



2025 ANNUAL PERFORMANCE OUTCOME REPORT FREQUENTLY ASKED QUESTIONS

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, 2024, 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 2024 through December 2024? Or is it further back?

Answer: Responses to the APOR should pertain to January 1, 2024, through December 31, 2024. This includes Ticketholders you are actively working with who may have been assigned prior to 2024.

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

Answer: You are required to complete and submit the APOR by February 24, 2025. It will be available for completion on January 27, 2025.

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, the Program Contact will receive the emailed link (unless an alternative contact is requested to receive the link).

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. Be sure to include your PID number in the subject line.

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

APOR Survey Question 1

Question: What is a PID?

Answer: The Provider Identification, or PID, number (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.
- Employer EN – EN that serves as a Ticketholder's employer or an employer agent for which 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 2023 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 2024.

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.

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" be sure 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," "members of tribal communities," "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).
- “Members of tribal community” refers to individuals who belong to an American Indian or Alaska Native tribe, band, nation, pueblo, village, or community that the Secretary of the Interior acknowledges to exist as an Indian tribe pursuant to the Federally Recognized Indian Tribe List Act of 1994.
- “Persons of color” refers to individuals who belong to communities of color, such as Black or African American, Hispanic or Latino, American Indian or Alaska Native, Asian, Native Hawaiian or Pacific Islander, and Middle Eastern or 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: 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 8

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 and/or ethnic minority, veteran, or person(s) with disabilities as defined by the Americans with Disabilities Act, or eligible for the Small Business Administration's Historically Underutilized Business Zones (HUBZone) program.

The definition of an individual with a disability by the Americans with Disabilities Act can be found at ADA.gov. The Small Business Administration's Historically Underutilized Business Zones (HUBZone) program qualifications can be found at [SBA's HUBZone page](#).

APOR Survey Questions – Staffing

APOR Survey Question 9

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 10

Question: What does it mean to notify SSA of staff/employee changes?

Answer: Staff changes should be communicated to SSA via the Ticket Program Agreement (TPA) Change Form sent to ENService@ssa.gov. If you have submitted TPA Change Form(s) to notify SSA of all staff changes, select "Yes". If you have not submitted TPA Change Form(s) to notify SSA or one or more staff changes, select "No". If you have not had any staff changes within the past year, select "N/A, No Staff Changes".

APOR Survey Questions – EN Service-Related

APOR Survey Question 11

Question: How do you know which population to select?

Answer: Select one or more of the populations if your EN has direct experience serving them. If your EN does not have experience serving any of the populations, select "None of the above".



APOR Survey Question 12

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 13

Question: How do you define employ?

Answer: Placing Ticketholders in positions that establish an employer- employee relationship where the Ticketholder performs a job and are compensated by the EN for their work (e.g., issuing W-2s, withholding taxes and FICA) as opposed to providing Ticketholders employment-related services.

APOR Survey Question 14

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 15

Question: How should the ‘Please specify language’ field be completed?

Answer: The comment field "Please specify language(s)" should be used to specify the language(s) your EN offers interpretation or materials in if selecting any of the following options: “Staff fluent in sign language”, “Sign language interpreter services available upon request”, “Staff fluent in languages other than English”, “Interpreter services for languages other than English upon request”, or “Materials in formats or languages other than English”. For example, if you have a staff member fluent in American Sign Language (ASL), you would select “Staff fluent in sign language” and specify ASL in the "Please specify language(s)" comment field.

APOR Survey Question 16

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

Answer: The services offered to Ticketholders include and are defined as:

- “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.
- “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.
- “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, or help the beneficiary to develop a career.
- “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.
- “Direct job placement” refers to having an agreement with a pool of employers to place qualified Ticketholders into potential jobs.
- “Ongoing employment support/ job retention” refers to supports and services designed to assist the beneficiary to maintain employment. These job retention strategies may include employer training, use of a job coach, and providing worksite or job accommodations.
- “Resume writing” refers to services that assist the beneficiary with creating a resume of their work experience, skills, credentials, education, and accomplishments.
- “Transportation” refers to services provided to a beneficiary to assist with paying for eligible transit and parking expenses.
- “Guidance on how to report wages” refers to providing information to beneficiaries on how to report their wages to Social Security. To prevent overpayments from Social Security, beneficiaries should report their wages within six days of the end of each month.



APOR Survey Questions – Training and Development

APOR Survey Question 17

Question: Why does Social Security want to know our preferred training topics?

Answer: Understanding your EN's specific training needs will help us design training events and materials to support your work and priorities.

APOR Survey Question 18

Question: Why is it important for ENs to share our preferred formats for training and resources?

Answer: Understanding your preferences for training and resources will assist Social Security in delivering the content in formats that are most helpful to you.

APOR Survey Questions – Ticketholder Engagement

APOR Survey Question 19

Question: Why do you need to know about our effective marketing and outreach strategies?

Answer: We would like to learn what the most effective marketing and outreach strategies are for your organization so we can better support your efforts with training and resources.

Question: What if our EN does not use any of specific marketing or outreach tactics?

Answer: If your EN does not use any specific marketing or outreach tactics, please answer the question based on what you believe would be the most effective marketing and outreach tactics for your EN. As a reminder, if your EN is listed on the Choose Work website "Find Help" tool, utilizes any Social Security developed outreach and marketing resources, or refers individuals to the Ticket to Work Help Line, you should select "Choose Work website "Find Help" tool, Ticket to Work Help Line, or other Social Security communications".

APOR Survey Question 20

Question: Why is it important to understand what keeps Ticketholders from joining or being successful in the Ticket Program?

Answer: We would like to learn from ENs about the barriers to Ticket assignment and Ticket Program success to develop resources and strategies for addressing those barriers.