



# 2025 ANNUAL PERFORMANCE OUTCOME REPORT SURVEY QUESTIONS

*Please review the questions that will be included in the Annual Performance Outcome Report (APOR) for the January 1, 2024 – December 31, 2024, reporting period. 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](mailto: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 Signatory Authority will receive the link to complete the APOR via email on January 27, 2025.*

*NOTE: The 2025 APOR only collects data for Employment Networks (EN) active as of January 1, 2024. You must complete an APOR for each PID number (formally your DUNS number) your EN had as an approved business model as of January 1, 2024. Your EN is not required to complete a separate APOR for any business model(s) acquired in 2024.*

## General Questions

1. Please provide your Employment Network (EN) Provider Identification (PID) number. The PID is a 9-digit number assigned to your EN at the time of Ticket Program Agreement (TPA) award.
  - PID- \_\_\_\_\_
2. Please provide the following information concerning the individual completing the APOR for your EN:
  - Name:
  - Email Address:
  - Direct Contact Number:
3. What is your Social Security approved Ticket to Work Business Model?

NOTE: For those ENs with multiple business models, make sure you select the business model associated with the PID in Question 1 above.

  - 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)

Please specify how many provider affiliates you have: \_\_\_\_\_

4. Is your EN an approved State Vocational Rehabilitation Agency vendor?

- Yes
- No

5. Select the organization type that best describes your EN:

NOTE: Only choose “Other For-Profit Organization” or “Other Non-Profit Organization” if your EN does not fit in any other organization type defined.

- AbilityOne Program
- American Indian Vocational Rehabilitation Agency (AIVR) or Another Organization Serving Indigenous Peoples
- Center for Independent Living (CIL)
- Disability Services Representative Organization [An organization that provides representation (including applying, monitoring progress, gathering evidence, and attending administrative hearings) to individuals to obtain Social Security benefits approval]
- Easterseals Industries Organization
- Educational Institution – General
- Educational Institution – Historically Black Colleges and Universities (HBCU)
- Educational Institution – Hispanic-Serving Institution (HSI)
- Goodwill Industries Organization
- Mental Health Care Provider or Other Healthcare Provider
- Project SEARCH Program
- State or Local Government Agency (non-SVRA)
- State Workforce Agency (SWA)/ American Job Center (AJC)/ Local Workforce Development Board (LWDB)
- The Arc Chapter
- United Cerebral Palsy (UCP) Affiliate
- Veterans Services
- Other For-Profit Organization (please specify below)
- Other Non-Profit Organization (please specify below)

If Other For-Profit or Non-Profit, please specify: \_\_\_\_\_

6. This question was recently removed.

- Proceed to next question



7. How do you prefer to list the way your EN provides services to Ticketholders in the “Find Help” tool on [www.choosework.ssa.gov](http://www.choosework.ssa.gov)?
  - Virtual
  - In-person
  - Both
8. This question was recently removed.
  - Proceed to next question

## Staffing Questions

9. Have all employees (including volunteers and interns) working under the TPA who access or handle Personally Identifiable Information (PII) obtained a favorable suitability determination?
  - Yes
  - No
10. Within the past year have you notified SSA of any employees (including volunteers and interns) who received a favorable suitability determination and are no longer working under the TPA?
  - Yes
  - No
  - N/A, No Staff Changes

## EN Service-Related Questions

11. Which of the following populations does your EN or provider affiliates have experience serving? (Select all that apply)
  - Youth in Transition (individuals between the ages of 14 and 25)
  - Veterans
  - Clients with physical impairments
  - Clients with hearing impairments
  - Clients with visual impairments
  - Clients with cognitive impairments (e.g., traumatic brain injury (TBI), autism, intellectual disabilities, learning disabilities such as dyslexia and attention deficit disorder (ADD))
  - Clients with psychiatric disorders or mental behavioral impairments (e.g., anxiety, bipolar disorder, depression, schizophrenia)
  - None of the above



12. Does your EN or provider affiliates have experience serving clients pursuing self-employment?
- Yes
  - No
13. Does your EN or provider affiliates employ any individuals whose Ticket is assigned to your EN?
- Yes
  - No
14. Does your EN explain Timely Progress Review (TPR) expectations to Ticketholders?
- Yes
  - No
15. Does your EN offer alternative formats or special language services? (Select all that apply)
- Braille or large print materials
  - Staff fluent in sign language (please specify below)
  - Sign language interpreter services available upon request (please specify below)
  - Staff fluent in languages other than English (please specify below)
  - Interpreter services available for languages other than English upon request (please specify below)
  - Materials in formats or languages other than English (please specify below)
  - None of the above
- Please specify language(s): \_\_\_\_\_
16. What services does your EN or provider affiliates offer Ticketholders? (Select all that apply)
- Career planning/ counseling
  - Job accommodations
  - Job coaching/ training/ development
  - Job placement assistance (e.g., interview preparation and filling out applications)
  - Direct job placement
  - Ongoing employment support/ job retention
  - Resume writing
  - Transportation
  - Guidance on how to report wages
  - Other (please specify) \_\_\_\_\_

## Training and Development Questions

17. Please identify training topics that will best help your EN meet Ticket Program objectives.  
(Select your top 3)

- Intake
- IWP consultation and development
- Job coaching
- Employer engagement
- Retention and advancement
- Marketing and communications
- Disability community engagement
- Ticketholder-centered service delivery
- Technology and tools
- TPA compliance and administrative processes

Please use this space to share any details regarding your selection(s) or any training topic(s) not listed above that you believe would be helpful to your EN: \_\_\_\_\_

18. What formats for delivering training and development resources do you believe are most effective? (Select your top 3)

- Online courses
- Webinars
- EN Guest Panels
- One-on-one meetings
- Guides
- Job Aids (e.g., step-by-step instructional tools, microlearning resources to supplement online courses and webinars)
- GovDelivery messages with effective practices and tips

## Ticketholder Engagement Questions

19. What do you believe are the most effective marketing and outreach tactics for your EN?  
(Select your top 3)

- Social media (e.g., Facebook, Instagram, LinkedIn)
- Email campaigns/newsletters
- Community events or sponsorships
- Online advertising (e.g., Google Ads, Facebook Ads)
- Traditional media (e.g., TV, radio, print)
- Partnerships and collaborations with other organizations or schools



- Targeted outreach to specific communities or groups
- Public speaking engagements or webinars
- Digital engagement (e.g., blogs, podcasts, videos)
- Choose Work website “Find Help” tool, Ticket to Work Help Line, or other Social Security communications

20. What do you believe are the most prevalent barriers to Ticketholder participation and success in the Ticket Program? (Select your top 3)

- Available job opportunities
- Fear of loss of healthcare benefits
- Fear of loss of Social Security disability payments
- Lack of work experience
- Shortage of ENs serving their area
- Having an episodic disability that interrupts their ability to work consistently
- Awareness of the Ticket Program
- Complexity of Social Security work incentives
- Experiencing Social Security overpayments