2015 Annual Performance Outcome Report Questions

Below are the questions included on the Annual Performance Outcome Report (APOR) for the period January 1, 2014 – December 31, 2014. You must complete the APOR in one sitting. Reviewing the questions prior to beginning the questionnaire will allow you to research and prepare your answers as needed. If you have questions about the APOR, email ssaenapor@yourtickettowork.com. Please note, this document IS NOT the APOR questionnaire that you must return to the Social Security Administration's Operations Support Manager for the Ticket to Work Program.

General Questions

1. Please provide your Employment Network Data Universal Numbering System (DUNS) number. (Your DUNS number is a unique nine digit identification number that was assigned to you Employment Network upon award.)

2. Please provide the following information of the individual completing the APOR for your Employment Network:
   - Name:
   - Title:
   - Email Address:
   - Direct Contact Number:

3. What is your Social Security Ticket to Work approved Business Model?
   - Traditional EN (Provides employment services and other support services directly to the Ticket Holder)
   - Consumer Directed Services (EN reimburses beneficiary for Ticket-related services purchased by the beneficiary)
   - Employer EN (EN primarily employs beneficiaries for whom it has assigned Tickets)
   - Administrative EN (Serves as the EN of record for a network of service providers who combine their resources to provide services to beneficiaries)

4. How many office locations does your EN currently have?

5. What methods of communication does your Employment Network use when working with beneficiaries? Check all that apply:
   - Phone
   - Email
   - Website
   - In person

6. Do you have a Partnership Plus agreement with your local State Vocational Rehabilitation Agency?

7. Have you made any changes to your liability insurance in the past 12 months?

8. Have you registered with the Office of Federal Contract Compliance Programs (OFCCP) 503 directory?

9. Is your System for Award Management (SAM) registration current?

10. Do you use autodialing/robocalling to contact beneficiaries?

Staffing Questions

11. How many full-time staff members does your EN have working on the Ticket Program?

12. How many part-time staff members does your EN have working on the Ticket Program?

13. How many of your Ticket staff members have two (2) or more years experience providing service-related employment support?

14. Do you have a benefits advisor on staff for the Ticket Program?

15. Did one or more members of your staff participate in Section 503 training offered by MAXIMUS, VCU, or DOL? (participation could have been "live" or by viewing archived sessions)

16. Have all of your employees who work under the BPA completed form SSA-222 "SSA Security Awareness Contractor Personnel Security Certification" training per Part IV--Section 3.I of your EN BPA?

17. Have you submitted to SSA the list of employees who have completed the form SSA-222 "SSA Security Awareness Contractor Personnel Security Certification" Annual Security Awareness training per Part IV--Section 3.H.3 of your EN BPA?

18. Have you requested suitability clearance for all employees working under the BPA who access or handle Personally Identifiable Information (PII)?

19. Have you notified SSA of any employees who previously received suitability clearance who are no longer working under the BPA?

Ticket Client-Related Questions

20. What is the average number of months between the start of services and the Ticket Holder obtaining employment?

21. What is the average gross wage per month of the Ticket Holders that you have working if known?

22. How many of your Ticket Holders are currently working?

23. How many of your Ticket Holders are currently working full time? (32 hours or more)

24. How many of your Ticket clients attend school or participate in educational or employment training program?

EN Service-Related Questions

25. Does your EN have expertise or available resources for serving Youth in Transition clients?

26. Does your EN have expertise or available resources for serving Veterans?

27. Does your EN have expertise or available resources for serving clients with physical impairments?

28. Does your EN have expertise or available resources for serving clients with hearing impairments?

29. Does your EN have expertise or available resources for clients with cognitive impairments?

30. Does your EN have expertise or available resources for serving clients with mental impairments?

31. Does your EN have expertise or available resources for serving clients pursuing self-employment?

32. Does your EN employ beneficiaries who have assigned their Tickets to your EN?

33. Does your EN offer Work Incentives guidance?

34. Does your EN offer a special language service? (including Braille, American Sign Language, materials in other languages)