

TICKET *to Work* | **EN Essentials**

**Thank you for joining today's
EN Essentials Session.**

We'll begin at 1:00 p.m. ET.

**You will not hear audio or see captions
until we begin.**



Ready, Set, Go!
**Time to Complete Your Annual
Form SSA-222 and Performance
Outcome Report (APOR)**

Date: January 23, 2024



Agenda

1. Welcome
2. Logistics
3. Security Awareness Form SSA-222 and Addendum Process
4. Q & A Session
5. Annual Performance Outcome Report (APOR) Process
6. Q & A Session

Logistics

Thank you in advance for your participation!

- Please feel free to ask a question in the MS Teams chat section.
- Please limit questions to one per participant. Use the following email addresses to send additional questions or comments:
 - Security Awareness (SSA-222) Form or Addendum: TTW222@ssa.gov
 - APOR: ssaenapor@yourtickettowork.ssa.gov
 - EN Essentials: ENOperations@yourtickettowork.ssa.gov
- Closed Captioning is available for participants who join using the MS Teams Application or by using the closed captions link provided in the GovDelivery email announcement for today's call.
 - To turn on Closed Captions in MS Teams, go to the three ellipses at the top of the MS Teams window; click on "More"; scroll down the list to "Language and Speech" then click on "Turn on live captions."
 - When using the link option, paste the link in the browser and it will open a separate window to view closed captions.

Introductions

Moderator:

Derek Shields

*Senior EN Development and Training Manager
Ticket to Work Program Manager*

Presenters:

Terry Simpson

*EN Service Onsite Support Manager
Ticket to Work Program Manager*

Ana Morales

*EN Development and Training Manager
Ticket to Work Program Manager*

Objectives

This presentation will cover:

1

Employment Network (EN) responsibilities regarding the Security Awareness Certification and Annual Performance Outcome Report (APOR)

2

How to complete and submit the Security Awareness Form SSA-222 or Addendum

3

How to accurately and completely answer each question on the APOR

4

How to submit the APOR questionnaire using SurveyMonkey

Security Awareness Form SSA-222 and Addendum

2024 Security Awareness Form and APOR Process

Purpose

- Per the Ticket Program Agreement (TPA), all EN employees, as well as contractor and subcontractor, and/or affiliate partner personnel who will have access to Social Security information must complete annual training in security and privacy awareness.
 - The training involves reading, understanding, and signing the Security Awareness Form SSA-222.
- For 2024, all ENs must submit the Security Awareness Form SSA-222 or the Addendum to TTW222@ssa.gov
 - Starting no earlier than **January 29, 2024**
 - Due no later than **February 26, 2024**

Form SSA-222 (08-2022)
Discontinue Prior Editions
Social Security Administration

Page 1 of 5

Security and Privacy Awareness Training Contractor / Affiliate Personnel Security Certification

Purpose:

This training document is to be signed by contractor, subcontractor, or affiliate personnel, and those acting on behalf of the Social Security Administration (SSA) who have been granted access to SSA information and information systems to certify that they have received and understand SSA Information Security and Privacy Awareness Training detailed below.

Background:

SSA is vital to the economic security of the United States. In the performance of their duties in support of SSA's mission, all contractors, subcontractors, affiliates, and those acting on behalf of SSA who have been granted access to SSA information systems, hereafter referred to as "Authorized Users(s)," are responsible for protecting such information and information systems (e.g., hardware, software/applications, federal information/data, network, people) throughout the entire information life cycle, including collection, processing, maintenance, use, sharing, dissemination, or disposition of information. Federal information includes information created, collected, processed, maintained, disseminated, disclosed, or disposed of by or for the Federal Government, in any medium or form.

Security awareness training is required for Authorized Users, per Section 44 USC 3554 of the Federal Information Security Modernization Act of 2014 (FISMA). Failure to follow prescribed rules or misuse of federal information and information systems can lead to criminal penalties, including fines and imprisonment, and disciplinary actions according to the contract and/or agreement under which I am performing work for SSA.

I understand that SSA maintains a variety of sensitive information about the agency's operations and programs, which may be information pertaining to program (e.g., information about SSA's clients) or non-program (e.g., administrative and personnel records) matters. I understand that SSA may authorize me to have access to federal information and information systems and that my access to and use of such information and information systems must be in accordance with the provisions of the contract and/or agreement under which I am performing work for SSA.

I understand that the terms in the contract and/or agreement under which I am performing work for SSA take precedence over this document. I understand that any questions I may have concerning authorization(s) to access SSA information and information systems should be directed in accordance with the terms of the contract and/or agreement. I have read, understand, and agree to the following conditions:

Insider Threat

An insider threat is someone with authorized access who uses that access, intentionally or unintentionally, to harm the security of the Agency or the Nation. The individual with authorized access may attempt to wittingly or unwittingly harm the security of the agency through espionage, terrorism, unauthorized disclosure of sensitive information, or the loss or degradation of agency resources or capabilities.

- If I observe a potential insider threat, I will report the incident to SSAITP@ssa.gov and, as appropriate, in accordance with the personally identifiable information and incident reporting requirements in the contract or agreement under which I am working.
- I will safeguard federal information and information systems from exploitation, compromise, espionage, terrorism, or other unauthorized use and disclosure.

2024 Security Awareness Form and APOR Process

SSA-222 Form and Addendum

- Go to YourTicketToWork.ssa.gov.
- Choose **Resources** from the top menu.
- Choose **Forms** on the left-hand side of the screen.
- The SSA-222 Form and the Addendum are located under the **Maintenance** heading.

The screenshot displays the 'Forms' page on the Ticket to Work website. The page is titled 'Forms' and includes a navigation menu with 'Resources' selected. The main content area is divided into sections: 'Forms', 'Maintenance', 'Suitability', and 'Services and Supports'. The 'Maintenance' section lists several forms, including Form 222: Security Awareness - Contractor Personnel Security Certification (PDF) and Form 222: Security Awareness Addendum - Contractor Personnel Security Certification (PDF), both highlighted with green boxes. The 'Services and Supports' section mentions Form SSA-1370.

Social Security Administration Social Security Work Site For Beneficiaries For Service Providers Bigger Text Smaller Text

TICKET to Work

About Employment Networks State VR Agencies Program Operations Training and Events **Resources** Contact Us

Home / Resources / Forms

Forms

Resource Documents
Red Book
Service Provider Outreach Toolkit
Brand Guidelines
Factsheets
WISE Webinar Resources
EN Media Resources
Marketing Materials
Ticket to Work Tutorials
Success Stories
Summit Report Toolkit
Beneficiary Satisfaction Survey Toolkit
Beneficiary Satisfaction Survey FAQs

Ticket Terms A to Z
External Resources
Disability Hiring
Federal Hiring

Forms

Current Employment Networks (EN) and State Vocational Rehabilitation (VR) agencies must submit various forms to the Social Security Administration and the Ticket Program Manager. For questions about a specific form, use the contact information located on the form.

Maintenance

- Form 1374: Ticket Program Agreement (TPA) Change Form (PDF)
- **Form 222: Security Awareness - Contractor Personnel Security Certification (PDF)**
- **Form 222: Security Awareness Addendum - Contractor Personnel Security Certification (PDF)**
- Ticket Program Agreement (TPA) Termination Form (PDF)
- Work From Home Request Form (PDF)
- Work From Home Request Addendum (PDF)
- Benefits Counseling Certification Addendum (PDF)

Suitability

- EN Personnel Suitability Cover Sheet (PDF)
- Electronic Application Applicant Listing (XLS)
- Contractor Personnel Rollover Request Form (PDF)
- Fingerprint Scheduling Instructions (PDF)
- I-9 Approved Documents (PDF)
- Standard Form 85 (PDF)
- Declaration for Federal Employment OF-306 (PDF) *Updated!*

Services and Supports

Form SSA – 1370 is now available for use. The revised form has been submitted to the Office of Management

Completing the SSA-222 Form

- All EN staff must review, complete, and sign the SSA-222 Form, regardless of their suitability or portal access status or when they last submitted the SSA-222 Form.

Form SSA-222 (08-2022)		Page 5 of 5
Contractor Employee Name (Print/Type)	Date (MM/DD/YYYY)	
John Doe	01/30/2024	
Contractor Employee Signature (Sign)		
Contract Number	Company Name (Print/Type)	
Award/Contract number (E####)	EN Name: ABC EN	
Company Point Of Contact (Print/Type)	Company Point of Contact Phone Number	
Signatory Auth. or Suitability Contact	###-###-####	

Who Must Complete the SSA-222 Addendum?

- ENs with **one or more** staff must complete and submit the Addendum.
- ENs with Signatory Authority only (one-person EN) are not required to complete the Addendum. A signed copy of the SSA-222 Form should be submitted.

Completing the SSA-222 Addendum

- The Signatory Authority or Suitability Contact must complete and sign the Addendum.
- List all EN staff who have completed the SSA-222 Form, including the individual filling out the Addendum.
- The last column (date) on the Addendum should match the signature date on the SSA-222 Form that the employee completed.

SOCIAL SECURITY ADMINISTRATION

Form SSA-222 Addendum (01-2023)

Security Awareness Contractor / Affiliate Personnel Security Certification Employment Network (EN) Addendum

Purpose: This form is to be signed by the Signatory Authority or Suitability Contact to certify that all staff listed on this form have received, signed, and understand SSA's Security Awareness Certification requirements in Form SSA-222.

I certify that all staff listed below have read, understands, and agrees to the information contained on Form SSA-222. A signed copy of form SSA-222 will be kept on file at my organization for all staff listed on this form.

Employee Name (Print/Type)	TTW Program Start Date (MM/DD/YY)	Job Title (Print/Type)	Date (MM/DD/YY)

Name (Print/Type)	Phone Number
Signatory Authority or Suitability Contact	###-###-####
Signature (Sign)	Date (MM/DD/YY) 01/30/24
Contract Number	Company Name (Print/Type)
Award/Contract number: (E#####)	EN Name: ABC EN

Completing the SSA-222 Addendum

- Ticket Program Start Date:** Does NOT necessarily refer to the date the employee started with the organization; it refers to the date the employee began working on the Ticket to Work Program.
- Job Title:** Does NOT refer to the EN contact (i.e., Program Contact, Signatory Authority, Payments Contact, Ticketholder Contact, or Directory/Web Contact); it refers to the organizational job title (e.g., Employment Specialist, Counselor, or CEO).

SOCIAL SECURITY ADMINISTRATION

Form SSA-222 Addendum (01-2023)

Security Awareness Contractor / Affiliate Personnel Security Certification Employment Network (EN) Addendum

Purpose: This form is to be signed by the Signatory Authority or Suitability Contact to certify that all staff listed on this form have received, signed, and understand SSA's Security Awareness Certification requirements in Form SSA-222.

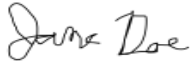
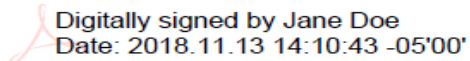
I certify that all staff listed below have read, understands, and agrees to the information contained on Form SSA-222. A signed copy of form SSA-222 will be kept on file at my organization for all staff listed on this form.


Employee Name (Print/Type)	TTW Program Start Date (MM/DD/YY)	Job Title (Print/Type)	Date (MM/DD/YY)

Name (Print/Type)		Phone Number	
Signatory Authority or Suitability Contact		###-###-####	
Signature (Sign)		Date (MM/DD/YY)	
		01/30/24	
Contract Number		Company Name (Print/Type)	
Award/Contract number: (E####)		EN Name: ABC EN	

Signing the SSA-222 Form/Addendum

- EN staff may sign the SSA-222 Form or Addendum electronically or with a wet signature.
- [Signature Instructions](#)

Name (Print/Type)		Phone Number	
Jane Doe		(555) 555-5555	
Signature (Sign)		Date (DD/MM/YY)	
 		12/12/18	
Contract Number		Company Name (Print/Type)	
123456789		Sample Employment Network	

Form SSA-222 (08-2022)		Page 5 of 5
Contractor Employee Name (Print/Type)		Date (MM/DD/YYYY)
John Doe		01/30/2024
Contractor Employee Signature (Sign)		
		
Contract Number		Company Name (Print/Type)
Award/Contract number (E####)		EN Name: ABC EN
Company Point Of Contact (Print/Type)		Company Point of Contact Phone Number
Signatory Auth. or Suitability Contact		###-###-####

Completing the SSA-222 Requirement

- Remember!
 - ✓ Submission period starts **January 29**.
 - ✓ Form(s) are due **February 26**.
 - ✓ All EN staff must review, sign, and keep a copy of the SSA-222 Form on file at the EN location.
 - ✓ ENs must submit the SSA-222 Form or the Addendum to TTW222@ssa.gov.
 - ✓ When submitting the SSA-222 Form, only **page 5** (signature page) is required to be submitted.
 - ✓ Send related questions to TTW222@ssa.gov.
 - ✓ **Include EN PID** in the subject of **all** emails to TTW222@ssa.gov.

- Failure to complete the Security Awareness certification by February 26 is a violation of your TPA.
 - SSA could limit your ability to assign Tickets and receive payments or terminate your TPA.

Questions

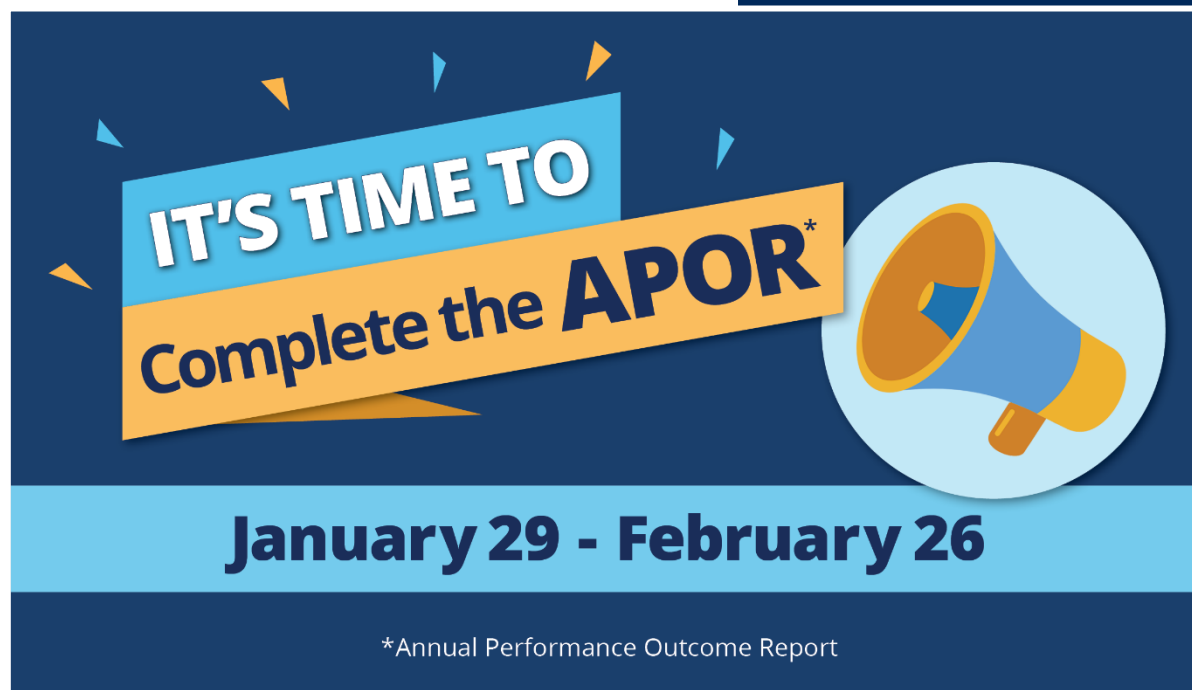
Questions

- Please feel free to ask a question in the MS Teams chat section.
- If joining via phone and you wish to ask a question:
 - Press *5 to raise your hand and we will unmute your phone.
 - Press *6 to speak.
- If joining via MS Teams and you wish to ask a question aloud:
 - Raise your hand and we will unmute your mic.
- Please limit questions to one per participant. Use the following email addresses to send additional questions or comments:
 - Security Awareness (SSA-222) Form or Addendum: TTW222@ssa.gov
 - APOR: ssaenapor@yourtickettowork.ssa.gov
 - EN Essentials: ENOperations@yourtickettowork.ssa.gov

Annual Performance Outcome Report (APOR) Process

Ready, Set, Go!

Annual Performance Outcome Report (APOR): The APOR is a report that compiles, annually, information provided by Employment Networks (EN) on the outcomes achieved by the EN with respect to services the EN offers to Social Security beneficiaries under the Ticket to Work Program.

A graphic with a dark blue background and light blue accents. It features a blue banner with the text "IT'S TIME TO" in white, and a yellow banner below it with "Complete the APOR*" in dark blue. To the right is a megaphone icon. Below these is a light blue horizontal bar with the dates "January 29 - February 26" in dark blue. At the bottom, in a dark blue bar, is the text "*Annual Performance Outcome Report" in white.

IT'S TIME TO
Complete the APOR*

January 29 - February 26

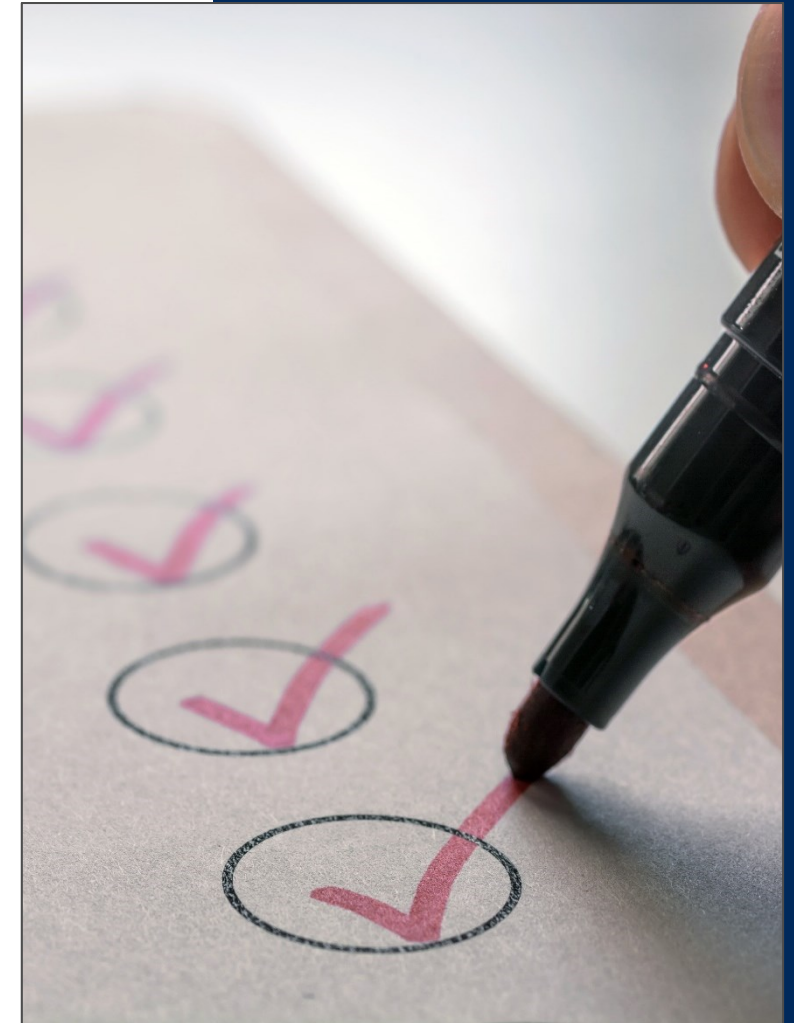
*Annual Performance Outcome Report

Ticket Program Agreement (TPA) Requirement

- Ticket Program Agreement (TPA) Part III Section 9(B):
 - “The EN shall provide an APOR to the TPM on an annual basis, in a format prescribed by SSA.”
 - “The APOR shall provide information on outcomes achieved by the EN with respect to services offered by the EN to beneficiaries, as well as information relating to TPA administration.”
- The following groups are not required to complete the APOR:
 - State Vocational Rehabilitation Agencies (VRs)
 - ENs with agreement award dates in calendar year 2023 or 2024

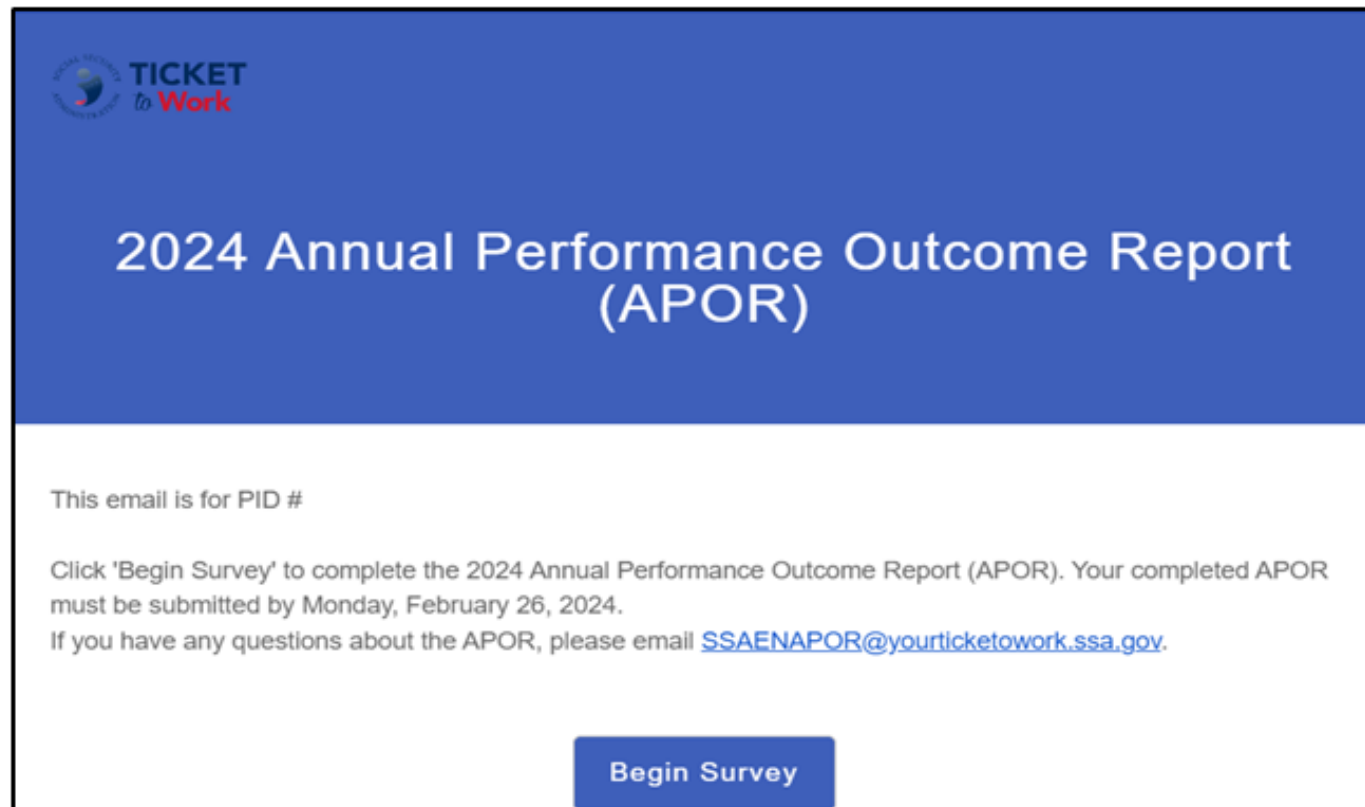
APOR Requirements

- Timeframe for completion:
 - **January 29 – February 26, 2024**
- Submit one APOR per EN Provider Identification (PID).
 - ENs with multiple business models must submit one APOR for each EN business model/PID.
- TPM will send reminders to ENs that have not responded each Monday, except for holidays, until the deadline.
- Failure to complete the APOR **by February 26** is a violation of your TPA.
 - SSA could limit your ability to assign Tickets and receive payments or terminate your TPA.
- Send any APOR-related questions to:
 - ssaenapor@yourtickettowork.ssa.gov



Survey Link Email

- The survey link will be sent to the Signatory Authority on file.



APOR Survey Instructions

- Review resources for assistance.
 - [APOR Frequently Asked Questions](#)
- Review the APOR questions.
 - [2024 APOR questions](#)
- Prepare your responses.
- Complete the APOR via SurveyMonkey.
- Submit your responses between the dates of January 29 – February 26.



2024 Annual Performance Outcome Report (APOR)

APOR Instructions

The Social Security Administration requires all Employment Networks (ENs), excluding those with award dates in 2023 or 2024, to complete the Annual Performance Outcome Report (APOR). Please review posted resources at yourtickettowork.ssa.gov before beginning the APOR. A copy of the APOR questions is available to help you gather information and prepare responses in advance. Please follow these instructions closely to ensure proper receipt of your responses.

1. Review the resources for your assistance at the yourtickettowork.ssa.gov website.
2. Review the 17 APOR questions. It is highly recommended that you review the APOR questions posted to the yourtickettowork.ssa.gov website prior to completing the actual APOR.
3. Prepare your responses. Preparing your responses after your review of the APOR questions and prior to entering the actual APOR questionnaire will allow you to research and gather the data needed to easily answer the questions on the APOR.
4. Complete the APOR. Once you have prepared your responses, enter the APOR questionnaire as provided by the TPM via SurveyMonkey and record your responses.
5. Submit your responses. Each EN is allowed to submit one complete response. Use the Frequently Asked Questions to assist you as you complete the APOR.

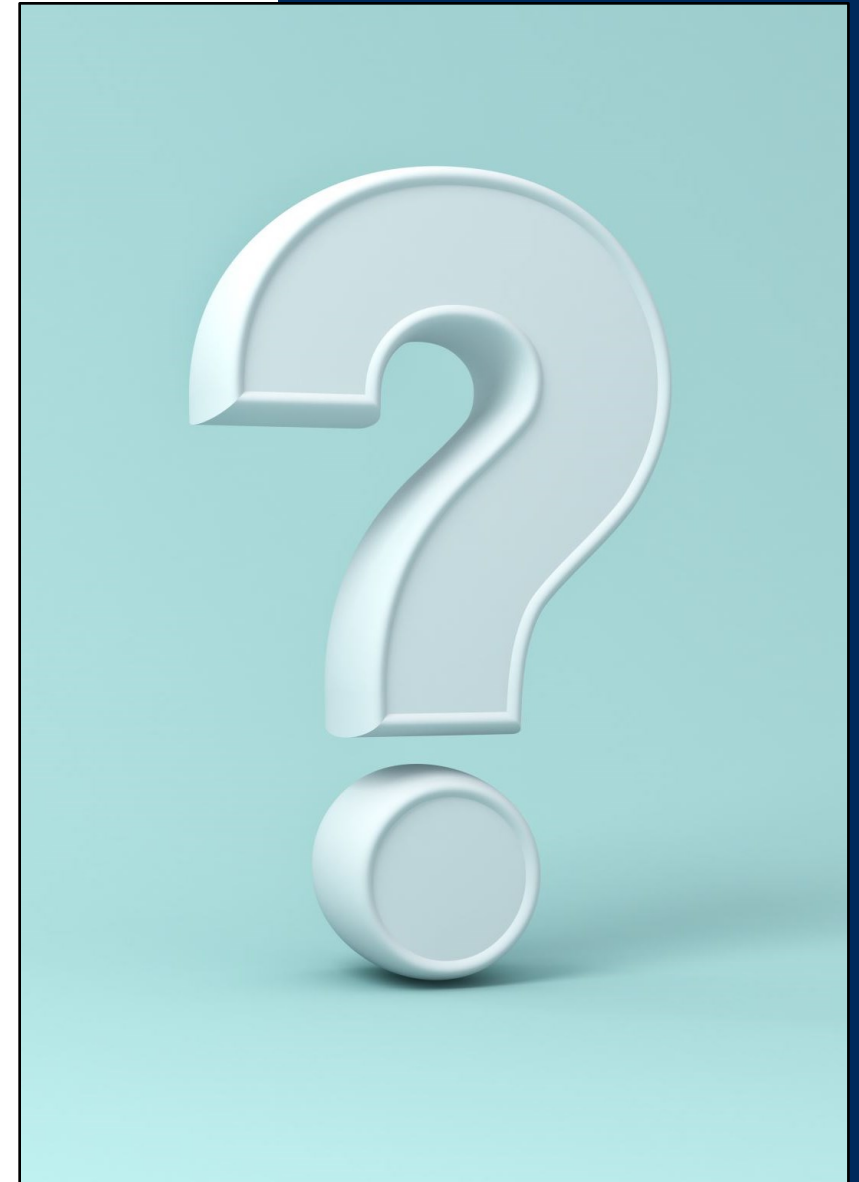
If you have questions, email SSAENAPOR@yourtickettowork.ssa.gov with the subject line "APOR assistance - PID".

Next

Annual Performance Outcome Report: Questions

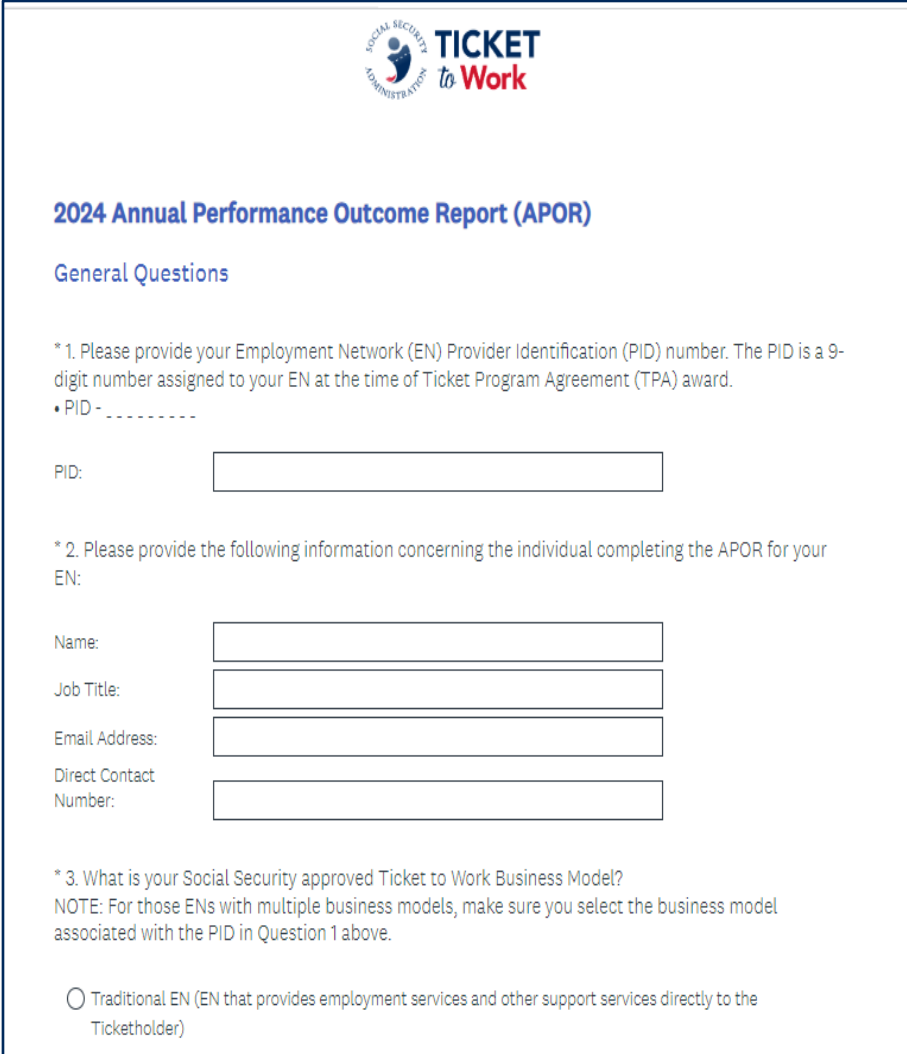
APOR Questions Outline


- The APOR contains 17 questions.
- Questions fall under three categories:
 - General Questions
 - Staffing Questions
 - EN Service-Related Questions



General Questions

- There are 10 general questions about your EN that cover topics such as:
 - Business model
 - Locations
 - State Vocational Rehabilitation Agency vendor status
 - Underserved Populations





2024 Annual Performance Outcome Report (APOR)

General Questions

* 1. Please provide your Employment Network (EN) Provider Identification (PID) number. The PID is a 9-digit number assigned to your EN at the time of Ticket Program Agreement (TPA) award.

• PID - _____

PID:

* 2. Please provide the following information concerning the individual completing the APOR for your EN:

Name:

Job Title:

Email Address:

Direct Contact Number:

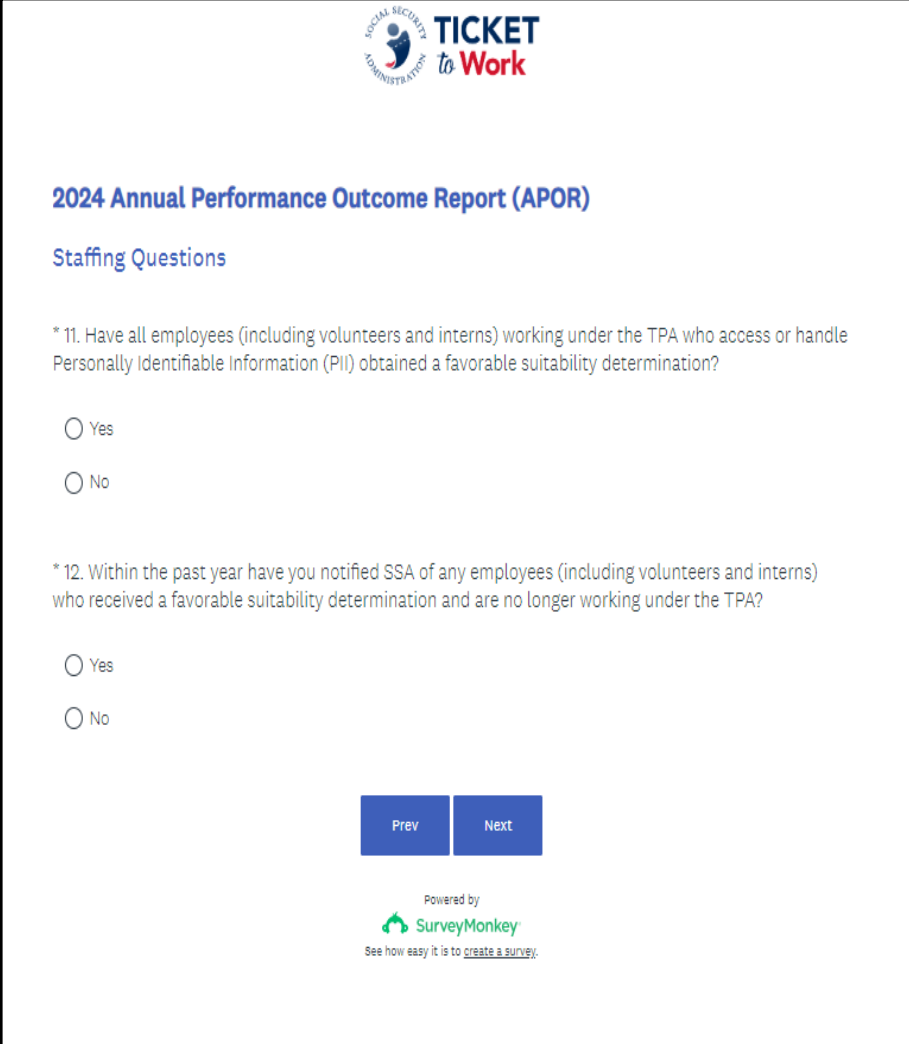
* 3. What is your Social Security approved Ticket to Work Business Model?

NOTE: For those ENs with multiple business models, make sure you select the business model associated with the PID in Question 1 above.


Traditional EN (EN that provides employment services and other support services directly to the Ticketholder)

Staffing Questions

- There are two staffing questions regarding staff suitability.



The screenshot shows a survey page for the 2024 Annual Performance Outcome Report (APOR). At the top right, there is a logo for the Social Security Administration and the 'TICKET to Work' program. The main heading is '2024 Annual Performance Outcome Report (APOR)' followed by 'Staffing Questions'. Two questions are listed, each with 'Yes' and 'No' radio button options. At the bottom, there are 'Prev' and 'Next' buttons, and a 'Powered by SurveyMonkey' logo with a link to 'See how easy it is to create a survey.'.

 **TICKET to Work**

2024 Annual Performance Outcome Report (APOR)

Staffing Questions


* 11. Have all employees (including volunteers and interns) working under the TPA who access or handle Personally Identifiable Information (PII) obtained a favorable suitability determination?

Yes
 No

* 12. Within the past year have you notified SSA of any employees (including volunteers and interns) who received a favorable suitability determination and are no longer working under the TPA?

Yes
 No

[Prev](#) [Next](#)

Powered by  **SurveyMonkey**
See how easy it is to [create a survey](#).

EN Service-Related Questions

- There are five EN service-related questions that ask about your services and whether your EN has resources available for serving specific populations:
 - Youth in Transition
 - Veterans
 - Individuals with physical, hearing, mental, or cognitive impairments
 - Self-employment



2024 Annual Performance Outcome Report (APOR)

EN Service-Related Questions

* 13. Does your EN or provider affiliates have experience serving clients of any of the following populations? (Select all that apply)

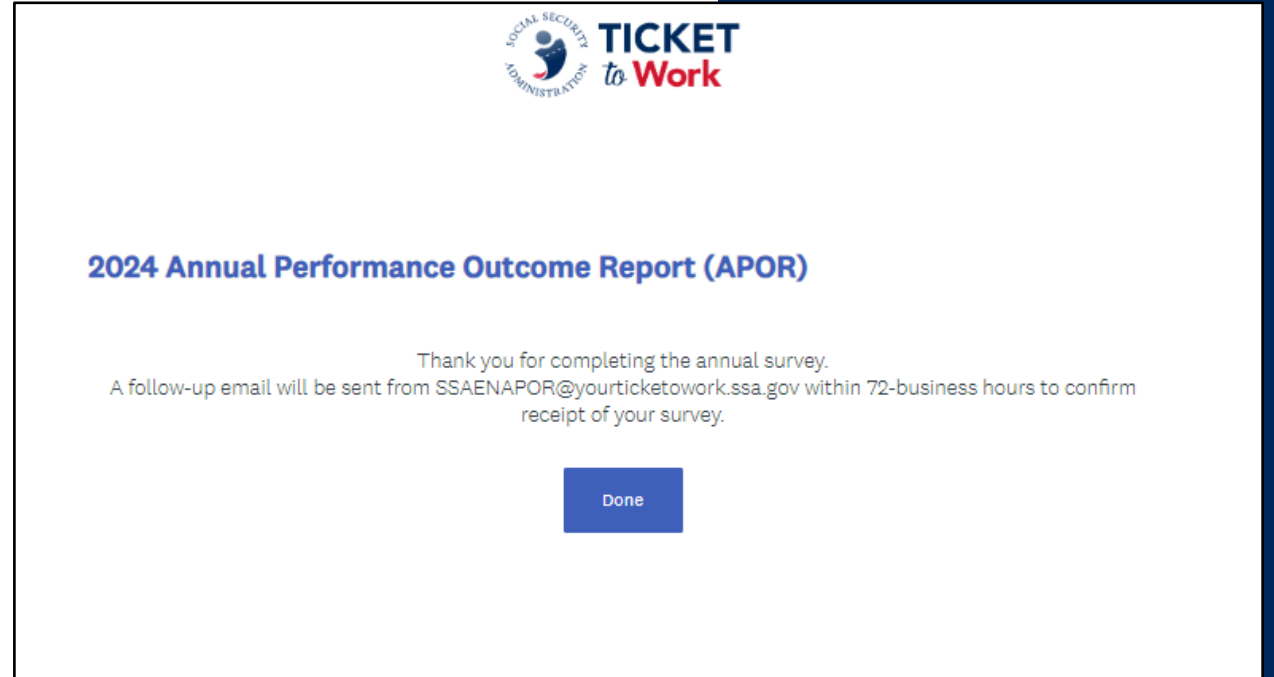
- Youth in Transition
- Veterans
- Clients with physical impairments
- Clients with hearing impairments
- Clients with visual impairments
- Clients with cognitive impairments (e.g., traumatic brain injury (TBI), autism, intellectual disabilities, learning disabilities such as dyslexia and attention deficit disorder (ADD))
- Clients with psychiatric disorders or mental behavioral impairments (e.g., anxiety, bipolar disorder, depression, schizophrenia)
- None of the above

* 14. Does your EN or provider affiliates have experience serving clients pursuing self-employment?

- Yes

Completing the Survey

- You may choose to print each page for your records before clicking **Done**.
- Click **Done** to submit the APOR to TPM.
- The survey is not complete until you click **Done** on the screen.



The screenshot shows the final step of the survey process. At the top right, there is a logo for the Social Security Administration's "TICKET to Work" program. The main heading is "2024 Annual Performance Outcome Report (APOR)". Below this, a message reads: "Thank you for completing the annual survey. A follow-up email will be sent from SSAENAPOR@yourtickettowork.ssa.gov within 72-business hours to confirm receipt of your survey." At the bottom center, there is a blue button labeled "Done".

APOR Online Resources

- Go to [YourTicketToWork.ssa.gov](https://yourtickettowork.ssa.gov)
- Choose **Resources** from the top menu.
- Choose **Resource Documents** on the left-hand side of the screen.
- The following APOR-related documents are located under the **Program Resources** heading:
 - [2024 APOR Questions](#)
 - [APOR Frequently Asked Questions](#)
- This presentation:
 - [EN Essentials Learning Events - yourtickettowork.ssa.gov](#)
- For all APOR-related questions, please email ssaenapor@yourtickettowork.ssa.gov with the subject line “APOR Assistance – Your PID”

Questions

Questions

- Please feel free to ask a question in the MS Teams chat section.
- If joining via phone and you wish to ask a question:
 - Press *5 to raise your hand and we will unmute your phone.
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 - EN Essentials: ENOperations@yourtickettowork.ssa.gov

Upcoming Events

- January 24: WISE - Exploring a New Career with Ticket to Work
- February 14: EN Essentials - Gotta Love Payments
- March 13: EN Essentials - Take a Deeper Dive into Payments
- March 19: Quarterly All EN Call
- 2024 Calendar of Events:
 - [Calendar of Events - yourtickettowork.ssa.gov](https://yourtickettowork.ssa.gov/calendar-of-events)

Email the EN Development and Training Department at ENOperations@yourtickettowork.ssa.gov with feedback, recommendations or ideas for future EN Essentials events.