

January 5, 2016

On August 12, 2015, staff from the Social Security Administration (SSA), Gary Rauch and Terri Horner, conducted an Employment Network (EN) site review of Albuquerque Center for Hope & Recovery. Below are the findings from the site review.

The reviewers met with Ms. Elise Padilla, Executive Director, and Ms. Maxine Henry, Program Director, and found both to be very knowledgeable about the Ticket to Work Program and passionate about helping beneficiaries. Specifically, the reviewers noted that Ms. Padilla was extremely conscientious about protecting personal information, maintaining up-to-date records, and providing clients with beneficial information.

The reviewers noted the EN's compliance with most requirements of the Blanket Purchase Agreement.

Categorical Ratings

Category:	Item:	Rating: Acceptable/Unacceptable	Comments:
Ticketholder Interaction	Accessibility for Ticketholders	Acceptable	<ul style="list-style-type: none">There are five bus stops within close proximity of the facility's entrance, and free parking for those with personal transportation.

		<ul style="list-style-type: none"> Although Ms. Padilla's office is on the second floor, there are office spaces on the first floor to be used for interviewing purposes. The interviewers observed a ramp at the entrance and access to the rest rooms (e.g., large stalls, bars).
IWP Development	Acceptable	<ul style="list-style-type: none"> Ms. Padilla begins the interview process with an informal intake session, and follows up with an additional interview session using SSA's IWP template. Ms. Padilla asks ticketholders about their work history, education, and goals.
Process for Providing Services (i.e., Career Planning, Job Placement, & Ongoing Employment Support)	Acceptable	<ul style="list-style-type: none"> Ms. Padilla conducts mock interviews with clients, often escorting the client to the formal job interview. Ms. Padilla helps clients with resume development and provides clients with one-on-one job development services. Ms. Padilla reaches out to

			<p>clients monthly following job placement.</p> <ul style="list-style-type: none"> Ms. Padilla drove a client to work at 4:30 a.m. when transportation was not available. Hope & Recovery uses contractors for VR services.
Staffing	Staff Training	Acceptable	<ul style="list-style-type: none"> Ms. Padilla and Ms. Henry participate in Ticket Training Tuesdays and other online training when available.
	Staff Program Knowledge	Acceptable	No Comment
	Qualifications of Staff	Acceptable	<ul style="list-style-type: none"> Ms. Maxine Henry is a globally certified career development facilitator.
	Adherence to Ticket to Work Policy	Acceptable	<ul style="list-style-type: none"> The reviewers noted no deficiencies.
	Workload Management	Acceptable	<ul style="list-style-type: none"> Ms. Padilla works with ticketholders and Ms. Henry follows up with each client. Neither Ms. Padilla nor Ms. Henry found this workload problematic.
Documentation	Protection of PII	Acceptable	<ul style="list-style-type: none"> Ticketholders' files are stored in a locked file

Documentation	Protection of PII	Acceptable	<ul style="list-style-type: none"> • Ticketholders' files are stored in a locked file cabinet within a locked office, to which only Ms. Padilla and Ms. Henry have access. The interviewers noted that Ms. Padilla carries the keys with her at all times. • All electronic case notes are on a password-protected computer. • Ms. Padilla and Ms. Henry have both received suitability clearance and submitted the annual Security Awareness Form.
	Record Keeping	Acceptable	<ul style="list-style-type: none"> • If a record is outdated, the document is shredded.

The reviewers found that staff members were extremely dedicated to helping individuals in the Albuquerque area fulfill their wish to find employment. Staff are prominent in local job fairs, and they are currently working with another employment network to establish a retail academy.