

January 23 and 25, 2018



# Annual Performance Outcome Report



# Introduction

**START**

# 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

4

Complete the Security Awareness Training

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I

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# 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.

## Ticket Program Agreement (TPA) Requirement

- Ticket Program Agreement (TPA) Part III Section 8(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.”

# APOR Framework

- Timeframe for completion: January 26, 2018 – February 28, 2018 (34 days)
- One submission per Employment Network (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.

# Survey Link Email

## Annual Performance Outcome Report (APOR)

Click **Begin Survey** to complete the Annual Performance Outcome Report (APOR). Your completed APOR must be submitted by February 28. If you have questions about the APOR, please email [ssaenapor@yourtickettowork.ssa.gov](mailto:ssaenapor@yourtickettowork.ssa.gov)

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.  
[Unsubscribe](#) from this list

Powered by  SurveyMonkey

# Overview

## Survey Instructions



### Annual Performance Outcome Report (APOR) 2018

#### APOR Instructions

The Social Security Administration requires all Employment Networks (EN) to complete the Annual Performance Outcome Report (APOR). Please review posted resources at [yourtickettowork.ssa.gov](http://yourtickettowork.ssa.gov) before beginning the APOR. A copy of the APOR questions is available to help you gather information and prepare responses in advance. Please follow these instructions closely to ensure proper receipt of your responses.

1. Review the resources for your assistance at the [yourtickettowork.ssa.gov](http://yourtickettowork.ssa.gov) website.
2. Review the 40 APOR questions. It is highly recommended that you review the APOR questions posted to the [yourtickettowork.ssa.gov](http://yourtickettowork.ssa.gov) website prior to completing the actual APOR.
3. Prepare your responses. Preparing your responses after your review of the APOR questions and prior to entering the actual APOR questionnaire will allow you to research and gather the data needed to easily answer the questions on the APOR.
4. Complete the APOR. Once you have prepared your responses, enter the APOR questionnaire as provided by the Ticket Program Manager via SurveyMonkey and record your responses.
5. Submit your responses. Each EN is allowed to submit one complete response. Use the Frequently Asked Questions to assist you as you complete the APOR.

If you have questions, email [SSAENAPOR@yourtickettowork.ssa.gov](mailto:SSAENAPOR@yourtickettowork.ssa.gov) with the subject line "APOR assistance."

Next



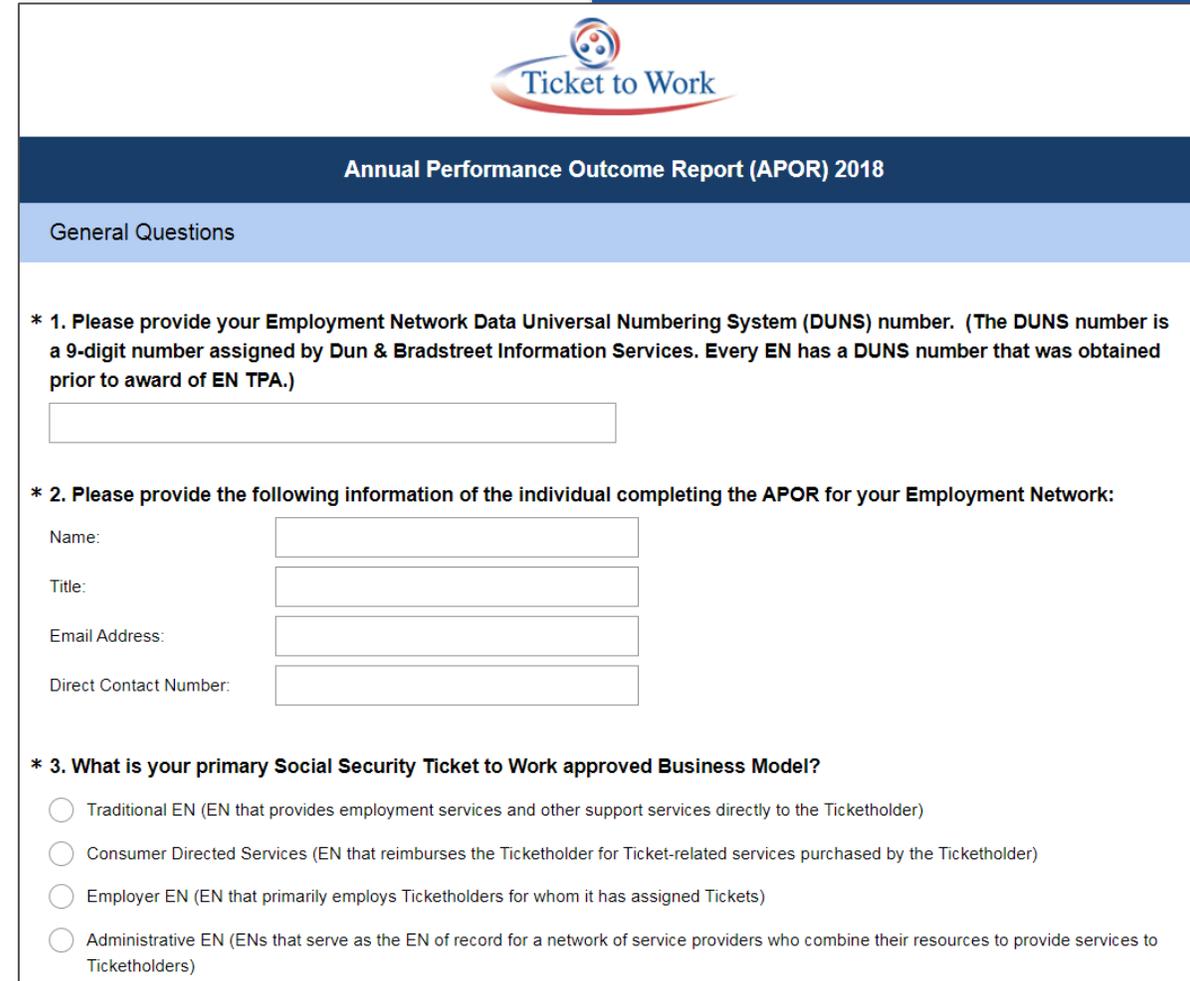
# APOR Questions

## APOR Questions Outline

- The APOR contains 40 questions
- Questions fall under four categories:
  - General Questions
  - Staffing Questions
  - Ticket Client-Related Questions
  - EN Service-Related Questions

# General Questions

- There are 17 General Questions about your EN covering topics such as:
  - Business model
  - Liability insurance
  - Suitability
  - System for Award Management (SAM) registration



The screenshot shows the 'General Questions' section of the 'Annual Performance Outcome Report (APOR) 2018' form. The form is titled 'Ticket to Work' at the top. The section is titled 'General Questions' and contains three questions:

**\* 1. Please provide your Employment Network 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 TPA.)**

**\* 2. Please provide the following information of the individual completing the APOR for your Employment Network:**

Name:

Title:

Email Address:

Direct Contact Number:

**\* 3. What is your primary Social Security Ticket to Work approved Business Model?**

Traditional EN (EN that provides employment services and other support services directly to the Ticketholder)

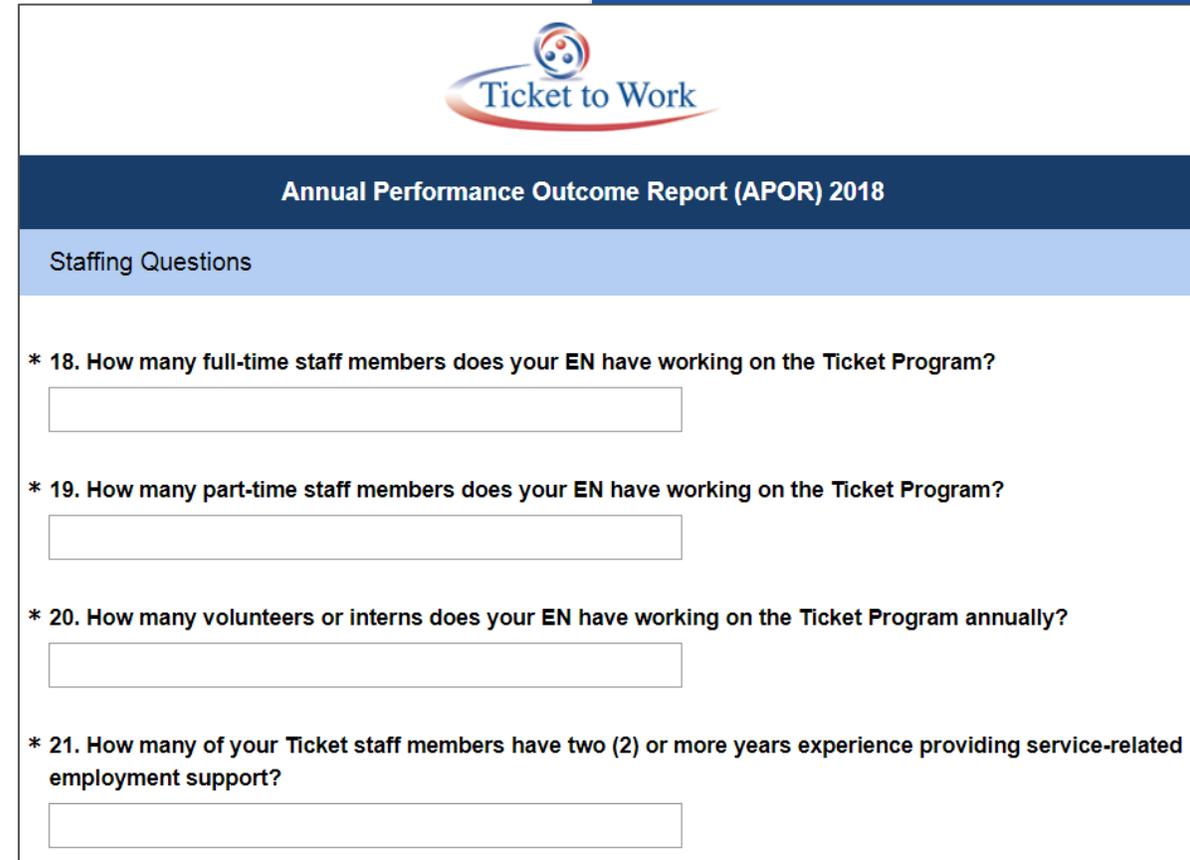
Consumer Directed Services (EN that reimburses the Ticketholder for Ticket-related services purchased by the Ticketholder)

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)

# Staffing Questions

- There are 8 Staffing Questions covering topics such as:
  - Number of staff
  - Staff experience
  - Benefits advisors



The screenshot shows a form titled "Ticket to Work Annual Performance Outcome Report (APOR) 2018" with a section for "Staffing Questions". It contains four numbered questions, each with a corresponding text input field.

**Ticket to Work**

**Annual Performance Outcome Report (APOR) 2018**

**Staffing Questions**

\* 18. How many full-time staff members does your EN have working on the Ticket Program?

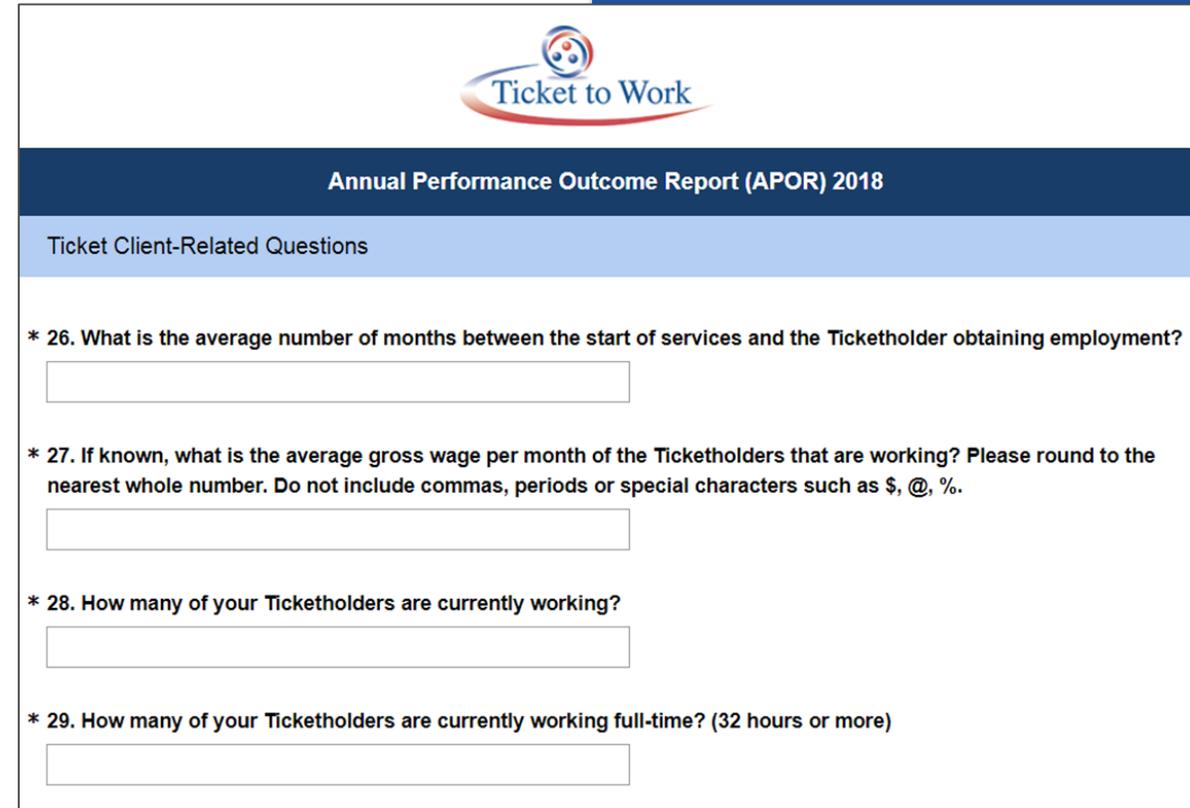
\* 19. How many part-time staff members does your EN have working on the Ticket Program?

\* 20. How many volunteers or interns does your EN have working on the Ticket Program annually?

\* 21. How many of your Ticket staff members have two (2) or more years experience providing service-related employment support?

# Ticket Client-Related Questions

- There are 5 Ticket Client-Related questions covering topics such as:
  - Time between Ticket assignment and employment
  - Number of Ticketholders currently working
  - Ticketholder education and training



  
Annual Performance Outcome Report (APOR) 2018

Ticket Client-Related Questions

\* 26. What is the average number of months between the start of services and the Ticketholder obtaining employment?

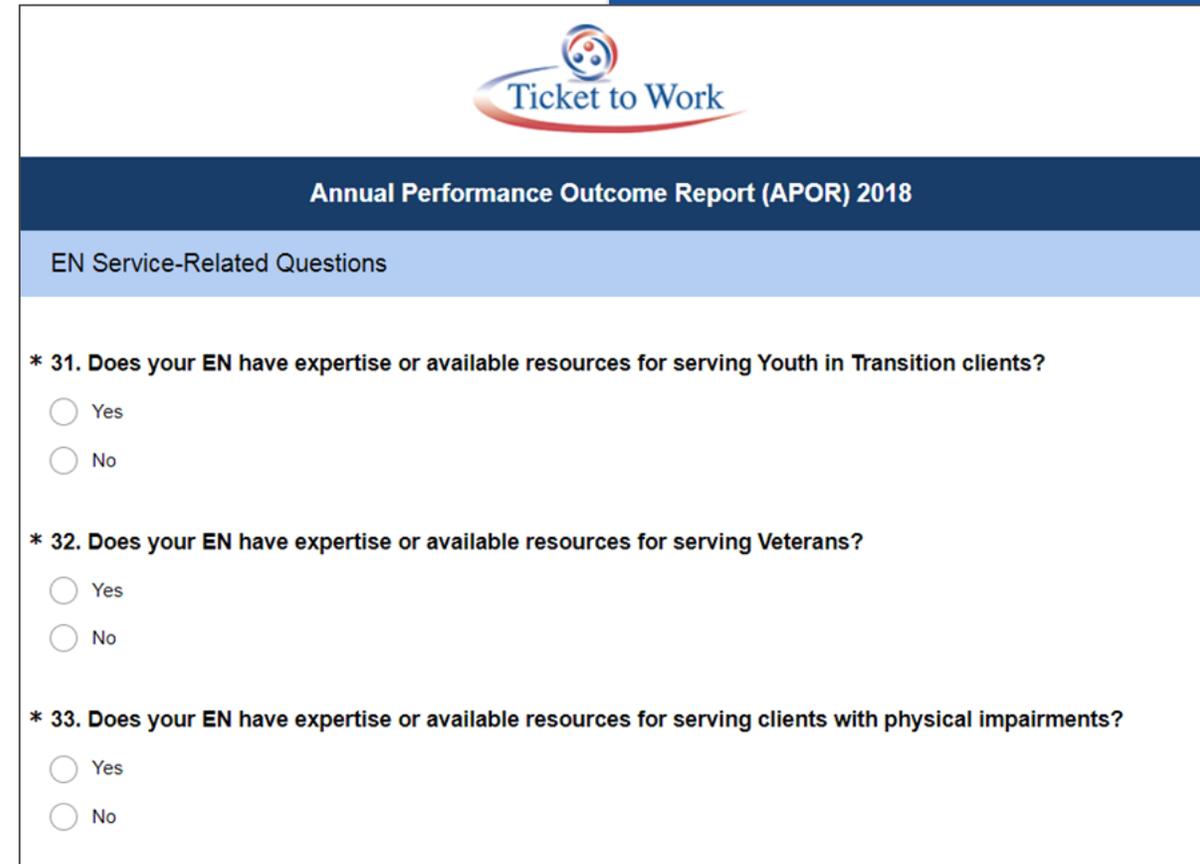
\* 27. If known, what is the average gross wage per month of the Ticketholders that are working? Please round to the nearest whole number. Do not include commas, periods or special characters such as \$, @, %.

\* 28. How many of your Ticketholders are currently working?

\* 29. How many of your Ticketholders are currently working full-time? (32 hours or more)

# EN Service-Related Questions

- There are 10 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



The screenshot shows the 'Ticket to Work' logo at the top, followed by the title 'Annual Performance Outcome Report (APOR) 2018'. Below this is a section header 'EN Service-Related Questions'. Three questions are listed, each with 'Yes' and 'No' radio button options:

**\* 31. Does your EN have expertise or available resources for serving Youth in Transition clients?**  
 Yes  
 No

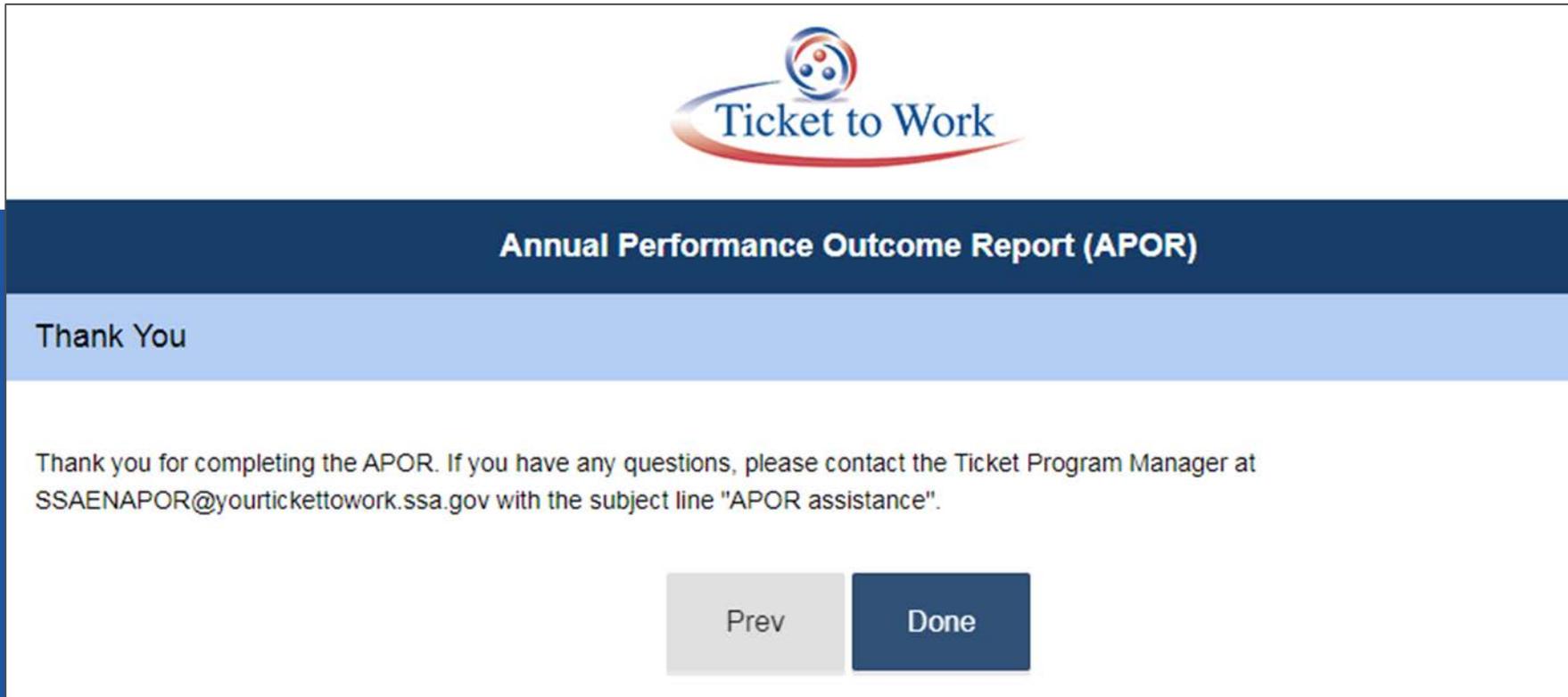
**\* 32. Does your EN have expertise or available resources for serving Veterans?**  
 Yes  
 No

**\* 33. Does your EN have expertise or available resources for serving clients with physical 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



The screenshot shows the final screen of the APOR survey. At the top center is the Ticket to Work logo. Below it is a dark blue banner with the text "Annual Performance Outcome Report (APOR)". Underneath is a light blue banner with the text "Thank You". The main content area contains a message: "Thank you for completing the APOR. If you have any questions, please contact the Ticket Program Manager at SSAENAPOR@yourtickettowork.ssa.gov with the subject line 'APOR assistance'." At the bottom, there are two buttons: "Prev" (disabled) and "Done" (active).



**Annual Performance Outcome Report (APOR)**

Thank You

Thank you for completing the APOR. If you have any questions, please contact the Ticket Program Manager at SSAENAPOR@yourtickettowork.ssa.gov with the subject line "APOR assistance".

Prev Done

# Conclusion

## Conclusion

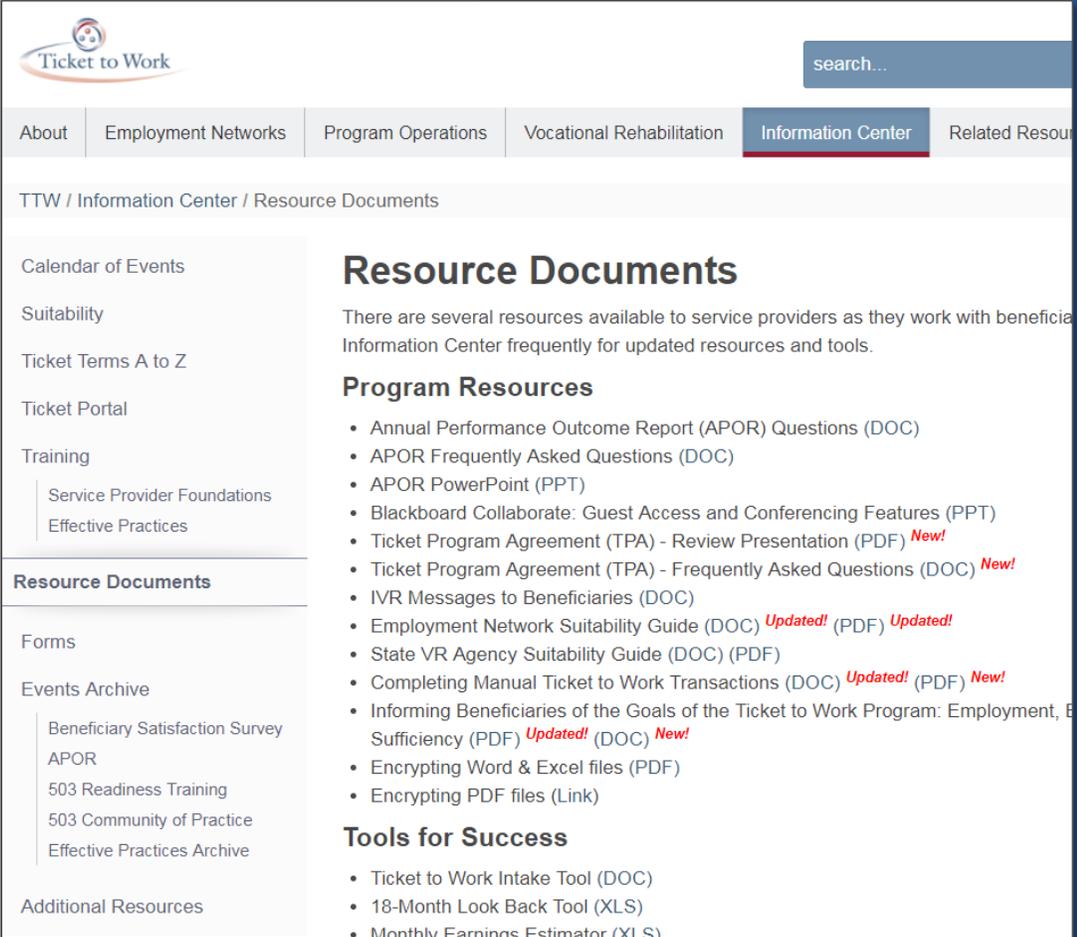
# Completing Security Awareness Training

- Beginning in 2018, Security Awareness Training will be completed in conjunction with the APOR
- All EN and VR staff will be required to review, sign and submit the SSA-222 form by Wednesday, February 28, 2018
- Completed forms and questions should be submitted to [ENService@ssa.gov](mailto:ENService@ssa.gov)

## Conclusion

# Online APOR Resources

- Go to [Yourtickettowork.ssa.gov](http://Yourtickettowork.ssa.gov)
- Choose **Information Center** 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



The screenshot shows the Ticket to Work website's Information Center. The top navigation menu includes: About, Employment Networks, Program Operations, Vocational Rehabilitation, **Information Center**, and Related Resources. The main content area is titled "TTW / Information Center / Resource Documents". On the left sidebar, under "Resource Documents", there are links for: Calendar of Events, Suitability, Ticket Terms A to Z, Ticket Portal, Training (with sub-links for Service Provider Foundations and Effective Practices), Forms, Events Archive (with sub-links for Beneficiary Satisfaction Survey, APOR, 503 Readiness Training, 503 Community of Practice, and Effective Practices Archive), and Additional Resources. The main content area features a "Resource Documents" heading, followed by a paragraph: "There are several resources available to service providers as they work with beneficiaries. The Information Center frequently for updated resources and tools." Below this is a "Program Resources" heading with a list of documents:
 

- Annual Performance Outcome Report (APOR) Questions (DOC)
- APOR Frequently Asked Questions (DOC)
- APOR PowerPoint (PPT)
- Blackboard Collaborate: Guest Access and Conferencing Features (PPT)
- Ticket Program Agreement (TPA) - Review Presentation (PDF) *New!*
- Ticket Program Agreement (TPA) - Frequently Asked Questions (DOC) *New!*
- IVR Messages to Beneficiaries (DOC)
- Employment Network Suitability Guide (DOC) *Updated!* (PDF) *Updated!*
- State VR Agency Suitability Guide (DOC) (PDF)
- Completing Manual Ticket to Work Transactions (DOC) *Updated!* (PDF) *New!*
- Informing Beneficiaries of the Goals of the Ticket to Work Program: Employment, Earnings, and Sufficiency (PDF) *Updated!* (DOC) *New!*
- Encrypting Word & Excel files (PDF)
- Encrypting PDF files (Link)

 At the bottom, there is a "Tools for Success" heading with a list:
 

- Ticket to Work Intake Tool (DOC)
- 18-Month Look Back Tool (XLS)
- Monthly Earnings Estimator (XLS)

## Conclusion

# Summary

You should now be able to:



Recognize your responsibilities regarding the Annual Performance Outcome Report (APOR)



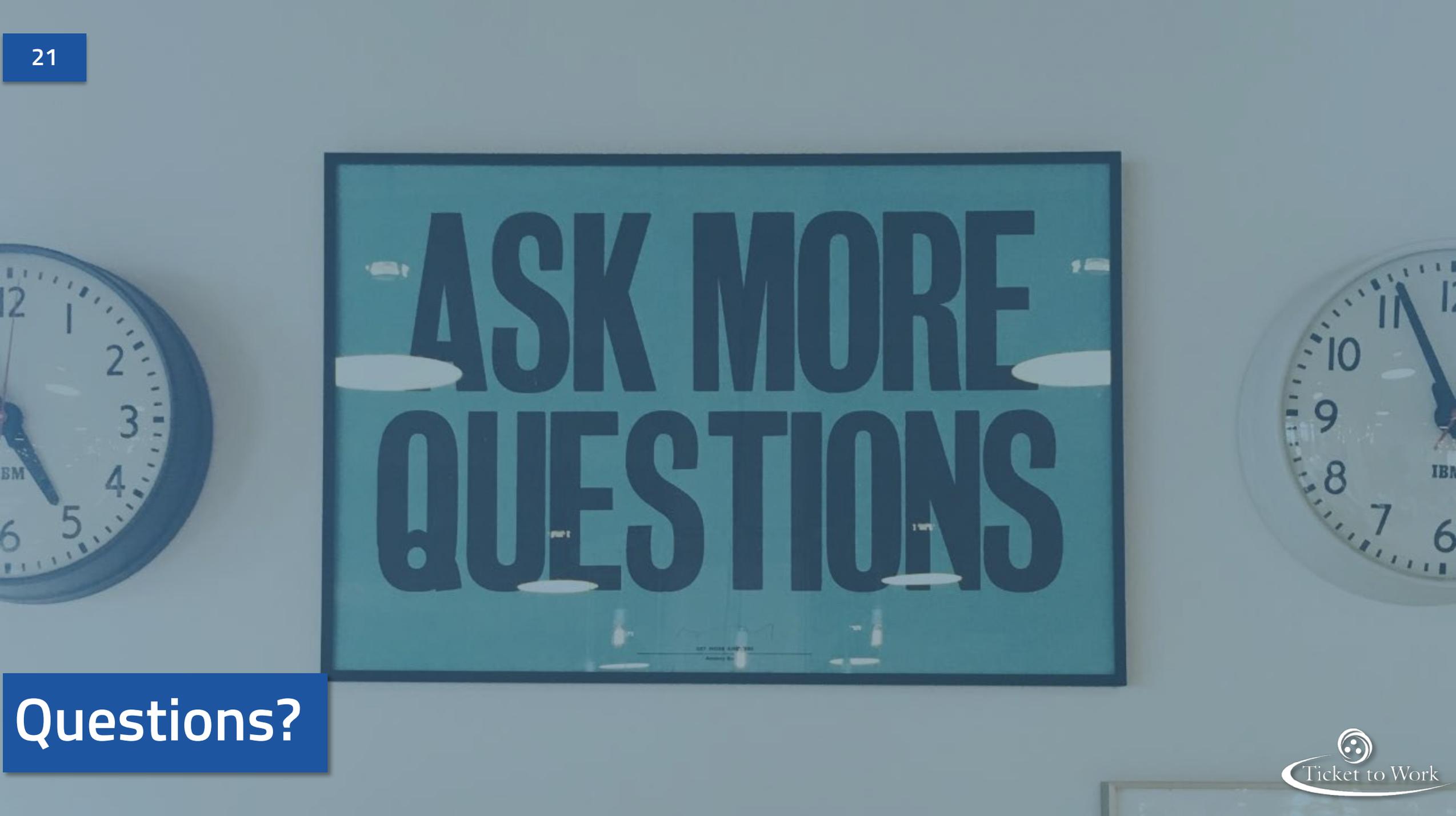
Accurately and completely answer each question on the report before submitting it



Complete the questionnaire using SurveyMonkey



Complete the Security Awareness Training



**ASK MORE  
QUESTIONS**

**Questions?**