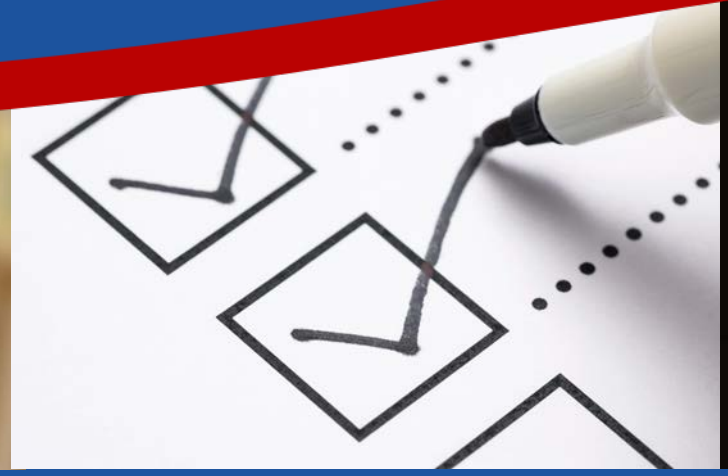
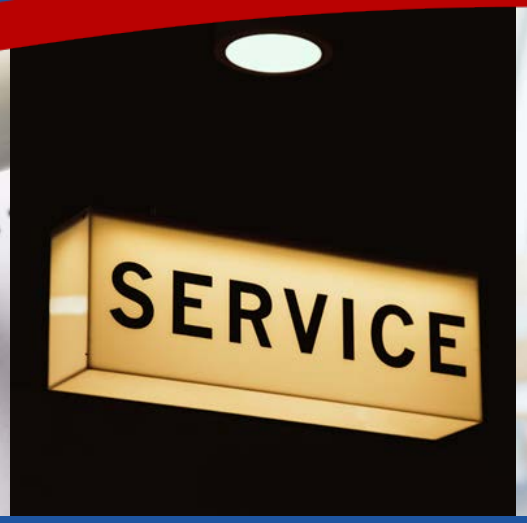
January 23 and 25, 2018

Annual Performance Outcome Report

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Introduction

Introduction

Objectives

After completing this training, you should be able to:

1. Recognize your responsibilities regarding the Annual Performance Outcome Report (APOR)
2. Accurately and completely answer each question on the report before submitting it
3. Complete the questionnaire using SurveyMonkey
4. Complete the Security Awareness Training

Ticket to Work

Overview

Ticket to Work

Overview

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.

Overview

Ticket Program Agreement (TPA) Requirement

- Ticket Program Agreement (TPA) Part III Section 8(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."

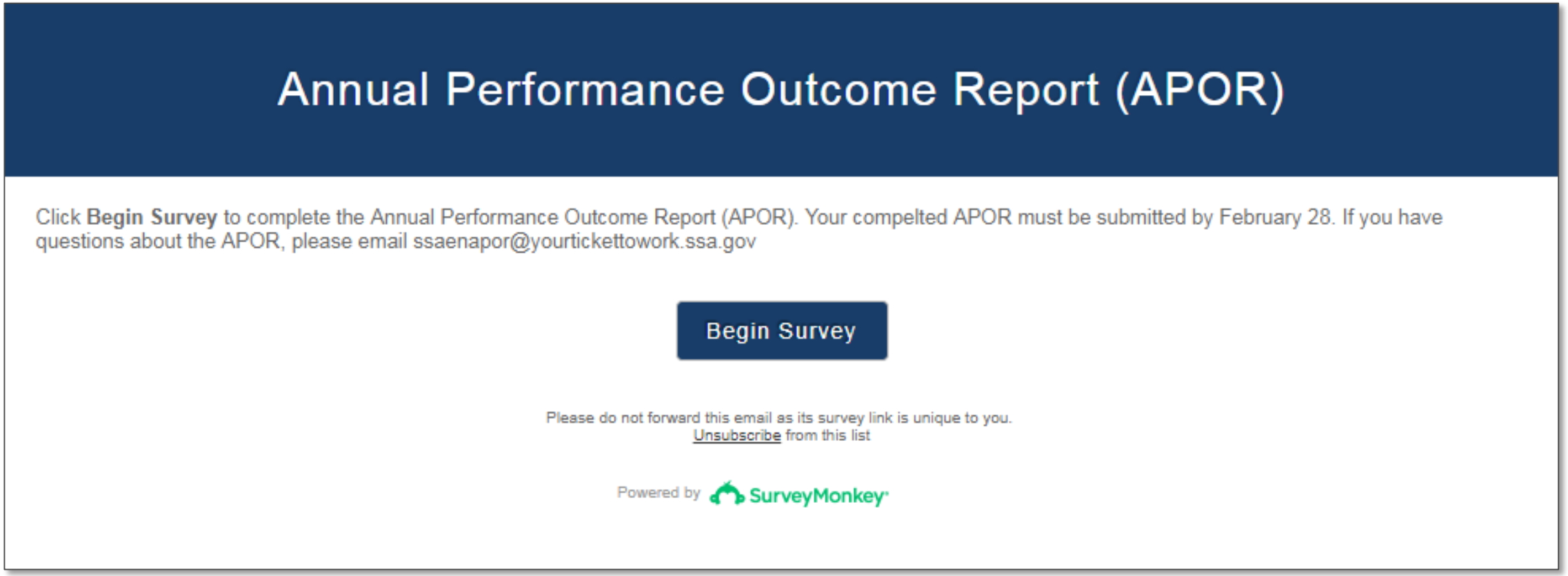
Overview

APOR Framework

- Timeframe for completion: January 26, 2018 – February 28, 2018 (34 days)
- One submission per Employment Network (EN)
- TPM will send reminders to ENs that have not responded each Monday until the APOR deadline.
- Failure to complete your agency's APOR in a timely manner will constitute a violation of your EN's TPA and could result in SSA limiting your agency's ability to assign Tickets and receive payments.

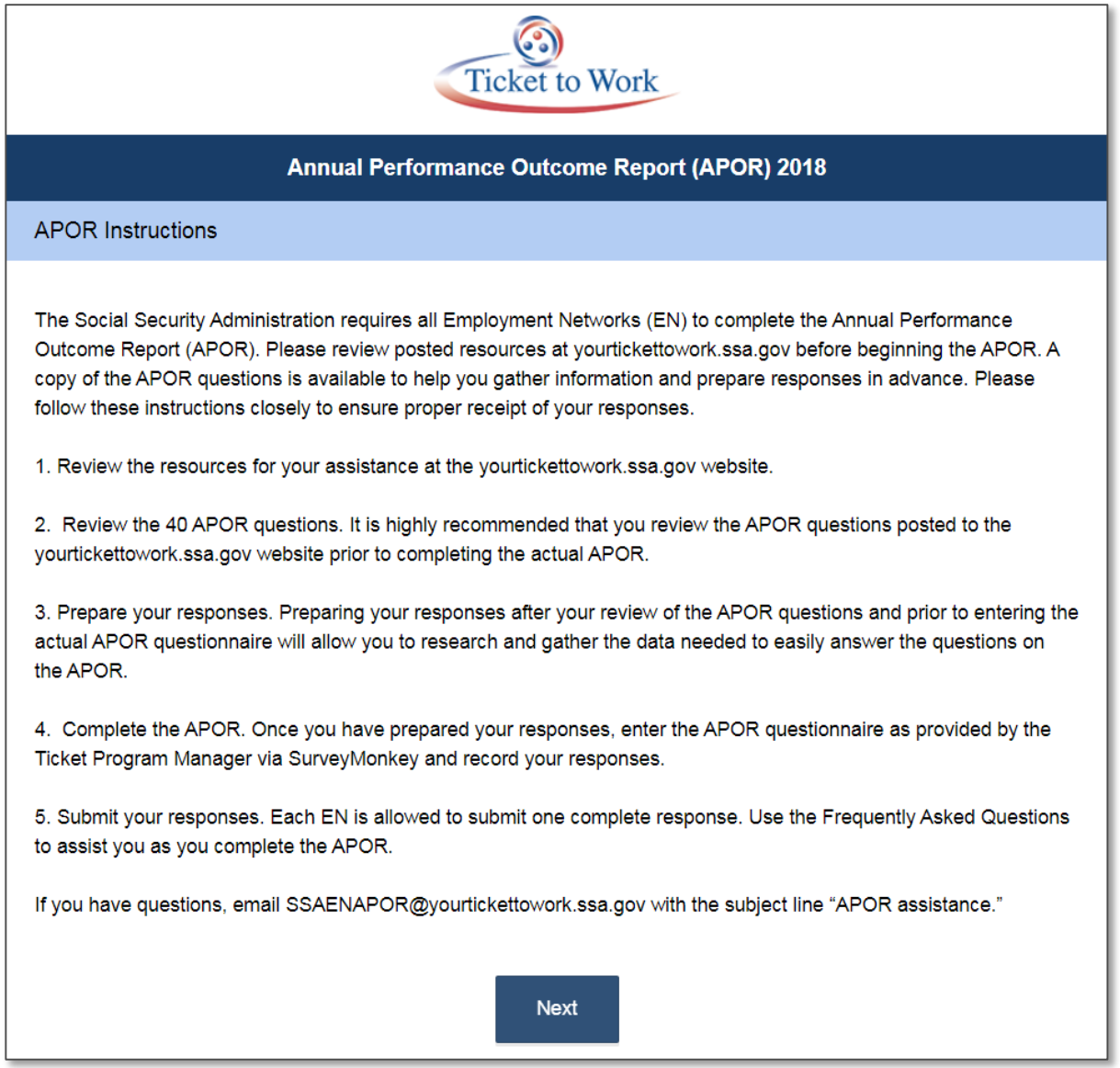
Overview

Survey Link Email



Overview

Survey Instructions



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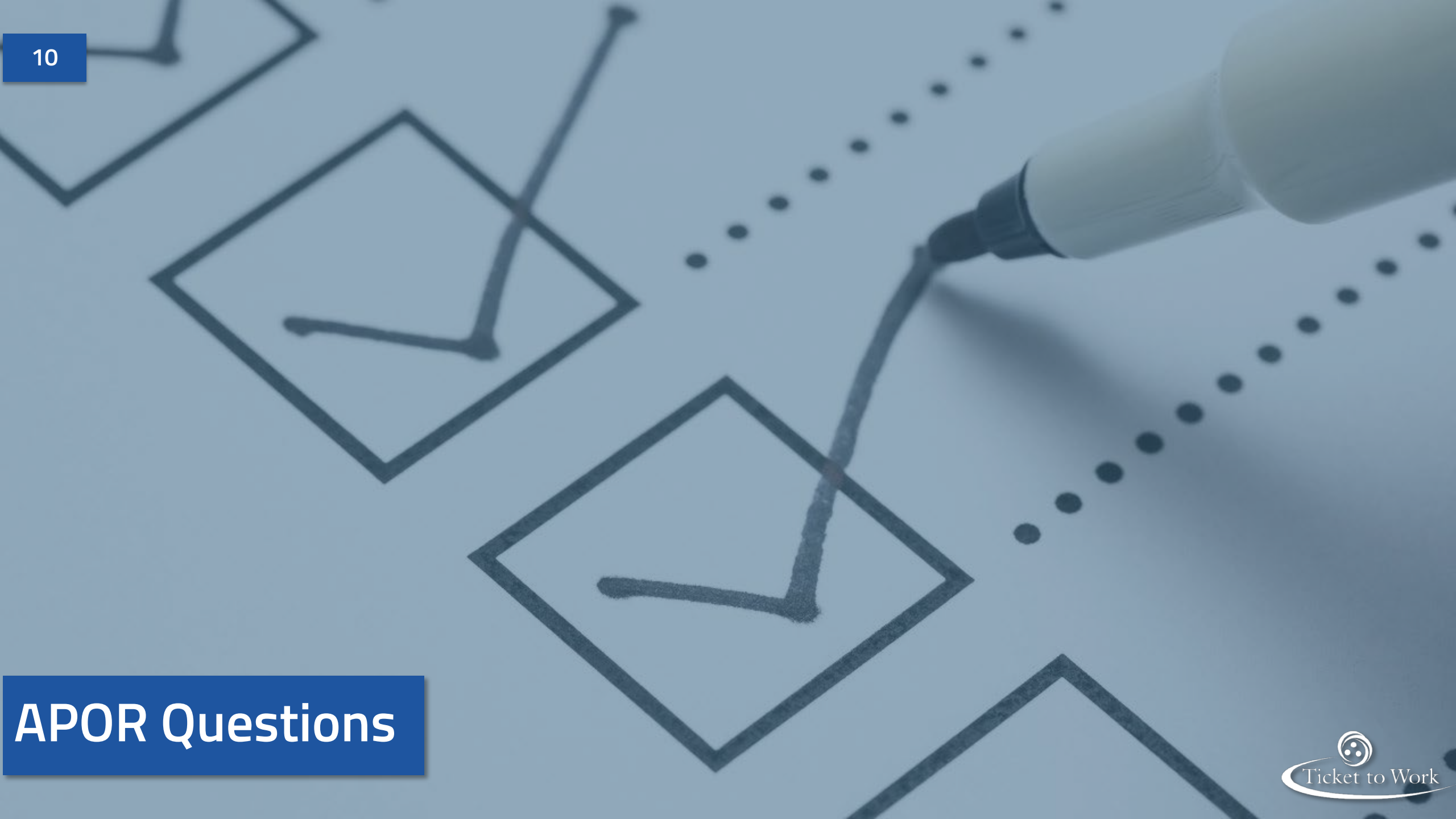


APOR Questions

Ticket to Work

APOR Questions

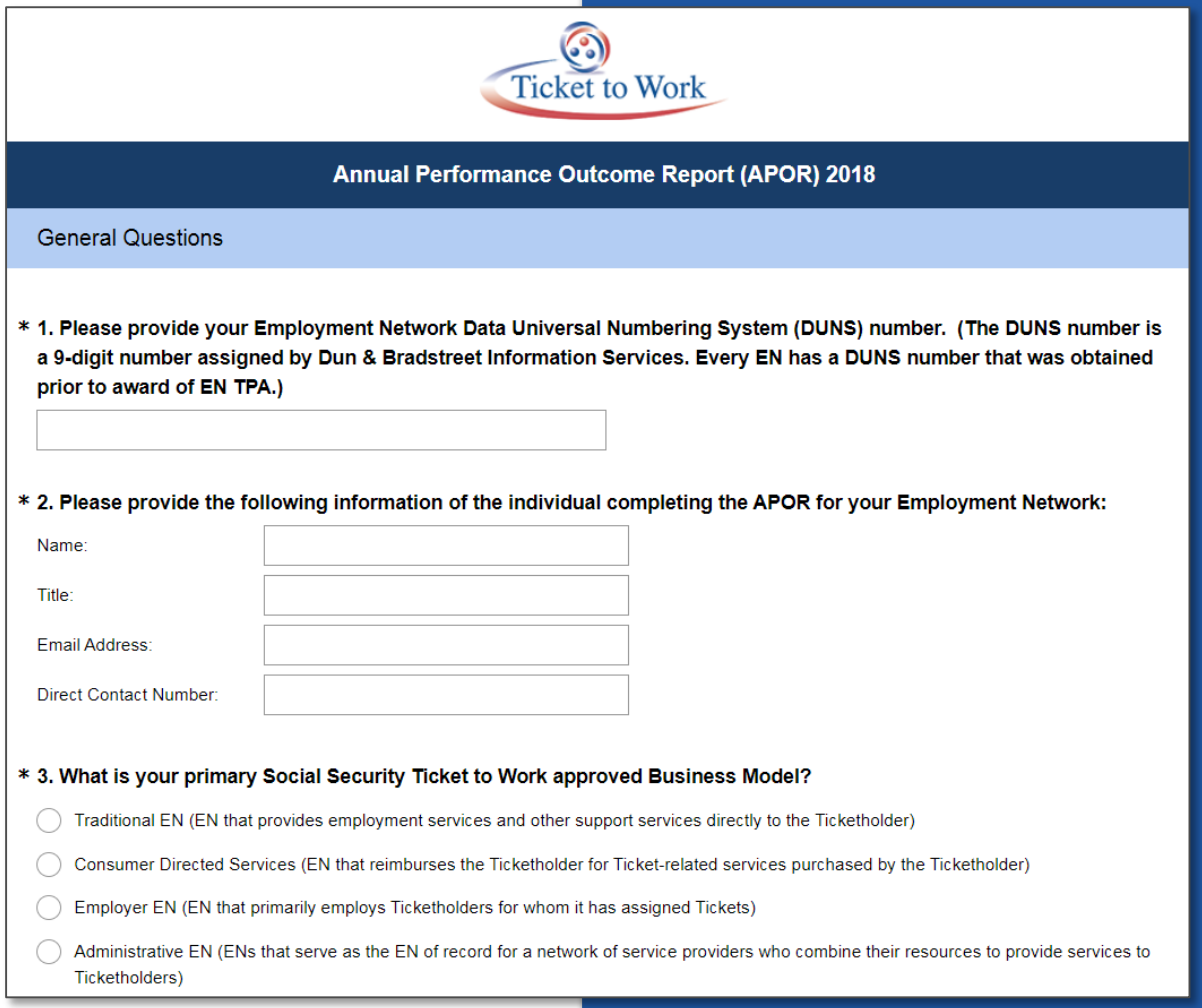
Outline

- The APOR contains 40 questions
- Questions fall under four categories:
  - General Questions
  - Staffing Questions
  - Ticket Client-Related Questions
  - EN Service-Related Questions

APOR Questions

General Questions

- There are 17 General Questions about your EN covering topics such as:
  - Business model
  - Liability insurance
  - Suitability
  - System for Award Management (SAM) registration



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Annual Performance Outcome Report (APOR) 2018

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 TPA.)**

* **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?**

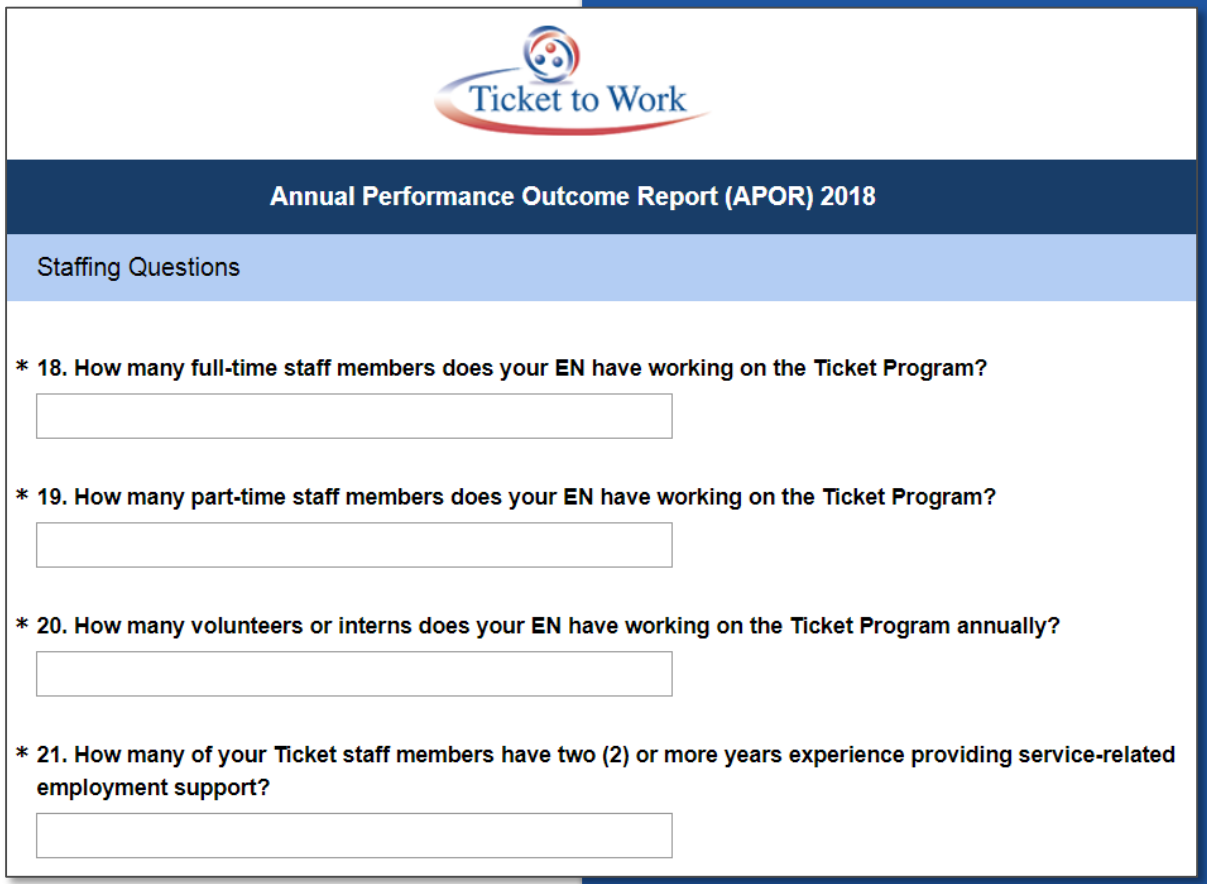
- Traditional EN (EN that provides employment services and other support services directly to the Ticketholder)
- Consumer Directed Services (EN that reimburses the Ticketholder for Ticket-related services purchased by the Ticketholder)
- Employer EN (EN that primarily employs Ticketholders for whom 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 Ticketholders)

Ticket to Work

APOR Questions

Staffing Questions

- There are 8 Staffing Questions covering topics such as:
  - Number of staff
  - Staff experience
  - Benefits advisors



Ticket to Work

Annual Performance Outcome Report (APOR) 2018

Staffing Questions

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

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

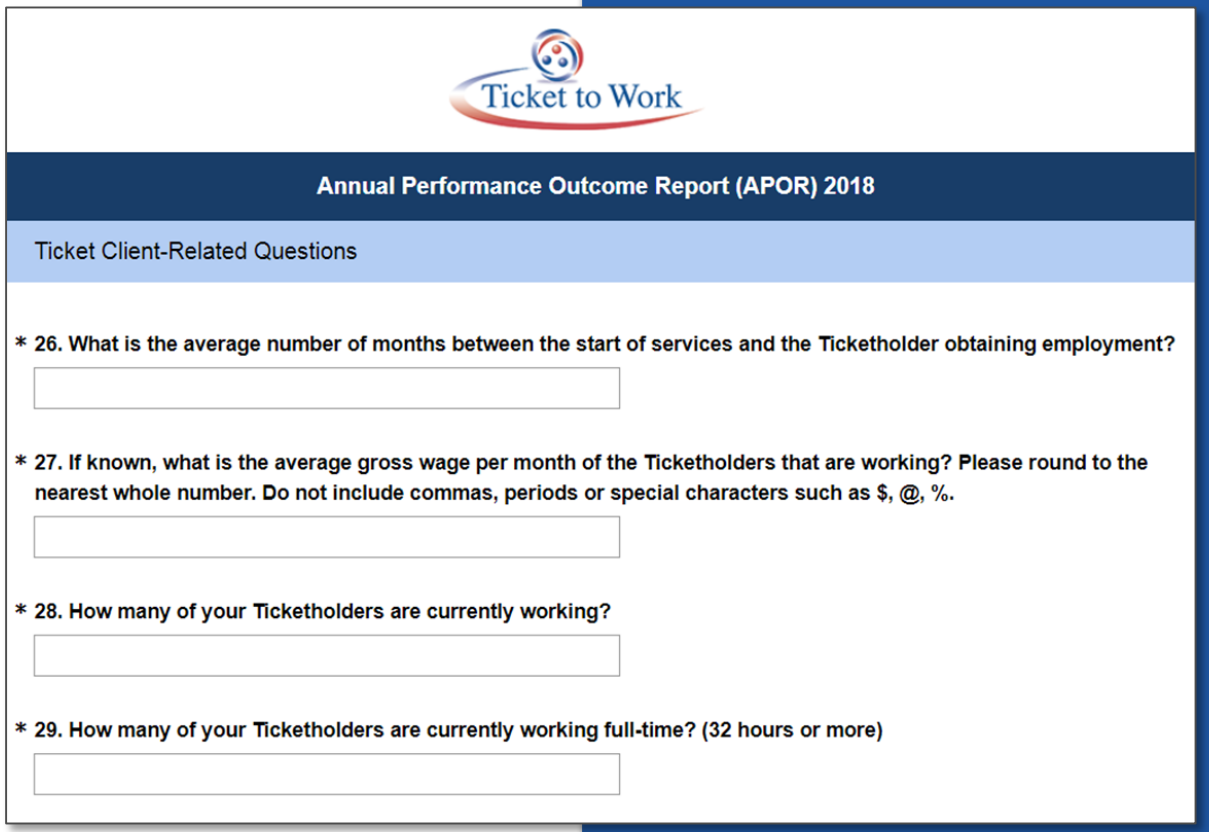
* 20. How many volunteers or interns does your EN have working on the Ticket Program annually?

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

APOR Questions

Ticket Client-Related Questions

- There are 5 Ticket Client-Related questions covering topics such as:
  - Time between Ticket assignment and employment
  - Number of Ticketholders currently working
  - Ticketholder education and training



Ticket to Work

Annual Performance Outcome Report (APOR) 2018

Ticket Client-Related Questions

* 26. What is the average number of months between the start of services and the Ticketholder obtaining employment?

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

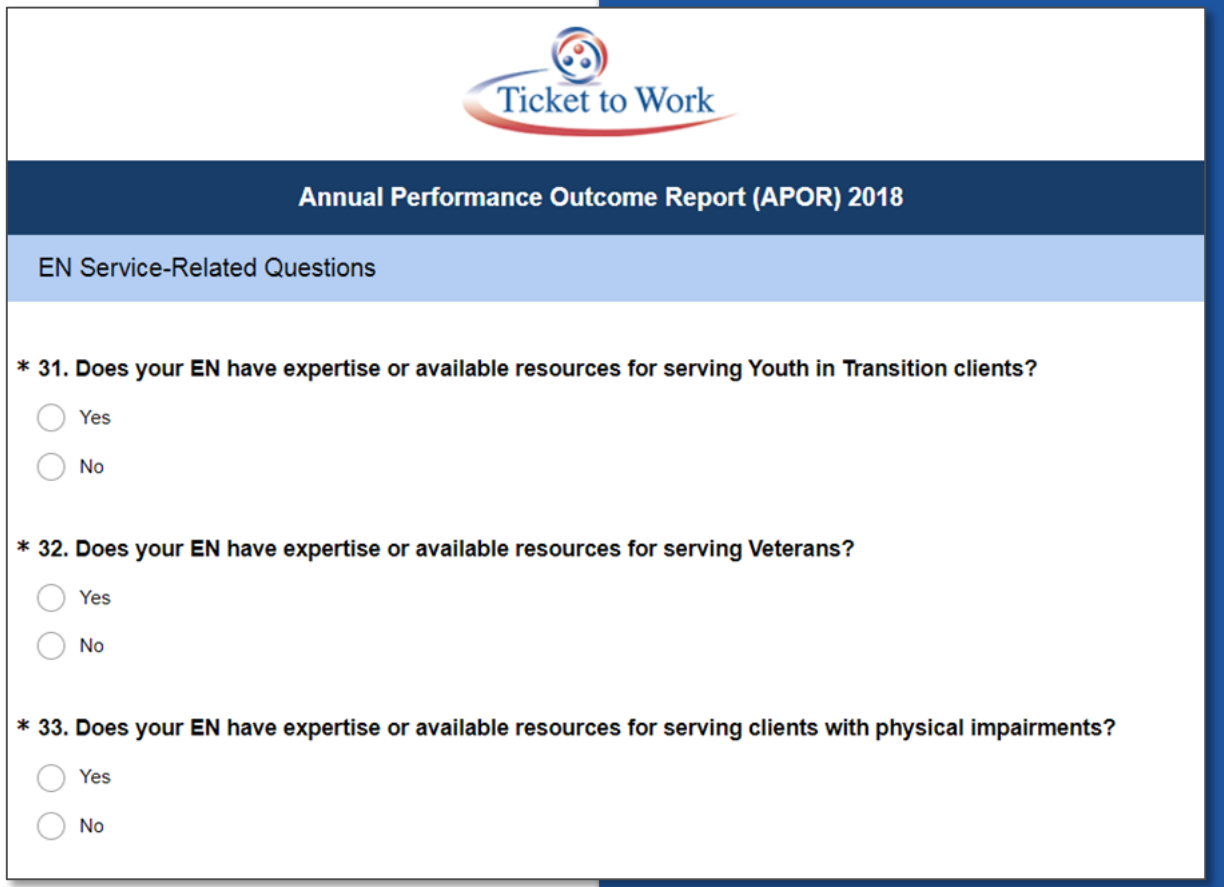
* 28. How many of your Ticketholders are currently working?

* 29. How many of your Ticketholders are currently working full-time? (32 hours or more)

APOR Questions

EN Service-Related Questions

- There are 10 EN Service-Related questions asking whether your EN has resources available for populations such as:
  - Youth in Transition
  - Veterans
  - Individuals with physical, hearing, mental, or cognitive impairments



Ticket to Work

Annual Performance Outcome Report (APOR) 2018

EN Service-Related Questions

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

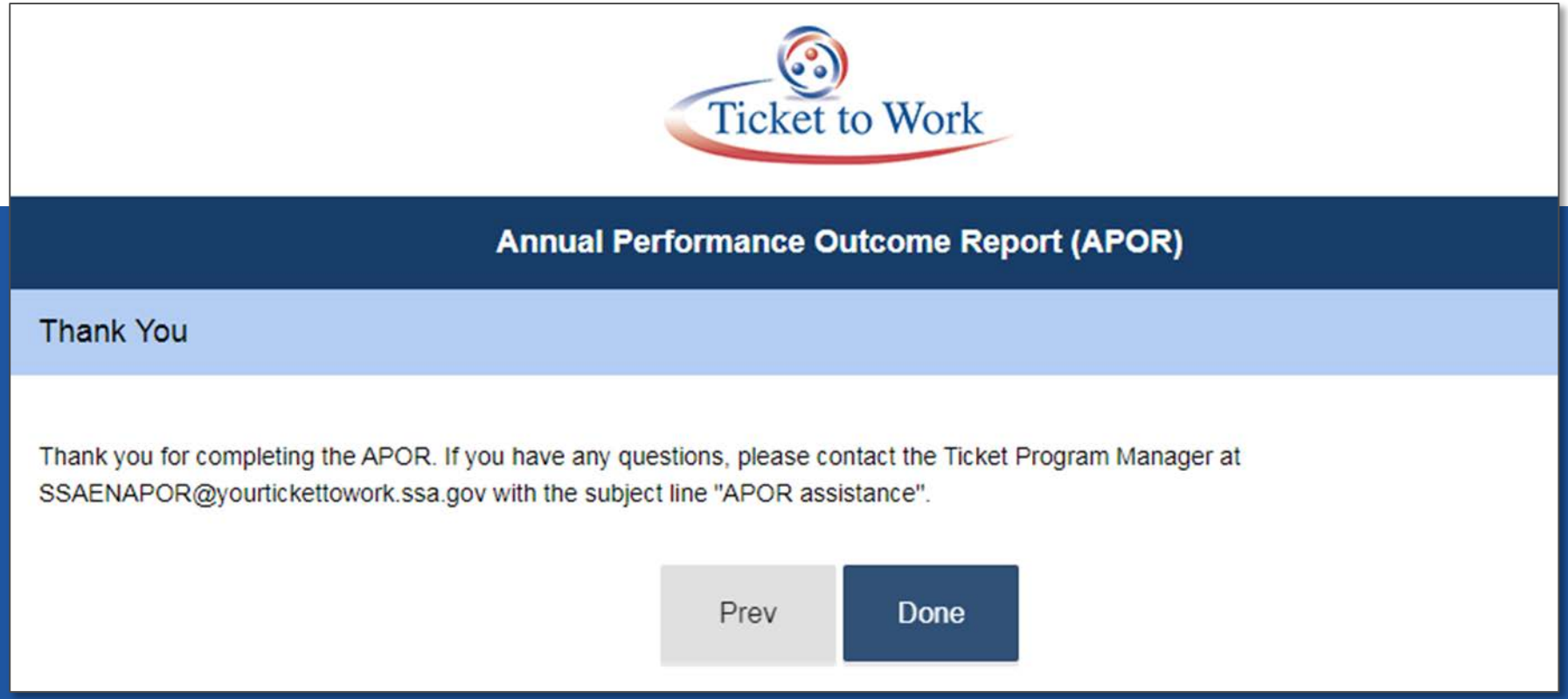
*** 33. Does your EN have expertise or available resources for serving clients with physical impairments?**

- ○ Yes
- ○ No

APOR Questions

Completing the Survey

- Click **Done** to submit the APOR to TPM
- Prior to hitting done, please print each page for your record
- The survey is not completed until you click **Done** on this screen



Conclusion

Ticket to Work

Conclusion

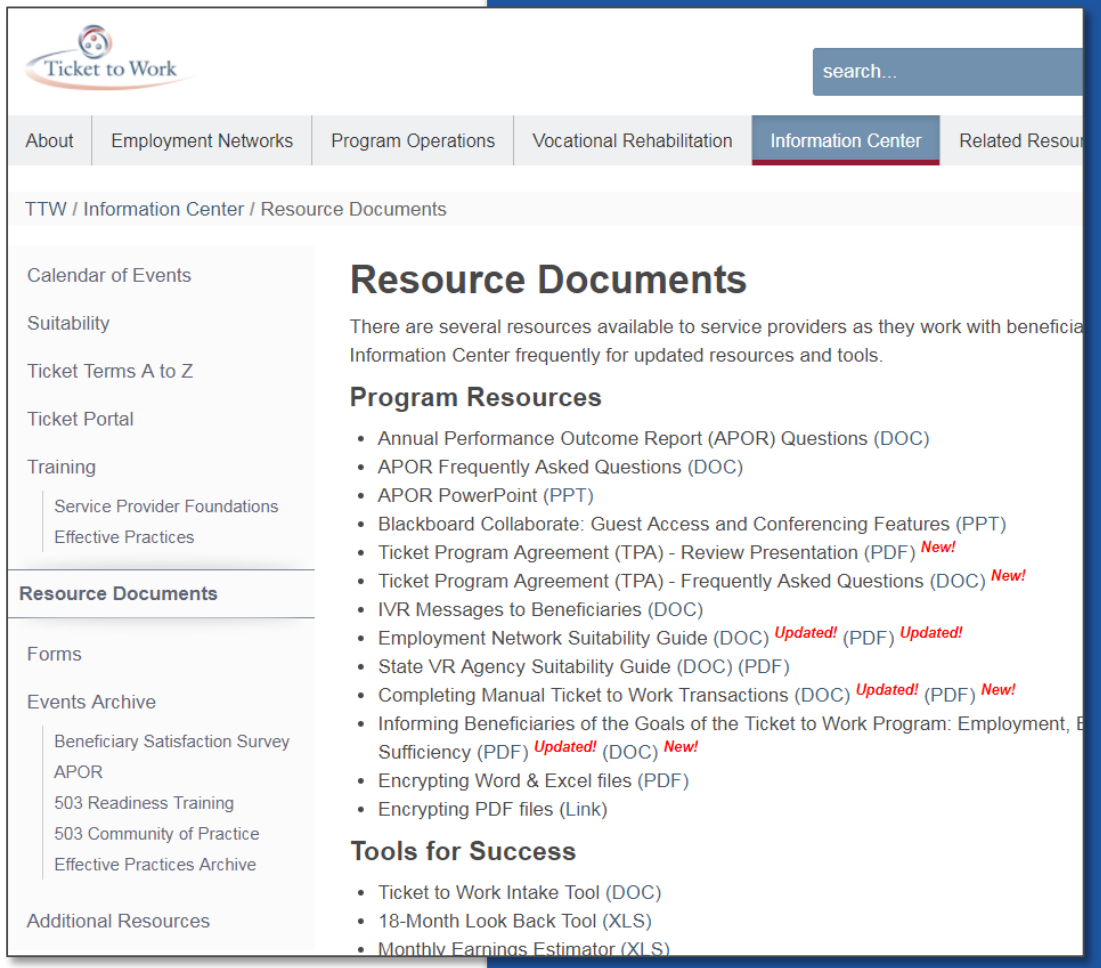
Completing Security Awareness Training

- Beginning in 2018, Security Awareness Training will be completed in conjunction with the APOR
- All EN and VR staff will be required to review, sign and submit the SSA-222 form by Wednesday, February 28, 2018
- Completed forms and questions should be submitted to ENService@ssa.gov

Conclusion

Online APOR Resources

- Go to Yourtickettowork.ssa.gov
- Choose **Information Center** 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:
  - A copy of the APOR questions
  - APOR Frequently Asked Questions
  - This APOR PowerPoint



Ticket to Work

Conclusion

Summary

You should now 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
- Complete the Security Awareness Training

Questions?

Ticket to Work