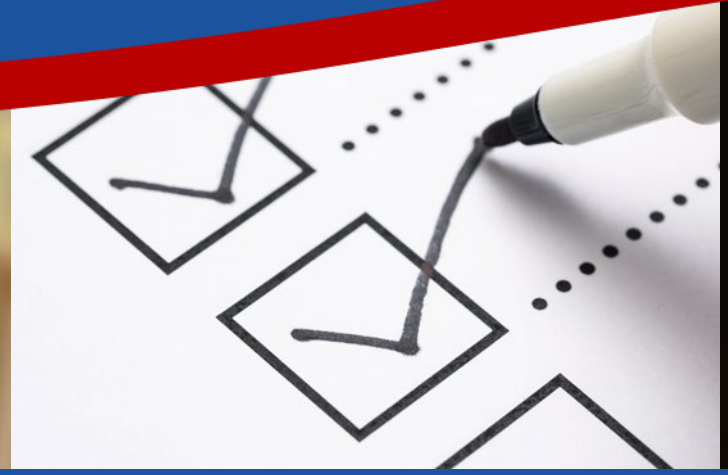
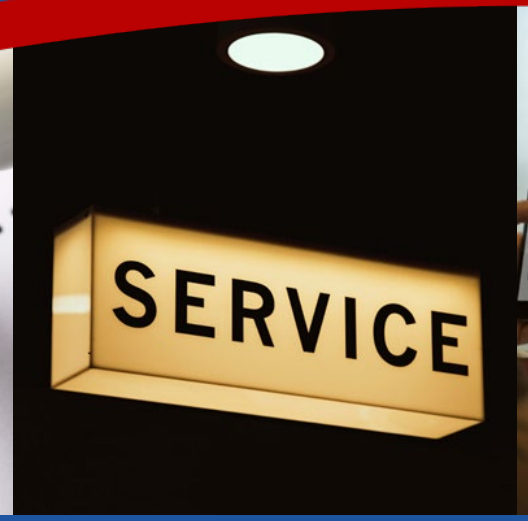
January 27 and 28, 2021

TICKET to Work

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

Overview

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 9(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."
- The following groups are not required to complete the APOR:
  - State Vocational Rehabilitation Agencies (VRs)
  - American Job Centers (AJCs)
  - ENs with contract award dates in calendar year 2019

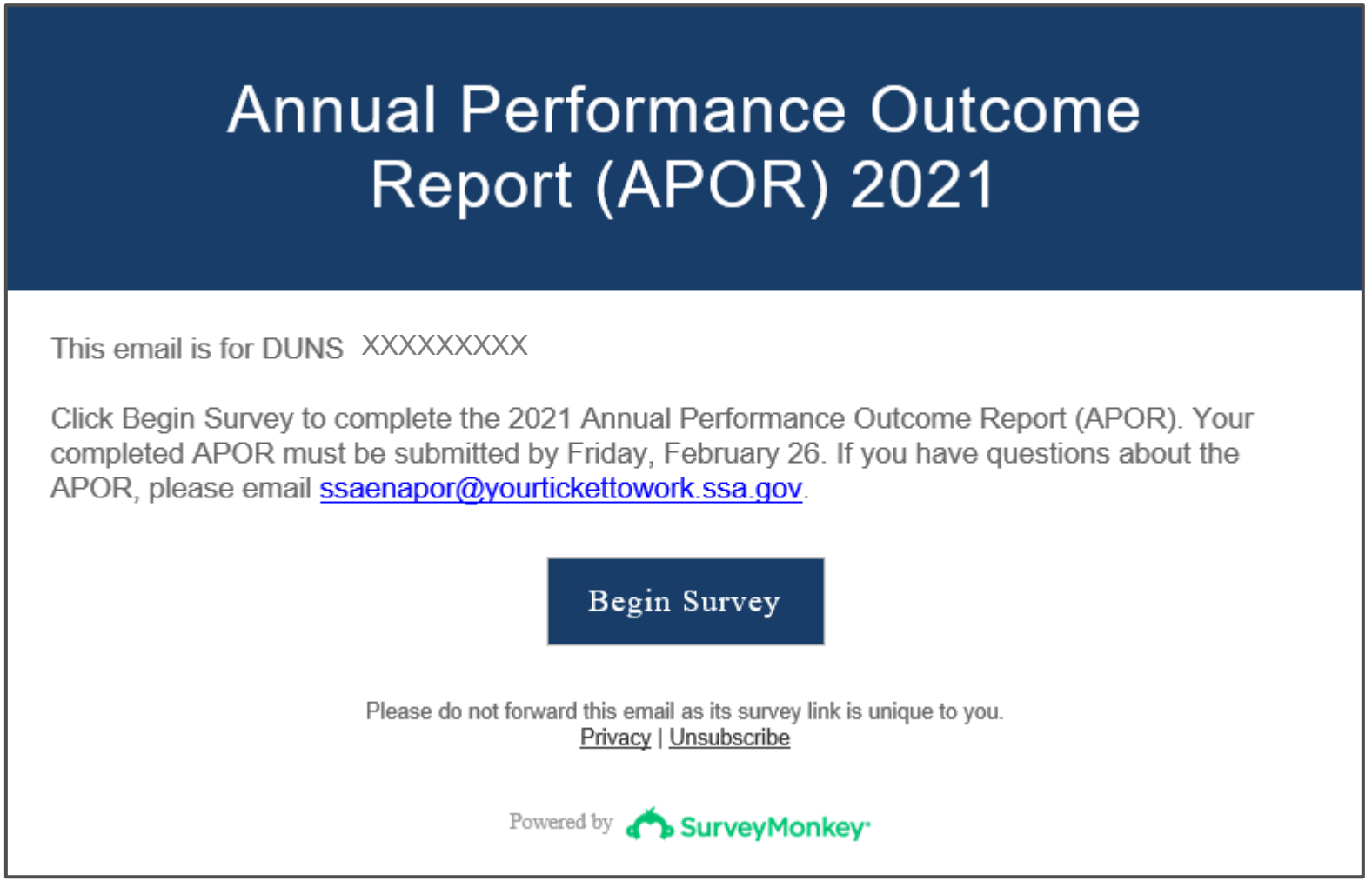
Overview

APOR Framework

- Timeframe for completion: January 29 – February 26, 2021 (29 days)
- One submission per 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



Annual Performance Outcome Report (APOR) 2021

This email is for DUNS XXXXXXXXX

Click Begin Survey to complete the 2021 Annual Performance Outcome Report (APOR). Your completed APOR must be submitted by Friday, February 26. If you have questions about the APOR, please email ssaenapor@yourtickettowork.ssa.gov.

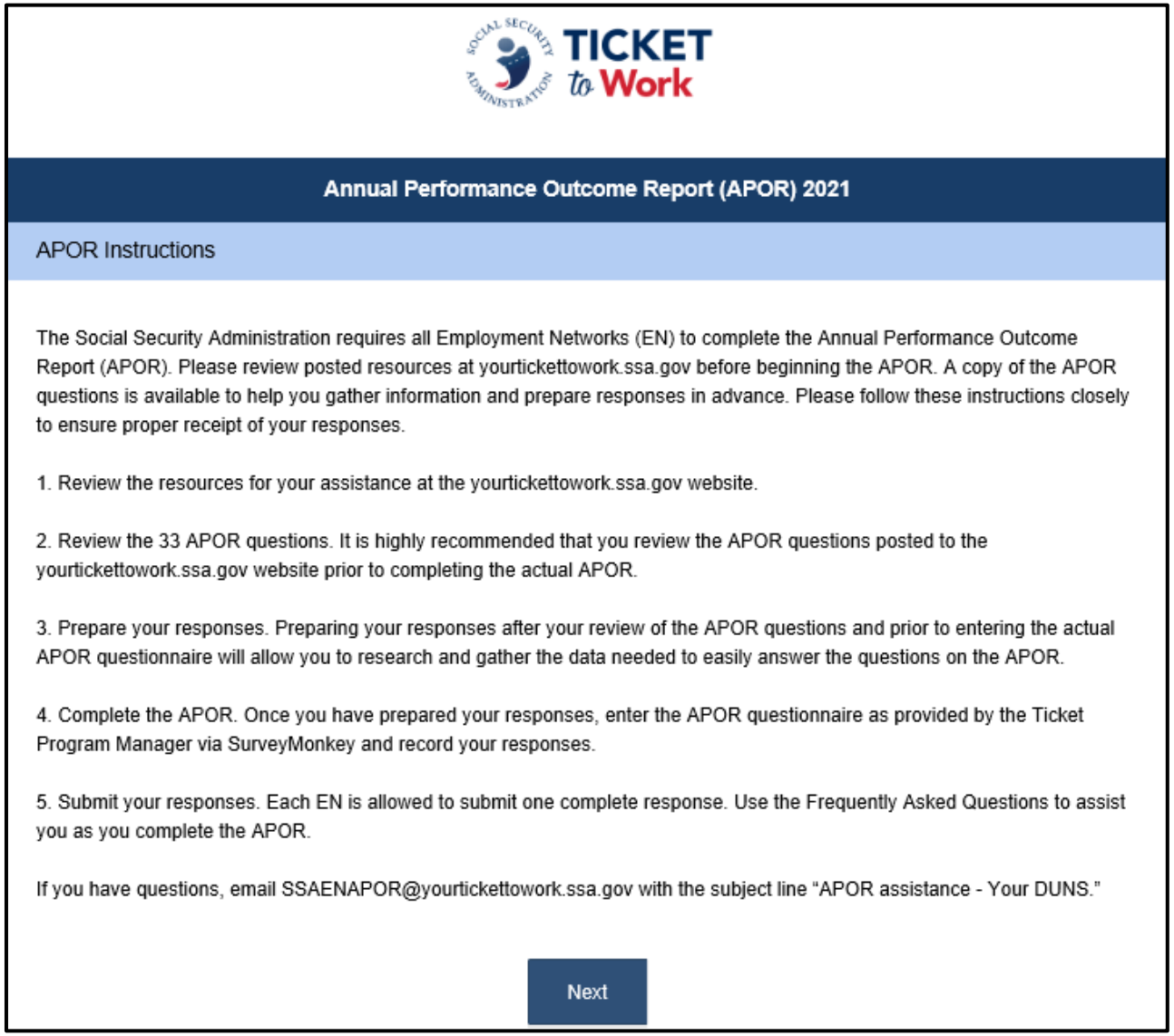
Begin Survey

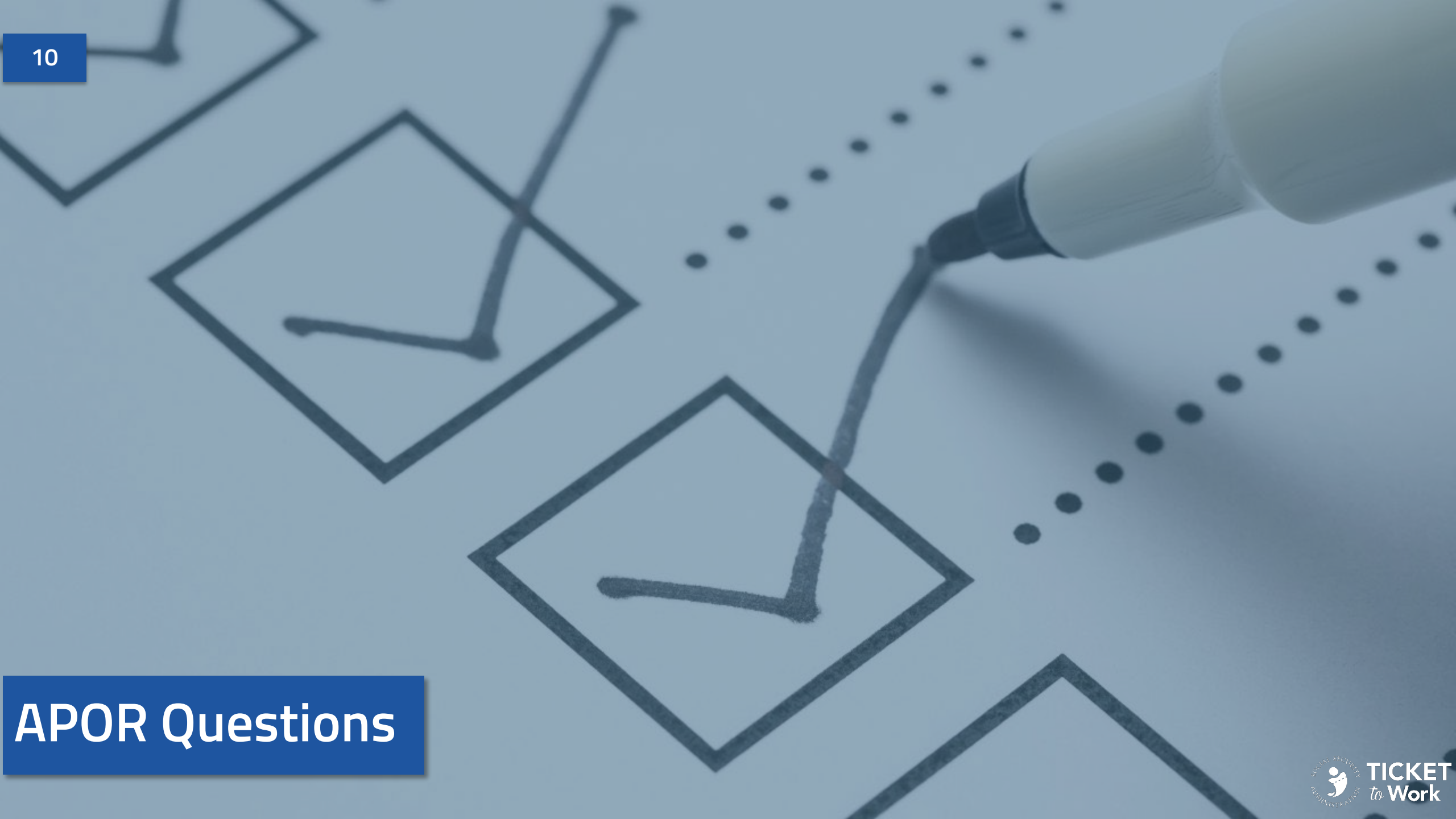
Please do not forward this email as its survey link is unique to you.
Privacy | Unsubscribe

Powered by SurveyMonkey

Overview

Survey Instructions





APOR Questions

APOR Questions

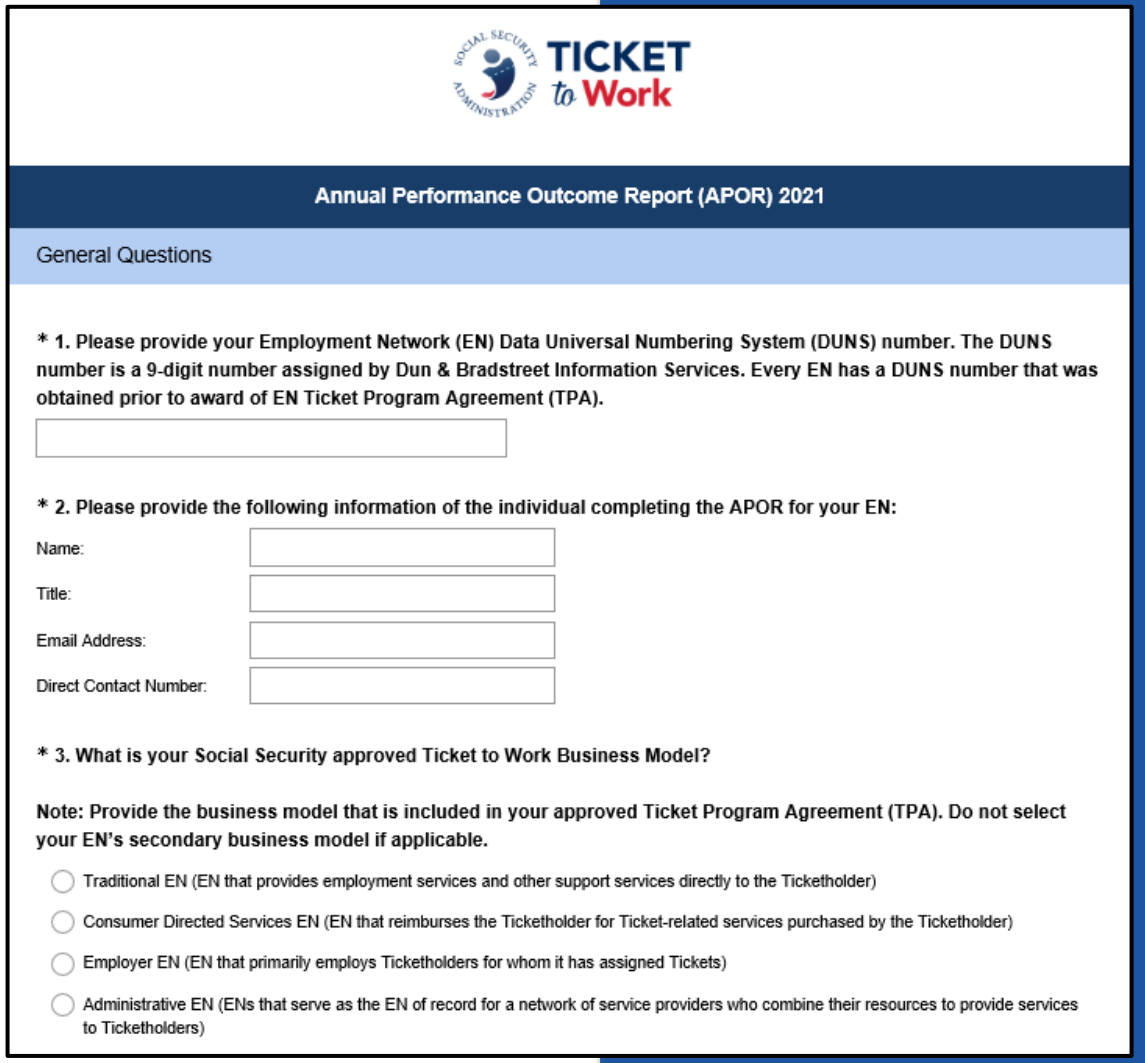
Outline

- The APOR contains 33 questions
- Questions fall under three categories:
  - General Questions
  - Staffing Questions
  - EN Service-Related Questions

APOR Questions

General Questions

- There are 15 General Questions about your EN covering topics such as:
  - Business model
  - Liability insurance
  - Suitability
  - System for Award Management (SAM) registration



TICKET to Work

Annual Performance Outcome Report (APOR) 2021

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).**

*** 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?**

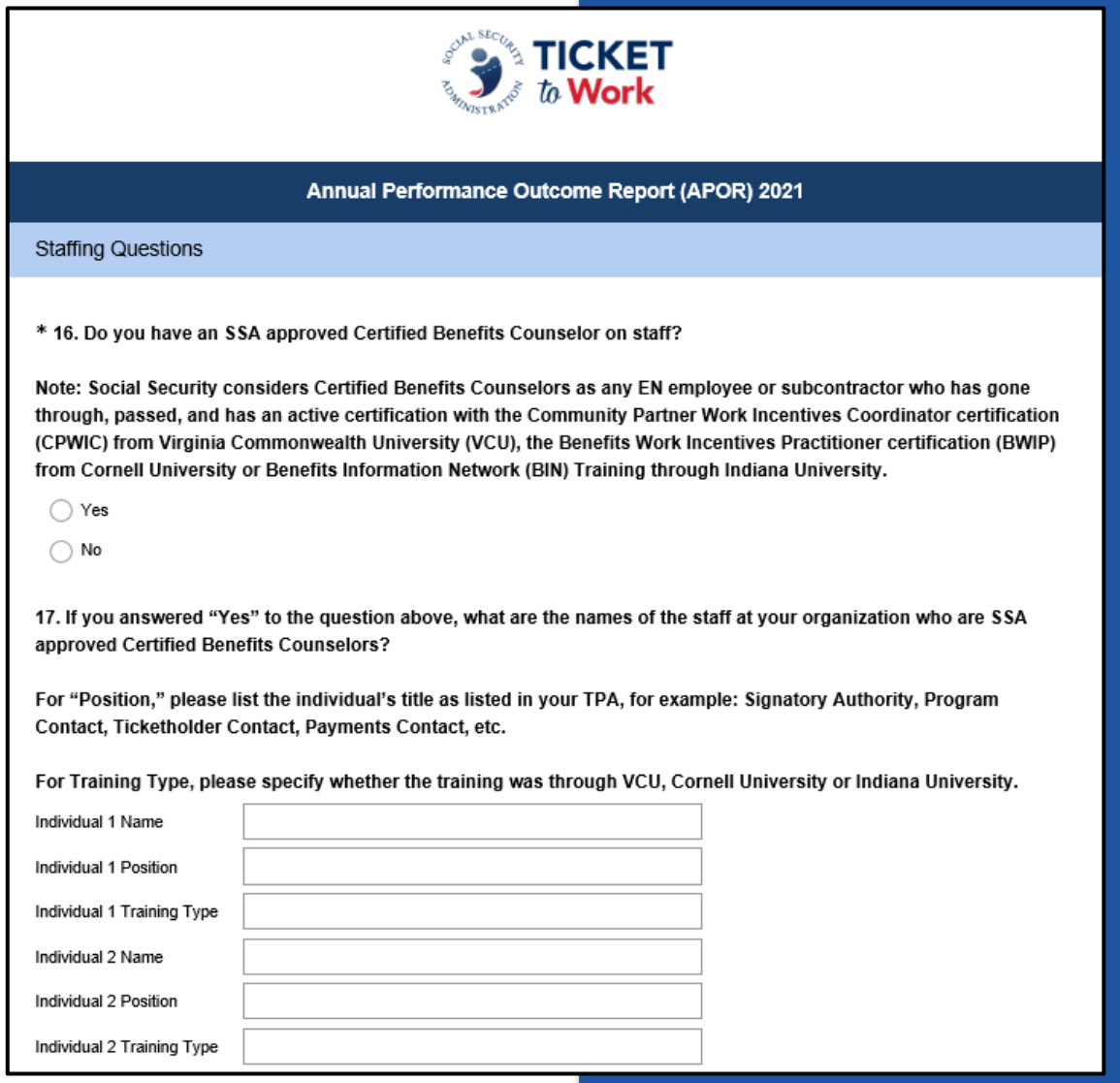
Note: Provide the business model that is included in your approved Ticket Program Agreement (TPA). Do not select your EN's secondary business model if applicable.

- 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)

APOR Questions

Staffing Questions

- There are 6 Staffing Questions covering topics such as:
  - Number of staff
  - Staff experience
  - Benefits advisors



TICKET to Work

Annual Performance Outcome Report (APOR) 2021

Staffing Questions

*** 16. Do you have an SSA approved Certified Benefits Counselor on staff?**

Note: Social Security considers Certified Benefits Counselors as any EN employee or subcontractor who has gone through, passed, and has an active certification with 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

17. If you answered "Yes" to the question above, what are the names of the staff at your organization who are SSA approved Certified Benefits Counselors?

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	

APOR Questions

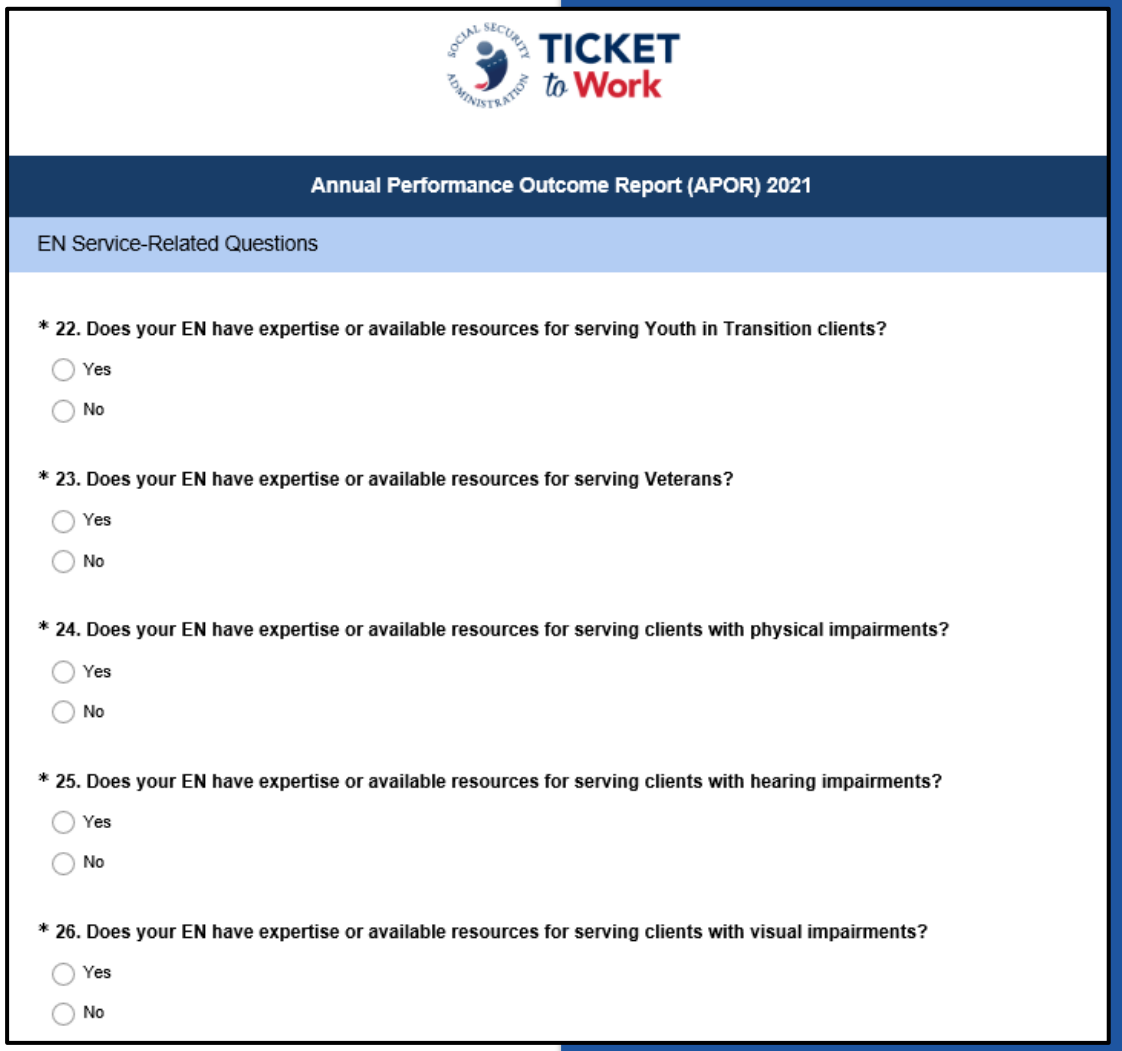
Staffing Questions

- Social Security considers Benefits Advisors as those who have passed the following training programs:
  - Virginia Commonwealth University (VCU) – Community Partner Work Incentives Counselor (CPWIC)
  - Cornell University – Benefits Work Incentives Practitioner (BWIP) certification
  - Indiana University – Benefits Information Network (BIN) training
- Social Security will verify all listed certifications and use to populate the “Benefits Counselor” badge on the Find Help Tool

APOR Questions

EN Service-Related Questions

- There are 12 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) 2021

EN Service-Related Questions

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

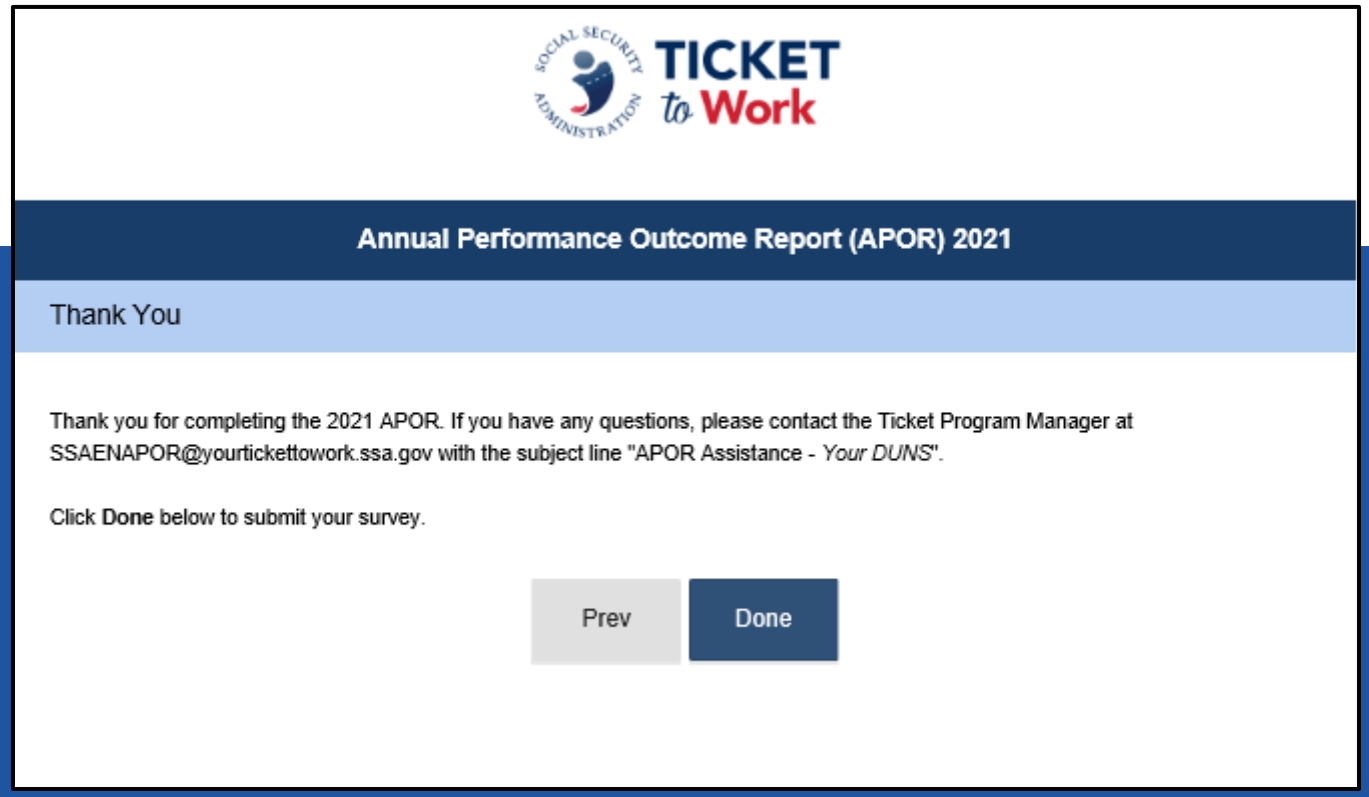
*** 26. Does your EN have expertise or available resources for serving clients with visual impairments?**

- ○ 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

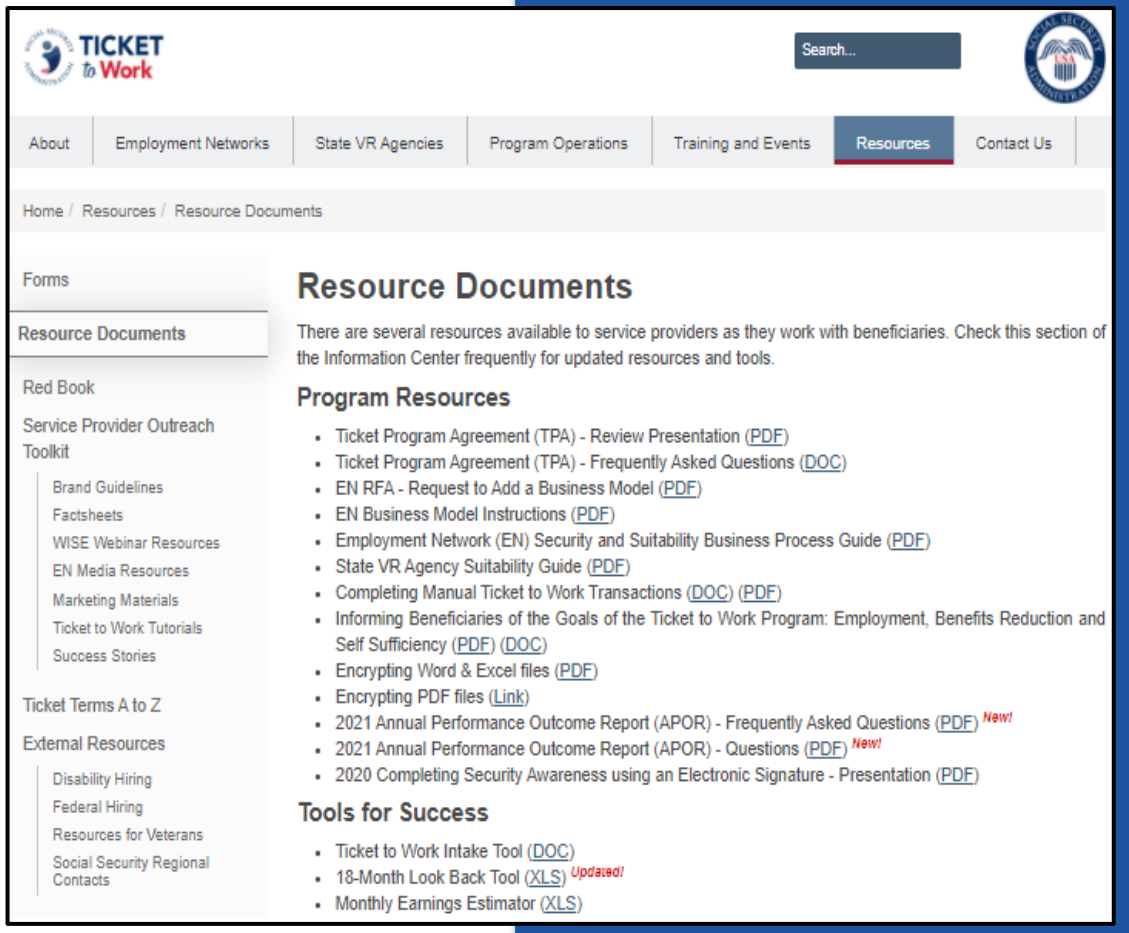


Conclusion

Conclusion

Online APOR Resources

- Go to YourTicketToWork.ssa.gov
- Choose **Resources** 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



Conclusion

Summary

You should now be able to:

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

Questions?