

Please stand by for realtime captions.

Thank you for standing by. You are on hold for today's annual performance outcome report webinar. We appreciate your patience and ask that you continue to standby.

Good day and welcome to the annual performance outcome report webinar. Today's conference is being recorded. At this time I would like to turn the conference over to Adelle Barr. Please go ahead.

Thank you very much. Welcome to the annual performance outcome report webinar. During our time together we will explore how to successfully complete the APOR for the period of January 1, 2018 through December 31, 2018. Once again, my name is Adelle and I will be leading today's session.

Onto the objectives for today. After completing this training you should be able to recognize your responsibilities regarding the annual performance outcome report. Accurately and completely answer each question on the report before submitting it. Complete the questionnaire using survey monkey and be able to complete the security awareness training.

Here you will see the definition for APOR. We would like to let you know that every EN is required to provide each Ticket program manager information on outcomes it achieves with respect to services it offered Ticketholders. Some information provided in the APOR is used to populate the EN profile. We will talk about completing and returning the APOR to the TPM is mandatory for every EN. As stated in part three section 8 be which reads the EN will provide an APOR to the TPM on an annual basis in the format prescribed by SSA. They shall provide information on outcomes achieved by the EN with respect to services offered by the EN to the beneficiaries as well as information relating to TPA administration. I will now take the time to indicate that the following groups are not required to complete the APOR. Those would be state vocational every limitation agencies VR Scott AJC's and ENs with contract award dates in calendar year 2018.

The following groups are not come required to complete the APOR state occasional real vegetation agencies, American job centers and ENs where contact award dates in calendar year 2018. You find yourself wondering if you should be on the call you are welcome to listen to the information but also know that you are required to complete[Indiscernible]

We will go on to talk about the APOR framework. The APOR will be sent out to ENs on February 1. You will have 28 days to complete it and submit to the TPM February 28, 2019. Your EN must only submit one APOR. If by chance APOR was submitted multiple times, only the first submission will be counted. If your EN submits the APOR in error or by mistake, please send an email the your Ticket to work email address and send you a new survey link. The TPM will send reminders to ENs who have not responded to the APOR each Monday until the submission deadline, which is February 28, 2019. If you feel you have received this email reminder in error, please send an email to the APOR inbox. Please understand that it is imperative that your agency's APOR is completed in a timely manner. Failure to do so will constitute a violation of your ENs TPA and may result in the SSA limiting your agency's ability

to assign Tickets and receive payments and could additionally cause the termination of the contract. It is very important that you complete this by February 28. It is very important that you complete this by February 28, 2019. We're going to go on to the survey link email. As you see, here this is a screenshot where you begin the survey.

On February 1, you will see receive an email from SSA. This email will indicate that you need to begin the survey, which is the APOR questionnaire . Before you click begin survey you would like to review the questions recoup -- included in the APOR. The questions are available in the resource document under resources. On slide nine what you will see when you first open the APOR. The introduction page includes instructions for completing the APOR. Would like to take some time to review this with you quickly.

Review the resources for your assistance at the Yourtickettowork.ssa.gov website. You want to ensure that you review the 43 APOR questions. We highly recommend you review the questions posted to the Yourtickettowork.ssa.gov prior to completing the actual APOR. In reviewing this questions you want to 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 reach research and gather data needed to easily answer the questions on the APOR. Complete the APOR. Once you have prepared your responses, entered the APOR questionnaire as provided by the TPM survey monkey and record your responses. Submit your responses. Each EN is allowed to Sameet one complete response. You can also use the frequently asked questions to assist you as you complete the APOR. For your assistance if you have any questions please be sure to email <mailto:SSAENAPOR@yourtickettowork.ssa.gov> and be sure to into your DUNS . Expect this is categorized into three sections. General questions cost I think questions and EN service related questions. If you have been with us for a few years you know that this year the APOR does not include the Ticketholder related questions. You will no longer need to provide this type of information. These were questions that summer you are saying yes. Going on to the next light. On slide 12. Here you will see there are 23 general questions. These questions seek information relating to Ticket requirements for related network. In this section, the EN business model is requested. From experience we have found in the past and previous responses there was confusion by the term business model and or how to properly respond to this question. For that I'm going to go over the current model we have for models currently. We have the traditional EN, the consumer directed services, the employer EN and administrative EN. The traditional EN provides employment services and other support services directly to the Ticketholder. A consumer directed services EN reimburses the Ticketholder for Ticket-related services purchased by the Ticketholder. An employer EN primarily employs Ticketholders from home it has an assigned Ticket. The last model is the administrative EN which serves as the EN of record for the network of providers who combine resources to provide services to the Ticketholders. We currently have four models. Traditional EN, consumer directed services, employer EN, and administrative EN. In addition to the business model there are also questions relating to liability insurance, suitability, and the system for ward management registration also known as SAM .

On slide 13 you will see there are staffing questions there are 8 Stefan questions. These questions seek information relating to the staffing at the EN. Also the number of staff for Ticket and verification of PII training. Though staffing questions should be simple enough. Then we going to slide 14. Here we see the EN service related questions. There are 12 EN service related

questions. These questions seek information regarding services provided by the EN to the beneficiaries at all EN in locations. Here on slide 15 you see the done button. Click the done button to submit to TPM. Prior to hitting that button please ensure you have printed each individual page to obtain a record of your responses. Have no worries, you can click the previous button to go back without losing your answers. Before you click on done please the back and record each response. Remember, this needs to be submitted by February 28 to remain in compliance.

That was short and sweet APOR. We then will talk about being able to complete security awareness training. We're going to go over that as well. Slide 17 is completing security awareness training. Very similar to last year. Security awareness training will be completed at the same time as the APOR. All EN staff will be required to review call, sign and submit the SSA 222 form by Thursday, February 28, 2019. Regardless of how recently EN staff had submitted the SSA 222 form and or addendum, it must be resubmitted. New this year. The completed forms will be electronically signed and submitted to the web address on your screen. Who needs to complete the training click

All EN staff must complete the SSA 222 regardless of system access. A completed SSA 222 for all EN staff must be kept on file at the EN's office location. If you're EN has multiple staff the SSA 222 addendum must be completed by the signatory authority or suitable contact suitability contact confirming that all staff had completed the SSA 222 form and that a copy is kept on-site. As the APOR the SSA 222 addendum must be submitted to Social Security and going and all staff must be listed on the addendum to confirm SSA 222 is kept on-site.

On slide 19 we let you know how to reach the section. Go to Yourtickettowork.ssa.gov and go to the resources. Choose forms and the SSA 222 form and addendum are located under the maintenance heading. Online on slide 20 we will talk about why this happened. What we've done is to expedite the process TPM will be collecting the SSA 222 addendum using electronic signatures. ENs are responsible for maintaining a copy of the SSS SSA 222 form with a physical signature on file for all employees. The date on the form on file must match the dates listed on the SSA 222 addendum for each employee. Make sure the states match. In order to electronically sign the addendum, you have to have the most recent version of Adobe reader available on their website listed on the slide. The signatory authority must sign the SSA 222 addendum and be sure to list all employees in the top portion of the form. The addendum must be signed and submitted by February 28.

What you see here on slide 21 is where the electronic signature will go. The next few slides will show you what to select. We will quickly go through the slides until we get to slide 25 so you see what you are to select. Here slide 22. Now we have slide 23. Create a new digital ID. Here is a look at slide 24. Here slide 25. I would like to point out that you want to ensure that the country region is listed as United States and more importantly I want to point out the key algorithm which should be listed as 20 48 bit RSA and the digital ID is set to digital signatures. This is available on the website I'm just giving you a look to see what it looks like right now. On slide 26 know that by default the digital ID file will save this to your desktop. You have the capability of saving and another location. Ensure that you create a password for the digital ID which will encrypt your signature file. The next few slides will show you what to select. Limit a look at

slide 27 you want to click on create. Then you have slide 28. This is where it will have you select draw and on slide 29 this slide will guide you on how to draw your signature. Slide 30 indicates how to modify if there is a reason you want to change the way it looks and then how to save it. On slide 31 this will be saved on your computer for future use. Remember to type in the password you previously created. In the left corner you will click signed. Slide 32 iterate that when you signed the electronic document it will prompt you to save it as a new file. Be sure to append it with the word sign to the end of document file name to indicate the signed version of the document. That is our suggestion. You can call it if you like but that will be helpful. On slide 33 you will see the signed copy. As I mentioned we went through these quickly. It is available on our website. For your reference if you go to slide 35 we have listed the resources available. You want to go to our website and click on resource from the top menu. There's resource documents and a resource section and there is access to frequently asked questions and today's PowerPoint. And just to summarize and review what we spoke about today, now that we have completed the training you should be able to recognize your responsibilities regarding the APOR. You should accurately and completely answer each question on the report before submitting it. You should be able to complete the questionnaire using survey monkey and be able to complete the security awareness training. As indicated at the top of the hour this will be short and sweet. We will not take the time to open lines for any questions you may have.

If you like to ask a question please press star in the number one on your telephone keypad. If you are using a speakerphone please make sure that the mute function is turned off. Will positive moment for questions.

Do we have any questions in the chat?

Give me a moment. The first question comes from Stephanie. There are for services listed in question 43. Resume writing transportation and [Indiscernible]. Can we get information on how Social Security defines these?

Question 43?

Yes.

Repeat that one more time.

There are for services listed resume writing transportation wage reporting. She wanted information on how Social Security defines those particular services.

It would be helpful if we look back to the [Indiscernible] training. Those should be listed on the IWP. I do not have that in front of me. I am pretty sure you'll get more insight in your IWP training.

Stephanie if you have questions past that you can count contact the APOR inbox and we will have you with that.

Can you have more than one Business Model? let's say you are a traditional EN , sometimes you will re inverse the EN relating to employment and sometime you may hire a individuals within your company if there is a position that matches the individual's skills set. will re inverse the EN relating to employment and sometimes you may hire a individuals within your company if there is a position that match the individuals skills set.

Yes, you can have multiple business models. If you are operating under two business models this should be approved through Social Security. You will need to submit additional information and contact EN service or your EN specialists and they will be able to help you with that.

If I could add -- it could be possible if it is not what you ordinarily do and there was one particular individual usage are going to hire. That would definitely be described as a one-off not necessarily a completely new model.

She said thank you. For now, that is all the questions I have flagged.

We have a question on the phone. Erica at ABC solutions.

I just wanted to find out I am signed up for the IWP training. The security training is something separate click?

The security awareness training is not a actual training. It is simply a form you need to read & making sure you're aware.

Thank you for bringing that up.

That a star one for questions.

We're in the process of terminating our EN status to work with Mr. EN. If that happens prior to February 28, do we need to complete the APOR?

You can send an email to the APOR mailbox and we will make a note that you do not need to complete it.

Thank you.

Angela Sampson.

I want to get a clear understanding. Will be electronically signing both the SSA 222 form and the addendum quick

The 222 form cannot be electronically signed. That simply needs to be signed and kept in your location. The addendum needs to be electronically signed and list everyone at your agency who

has completed the form. The only exception is if you are a one single contact for all of your in the end EN contacts. You will need to sign and scan that to the inbox.

Thank you.

Judy Sanderson at GS IL.

[Silence]

Judy your phone maybe unmute. On mute.

I'm sorry. I just need clarification for those at the agency who have Porter access we're still getting the notice only going to the portal that we better get our forms and by February 5 or we will lose access. Do I need to send in addendum in by the fifth and then do the rest by the 28th or what is the best way to deal with that?

The best way is to send everyone in together. If your account is in jeopardy of being shut down please note that in your email submission and we will be sure to catch it before it expires. We are checking the signature dates on the forms to make sure your access does not lap. We are processing a ton of them. It is helpful if you can prioritize that for us.

I may still run into a time crunch. They say hours need to be in by next Tuesday and there are four of us in the portal. I have another 20 staff who will also need to be put on the addendum. I will not have all of them by next Tuesday.

In your case I would just split it up.

I will do that. Thank you.

No other questions in the queue at this time.

Anything in the chat?

Will staff who have not completed suitability be required to complete the SSA 222?

Yes.

Claire asks, do admin APOR three -- EN need to feel fill out the APOR ?

If you are in admin EN the EN of record then yes you need to complete it. If you are the rare case that you are the admin under someone else you need to complete it as the EN of record.

For now that are is all the questions we have in the chat.

Any in the queue?

No questions in the queue at this time.

What that it looks like we will give you time back today. We do appreciate you joining us and lots of resources for you online. February 28 is when your information is due unless other discussions were had. Everyone have a great rest of the day and thank you for joining us.

This concludes today's conference. Thank you for your participation.

[Event Concluded]

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