Below are the questions included on the Annual Performance Outcome Report (APOR) for the period January 1, 2019 – December 31, 2019. 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.ssa.gov. Please note, this document IS NOT the APOR questionnaire that you must return to the Social Security Administration's Ticket Program Manager for the Ticket to Work program. Your EN's Program Contact will receive the link to complete the APOR via email on January 31, 2020.

Note: The 2020 APOR will collect data for only DUNS numbers active as of January 1, 2019. When completing the 2020 APOR, all ticket assignments as of December 31, 2019 should be reported for your EN, regardless of which business model the tickets were operating under.

General Questions

1. Please provide your Employment Network (EN) 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 Ticket Program Agreement (TPA.)
   - DUNS - _ _ _ _ _ _ _ _ _

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

3. What is your Social Security approved Ticket to Work Business Model?
   - Traditional EN (EN that provides employment services and other support services directly to the Ticketholder)
   - Consumer Directed Services EN (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)

Note: Provide the business model that is included in your approved Ticket Program Agreement (TPA), do not select your EN's secondary business model if applicable. Additional business models and DUNS numbers will be included in the 2021 APOR.

4. How many Tickets are assigned to your EN?
   - _____

Note: Report the total number of tickets assigned to your EN as of December 31, 2019, regardless of which business model the tickets were operating under.

5. If your EN operates primarily as an Administrative EN, how many EN Affiliates are contracted to provide services under your EN?
   - _____
   - N/A

6. If your EN does not operate primarily as an Administrative EN, does your EN also operate as an EN Affiliate under another Administrative EN?
   - Yes
   - No
   - N/A

7. If you responded yes to the previous question, please provide the name of the EN of Record (Administrative EN)?
   - _____
   - N/A

8. Is your EN an approved State Vocational Rehabilitation Agency Vendor?
   - Yes
   - No

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

10. Does your EN conduct business out of a home office(s)?
    *   Yes
    *   No

11. If you responded "Yes" to the previous question, has Social Security approved your home office location(s)?
    *   Yes
    *   No

12. What methods of communication does your EN use when working with Ticketholders? Check all that apply:
    *   Phone
    *   Email
    *   Website
    *   In person

13. Does your organization have a physical office location where Ticketholders can obtain services in person?
    *   Yes
    *   No

14. If you answered "Yes" to the question above, what percentage of your time is spent meeting with clients virtually via phone?
    *   Between 0% and 25%
    *   Between 26% and 50%
    *   Between 51% and 75%
    *   Between 76% and 100%
    *   N/A

15. If you answered "Yes" to question 13, what percentage of your time is spent meeting virtually via email?
    - Between 0% and 25%
    - Between 26% and 50%
    - Between 51% and 75%
    - Between 76% and 100%
    - N/A

16. If you answered "Yes" to question 13, what percentage of your time is spent meeting virtually via the internet or website?
    - Between 0% and 25%
    - Between 26% and 50%
    - Between 51% and 75%
    - Between 76% and 100%
    - N/A

17. How does your EN prefer to be listed in the EN Directory on www.choosework.ssa.gov in terms of how you provide services to Ticketholders?
    - Virtual
    - In-person
    - Both

18. Do you have a written Partnership Plus agreement with your local State Vocational Rehabilitation Agency?
    - Yes
    - No

19. If you answered "Yes" to the question above, during the lifetime of the agreement how many assignments are a direct result of the agreement?
    - Number of assignments _____
    - N/A

20. Have you made any changes to your liability insurance in the past 12 months?
    - Yes
    - No

21. Is your System for Award Management (SAM) registration current?
    - Yes
    - No

22. Do you use autodialing/robocalling to contact Ticketholders?
    - Yes
    - No

23. If you responded "Yes" to the question above, are you using autodialing/robocalling with lists provided from Social Security as a participant in the Marketing Pilot?
    - Yes
    - No
    - N/A

24. How many of your Ticketholders attend school or participate in educational or employment training programs?
    - _____

25. Does your EN use a specific software to track your Ticket clients?
    - Yes
    - No

26. If you answered "Yes" to the question above, please provide the name of the software.
    - _____
    - N/A

27. If you answered "Yes" to question 25, is this software cloud-based?
    - Yes
    - No
    - N/A

Staffing Questions
28. How many staff members does your EN have working on the Ticket program full-time?
    - _____

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

- _____

30. How many volunteers or interns does your EN have working on the Ticket program annually?

- _____
- N/A

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

- _____

32. Do you have an SSA approved Certified Benefits Counselor on staff for the Ticket program with a Community Partner Work Incentive Counselor (CPWIC) certification?

Note: Social Security considers Certified Benefits Counselor as any EN employee or subcontractor who has gone through and passed either the Community Partner Work Incentives Coordinator certification (CPWIC) from Virginia Commonwealth University (VCU), the Benefits Work Incentives Practitioner certification (BWIP) from Cornell University or Benefits Information Network (BIN) Training through Indiana University.

- Yes
- No

33. If you answered "Yes" to the question above, what are the names of the staff at your organization that are an SSA approved Certified Benefits Counselor?

For "Position" please list the individual's title as listed in your TPA, for example: Signatory Authority, Program Contact, Ticketholder Contact, Payments Contact, etc.

For Training Type please specify whether the training was through VCU, Cornell University or Indiana University.

- Individual 1 Name
- Individual 1 Position
- Individual 1 Training Type

- Individual 2 Name
- Individual 2 Position
- Individual 2 Training Type

- Individual 3 Name
- Individual 3 Position
- Individual 3 Training Type

- Individual 4 Name
- Individual 4 Position
- Individual 4 Training Type

- Individual 5 Name
- Individual 5 Position
- Individual 5 Training Type

34. If your organization has more than 5 SSA approved Certified Benefits Counselors, please upload an Excel document with the Names in Column A, Positions in Column B, and Training Type in Column C.
    - Option to upload file

35. Please upload all SSA approved Certified Benefits Counselor certifications as either a single PDF or a single zip file.

    Note – Certificates will be used to verify Certified Benefits Counselor status and populate the "Benefits Counselor Badge" shown in the Find Help Tool.
    - Option to upload file

36. Have you obtained suitability clearance for all employees working under the TPA who access or handle Personally Identifiable Information (PII), including volunteers and interns?
    - Yes
    - No

37. Have you notified SSA of any employees who previously received suitability clearance who are no longer working under the TPA?
    - Yes
    - No

EN Service-Related Questions

38. Does your EN have expertise or available resources for serving Youth in Transition clients?
    - Yes
    - No

39. Does your EN have expertise or available resources for serving Veterans?
    - Yes
    - No

40. Does your EN have expertise or available resources for serving clients with physical impairments?
    - Yes
    - No

41. Does your EN have expertise or available resources for serving clients with hearing impairments?
    - Yes
    - No

42. Does your EN have expertise or available resources for serving clients with visual impairments?
    - Yes
    - No

43. Does your EN have expertise or available resources for serving clients with cognitive impairments? Some examples include traumatic brain injury (TBI), autism, intellectual disorders, and learning disabilities such as dyslexia and attention deficit disorder (ADD).
- Yes
- No

44. Does your EN have expertise or available resources for serving clients with psychiatric disorders or mental behavioral impairments? Some examples include anxiety, bipolar disorder, depression, and schizophrenia.
- Yes
- No

45. Does your EN have expertise or available resources for serving clients pursuing self-employment?
- Yes
- No

46. Does your EN offer Timely Progress Review (TPR) guidance?
- Yes
- No

47. Does your EN offer a special language service (including Braille, American Sign Language, materials and services in languages other than English)?
- Yes
- No

48. If you answered "Yes" to the question above, what specifically does your EN offer?
- N/A
- Braille
- American Sign Language
- Materials and services in languages other than English (please specify)
  _____

49. What services does your EN or provider affiliates offer to your Ticketholders? Check all that apply:
   - Career planning/counseling
   - Goal setting
   - Job accommodations
   - Job coaching/training/development
   - Job search/placement/job placements assistance
   - Ongoing employment support/job retention
   - Resume writing
   - Transportation
   - Training
   - Wage reporting
   - Other (please specify) _____