



2026 ANNUAL PERFORMANCE OUTCOME REPORT FREQUENTLY ASKED QUESTIONS

Employment Networks (EN) 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, 2025, will need to complete the APOR. If you are still unsure whether you need to complete the APOR, contact TPM at ENAPOR@ssa.gov. Be sure to include your Provider Identification (PID) 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 2025 through December 2025? Or is it further back?

Answer: Responses to the APOR should pertain to January 1, 2025, through December 31, 2025. This includes Ticketholders you are actively working with who may have been assigned prior to 2025.

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

Answer: You are required to complete and submit the APOR by February 23, 2026. It will be available for completion on January 26, 2026.

Question: How do I obtain access to the APOR?

Answer: The Signatory Authority listed for your EN will receive an emailed link from TPM via SurveyMonkey that will allow access to the APOR survey for completion. If the Signatory Authority is listed for more than one EN, 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 ENAPOR@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 ENAPOR@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 ENAPOR@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 2024 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 2025 or 2026.

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 State Vocational Rehabilitation Agency (SVRA) Vendor?

Answer: A SVRA or 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: What is a formal or informal Partnership Plus agreement?

Answer: The Ticket to Work Partnership Plus service delivery model enables state VR agencies and ENs to collaboratively support Ticketholders in finding and maintaining employment. Under this model, after the state VR agency closes a Ticketholder's case, the EN provides ongoing support to help them retain and advance in their jobs. This ensures that Ticketholders receive continuous support as they work toward long-term career success.

A formal Partnership Plus agreement is a written document that outlines the mutual understandings, processes, and conditions under which a state VR agency and an EN will work together to assist Ticketholders.

An informal Partnership Plus agreement or collaboration is when a VR agency and an EN regularly meet, communicate, and coordinate strategies to ensure that Ticketholders have access to ongoing supports after job placement, without going through the legal process required for a formal agreement.

APOR Survey Question 6

Question: What is an employment-support organization?

Answer: An employment-support organization is any public or private entity that provides services, resources, or assistance to help individuals prepare for, obtain, or maintain employment. This may include workforce development agencies, vocational rehabilitation providers, job placement agencies, training providers, and other organizations that support job seekers in their efforts to achieve successful employment outcomes.

Question: How do I determine if an activity with employers or employment-support organizations has led to employment for Ticketholders?

Answer: An activity should be reported if it has directly contributed to one or more Ticketholders obtaining employment. This may include activities where you can reasonably link the engagement or collaboration to a successful employment outcome, such as job placements resulting from job fairs, workshops, or partnerships.



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 Questions – Staffing

APOR Survey Question 8

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 9

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 a 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 10

Question: What is the initial one-on-one discussion?

Answer: The initial one-on-one discussion is a conversation between the EN and the Ticketholder. During this conversation, the EN determines the Ticketholder’s eligibility for the Ticket Program, explains the program’s purpose and objectives, and discusses the Ticketholder’s short- and long-term goals. The EN identifies how they can support the Ticketholder in achieving their goals, and together they determine if working together is a good fit.



APOR Survey Question 11

Question: How do you define employment?

Answer: Employment is defined as a position in which a Ticketholder engages in work activities and receives compensation for their services. This includes positions that establish an employer-employee relationship (evidenced by documentation such as W-2s, withholding taxes and FICA) as well as positions in which a Ticketholder works for oneself and is compensated (evidenced by 1099s or other proof of income).

APOR Survey Question 12

Question: Should I include Ticketholders with gaps in employment in the 6-month retention count?

Answer: Only Ticketholders who maintained continuous employment for a minimum of 6 consecutive months during the reporting period should be counted. If there was a gap in employment, the Ticketholder should not be included in this count.

APOR Survey Question 13

Question: How does SSA define benefits counseling?

Answer: Benefits Counseling is the delivery of detailed, specific information to Ticketholders on how their earnings goals may affect their public benefits, including Social Security disability benefits, Medicaid, and Medicare. To deliver benefits counseling services under the Ticket Program, individuals must hold a certification recognized by SSA. Acceptable certifications include Community Partner Work Incentives Coordinator certification (CPWIC) from Virginia Commonwealth University (VCU), Benefits Work Incentives Practitioner certification (BWIP) from Cornell University, and Benefits Information Network (BIN) Training from Indiana University.

Question: Should I include Ticketholders referred to a Work Incentives Planning and Assistance (WIPA) project for benefits counseling services?

Answer: Only include the number of Ticketholders who received counseling directly from your EN. Do not count Ticketholders who were referred to a WIPA project or any other outside organization for benefits counseling services.

APOR Survey Question 14

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 15

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

Answer: Self-employment is defined as a position in which a Ticketholder earns income by working for themselves rather than for an employer. This includes running a business, providing services, or engaging in freelance work where compensation comes from clients or customers.

APOR Survey Question 16

Question: What does it mean for a Ticketholder to be “employed by the EN or affiliate”?

Answer: A Ticketholder is considered “employed by the EN or affiliate” if they hold a position that establishes a formal employment relationship with the EN or any of its provider affiliates. This includes situations where the Ticketholder is on the payroll, receive wages or a salary, or has an official employment contract with the EN or affiliate. This applies to both full-time and part-time positions, as well as temporary roles. Additionally, Ticketholders who act as independent contractors or consultants may also be considered employed if they provide services under a contractual agreement with the EN or affiliate.

APOR Survey Question 17

Question: What is Timely Progress Review (TPR)?

Answer: When a Ticketholder assigns their Ticket to an EN or VR agency under the Ticket program, they receive protection from Continuing Disability Reviews (CDRs) as long as they are making "timely progress" toward self-supporting employment. Social Security defines "timely progress" as meeting specific educational or employment milestones within set timeframes. Social Security periodically conducts TPRs to determine whether the Ticketholder is meeting these requirements.

APOR Survey Question 18

Question: What is TPR re-entry?

Answer: TPR re-entry is a process that allows Ticketholders who previously failed a TPR to regain the protection from CDRs under the Ticket Program, provided they now meet the requirements for “timely progress”. To request TPR re-entry, Ticketholders must submit evidence of their progress to Social Security for review. If the evidence shows that the Ticketholder is now making timely progress, their protection from CDRs may be reinstated.



APOR Survey Question 19

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", "Staff fluent in languages other than English", or "Materials in formats or languages other than English". For example, if you have a staff member fluent in American Sign Language (ASL), you will select "Staff fluent in sign language" and specify ASL in the "Please specify language(s)" comment field.

APOR Survey Question 20

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.