* We launched the EN report cards on last Friday night. You all received an eblast from MAXIMUS this past Monday morning announcing that the EN Report Cards are available on the beneficiary website (<http://chooseworkttw.net>) and also accessible through the EN website ([www.yourtickettowork.com](http://www.yourtickettowork.com)).
* You will only have an EN Report Card if you were an EN under contract with us on January 1, 2011, whose contract was not on hold or pending that day and you are currently an “active/approved” EN. If your contract is currently on hold or pending or terminated, we did not post a report card.
* The report cards reflect aspects of EN performance through December 2010. We plan to replace the report cards with the 2011 versions in about 5 months.

As mentioned in the report card announcement, please keep in mind that this is the first issuance of annual report cards and we may find that we need to adjust them before issuing the 2011 versions.

* The report cards help us meet the legislative requirement to monitor EN performance and make performance information available to beneficiaries who are prospective service recipients as they select ENs.
* The report cards contain a combination self- reported data from the Annual Performance Outcome Report (APOR) and a few entries based on information from our administrative records.(We’ll talk more about that in a minute) In addition, 9 ENs have customer satisfaction data in their report cards from the California pilot.
* Your Account Representatives at MAXIMUS will continue to accept any corrections you have to your self-reported/APOR data and we will change the report cards to reflect what you give us.
* You may have questioned how we derived some of the report card data. We will be posting explanations of the numbers or percentages from our records on the website. But we’ll go over that for you now as well.
* A few items are from our records. They are:
  1. Number of Ticket Assignments as of December 31, 2010;
  2. Percentage of Ticket Holders with Successful Job Placements and the state average for the Percentage of Ticket Holders with Successful Job Placements; and
  3. Percentage of Ticket Holders Who Reached the 6th Month of Work and the state average for the Percentage of Ticket Holders Who Reached the 6th Month of Work.

Here’s how we derived each:

1. Number of Ticket Assignments as of December 31, 2010= This is a snapshot in time. It is the net number of ticket assignments an EN had as of 12/31/2010 (it doesn’t count any ticket holders that were assigned and unassigned by 12/31).

We felt this was appropriate since the report card statistics represent a closed period.

1. Percentage of Ticket Holders with Successful Job Placements=

Individual EN –We used payment data and ticket assignment data. This is the number of first payments to the EN through 12/31/2010 divided by the total number of ticket assignments the EN had under its contract through 12/31/2010 (excludes unassignments and terminations)

State Average –The total number of first payments to all “active/approved” ENs for a given state through 12/31/2010 divided by the total number of ticket assignment that those ENs had under their contracts through 12/31/2010.

(ENs who provide services in multiple states use the same calculations but are only included in the state calculations where the EN is headquartered/physically located.)

1. Percentage of Ticket Holders Who Reached the 6th Month of Work=

Again, we used payment data and ticket assignment data. This is the percent of ticket assignments for which the EN had a first milestone payment under its contract anytime through 12/31/2010 and there was a subsequent payment(s) that indicates that the beneficiary worked for six months

For example, if the first payment was milestone 1, the EN must also have been paid milestone 3, or later payments representing 5 additional payment months since milestone 1. If the first payment was milestone 3 or 4, it represents job placement AND that the beneficiary reached the 6th month of work. If the beneficiary started working at the Phase 2 or outcome level, there would need to be 6 monthly payments (Phase 2 or outcome payments). The six months of payments did not have to be consecutive.

State Average – For all “active/approved” ENs in a given state, the percent of all those ENs ticket assignments combined for which there was a first payment under those ENs contract through 12/31/2010 and there was a subsequent milestone payment that indicates that the beneficiary has worked for six consecutive months

* We adjusted the job placement and retention calculations after receiving some of your comments. We think what we now show is fair. The EN is getting credit for all job placements the organization ever made and all 6th month job retentions ever achieved whether or not the person’s ticket is still assigned to the EN.

Nevertheless, we are continuing to accept comments and evaluate the report card data in preparation for the next issuance.