to contact the participant within 3 business days of accepting the referral and document all contact attempts. When contact is made, introduce yourself, clarify information received from the original intake, clarify additional info needed to provide I&R, clarify a packet will be mailed to them with releases that need to be signed and returned, and schedule an appointment to do the I&R. Send out Intake Packet. Receive Intake Packet and send in for verifications. Identify what, if any, remaining information on I&R Record needs to be gathered from the individual, as well as the Comprehensive Intake (for those who it has been determined need Comprehensive Level Services).

Conduct I&R Meeting: To provide I&R, the WIC should collect the remaining information on the I&R Record in ETO (and Comp Intake if needed and possible) that hasn't already been gathered from the participant, provide the participant a basic amount of work incentive information (generic explanation of SSDI transitions to work or SSI calculation), and answer basic I&R questions, including but not limited to accessing employment services (i.e., referrals to local VR, SHIBA, SPD, etc.).

Result: If it is determined that Comprehensive Level Services are not needed, encourage them to call back (personalize when it would be appropriate for them to call back given their circumstances and the comp level criteria). Schedule to make a follow up call in 90 days to see if the participant needs further I&R services related to benefits and employment. Continue proactive contact with the participant until they meet the criteria for dismissal or the criteria for Comprehensive Level Services.

Moving to Comprehensive Level Service: If it is determined that Comprehensive Level Services are needed, clarify the next steps in the WIN service delivery process (conduct or complete Comprehensive Intake and develop a Benefits Summary & Analysis/Work Incentive Summary). If an additional or separate meeting (via phone or in person) is needed with the participant to conduct or complete the comprehensive intake, schedule the appointment. Provide a timeline for when the participant can expect the comprehensive intake process to be completed and a work incentive report to be provided (if that piece can be estimated at this point).

WIN Database: By the completion of the I&R step the following should be complete and up to date in ETO: Service Request Record (View/Edit), I&R Record (assessment), and Efforts reflecting all work done with and on behalf of participant. See WIN Database manual for details on how to complete each screen in the WIN database.

Timelines: The I&R step should be completed within 15 business days from when the assigned WIC has their initial contact with the participant.

Case File: If a hard file is required by the contractor then by the completion of the I&R the following should be in the participant's file: documentation of initial referral for services (if any), the CIL intake form, additional required CIL paperwork, hand-written notes from participant meetings and other conversations, signed releases of information used to gather information during I&R, verifications (if any) gathered during I&R, copy of welcome letter sent with packet, checklist documenting information sent in welcome packet, dismissal letter (if relevant).

Dismissal criteria:

A participant should be dismissed from ETO when the participant:

- Moves out of state
- Fails to respond to three contact attempts within with a three-week period
- Passes away

- Has no plans to change employment status and has no benefit issues to resolve
- Has not taken any steps toward employment in the last 6 months, and does not have immediate plans to take steps
- Is no longer interested in WIN services
- Services are complete

When dismissing a participant, send a closing letter, create an Effort to capture time spent on generating closing letter and noting the reason why services are ending.

TAG 002

Comprehensive Level Service

The comprehensive intake is conducted for each participant who requires individualized advisement and a Benefits Summary & Analysis or summary. Completing the comprehensive intake requires gathering all relevant information in the WIN Database comprehensive intake assessment, verifying all benefits the individual receives, determining the impact of the employment goal on each benefit, and resolving or identifying necessary steps to resolve benefit issues (if any).

The following is a general outline on how each benefit is verified:

1. Supplemental Security Income (SSI) and Social Security Disability Insurance benefits (SSDI/SSCDB/SSDWB): Get signed the 2 BPQY releases of information (one for the general SSA data and one for the IRS data) and submit them to the local Work Incentive Liaison (WIL), unless a different protocol has been established for the local SSA office. Use the Master SSA Work Incentive Liaison List (contact WIN Central for list) to find the relevant SSA office by the participant's zip code and the WIL's name and contact information. Use the BPQY Handbook to clarify details about the process (contact WIN Central for handbook).
2. Medicaid and Other State Benefits: Using a secure email server, email WIN Central with the name and WIN's case number of the participant. Benefits that will be verified are Medicaid, SNAP, TANF, MSP, LIS1, LIS2, waived services, and K-plan services when needed. Some generic SSA information can also be provided such as SSDI/SSI cash benefits, 1619b status, and overpayments.
3. Medicare: Part A and B enrollment can be verified on the BPQY. Part D can be verified through the State Benefit Verification form if the person is found to be enrolled in LIS1 or LIS2. If the person is not in LIS 1 or LIS 2, then contact must be made with Medicare. To verify Part D from Medicare, take the following steps:
 - Call 1-800-633-4227, say the Medicare number when prompted to do so, say "other choices" when prompted to do so, say "my monthly premium" when prompted to do so, say "drug coverage" when prompted to do so, an operator will come on the call, let them know you are a social worker and are calling to verify a client's Part D enrollment information. The operator will ask you for the following information; participants Medicare number, participants name, participants date of birth, if participant is enrolled in Part B, and then your name. Ask the operator to verify if the person is enrolled in Part D, at which time the operator will let you know what prescription drug plan they are enrolled in and when they enrolled.
 - For LIS 3 (Partial Subsidy), contact Medicare at 1-800-633-4227, say the Medicare number when prompted to do so, say "other choices" when prompted to do so, say "my monthly premium" when prompted to do so, say "drug coverage" when prompted to do so, an operator will come on the call, let them know you are a social worker and are calling to verify a client's Part D enrollment information. The operator will ask you for the following information; participants Medicare number, participants name, participants date of birth, if participant is enrolled in Part B, and then your name. Ask the operator to verify if the person is enrolled in Part D, at which time the operator will let you know what prescription drug plan they are enrolled in and when they enrolled. Ask the operator to verify if the

person is enrolled in the Low Income Subsidy Program, or Extra Help. If they say yes, make sure to clarify if it's partial subsidy.

4. Housing Assistance: Contact the participant's Housing Authority case worker to clarify how many EID months are available and request a copy of their current rental calculation.

Put a copy of each verification in the case file along with the relevant signed releases of information. Upload State Benefit Verification form to the Comprehensive Intake assessment in WIN's database. Enter information from BPQY into the BPQY assessment of WIN's database.

Researching Issue Areas:

The comprehensive intake is a snapshot in time; it should reflect the benefits the person is currently found eligible for based on the current determinations made by the benefit programs. While verifying benefits it is possible that it may be found that the beneficiary could be eligible for additional benefits, or they may be receiving benefits that they should no longer be receiving. As the comprehensive intake is completed, any analysis should be based on what the benefit programs have determined the person is currently eligible for while also noting the potential additional or inaccurate eligibility for certain benefits. If issues are identified, they should be noted in the Work Incentive Summary/Benefits Summary Analysis along with suggested steps to resolve them.

If questions arise regarding the treatment of various types of earned income, research the various benefit program policy manuals and contact WIN Central for assistance.

Confirm employment goal:

If the participant has identified an employment goal that can be analyzed for the sake of the Comprehensive Level Service and if the participant is working with an employment team, get relevant releases and contact the lead employment team member(s) to confirm the specific employment goal the participant is pursuing.

If during the I&R meeting it was possible to gather from the participant information for the comprehensive intake, then after that meeting is done:

- Compile the information collected during the I&R meeting in the Comprehensive Intake assessment on WIN's database.
- Identify missing information and issue areas.
- Contact, as needed, the participant, benefit program staff, and WIN Central to collect the remaining pieces of information and clarify answers to benefit issues.
- Research answers and necessary next steps regarding issue areas about benefits
- Determine impact of employment goal on each benefit.
- Complete the Comprehensive Intake in WIN's database
- Check to be sure the I&R Record, Service Request and Efforts are all complete and up to date
- Move onto Step 4, developing the Work Incentive Summary or Analysis

If during the I&R meeting it isn't possible to gather the comprehensive intake information:

- Schedule an appointment (via phone or in person) with the participant to gather the information needed for the comprehensive intake
- Before the meeting, review what information has been collected (review I&R Record and Comprehensive Intake form) and identify what information needs to be collected at the comprehensive intake meeting. Identify additional releases, if any, that may be necessary and bring them to the meeting.
- Conduct the comprehensive intake meeting
- Compile the information collected in the Comprehensive Intake assessment on WIN's database
- Identify missing information and issue areas
- Contact, as needed, the participant, benefit program staff, and WIN central to collect the remaining pieces of information and clarify answers to benefit issues
- Research answers and necessary next steps regarding issue areas about benefits
- Determine impact of employment goal on each benefit
- Complete the Comprehensive Intake in WIN's database
- Check to be sure the I&R Record, Service Request and Efforts are all complete and up to date
- Move onto TAG 003, developing the Work Incentive Summary or Benefits Summary and Analysis

WIC should keep participant informed of the progress of services, especially if Comprehensive Level Service will take more than three weeks. For example, if it takes more than four weeks to collect a BPQY from SSA, then the participant should be informed about the delay.

WIN's Database: By the completion of the Comprehensive Intake step the following should be complete and up to date: Service Request Record (View/Edit), I&R Record (assessment), Comprehensive Intake (assessment), Efforts reflecting all work done with and on behalf of participant. See WIN data manual for details on how to complete each screen on WIN's database.

Timeline: The Comprehensive Intake step should be completed within 30 business days from when the I&R was conducted, unless unforeseen delays occur.

Case File: If contractor requires a hard copy file, the following should be in the participant's hard case file; documentation of initial referral for services (if any), the CIL intake form, additional required CIL paperwork, hand written notes from participant meetings and other conversations, signed releases used to gather information for I&R and comp intake, verifications (if any) gathered during I&R and comp intake, copy of welcome letter sent with packet, checklist documenting information sent in welcome packet, documentation of research conducted (if any), and dismissal letter (if relevant).

TAG 003

Work Incentive Reports

Each participant who meets the criteria for Comprehensive Level Services is assumed to need a written work incentive report. In describing the continuum of WIN services, explain how this is inherent in how services are delivered. A work incentive report can only be developed once all benefits have been verified and clarification has been obtained on any benefit or employment issue areas. Given that, those participants who discontinue services with WIN during the course of the comprehensive intake process would not receive a work incentive report.

Verbal Analysis: If a participant states they do not want a summary or analysis of their benefits provided in writing:

- Provide the analysis verbally.
- Mail any fact sheets that support the analysis provided.
- Clarify if the participant would like work incentive plan services. Indicators that WIP services are needed by the individual include:
 - the individual needs and would like assistance resolving benefit issues,
 - the individual would like assistance implementing work incentives to reach or maintain their employment goal, or
 - the individual would like regular check in calls to be proactive about identify unanticipated WIN service needs.
- If the participant would like WIP services, go to step 5. If the participant does want WIP services it is strongly encouraged that a work incentive report is developed and written.
- If the participant does not want WIP services, contact the participant in 90 days to confirm whether additional WIN services are still needed or not.
 - When participant meets dismissal criteria, dismiss
 - If participant's situation changes and they would like WIP services, go to step 5.

Written Report: For all other participants, a work incentive report should be developed.

- First it must be determined if a Work Incentive Summary or a Benefits Summary Analysis is appropriate.
 - A Work Incentive Summary (WIS) is for a participant who is not certain of how much they will work and earn (i.e., a person who is interested in working in one of 3 different fields of work but isn't certain how many hours they want to work or how much they'll make per hour)
 - A Work Incentives Analysis (BSA) is for a participant who has a ballpark idea of how much they'll earn, has a specific amount they want to earn, is already working (maintaining, increasing or decreasing), or has questions about work incentives being applied to past work (to try to eliminate overpayment).
- Once it's determined which type of report is needed, use the HotDocs software to develop the report. Complete the interview for the WIS or BSA, whichever is relevant, and then review and edit the report in Microsoft Word format, adding any additional customization that is needed.

- Email the WIS/BSA to WIN Central for review.
- Once feedback is received from WIN Central, make appropriate changes.
- Contact the participant, and employment team if appropriate, and schedule a meeting (in person or via phone) to review the WIS/BSA.
- Mail a copy to the participant and other employment team members if appropriate.
- Conduct meeting to review the WIS/BSA. After reviewing the document, clarify if WIP services are needed by the individual. Indicators WIP services are needed include:
 - the individual needs and would like assistance resolving benefit issues,
 - the individual would like assistance implementing work incentives to reach or maintain their employment goal, or
 - the individual would like regular check in calls to be proactive about identify unanticipated WIN service needs.
- If the participant would like WIP services, go to TAG 004.
- If the participant does not want WIP services, contact the participant in 90 days to confirm whether additional WIN services are needed or not still.
 - When participant meets dismissal criteria, dismiss
 - If participant’s situation changes and they would like WIP services, go to TAG 004.

WIN Database: By the completion of the WIS/BSA step the following should be complete and up to date in the WIN Database: Service Request Record (View/Edit), I&R Record (assessment), Comprehensive Intake (assessment), Advisement and Analysis (assessment), and Efforts (case notes) reflecting all work done with and on behalf of participant. See ETO manual for details on how to complete each screen in ETO.

Timeline: The WIS/BSA step should be completed within 15 business days from completion of the Comprehensive Intake.

Case File: By the completion of the WIS/BSA the following should be in the participant’s hard copy file if required by the contractor; documentation of initial referral for services (if any), the CIL intake form, additional required CIL paperwork, hand written notes from participant meetings and other conversations, signed releases used to gather information for I&R and comp intake, verifications (if any) gathered during I&R and comp intake, copy of welcome letter sent with packet, checklist documenting information sent in welcome packet, documentation of research conducted (if any), copy of WIS/BSA, and dismissal letter (if relevant).

TAG 004

Providing Work Incentive Plan Services

Within 3 days from the conclusion of the WIS/BSA, determine if the individual needs and would like assistance resolving benefit issues, implementing work incentives to reach or maintain their employment goal, or would like regular check in calls to be proactive about identifying unanticipated WIN service needs.

If a WIP service is required, on the WIS/BSA Assessment select “Wants Work Incentive Plan Services.” If the individual does not want or need any assistance, select “No WIP Services are Needed” on the WIS/BSA Assessment, note in the Effort why they did not want WIP services, send a closing letter, and then dismiss them. Be sure to encourage the individual to contact WIN in the future. In the file, be sure to put a copy of the closing letter.

For those who want Work Incentive Plan services, when presenting the work incentive report, discuss what benefit issues need to be resolved and/or work incentives need to be implemented. Then determine what steps need to be taken to address each, who will do each step, and when it is expected to be completed. Every step needs a specific date attached to it. Use the WIP template in HotDocs to complete the WIP.

Create an Effort to summarize time spent creating the WIP and any other actions you completed for the individual on that day. On that Effort, set the Date of Next Contact for the most immediate date listed on the WIP Assessment, when your next due date is for providing the identified WIP service. Per the steps noted on the WIP Assessment, provide the necessary services. For every action taken, create an Effort. Be sure to use the WIP categories to identify the type of WIP service that was provided and enter the Date of Next Contact for the next most immediate date noted on the WIP, so your next action step will be listed on the To-do list.

Continue providing WIP services per the WIP Assessment, and update the WIP every 90 days, or sooner if needed, until the point the individual meets the criteria for dismissal. At that point, send a closing letter (put a copy in the case file), create an Effort in the WIN database noting why services are ending and dismiss the beneficiary from the WIN database.

WIN Database: Throughout the time WIP services are being delivered, the following should be complete and up to date in the WIN database: Service Request (View/Edit), I&R Record (assessment), Comprehensive Intake (assessment), Benefits Summary & Analysis (assessment), Work Incentive Plan (assessment), and Efforts reflecting all work done with and on behalf of participant. See ETO manual for details on how to complete each screen in ETO.

Timeline: The WIP should be established within 10 business days from presenting the WIS/BSA.

Case File: Throughout the time the WIP services are being delivered, the following should be in the participant's hard copy file if required by the contractor: documentation of initial referral for services (if any), the CIL intake form, additional required CIL paperwork, hand written notes from participant meetings and other conversations, signed releases used to gather information for I&R and comp intake, verifications (if any) gathered during I&R and comp intake, copy of welcome letter sent with packet, checklist documenting information sent in welcome packet, documentation of research conducted (if any), copy of WIS/BSA, copy of WIP, and dismissal letter (if relevant).

Dismissal criteria:

A participant should be dismissed from ETO when the participant:

- Moves out of state
- Fails to respond to three contact attempts within with a three week period
- Passes away
- Has no plans to change employment status and has no benefit issues to resolve
- Has not taken any steps toward employment in the last 6 months, and does not have immediate plans to take steps
- Is no longer interested in WIN services
- Services are complete

When dismissing a participant, send a closing letter, create an Effort to capture time spent on generating closing letter and noting the reason why services are ending.

TAG 005

Triaging and Distributing Referrals in the Queue:

Currently WIN is only able to provide Comprehensive Level Services to participants who meet the definition of Critical or High priority. Low priority participants are eligible for services from the WIN Help Desk. WIN Central sends low priority participants a letter acknowledging their referral to WIN and that they have access to the WIN Help Desk.

See Appendix B for copy of the letter.

Each Monday morning, WIN Central will review the pending queue and assign participant to WICs based on their availability to accept new enrollees. The assignments are made from the following categories:

1. Critical, In Person Accommodation Need
2. Critical, Remote Services
3. High Urgency, In Person Accommodation Need
4. High Urgency, Remote Services
5. Low Urgency, In Person Accommodation Need
6. Low Urgency, Remote Services

WIN Central checks with the WICs about how many referrals they can accept or the week. Once that information is gathered WIN Central will distribute participants based on priority level, location and date enrolled in queue.

WIN Central will prioritize distribution of referrals based on a triage process developed through experience and changing services needs. See TAG 006

TAG 006

INTAKE GUIDELINES

Open RingCentral and pull off faxed referrals and voice messages

- www.RingCentral.com, Contact WIN Central for phone number. (see section at end of document on Voice Message Guidelines).
- Password: Contact WIN Central for password to access the faxes.
- Faxes:
 - Print a copy of each (optional)
 - Save a copy of each to INTAKE/Referrals (either scan and save hard copies, or 'save as' from Ring Central).
- Voice Messages:
 - Messages can be accessed through either of these two options:
 - Overview – Recent Messages, OR
 - Messages – InBox
 - Password: Contact WIN Central for password for Voice Messages.
 - Click on or hover the pointer over PLAY to listen to a message.
 - Relay message to appropriate person.

- Both: Delete Faxes or VM's in the queue.

Open WIN Intake program in WIN database (ETO)

Is referral for a New Participant OR a Previous Participant

- Go to Participants at top of index on right side of screen
- Choose Find Participant (3rd entry)
- Enter last name of each referral.
 - If participant is NEW, you will see "Sorry, no results were found."
 - If participant is PREVIOUS, a list of possible Matches will show. Choose appropriate name and open file. Verify by comparing address, phone, birthdate, and/or SS#.

Set up Case File for New Participant

- Go to NEW-Add Participants (upper left of screen)
- To begin answer only the following questions
 - Program Start Date: enter date the referral was received at WIN Central
 - Are you in WIN Intake for new enrollee? YES or NO
 - Double check you are in WIN Intake and select YES
 - Individual has previously received WIN services
 - Intake documentation: browse referral folder for participant name and attach
 - Enter First and Last names

- Assigned Staff
- Did you confirm the Assigned Staff name?
- Ready to be Referred: YES
- Referred WIC
 - Leave blank. WIN Central will update this.
- Did you update the Referred WIC field?
 - NO
- Click 'ADD PARTICIPANT'
- Go to 'View/Edit Participant' and enter last name to be certain file was set up.
- *Note: I initially set up the Case File with basic info only because sometimes ETO doesn't save the new file. When that happens one must start over and the less info one must re-enter the better.*

Set up Case File for Previous Participant

- Go to Enroll Participants (in Participants section)
- Enter Last name or Case number
- Choose appropriate name and click Enroll

Complete ETO File Set-up

- Go through the SRR and enter info.
- Enter method of service under DISTRIBUTION & URGENCY section
- Enter employment team information
- Enter DOB if provided on ROI
- Enter Case Notes and include your name in the case notes
- Change Ready to Refer status to YES
- Click Submit to Save
- Copy your entry and go EFFORTS/Participant Efforts located at bottom of screen.

Send acknowledgement to the referring party that referral was received.

- Copy and Paste into Subject Line: **Acknowledgement - WIN Referral Received** – (enter first name and last initial of participant).
- Enter **Thank you!** in body. See Appendix C for example of text to use in Referral Acknowledgement email

Record Information in Participant Efforts

- Choose **WIN Participant Effort (Composite)** from drop down list and SUBMIT.
- Select Method of Contact from dropdown list.
- Enter Date of Next Contact IF participant is not ready for referral.
- Select Yes or No from Issues or Delays with Service.
- Enter amount of time spent on most recent task
- Under Value select appropriate option from dropdown list.
- Paste notes that were copied from previous screen into Notes section.

Benefits Counseling Fidelity Scale

WIN uses a fidelity scale model for Quality Assurance purposes. The scale that WIN uses is called the Benefits Counseling Fidelity Scale and it is based on years of data collection and mirrors national best practices. WIN Central periodically reviews benefits counseling services and will evaluate the quality of services being provided by utilizing the Benefits Counseling Fidelity Scale. Refer to the Programs Tools page at the WIN Website for a copy of the current fidelity scale.

Record Keeping

WIN's Database: Electronic participant files should be kept up to date, per Service Delivery standards by the end of each week. Best practice is to keep electronic files updated daily.

Participant Hard Files: Paper files should be kept up to date, per Service Delivery standards by the end of each week. Best practice is to keep paper files updated daily.

Confidentiality and Database Security

Information Privacy/Security/Access. Protecting the information of WIN's participant. DHS Information Assets or Network and Information Systems, Contractor shall comply and require all subcontractor(s) to which such access has been granted to comply with OAR 407-014-0300 through OAR 407-014-0320, as such rules may be revised from time to time. For purposes of this Section, "Information Asset" and "Network and Information System" have the meaning set forth in OAR 407-014-0305, as such rule may be revised from time to time.

Standards - Outreach

An outreach event is a presentation to community partners and/or participants. Examples of outreach events include presentations done at conferences, presentations at staff meetings at local organization/agencies, or regular (i.e., monthly or quarterly) workshops you put on at the Vocational Rehabilitation office or Workforce office.

Collect sign-in sheets for presentations in which it is feasible to get sign-in sheets. Note, generally at conferences the conference organizers do not want you to pass around a sign in sheet, but when you conduct presentations at VR or the local Workforce office it is reasonable to get one completed. Additionally, pass out evaluations for presentations lasting more than 30 minutes and at events where someone isn't already requesting an evaluation be completed. Contact WIN Central for updated version of sign-in sheet and evaluation.

Once outreach event is completed, enter outreach information into ETO:

1. Log into ETO
2. Click on the "new" tab

3. Under “General”, click “Take Assessment”
4. Click “Take New Assessment”
5. Complete Time Record A
6. Document in monthly Fidelity Data Tracker.

Reporting Requirement

Fidelity Data Tracker: A monthly Fidelity Data Tracker is prepared monthly by each WIC and sent to WIN Central. The data for this report is drawn almost entirely from WIN’s database. WIN’s database participant files and outreach data for each month must be updated by the 10th of the following month. The previous month’s Fidelity Data Tracker form will be signed by the CIL Executive Director and emailed along with the current month’s invoice to WIN Central for processing.

Regular Meetings

There is a regular monthly meeting, quarterly trainings and an annual in-service if funding allows.

Coordination Meeting: A two-hour monthly meeting to discuss updates/changes to WIN, updates/changes to partner agencies, other updates as needed. This meeting occurs via phone or other webinar style format.

Quarterly Trainings: WIN will make available a training once per quarter. The trainings will typically be on state specific topics and WICs are encouraged to attend. Those who are WIN Certified may choose to count these trainings towards their WIN recertification.

An annual retreat occurs, generally in the spring or summer of each year. The retreat is a time for the statewide network of Work Incentives Coordinators to come together to discuss technical, programmatic, and structural topics. The retreat generally last 3 days.

Person First Communication

Words are powerful. In delivering WIN services, the words that are chosen when communicating with participants must be not only professional, but respectful. People First language represents a more respectful, accurate way of communicating with people who experience a disability. By using People First language you are choosing words that put the person before the disability, a powerful way of reinforcing you recognize the person is not simply their disability, but first and foremost a person, like everyone else. Therefore, in delivering WIN services WICs must use this style of communication

Handling Customer Complaints

Each WIN participant should receive the CIL's grievance procedure. Complaints made by participants regarding a Work Incentives Coordinator should be handled in a manner consistent with each WICs CIL grievance procedure.

Accessibility of Services and Information

As a part of the intake process, each WIN participant must be asked if accommodations are needed to access services. For those participants who require accommodations, such as an interpreter or written information in alternative format, the WIC must work with their CIL to provide the necessary accommodations.

SSA provides some of its work incentive information in alternative formats and language. To get copies information in alternative formats from SSA, contact:

<https://www.ssa.gov/pubs/>

WIN Central has WIN brochures available in alternative formats. Contact Josh Goller (josh.goller@dhsosha.state.or.us) or Katie Thompson (katherine.thompson@dhsosha.state.or.us) for copies.

Quality Assurance Activities

Hard File Review: A site visit will be conducted annually. At the site visit, files will be reviewed randomly to determine if contents meet the standards outlined in the Service Delivery Standards.

Electronic File Review: At least 20% of the electronic files for WIS/BSA level participants will be reviewed annually to determine if contents meet the standards outlined in the Service Delivery Standards.

Work Incentive Report Review: During the first 12 months of work as a WIC, every WIS/BSA will be reviewed by WIN Central. For those WICs with 13-24 months experience, 50% of WIS/BSAs will be reviewed. For those WICs with 25+ months experience, 25% of WIS/BSAs will be reviewed.

Initial Certification: Each WIC must complete the initial certification process which includes a 4-5 day classroom training, training on state specific benefits, and certification exam. See Appendix A for more details.

Annual Recertification: Each year, each WIC must successfully complete a recertification process. WICs who are recertified by Social Security Administration funded Work Incentives Planning and Assistance National Training and Data Center must maintain this certification, completing whatever the current year's requirements are for recertification. WIN Central will acknowledge this certification as their yearly certification requirement. WICs who hold only a WIN Certification need to complete 18 hours of CRCs for annual recertification. See Appendix A for more details.

Continuing Education: Each WIC is encouraged to participate in the three quarterly trainings provided by WIN Central each year.

Key WIN Websites

Efforts to Outcomes (ETO): <https://secure.etosoftware.com/Login.aspx?ETO=orwin>

This is WIN's database, which is used to track service delivery and outreach activities completed. Upon certification, each WIC will be provided a username and password to access WIN's current database. All participant and outreach information must be kept up to date in WIN's database.

State of Oregon: <http://www.oregon.gov/DHS/EMPLOYMENT/VR/WIN/Pages/index.aspx>

The Work Incentives Network has a web page integrated in the State of Oregon website. The web pages are open to the public and provides current information about WIN. Fact sheets, training dates and other useful resources can be found on WIN's web pages. Program tools, such as a copy of this manual, benefits counseling fidelity, monthly Fidelity Data Tracker and other tools are posted on this site.

Social Security Administration: <https://www.ssa.gov/>

The Work Incentives Network- Overview

The creation of the Work Incentives Network began in 2005 through the work of a grant. The state of Oregon Department of Human Services was awarded a Medicaid Infrastructure Grant (MIG), which in Oregon is called the Competitive Employment Project (CEP). This grant was managed by the Office of Vocational Rehabilitation Services (OVRs), part of the Department of Human Services. As a part of receiving this grant, OVRs conducted focus groups across the state to get feedback from community members about what systemic barriers to employment they felt the grant should focus on assisting to resolve. Additionally, the grant issued a number of briefing papers on several of the hot topics to gather more details about the status of those issues.

In 2006, the CEP identified the main issue areas they would focus on, based on focus group feedback and information gathered. One of the systemic barriers to employment the CEP chose to assist in addressing was the lack of benefits and work incentives planning service available in the state. The CEP created a plan for taking steps to help increase the capacity for that service.

In May 2006, the CEP held a Benefits Planning Stakeholder meeting to identify models for expanding capacity and brainstorming potential funding. The stakeholder group identified key characteristic of what an expanded benefits and work incentive planning network would need to look like in Oregon to fit Oregon's unique geography and service delivery system. A design team was created to research various models for delivering services from across the country and draft a recommended model for Oregon. The design team presented several models to the stakeholder group, which became the CEP's Benefits Planning Workgroup (subgroup of CEP Leadership Council) and decided on one model. The model the group chose was a 2-Tier approach, involving the use of an Information and Referral specialist to conduct intakes for each participant and provide basic information, then referring only those who need a more comprehensive level of services to Work Incentives Coordinators whom would analyze the participant's benefits and provide personalized work incentive information. The result would be a team approach to delivering services.

The design team presented the recommended model to DHS Leadership for input and financial support, clarifying in their presentation that the CEP would support this network in seeking general funds from the legislature for long-term financial support, and the immediate funding by the DHS Leadership would be needed to build a case to demonstrate the effectiveness of the services. The DHS leadership agreed the service and model were critical supports for DHS participants and funding was secured by the Office of Vocational Rehabilitation Services and the State Independent Living Council, with the goal of eventually securing general funds through the state legislature. The finalized model was presented to the CEP Leadership Council in the fall of 2006; a network of 10 benefits planners (using the 2-tier model) would be created across the state, housed in 6 Centers for

Independent Living. OVRS would contract with the CILs to hire and support those 10 positions. The CEP would provide a project coordinator to design the details of service delivery, train, and provide technical support to the network. Members were pleased and supported the grants efforts to move forward in implementing.

In May 2007 the CEP hired a project coordinator. Between May-July 2007 details regarding hiring, training, certification and service delivery were established, as well as contract being put into place with 6 Centers for Independent Living. During this time this new network was named, the Work Incentives Network (WIN). Between July-August 2007 10 staff were hired at 6 CILs across the state to deliver Work Incentives Network services given the 2-tier model and the tools for delivering services were finalized. In September and October 2007, the first round of training occurred. In November 2007 the first group began delivering services, attending required monthly training and monthly coordination call, and the project coordinator began site visits. Additional initial trainings continue to be provided to this day as existing positions are refilled and recertification is required and conducted annually.

In 2008, several steps were taken to further develop the infrastructure of the network; purchase and customization of database (Efforts to Outcomes-ETO), staff training and implementation of ETO. Additionally, ongoing site visits, monthly trainings, coordination calls and regular technical assistance was provided to support the network in building their expertise.

In early 2009, given participant and partner feedback, the WIN model was modified to a holistic approach instead of a 2-tier model. As of February 2009, the existing Information and Referral Specialist were provided additional training and, along with the existing Work Incentives Coordinators, began providing the full scope of benefits and work incentive planning services to participants in their regions. WIN database system was modified to adjust for improvements identified through the first year of use. Additionally, in 2009 a report-writing software was modified to assist in generating written Work Incentive Summaries and Benefits Summary & Analysis (reports for participants summarizing the information provided by Work Incentives Coordinators). WICs were trained on the software in the end of 2009 they began generating reports for participants using the software.

In 2010, the Work Incentives Network finalized a set of standards for service delivery, as well as formalized and implement a Continuous Quality Improvement Process.

Clarification about funding:

Initially, the 10 positions were funded by a combination of State Independent Living Council state general fund dollars and federal VR dollars. In 2008, it was determined the federal VR funds that were being used could no longer be used to support WIN. At that time, OVRS provided funding for WIN to serve participants who are in plan (or in Priority 1 or 2 status) with VR and MIG funds were provided to the CILs to serve participants who are not in plan (or in Priority 1 or 2 status) with VR.

The current 10.75 positions include: 3 FTE Work Incentives Coordinators at Independent Living Resources (ILR), 3 FTE Work Incentives Coordinators at Lane Independent Living Alliance (LILA), 2 FTE Work Incentives Coordinators at HASL Independent Abilities, 0.75 FTE Work Incentives Coordinator at SPOKES Unlimited, 1 FTE Work Incentives Coordinator Abilitree, and 1 FTE Work Incentives Coordinators at Eastern Oregon Center for Independent Living (EOCIL). See a map of the state of Oregon denoting counties covered by each CIL. It is Appendix D.

The SSA funded WIPA project is located in the Portland metro area (largest population in the state) so initially the Work Incentives Network provided 2 Work Incentives Coordinators to supplement the 3.5 FTE CWICs already located in that part of the state.

The CEP and later VR funded 2 staff dedicated to providing training, technical assistance, infrastructure development, outreach, and coordination for the statewide Work Incentives Network.

In 2012, the CEP funding ended and VR began fully funding WIN. Because of the restrictions on the federal funds, WIN could only serve participants who were clients of Vocational Rehabilitation. Also, in 2012, SSA discontinued funding of the WIPA projects, and WIN became the only source for benefits counseling services, moving a WIC position from Pendleton to ILR in Portland.

- 3 WICs ILR (Portland)
- 3 WICs at LILA (Salem/Eugene)
- 2 WICs at HASL (Grants Pass)
- .5 WIC at SPOKES (Klamath Falls)
- 1 WIC at Abilitree (formerly CORIL in Bend)
- 1 at EOCIL (Ontario/Pendleton)

WIN Central WIN Central created a training for community partners who could no longer access WIN services. The training, "Understanding SSA Benefits and Employment", continues to this day to serve providers in Vocational Rehabilitation, Mental Health, Intellectual Developmental Disabilities, Housing, Independent Living Centers, and others.

Since the inception of the Work Incentives Network, the CEP Leadership Council and the CEP supported efforts to advocate for state general funds for the WIN. During the 2009 legislative session an information hearing regarding WIN was held with the House Human Services. During the 2010 emergency legislative session an additional information hearing was held with the Business and Labor. A Legislative Concept for WIN was presented to the 2011-13 Legislative Session. Funding for WIN was included in a Policy Option Package for Employment First that was presented to the 2015-17 Legislative Session. The POP passed and WIN began being funded with general funds. WIN was able to provide services to anyone with a disability.

Once WIN became a general fund program and as Employment First services ramped up and the economy improved, WIN was flooded with more referrals than the 11 WICs could provide. There were no new additional resources to increase the number of WICs, so a service priority was established.

WIN would only provide Comprehensive Level Services to those who were employed or close to being employed.

WIN Central created a WIN Help Desk to provide basic information to those who were contemplating employment.

WIN continues to accept referrals for those who aren't working, placing them in a queue, but maintaining an enrollment date that provides priority for Comprehensive Level Services upon employment. WIN Central sends a letter to each participant in the Queue notifying them that they have been referred to WIN for benefits counseling services and that the WIN Help Desk is at their disposal. It also asks participants to share the letter with their family and employment team.

WIN Central continually works with their partners to increase the number of certified benefits counselors in Oregon. In 2017, WIN worked with Oregon Supported Employment Center for Excellence, OSECE, to pilot a community partner certification program for specialists who provide IPS services to people with severe mental health difficulties. This resulted in 4 fully certified IPS community partner benefits planners.

In 2018, WIN worked with the Office of Developmental Disability Service's Employment First team to pilot a community partner certification for specialists who provide employment supports to the ID/DD community. Thus far we have 13 provisionally certified ID/DD community partner benefits planners who are working towards full certification.

APPENDIX A: WORK INCENTIVE NETWORK TRAINING AND CERTIFICATION FOR WIN CONTRACTORS

WIN Central, the administrative program for the Department of Human Services Work Incentive Network program provides training, certification and technical assistance for those hired by WIN contractors to provide benefits counseling services in Oregon.

WIN Central's training and certification program requires annual recertification for benefits counselors who have gone through WIN Central's training and certification program.

INITIAL TRAINING

Initial training consists of 40 hours of classroom instruction provided in a classroom setting or through a distance platform. The first 40 hours will be for federal and Social Security based benefits.

Graded and non-graded work assignments will be provided to supplement the training, as well as to evaluate how well the information is being comprehended. Additionally, quizzes will be given throughout the training process to measure comprehension and progress.

Passing grades of 90% on the work assignments and quizzes are required to move to the next phase of training.

Failure to pass 90% of the work assignments and quizzes could be an indication that the trainee is not suited to benefits counseling work. WIN Central and the contractor will work together to determine next steps.

Next steps may include additional specific training to address observed issues, beginning again with the Initial Training, or termination.

FIELD-STUDY ASSIGNMENTS

The trainees will be assigned a fake beneficiary/participant for services. They will be asked to help the fake beneficiary/participant through various scenarios as they navigate an employment path. The field study will test the trainee's ability to analyze and synthesize the information, policies and rules needed to provide services and a report that is accurate and understandable.

The first fake beneficiary/participant is a learning tool. The trainees can ask for technical assistance as needed. This is a training tool to help them synthesize the material they have been studying. The scenario will be reviewed and answers given and discussed during a training webinar following completion of the assignment. Attendance is required.

A second fake beneficiary/participant will be assigned for grade after the first beneficiary has been completed. This second fake beneficiary/participant will be graded, and an 90% score is required to pass.

The trainees may ask for technical assistance and direction, but they must find the answers on their own. They will be allowed two attempts to pass. A second attempt must be taken within five business days of the first attempt.

If they don't pass after two attempts, the training is terminated. WIN Central and the contractor will work together to determine next steps.

Next steps may include additional specific training to address observed issues, beginning again with the Initial Training, or termination.

FIRST TEST

A timed, open-book test will follow the 40-hour initial training and field study assignments. The test is an open-book format to test the ability of the trainees to research needed information, rules and policy, as well as their knowledge of the various federal and local benefits programs. An 90% score is needed to pass.

The trainees will be allowed two attempts to pass the test. A second attempt is allowed within 5 business days of the first attempt. If they don't pass after two attempts, the training and certification process is terminated. WIN Central and the contractor will work together to determine next steps.

Next steps may include additional specific training to address observed issues, beginning again with the Initial Training, or termination.

STATE SPECIFIC BENEFITS AND NON-SOCIAL SECURITY ADMINISTRATION TRAINING

(Employed Persons with Disabilities, HUD (housing), SNAP, TANF, Workers Comp and Veterans benefits)

Once the first test is passed by the trainee an additional 24-hours of training will be provided on Oregon specific benefits via an online platform.

Homework will be assigned to assist learning, as well as to evaluate comprehension of the material.

SECOND TEST

A timed, open-book test will follow the additional training. The test is an open-book format to test the ability of the trainees to research needed information and policy as well as their knowledge of the various federal and local benefits programs. An 90% score is needed to pass.

The trainees will be allowed two attempts to pass the test. A second attempt is allowed within 5 business days of the first attempt. If they don't pass after two attempts, the training and certification process is terminated.

WIN Central and the contractor will work together to determine next steps.

Next steps may include additional specific training to address observed issues, beginning again with the Initial Training, or termination.

BENEFITS SUMMARY & ANALYSIS (BSA) ASSIGNMENT

A case scenario will be given on a fake participant and trainees will complete a Benefits Summary & Analysis (BSA) report based on the information given. A score of 90% is needed to pass.

All trainees who do not achieve a 90% will be allowed a second attempt to pass, and the second attempt is allowed within 5 business days of the first attempt. If a trainee doesn't pass the second attempt, the training and certification process is terminated.

WIN Central and the contractor will work together to determine next steps.

Next steps may include additional specific training to address observed issues, beginning again with the Initial Training, or termination.

PROVISIONAL CERTIFICATION

Provisionally Certified Work Incentive Coordinators will be provided an opportunity to job shadow a seasoned, experienced WIC to observe how WIN provides direct services. This will be done locally if possible, but travel costs will be reimbursed by WIN Central if needed.

All reports for the next six months must be submitted to WIN Central for review before being disseminated to participants. There must be two contacts for technical assistance from WIN Central each week.

A provisionally certified WIC must start to submit a monthly Fidelity Data Tracker once they have provided services for one full calendar month. See [WIN Best Practices Guide](#) for more information about this reporting requirement.

FINAL CERTIFICATION

Three reports for participants the WIC is serving must be submitted for grading, at least one per quarter following Provisional Certification. One report must represent a participant who is receiving SSI only, another SSDI only, and the third report is for a concurrent beneficiary. A passing grade is 90% without using Hot Docs and 95% using Hot Docs.

Provisionally Certified WICs are encouraged to ask for technical assistance and direction, but they must find the answers on their own for the graded reports. They will be allowed two attempts to pass. A second attempt must be submitted within five business days of the first attempt.

If they don't pass each report after two attempts, their Provisional Certification will be suspended. WIN Central and the contractor will determine next steps. Next steps may include additional specific training to address observed issues, beginning again with the Initial Training, or termination.

Once the Provisionally Certified WIC has passed all three BSA report reviews, they will become a Fully Certified Work Incentive Coordinator. They will be certified for one year. They won't need to renew their certification for 12 months.

RECERTIFICATION

All WICs who contract with WIN must be annually recertified by WIN Central. WICs who are CWIC certified by the Virginia Commonwealth University (VCU) must maintain that certification and any additional requirements established by WIN Central.

RECERTIFICATION REQUIREMENTS

WICs who have a CWIC certification from VCU must maintain their CWIC certification and complete 6 hours of additional training either approved or provided by WIN Central. WICs who are not CWIC certified are required to complete the same number of hours of training required for the CWIC certification plus 6 hours of training either approved or provided by WIN Central.

All training for recertification must be completed by June 30th of each year. Documentation of completed training must be submitted to WIN Central.

APPENDIX B: QUEUE LETTER

Hello,

You are receiving this letter because you were referred to the Work Incentive Network (WIN) for benefits counseling services. The information provided to WIN indicates that you are exploring employment, but don't have any specific employment goals at this time.

Currently, resource limitations only allow WIN to provide comprehensive benefits counseling services to those who are employed. WIN realizes that those who are exploring the possibility of employment also have questions and concerns about how working will affect their Social Security benefits. WIN created the WIN Help Line to answer those basic questions.

If you or a support team member such as a parent, job developer, personal agent or caseworker have general questions about working while receiving benefits, you can call our **WIN Help Line at 800-661-2571**. We encourage you to share this letter with anyone that is helping you find a job, so they also are aware of the WIN Help Line.

It is important to contact the WIN Help Line if you find a job or think you are close to finding a job or becoming self-employed.

WIN looks forward to serving you in the near future!

This document can be provided upon request in alternate formats for individuals with disabilities or in a language other than English for people with limited English skills. To request this document in another format or language, email katherine.thompson@dhsosha.state.or.us

APPENDIX C: REFERRAL ACKNOWLEDGE EMAIL

Thank you for referring PARTICIPANT'S NAME to the Work Incentives Network. We have received PARTICIPANT'S NAME'S referral and have entered him in to our system. Because of limited resources and a high demand for WIN services we are having to prioritize our caseload. Individuals who are working or actively seeking work will typically start WIN services within 2-3 weeks. Because of the improved economy, many individuals in Oregon are finding employment and a vast amount of our time is spent with those individuals.

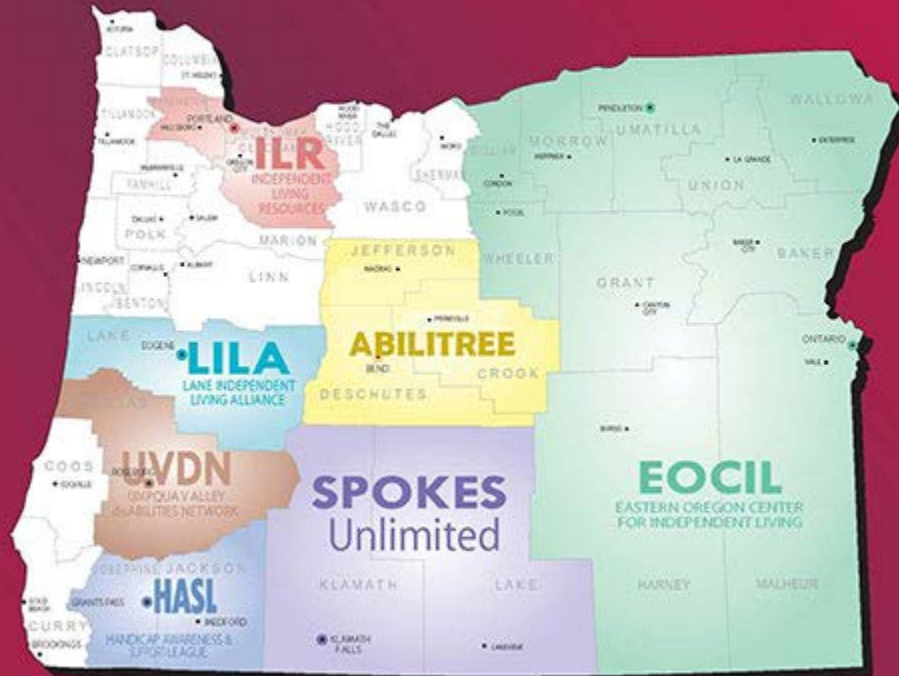
We send a letter to participants who are NOT working or actively seeking work, informing them that their referral was received and that while waiting for services they can call the WIN Help Desk about any questions that they (or their support team) might have about working while receiving benefits. A lot of anxiety about working can be substantially alleviated with basic, high quality information that helps dispel the myths about work while receiving benefits. The WIN Help Desk number is [800-661-2571](tel:800-661-2571).

Again, thanks for referring to WIN.

APPENDIX D: CIL MAP

OREGON

CENTERS FOR INDEPENDENT LIVING



Promoting choice, equal access, and full inclusion of people with disabilities, throughout the State of Oregon