

# Annual Performance Outcome Report

Ticket Program Manager

Social Security's Ticket to Work program



## 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 provides information on outcomes ENs achieve with respect to services the EN offers to beneficiaries.

## APOR Framework

- Timeframe for completion: January 26, 2017 – February 28, 2017 (34 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 contract termination

# Email including APOR questionnaire



Mon 1/9/2017 4:31 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) 2017

Click "Begin Survey" to complete the 2017 Annual Performance Outcome Report (APOR). Your completed APOR must be submitted by Tuesday, February 28. If you have questions about the APOR, please email [SSAENAPOR@yourtickettowork.com](mailto:SSAENAPOR@yourtickettowork.com)

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.  
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Powered by  SurveyMonkey

# APOR Instructions



## Annual Performance Outcome Report (APOR) 2017

### 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](http://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](http://www.yourtickettowork.com) website.
2. Review the 38 APOR questions. It is highly recommended that you review the APOR questions posted to the [www.yourtickettowork.com](http://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 Ticket Program Manager 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](mailto:SSAENAPOR@yourtickettowork.com) with the subject line "APOR assistance."

## APOR Questions

- The APOR contains 38 questions.
- Questions fall under four categories:
  - General Questions
  - Staffing Questions
  - Ticket Client-Related Questions
  - EN Service-Related Questions



# General Questions



## Annual Performance Outcome Report (APOR) 2017

### 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.)**

**\* 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 primary 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)

# Staffing Questions



## Annual Performance Outcome Report (APOR) 2017

### Staffing Questions

**\* 16. How many full-time staff members does your EN have working on the Ticket Program?**

**\* 17. How many part-time staff members does your EN have working on the Ticket Program?**

**\* 18. How many of your Ticket staff members have two (2) or more years experience providing service-related employment support?**

**\* 19. Do you have a benefits advisor on staff for the Ticket Program?**

- Yes
- No

# Ticket Client-Related Questions



## Annual Performance Outcome Report (APOR) 2017

### Ticket Client-Related Questions

- \* 23. What is the average number of months between the start of services and the Ticket Holder obtaining employment?

- \* 24. If known, what is the average gross wage per month of the Ticket Holders that are working? Please round to the nearest whole number. Do not include commas, periods or special characters such as \$, @, %.

- \* 25. How many of your Ticket Holders are currently working?

- \* 26. How many of your Ticket Holders are currently working full-time? (32 hours or more)

- \* 27. How many of your Ticket Holders attend school or participate in educational or employment training program?

# EN Service-Related Questions



Annual Performance Outcome Report (APOR) 2017

EN Service-Related Questions

- \* 28. Does your EN have expertise or available resources for serving Youth in Transition clients?**

Yes

No
  
- \* 29. Does your EN have expertise or available resources for serving Veterans?**

Yes

No
  
- \* 30. Does your EN have expertise or available resources for serving clients with physical impairments?**

Yes

No
  
- \* 31. Does your EN have expertise or available resources for serving clients with hearing impairments?**

Yes

No

# Completing the Survey



## Annual Performance Outcome Report (APOR) 2017

Thank You

Thank you for completing the 2017 APOR. If you have any questions, please contact the Ticket Program Manager at [SSAENAPOR@yourtickettowork.com](mailto:SSAENAPOR@yourtickettowork.com) with the subject line "APOR assistance".

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Done

## 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



