

Employment Network (EN) service providers are required to complete the Annual Performance Outcome Report (APOR) on an annual basis. Below are a few frequently asked questions (FAQ) about the APOR.

About the APOR

Question: Why is completion of the APOR required?

Answer: As per the Ticket Program Agreement (TPA), Part III – Section 8 (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 is to provide information on outcomes ENs achieve regarding their services to Ticketholders. Failure to submit a timely APOR could result in TPA termination.

Question: The Social Security Administration (SSA) just approved our agency as an EN, and we have not started providing services to Ticketholders. Do we still need to complete the APOR?

Answer: Only ENs approved as of January 1, 2023, will need to complete the APOR. If you are still unsure whether you need to complete the APOR, contact TPM at SSAENAPOR@yourtickettowork.ssa.gov. Be sure to include your Provider Identification (PID) number, formerly your DUNS number, in the subject line.

Question: We are a public workforce system entity operating as an EN. Do we have to complete and submit the APOR?

Answer: Yes, to comply with Pub. L. 106-170, Dec. 17, 1999, 113 Stat. 1868, known as the Ticket to Work and Work Incentives Improvement Act of 1999. All active ENs are required to complete the APOR.

Question: We are a State Vocational Rehabilitation (VR) agency. Do we have to complete and submit the APOR?

Answer: No, State VR agencies do not have to complete the APOR.

Question: How will SSA use this information?

Answer: We will incorporate data provided in the APOR into an EN Profile, as explained in Part III, Section 8(B) of the TPA.

Question: How often does my EN have to complete this report?

Answer: The APOR is an annual requirement for ENs.

Question: What is the timeline for the APOR? Is it only for the period of January 2023 through December 2023? Or is it further back?

Answer: Responses to the APOR should pertain to January 1, 2023, through December 31, 2023. This includes Ticketholders you are actively working with who may have been assigned prior to 2023.

Question: How long will I have to complete this report?

Answer: You are required to complete and submit the APOR by February 26, 2024. It will be available for completion on January 29, 2024.

Question: How do I obtain access to the APOR?

Answer: The Signatory Authority listed for your EN will receive an emailed link from the TPM via SurveyMonkey that will allow access to the APOR survey for completion. If the Signatory Authority is listed for more than one EN Organization, alternative email addresses will be requested.

Question: How will I know that you received the responses?

Answer: Once you submit your APOR, you will receive an automated confirmation from SurveyMonkey thanking you for completing the survey. Additionally, you will receive an email confirmation from SSAENAPOR@yourtickettowork.ssa.gov within 48-72 normal business hours of your submission.

Question: If the Signatory Authority cannot complete the survey, can the survey be forwarded to someone else in the agency who can complete the survey?

Answer: Yes, the Signatory Authority can forward the emailed link; however, it is important to remember that we will only accept one submission from each EN. We will count the first submission as the response for your EN.

Question: We submitted our responses, but we now want to change some answers. Can we do it again?

Answer: ENs are encouraged to review all responses before submitting. If an EN submitted the survey mistakenly or in error, please send an email to SSAENAPOR@yourtickettowork.ssa.gov to delete the previous submission and receive a new link to complete the survey.

Question: If I have any additional questions, whom do I contact?

Answer: If you have questions regarding the APOR, you may contact TPM at SSAENAPOR@yourtickettowork.ssa.gov. Be sure to include your PID number in the subject line.

APOR Survey Questions— “General Questions”

APOR Survey Question 1

Question: What is a PID?

Answer: The PID (formerly your DUNS) is a 9-digit number assigned to your EN at the time of TPA award.

APOR Survey Question 2

Question: Why do we need to include our individual contact information?

Answer: Providing your contact information allows SSA to reach out if there are any additional questions related to the APOR responses.

APOR Survey Question 3

Question: What if I do not know my business model?

Answer: ENs that are not sure which business model they operate under may refer to the business model selection made in their Request for Application (RFA) or you may contact ENService@ssa.gov.

EN business models include:

- 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 – EN that serves as the EN of record for a network of service providers who combine their resources to provide services to Ticketholders.

NOTE: If your organization acquired an additional EN business model (i.e., PID number) in 2022 or prior years, your EN is required to complete a separate APOR for each of your EN business models. Your EN is not required to complete a separate APOR for any business models acquired in 2023.

Question: What is a Provider Affiliate?

Answer: A Provider Affiliate is an organization or service provider that provides services to Ticketholders under the umbrella of an Administrative EN.

APOR Survey Question 4

Question: What is a Vocational Rehabilitation (VR) Vendor?

Answer: A VR Vendor is a service provider that a state has vetted and approved to provide services on behalf of that state's VR agency. A formal agreement must be in place between the service provider and the State VR agency to be considered a VR Vendor. This is separate from Partnership Plus agreements defined below.

APOR Survey Question 5

Question: How do I make the right organization type determination?

Answer: Please pick the organization type that best describes your EN. Only choose "Other For-Profit Organization" or "Other Non-Profit Organization" if your EN does not fit in any other organization type defined.

If selecting "Other For-Profit Organization" or "Other Non-Profit Organization" ensure to specify your EN's organization type in the comment box labeled: "If Other For-Profit or Non-Profit, please specify".

APOR Survey Question 6

Question: What does it mean to specifically target an underserved population?

Answer: Your organization's mission is to specifically serve one or more of the underserved populations defined.

Question: What is an underserved population?

Answer: The underserved populations defined are "members of religious minorities," "members of the LGBTQIA+ community," "persons of color," "persons otherwise adversely affected by persistent poverty," "persons who live in rural areas," "transition aged youth," and "U.S. Military Veterans."

- "Members of religious minorities" refers to individuals who belong to communities that face discrimination based on their religion.
- "Members of the LGBTQIA+ community" refers to individuals who belong to communities that face discrimination based on sex, sexual orientation, and gender identity (including lesbian, gay, bisexual, transgender, queer, gender non-conforming, non-binary, LGBTQ+ persons).
- "Persons of color" refers to individuals who belong to communities of color, such as Black and African American, Hispanic and Latino, Native American, Alaska Native and Indigenous, Asian American, Native Hawaiian and Pacific Islander, Middle Eastern, and North African persons.

- “Persons otherwise adversely affected by persistent poverty” refers to individuals who have income under the poverty line established by the Director of the Office of Management and Budget and revised by the Secretary. See U.S. Federal Poverty Guidelines.
- “Persons who live in rural areas” refers to individuals who live in an area other than an area within a metropolitan statistical area or within the outer boundary of any city or town having a population of 20,000 or more.
- “Transition aged youth” refers to individuals between the ages of 14 and 25.
- “U.S. Military Veterans” refers to individuals who have served in the military forces and were discharged or released under conditions other than dishonorable.

APOR Survey Question 7

Question: Who is a sole proprietor?

Answer: A sole proprietor is someone who owns an unincorporated business by themselves. Even if you are the sole member of an LLC, you are not a sole proprietor if the LLC is treated as a corporation.

APOR Survey Question 8

Question: What is a service location?

Answer: A physical location where the organization provides a service to beneficiaries/Ticketholders. A service location allows the EN to provide in-person services.

Question: Does a virtual company have a service location?

Answer: No. If your EN only provides services virtually, select not applicable (n/a).

APOR Survey Question 9

Question: How do you define virtual?

Answer: Virtual means that services will not be provided to the Ticketholder/Beneficiary in person. Instead, services are provided via virtual meetings, phone, email, or other virtual platforms.

APOR Survey Question 10

Question: How do you determine if your EN meets the eligibility criteria?

Answer: Select the choice that pertains to your organization, if your owner(s) or governing board are comprised of more than 51% women, racial minority, veteran, or person(s) with disabilities as defined by the Americans with Disabilities Act.

Eligibility requirements for the Small Business Administration's Historically Underutilized Business Zones (HUBZone) program can be determined at [SBA's HUBZone page](#).

APOR Survey Questions — “Staffing Questions”

APOR Survey Question 11

Question: How do we know if a favorable suitability determination has been received?

Answer: Upon a favorable determination, Social Security will send a letter stating the employee is suitable to perform work under the EN awarded.

APOR Survey Question 12

Question: How do we notify SSA of staff/employee changes?

Answer: Changes should be communicated to SSA via the Ticket Program Agreement (TPA) Change Form. TPA change forms should be sent to ENService@ssa.gov.

APOR Survey Questions — “EN Service-Related Questions”

APOR Survey Question 13

Question: How do you define “Youth in Transition” population?

Answer: “Youth in Transition” refers to assisting those with disabilities ages 14-25 transition from school to financial independence. You can find more information at this link: <https://www.ssa.gov/disabilityresearch/youth.htm>.

APOR Survey Question 14

Question: How do you define “self-employment”?

Answer: When a person works for themselves, instead of for an employer who pays a salary or wage.

APOR Survey Question 15

Question: What is Timely Progress Review (TPR)?

Answer: TPR is Social Security's way to track the progress of a Ticketholder in the Ticket to Work Program. Essentially, Social Security expects Ticketholders to make progress towards self-sufficiency while their Tickets are “Assigned” or “In-Use SVR” status.

APOR Survey Question 16

Question: What are examples of alternative formats or special language services?

Answer: Examples include Braille or large printed material, staff fluent in sign language, and staff fluent in language other than English.

Note: The comment field "Please specify language(s)" should be used to specify the language(s) your EN offers interpretation or materials in when selecting "Staff fluent in sign language or sign language interpreters", "Staff fluent in languages other than English or interpreters for languages other than English", or "Materials in languages other than English".

APOR Survey Question 17

Question: How do you define the services offered to Ticketholders?

Answer: "Career planning/ counseling" refers to services that assist the beneficiary in planning and developing individual career goals. These services may include vocational guidance, testing and counseling done to evaluate the beneficiary's abilities, skills, interests and needs.

Answer: "Job accommodations" refers to services that make a reasonable adjustment to a job or work environment to make it possible for an individual with a disability to perform job duties. Job accommodations may include specialized equipment, facility modifications, and adjustments to work schedules or job duties, as well as a whole range of other creative solutions.

Answer: "Job coaching/ training/ development" refers to services designed to: assess the beneficiary's interests and potential skills; analyze prospective jobs; assist the beneficiary to obtain a job; assist the beneficiary to maintain a job through on-site assistance; provide one-on-one training on the job site; provide job retention services for the employer and other workplace supports; and help the beneficiary to develop a career.

Answer: "Job placement assistance" refers to services such as job search services, including assistance completing applications, developing resumes, improving interview skills, making employer contacts, job or task analysis, job restructuring, reasonable accommodations, job retention counseling and other methods or services that assist individuals and employers in achieving successful employment outcomes.

Answer: "Direct job placement" refers to having an agreement with a pool of employers to place qualified Ticketholders into potential jobs.

Answer: "Ongoing employment support/ job retention" refers to supports and services designed to assist the beneficiary to maintain his or her job. These job retention strategies may include employer training, use of a job coach and providing worksite or job

accommodations.

Answer: “Resume writing” refers to services that assist the beneficiary with creating a resume of their work experience, skills, credentials, education, and accomplishments.

Answer: “Transportation” refers to services provided to a beneficiary to assist with paying for eligible transit and parking expenses.

Answer: “Assisting Ticketholder to report their wages” refers to providing information to beneficiaries on how to report their wages to Social Security. To prevent overpayments from Social Security, beneficiaries should regularly report their wages within six days of the end of the month.