

APOR and SSA-222 Security Awareness Certification

January 16, 2025

Thank you for joining today's webinar!
We will begin at 1 p.m. ET
You will not hear audio or see captions until we begin.

APOR and SSA-222 Security Awareness Certification

January 16, 2025

AGENDA

APOR and SSA-222 Security Awareness Certification

Logistics and Introductions

Security Awareness Certification Collection Process

Q & A Session

Annual Performance Outcome Report (APOR) Process

Q & A Session

Logistics

- TPM is recording and capturing the transcript from today's meeting and will make it available on the Your Ticket to Work website at [EN Essentials Learning Events](#).
- Please feel free to ask a question in the MS Teams chat section.
- 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.
- Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff are not permitted to record this meeting nor capture the transcript.

Introductions

MODERATOR

Derek Shields

Senior EN Development and Training Manager
Ticket to Work Program Manager

PRESENTERS

Ana Morales

EN Development and Training Manager
Ticket to Work Program Manager

LaKeshia Hunt

Program Manager
Ticket to Work Program Manager



Security Awareness Certification Collection Process



Purpose

Security and Privacy Awareness Training

- Per the Ticket Program Agreement (TPA) Part IV Section 6.A.1: All EN employees, as well as contractors and subcontractors, 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

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.

Forms SSA-222 and Addendum

Form SSA-222

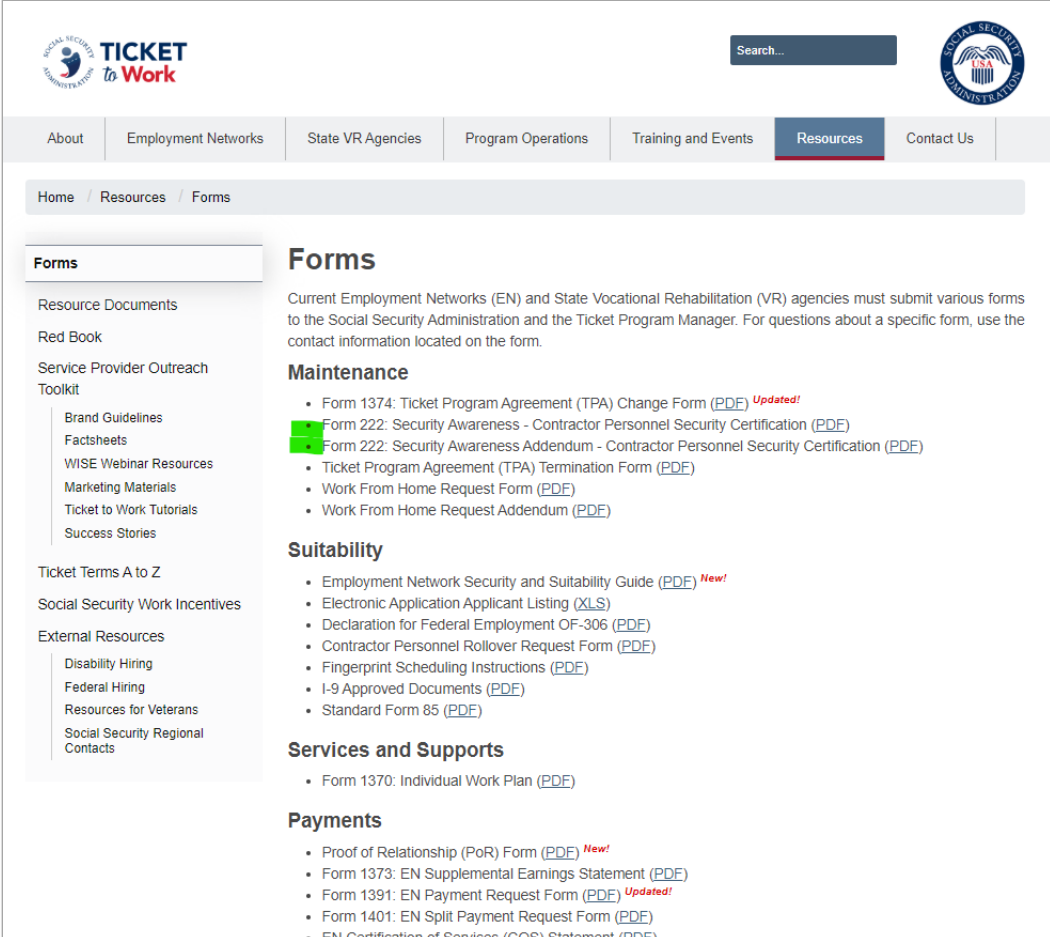
- The SSA-222 is used to certify that the signer has received and understands the SSA Information Security and Privacy Awareness Training.
- **All** EN employees, including contractors, subcontractors, and affiliate partner personnel, must sign and date Form SSA-222.
- **All** ENs must keep signed copies of Form SSA-222 for all staff on file at the EN location.

Form SSA-222 Addendum

- The SSA-222 Addendum is used to certify that the staff listed on the form have completed Form SSA-222.
- **ENs with more than one staff** must complete the SSA-222 Addendum.
- Only the Signatory Authority or Suitability Contact can complete and sign the SSA-222 Addendum.

How to Find the Forms

- 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 shows the Ticket to Work website interface. At the top, there is a search bar and navigation links for About, Employment Networks, State VR Agencies, Program Operations, Training and Events, Resources (highlighted), and Contact Us. The main content area is titled "Forms" and includes a left-hand navigation menu with categories like Resource Documents, Red Book, Service Provider Outreach Toolkit, and External Resources. The main content area is divided into sections: Forms, Maintenance, Suitability, Services and Supports, and Payments. The Maintenance section is highlighted with a green box and contains a list of forms, including Form 222: Security Awareness - Contractor Personnel Security Certification (PDF) and Form 222: Security Awareness Addendum - Contractor Personnel Security Certification (PDF).

Completing Form SSA-222

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

How to Complete:

- Download the form.
- Complete the fields on page 5, the signature page.
 - Type in the information, do not complete the form by hand.
- Sign the form with an electronic or wet signature.
 - For more information on how to sign Form SSA-222 see the [Signature Instructions](#).

Form SSA-222 (08-2022)		Page 5 of 5
Contractor Employee Name (Print/Type)	Date (MM/DD/YYYY)	
John Doe	01/30/2025	
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	###-###-####	

Security Awareness Collection Dates

- For 2025, all ENs must sign and submit the Security Awareness Form SSA-222 or the Addendum during the collection period:
 - Starting **no earlier than January 27, 2025**
 - Due **no later than February 24, 2025**
- Forms signed with a date outside the collection period will be rejected and you will need to submit a new form signed within the collection period.

IMPORTANT

**Sign and date
Form SSA-222
within the
collection
period:**

**January 27 –
February 24**

Adding pages to the SSA-222 Addendum

- The Addendum form includes a new feature in 2025 that allows ENs to add pages for listing additional employees.
- Click on “Add additional employees” on the form to add as many pages as needed to list all employees.

The image shows a close-up of the SSA-222 Addendum form. At the top right, there is a blue button labeled "Add additional employees" with a yellow arrow pointing to it. Below this button are several input fields: "Name (Print/Type)", "Phone Number", "Signature (Sign)", "Date (MM/DD/YYYY)", "Contract Number", and "Company Name (Print/Type)".

The image shows the full SSA-222 Addendum form. At the top, it reads "SOCIAL SECURITY ADMINISTRATION" and "Form SSA-222 Addendum (12-2024)". Below that, the title is "Security Awareness Contractor / Affiliate Personnel Security Certification Employment Network (EN) Addendum – Additional Page". The form consists of a table with 15 rows, each containing two columns: "Employee Name (Print/Type)" and "Date (MM/DD/YYYY)".

Submission Process

- ✓ All EN staff must review, sign, and keep a copy of Form SSA-222 on file at the EN location.
- ✓ Forms must be signed and submitted during the collection period of **January 27, 2025**, through **February 24, 2025**.
- ✓ ENs must submit the SSA-222 Form or the Addendum to TTW222@ssa.gov.
 - For ENs with one staff: Submit only page 5 (signature page) of Form SSA-222
 - For ENs with more than one staff: Submit only the Addendum
- ✓ Send related questions to TTW222@ssa.gov.
- ✓ Include EN PID in the subject of all emails.
- ✓ Failure to complete the Security Awareness certification by February 24, 2025 is a violation of the EN 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.

You may send additional questions or comments to: TTW222@ssa.gov



Annual Performance Outcome Report (APOR) Process



Annual Performance Outcome Report

The APOR is a report that compiles information provided annually 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.



**IT'S TIME TO
Complete the APOR***

January 27 - February 24

*Annual Performance Outcome Report

Ticket Program Agreement (TPA) Requirement

Ticket Program Agreement (TPA) Part III Section 9(B):

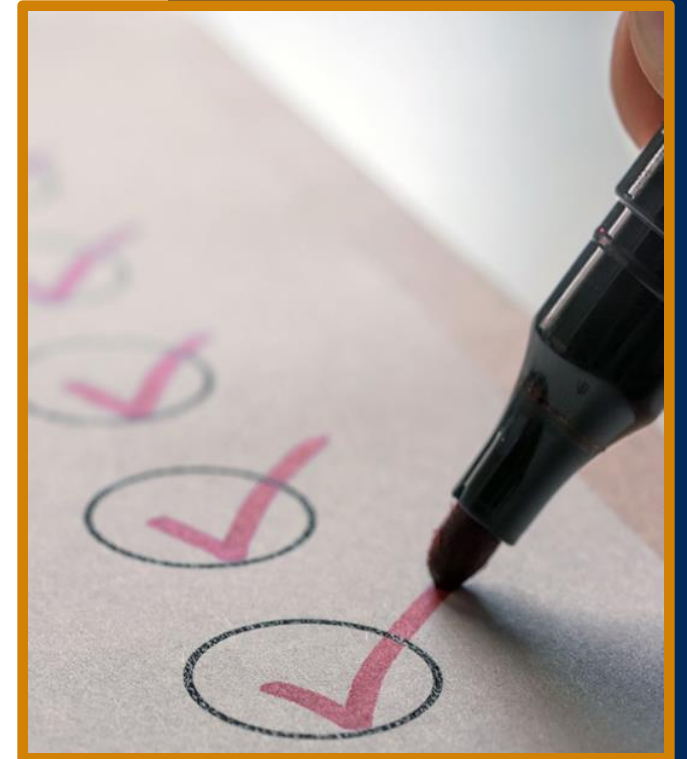
- “The EN shall provide an APOR to the TPM on an annual basis, in a format prescribed by SSA.”
- “The APOR shall provide information on outcomes achieved by the EN with respect to services offered by the EN to beneficiaries, as well as information relating to TPA administration.”

The following service providers are not required to complete the APOR:

- State Vocational Rehabilitation Agencies (VRs)
- ENs with agreement award dates in calendar year 2024 or 2025

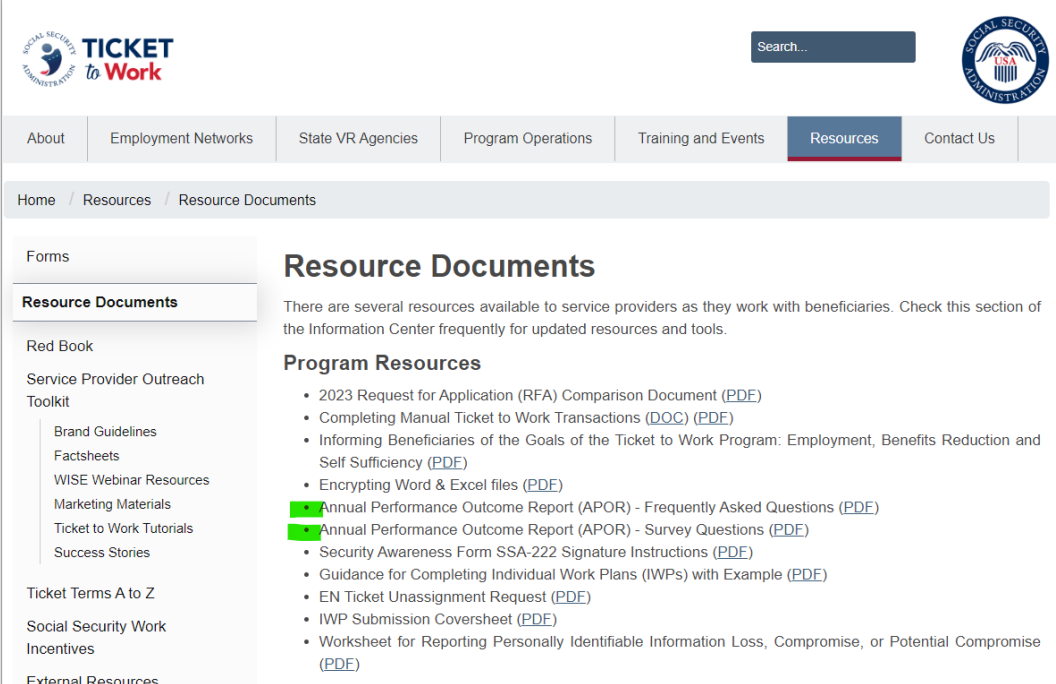
APOR Requirements

- Timeframe for completion:
 - January 27 – February 24, 2025
- ENs must 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 completed the APOR each Monday, except for holidays, until the deadline.
- Failure to complete the APOR by February 24 is a violation of your TPA.
 - SSA could limit your ability to assign Tickets and receive payments or terminate your TPA.
- Please send any APOR-related questions to:
ssaenapor@yourtickettowork.ssa.gov



How to Find APOR Online Resources

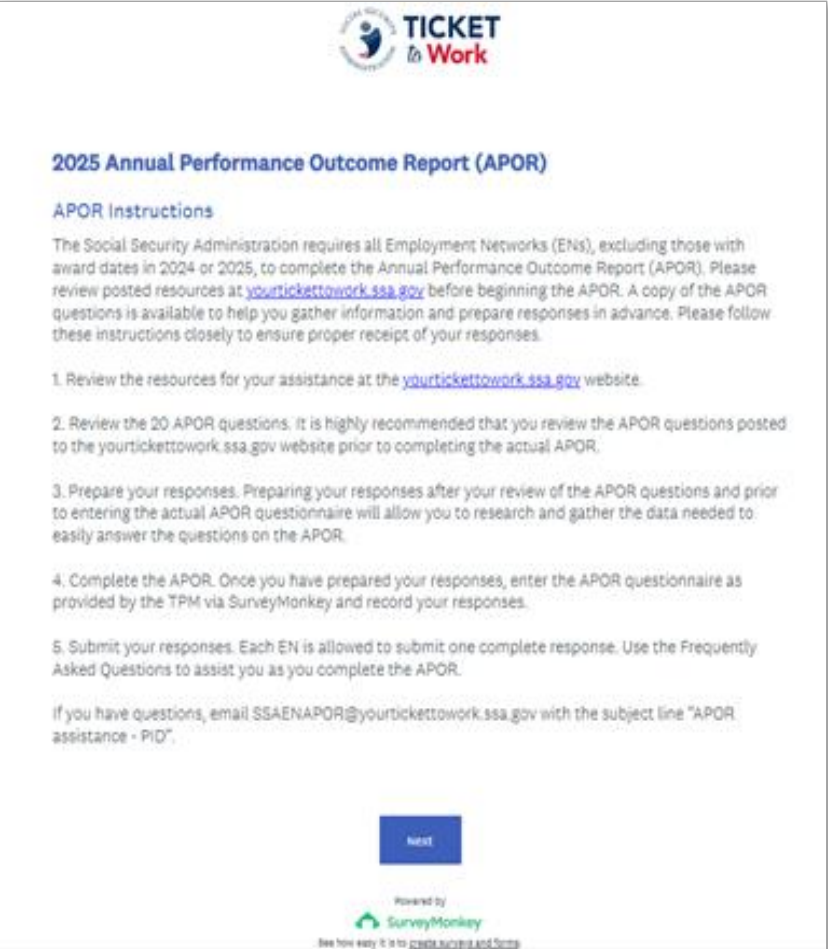
- Go to YourTicketToWork.ssa.gov
- Choose **Resources** from the top menu.
- Choose **Resource Documents** on the left-hand side of the screen.
- The following documents are located under the **Program Resources** heading:
 - [APOR Survey Questions](#)
 - [APOR Frequently Asked Questions](#)




The screenshot displays the 'TICKET to Work' website interface. At the top, there is a search bar and a navigation menu with options: About, Employment Networks, State VR Agencies, Program Operations, Training and Events, Resources (highlighted), and Contact Us. Below the navigation, a breadcrumb trail reads 'Home / Resources / Resource Documents'. The main content area is titled 'Resource Documents' and includes a sub-section for 'Program Resources'. This section lists several documents, with two items highlighted in green: 'Annual Performance Outcome Report (APOR) - Frequently Asked Questions (PDF)' and 'Annual Performance Outcome Report (APOR) - Survey Questions (PDF)'. A left-hand sidebar contains a 'Resource Documents' menu with categories like 'Red Book', 'Service Provider Outreach Toolkit', and 'Ticket to Work Tutorials'.

APOR Survey Instructions

- Review the APOR Survey questions.
 - [2025 APOR Survey Questions](#)
- Review resources for assistance.
 - [APOR Frequently Asked Questions](#)
- Prepare your responses.
- Complete the APOR via SurveyMonkey.
- Submit your responses between the dates of January 27 – February 24.



 **TICKET to Work**

2025 Annual Performance Outcome Report (APOR)


APOR Instructions

The Social Security Administration requires all Employment Networks (ENs), excluding those with award dates in 2024 or 2025, 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 20 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.

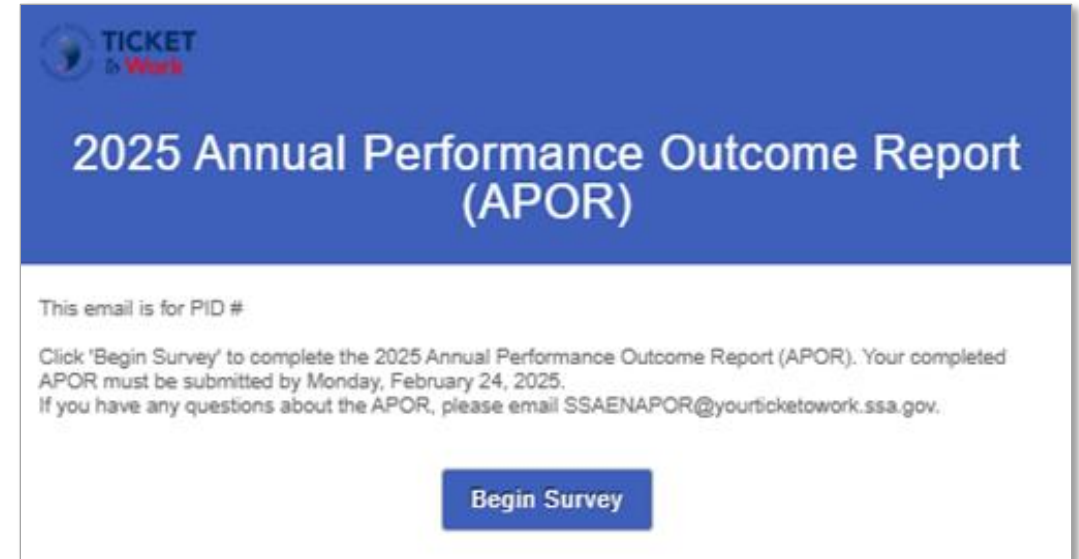
If you have questions, email SSAENAPOR@yourtickettowork.ssa.gov with the subject line "APOR assistance - PID".

[Next](#)

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Survey Link Email

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



APOR Questions




APOR Questions Outline

- The APOR contains 20 questions.
- Questions fall under five categories:
 - General
 - Staffing
 - EN Service-Related
 - Training and Development
 - Ticketholder Engagement

General Questions

- There are eight general questions about your EN that cover topics such as:
 - Business model
 - State Vocational Rehabilitation Agency vendor status
 - Organization type
 - Underserved populations

 **TICKET to Work**

2025 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.

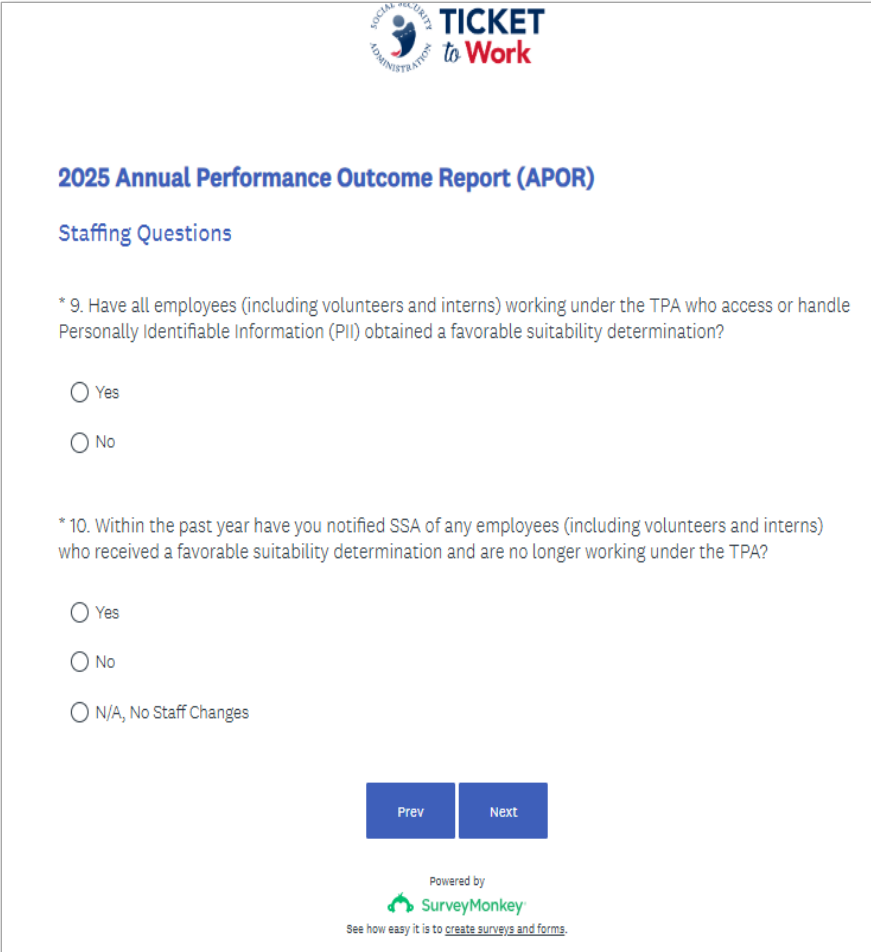
Traditional EN (EN that provides employment services and other support services directly to the Ticketholder)

Employer EN (EN that primarily employs Ticketholders for which it has assigned Tickets)

Administrative EN (EN that serves as the EN of record for a network of service providers who combine their resources to provide services to Ticketholders)

Staffing Questions

- There are two staffing questions regarding staff suitability.



The screenshot shows a survey interface for the '2025 Annual Performance Outcome Report (APOR) Staffing Questions'. At the top right, there is a logo for 'SOCIAL SECURITY ADMINISTRATION TICKET to Work'. The main heading is '2025 Annual Performance Outcome Report (APOR)' followed by 'Staffing Questions'. Two questions are listed, each with radio button options:

* 9. 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

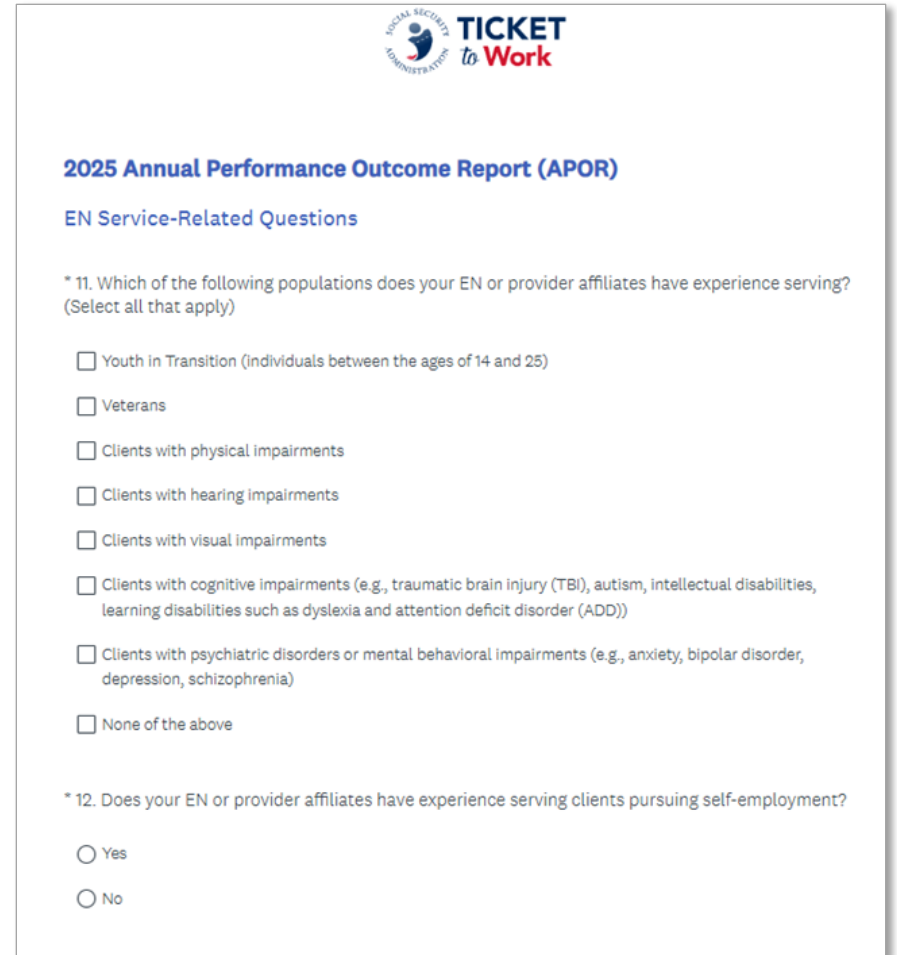
* 10. Within the past year have you notified SSA of any employees (including volunteers and interns) who received a favorable suitability determination and are no longer working under the TPA?

Yes
 No
 N/A, No Staff Changes


At the bottom, there are two blue buttons labeled 'Prev' and 'Next'. Below the buttons, it says 'Powered by SurveyMonkey' with the SurveyMonkey logo and a link: 'See how easy it is to create surveys and forms.'

EN Service-Related Questions

- There are six EN service-related questions regarding the specific services offered and experience serving specific populations:
 - Youth in Transition
 - Veterans
 - Individuals with physical, hearing, mental, or cognitive impairments



The screenshot shows a survey form with the following content:

 **TICKET to Work**

2025 Annual Performance Outcome Report (APOR)

EN Service-Related Questions

* 11. Which of the following populations does your EN or provider affiliates have experience serving? (Select all that apply)


- Youth in Transition (individuals between the ages of 14 and 25)
- 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

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

- Yes
- No

Training & Development Questions

- There are two questions regarding EN training and development topics and the format for effectively delivering training.

 **TICKET to Work**

2025 Annual Performance Outcome Report (APOR)

Training and Development Questions

* 17. Please identify training topics that will best help your EN meet Ticket Program objectives. (Select your top 3)

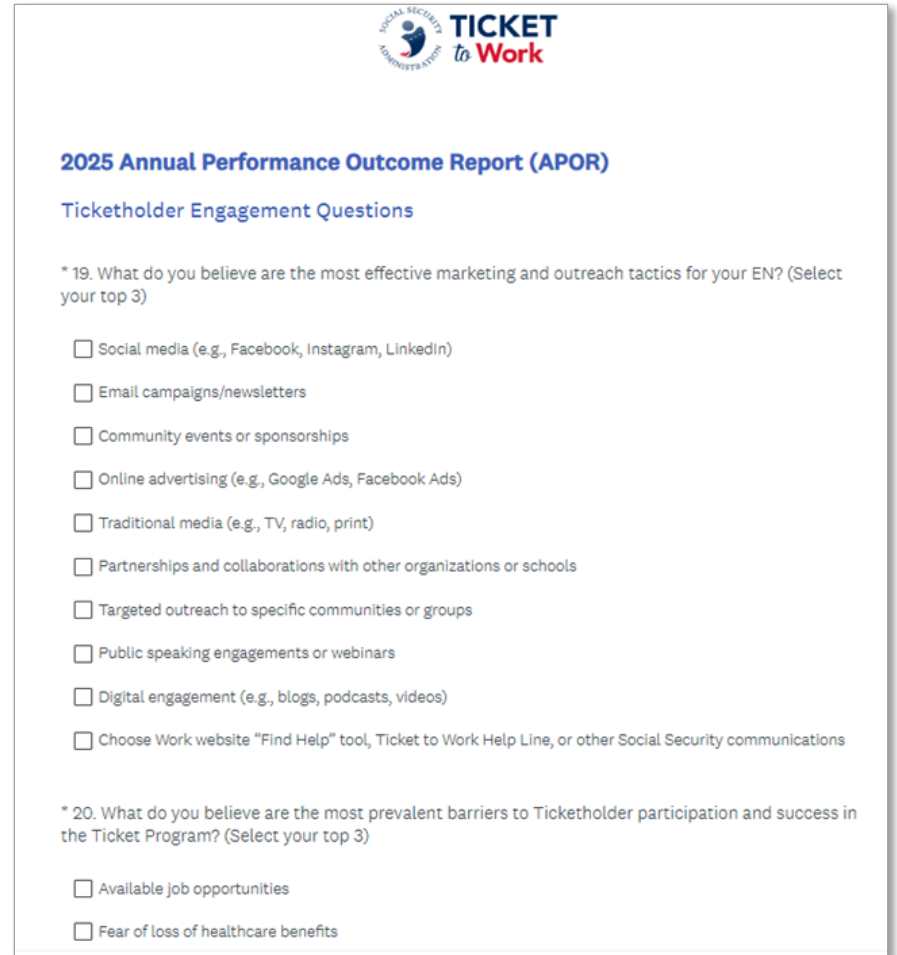
- Intake
- IWP consultation and development
- Job coaching
- Employer engagement
- Retention and advancement
- Marketing and communications
- Disability community engagement
- Ticketholder-centered service delivery
- Technology and tools
- TPA compliance and administrative processes


Please use this space to share any details regarding your selection(s) or any training topic(s) not listed above that you believe would be helpful to your EN:

* 18. What formats for delivering training and development resources do you believe are most effective? (Select your top 3)

Ticketholder Engagement Questions

- There are two questions regarding Ticketholder engagement:
 - One asks about effective EN marketing and outreach tactics.
 - One asks about barriers to Ticketholder engagement and success with ENs.



 **TICKET to Work**

2025 Annual Performance Outcome Report (APOR)

Ticketholder Engagement Questions

* 19. What do you believe are the most effective marketing and outreach tactics for your EN? (Select your top 3)

- Social media (e.g., Facebook, Instagram, LinkedIn)
- Email campaigns/newsletters
- Community events or sponsorships
- Online advertising (e.g., Google Ads, Facebook Ads)
- Traditional media (e.g., TV, radio, print)
- Partnerships and collaborations with other organizations or schools
- Targeted outreach to specific communities or groups
- Public speaking engagements or webinars
- Digital engagement (e.g., blogs, podcasts, videos)
- Choose Work website "Find Help" tool, Ticket to Work Help Line, or other Social Security communications

* 20. What do you believe are the most prevalent barriers to Ticketholder participation and success in the Ticket Program? (Select your top 3)

- Available job opportunities
- Fear of loss of healthcare benefits


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.

* 20. What do you believe are the most prevalent barriers to Ticketholder participation and success in the Ticket Program? (Select your top 3)

- Available job opportunities
- Fear of loss of healthcare benefits
- Fear of loss of Social Security disability payments
- Lack of work experience
- Shortage of ENs serving their area
- Having an episodic disability that interrupts their ability to work consistently
- Awareness of the Ticket Program
- Complexity of Social Security work incentives
- Experiencing Social Security overpayments

Prev Done

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Questions



Questions

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 - 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.

You may send additional questions or comments to:
ssaenapor@yourtickettowork.ssa.gov.



Online Resources

- Go to YourTicketToWork.ssa.gov
- Click on “Training and Events” tab
- Find past presentations:
[EN Essentials Learning Events - yourtickettowork.ssa.gov](https://yourtickettowork.ssa.gov)

The screenshot displays the Ticket to Work website interface. At the top left is the Social Security Administration logo and the 'TICKET to Work' logo. A search bar is located at the top right. The navigation menu includes 'About', 'Employment Networks', 'State VR Agencies', 'Program Operations', 'Training and Events' (which is highlighted), and 'Resources'. Below the navigation menu is a breadcrumb trail: 'Home / Training and Events / EN Essentials Learning Events'. The main content area is titled 'EN Essentials Learning Events' and contains the following text: 'The Ticket to Work (Ticket) Program began hosting EN Essentials learning events on July 12, 2023, for Employment Network (EN) staff seeking to enhance their EN performance and compliance with Ticket Program policies. The learning events build upon the initial EN Service Provider Foundations training and feature new resources, best practice strategies and other helpful information. EN Essentials events are presented via Microsoft Teams. To participate, ENs can join the events using login information they will receive by email prior to the event. There is no need to register in advance. Archived materials for each event (audio, transcripts, and webinar presentations) are posted on this page. Please direct any questions or comments to ENOperations@yourtickettowork.ssa.gov.' Below this text is a section titled 'Past EN Essentials Events:' with a sub-section for 'November 13, 2024, 1:00 – 2:00 p.m. ET: From Intake to IWP: Building Relationships One Individual at a Time (EN)'. The text for this event states: 'If you're looking for new resources and ideas for working with Ticketholders, this event introduces the new Intake Guidance and Worksheet that offers in-depth information for conducting and documenting a Ticketholder intake discussion and provides a fillable worksheet that ENs can download and complete. Along with this new resource, you'll also get tips and ideas from CareerSource Central Florida's EN staff as they share how they engage with prospective clients, inform them about the purpose of the Ticket to Work (Ticket) Program and establish a committed, two-way relationship right from the start.'

UPCOMING EVENTS

January 22: WISE Webinar

February 4: All EN Payments Call

February 26: WISE Webinar

[2025 Calendar of Events](#)

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