Annual Performance Outcome Report

Ticket Program Manager

Social Security's Ticket to Work program

February 10, 2016

Goals and Objectives

At the conclusion of this training you will be able to:

- Recognize your responsibilities regarding the Annual Performance Outcome Report (APOR).
- Accurately and completely answer each question on the report before submitting it.
- Complete the questionnaire using SurveyMonkey.

APOR Definition

- **Annual Performance Outcome Report (APOR):** The APOR is a report that compiles, on an annual basis, 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 program.

APOR as a requirement

- As per the RFQ; Part III; Section 10(b), an EN shall provide to the Ticket Program Manager (TPM) on no less than an annual basis, in a format prescribed by the Social Security Administration, an APOR. The APOR is to provide information on outcomes ENs achieve with respect to services the EN offers to beneficiaries.

APOR Framework

- Timeframe for completion: February 10, 2016 - March 11, 2016 (30 days)

- One submission per Employment Network (EN). You will receive multiple reminder emails for the APOR. Please disregard if you've already submitted your questionnaire.

- Failure to complete your agency's APOR in a timely manner will constitute a violation of your EN's BPA and could result in SSA limiting your agency's ability to assign Tickets and receive payments.

Email including APOR questionnaire

Thu 2/4/2016 3:51 PM

survey-noreply@smo.surveymonkey.com on behalf of ssaenapor@yourtickettowork.com via surveymonkey.com <member@surveymonkey.com>

Annual Performance Outcome Report

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Annual Performance Outcome Report (APOR) 2016

Click "Begin Survey" to complete the 2016 Annual Performance Outcome Report (APOR). Your completed APOR must be submitted by Friday, March 11. If you have questions about the APOR, please email ssaenapor@yourtickettowork.com.

Begin Survey

Please do not forward this email as its survey link is unique to you.
Opt out of receiving surveys from this sender

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APOR Instructions

Annual Performance Outcome Report (APOR) 2016

APOR Instructions

The Social Security Administration requires all Employment Networks to complete the Annual Performance Outcome Report (APOR). Please review posted resources at www.yourtickettowork.com 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 www.yourtickettowork.com website.

2. Review the 35 APOR questions. It is highly recommended that you review the APOR questions posted to the www.yourtickettowork.com 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.com with the subject line "APOR assistance."

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APOR Questions

- The APOR contains 35 questions.

- Questions fall under four categories:

  - General Questions
  - Staffing Questions
  - Ticket Client-Related Questions
  - EN Service-Related Questions

General Questions

Ticket to Work

Annual Performance Outcome Report (APOR) 2016

General Questions

* 1. Please provide your Employment Network Data Universal Numbering System (DUNS) number. (The DUNS number is a 9-digit number assigned by Dun & Bradstreet Information Services. Every EN has a DUNS number that was obtained prior to award of EN BPA.)

012345678

* 2. Please provide the following information of the individual completing the APOR for your Employment Network:

Name:	John
Title:	Doe
Email Address:	JohnDoe@employment.net
Direct Contact Number:	999.999.9999

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

- ● Traditional EN (EN that provides employment services and other support services directly to the Ticket Holder)
- ○ Consumer Directed Services (EN that reimburses the Ticket Holder for Ticket-related services purchased by the beneficiary)
- ○ Employer EN (EN that primarily employs Ticket Holders for whom it has assigned Tickets)
- ○ Administrative EN (ENs that serve as the EN of record for a network of service providers who combine their resources to provide services to Ticket Holders)

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

5

Staffing Questions

Annual Performance Outcome Report (APOR) 2016

Staffing Questions

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

- ● Yes
- ○ No

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

- ● Yes
- ○ No

* 11. If you answered 'No' to the question above, did you use autodialing/robocalling when Social Security provided the Marketing CD?

- ○ Yes
- ○ No
- ● N/A

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

    14

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

    3

Ticket Client-Related Questions

Annual Performance Outcome Report (APOR) 2016

Ticket Client-Related Questions

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

> 5

* 22. If known, what is the average gross wage per month of the Ticket Holders that are working? (Please round up to the nearest whole number)

> 1500

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

> 6

* 24. How many of your Ticket Holders are currently working?

> 12

* 25. How many of your Ticket Holders attend school or participate in educational or employment training program?

> 8

*Print this page if you would like a record of your responses.

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EN Service-Related Questions

Annual Performance Outcome Report (APOR) 2016

EN Service-Related Questions

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

- ☑ Yes
- ◯ No

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

- ◯ Yes
- ☑ No

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

- ☑ Yes
- ◯ No

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

- ☑ Yes
- ◯ No

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

- ☑ Yes
- ◯ No

Completing the Survey

APOR Resources Online

Visit the 'Resource Documents' page in the 'Information Center' to access:

- Copy of the APOR questions

- Frequently Asked Questions (FAQ)

- APOR PowerPoint