

January 30 and 31, 2019



Annual Performance Outcome Report (APOR)



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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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.”
- The following groups are not required to complete the APOR:
 - State Vocational Rehabilitation Agencies (VRs)
 - American Job Centers (AJCs)
 - ENs with contract award dates in calendar year 2018

APOR Framework

- Timeframe for completion: February 1– February 28, 2019 (28 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

[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) 2019

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 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 website.
2. Review the 43 APOR questions. It is highly recommended that you review the APOR questions posted to the 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 with the subject line "APOR assistance - *Your DUNS*."

Next



APOR Questions

APOR Questions Outline

- The APOR contains 43 questions
- Questions fall under four categories:
 - General Questions
 - Staffing Questions
 - EN Service-Related Questions

General Questions

- There are 23 General Questions about your EN covering topics such as:
 - Business model
 - Liability insurance
 - Suitability
 - System for Award Management (SAM) registration



Annual Performance Outcome Report (APOR) 2019

General Questions

* 1. Please provide your Employment Network (EN) 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 approved Ticket to Work 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)

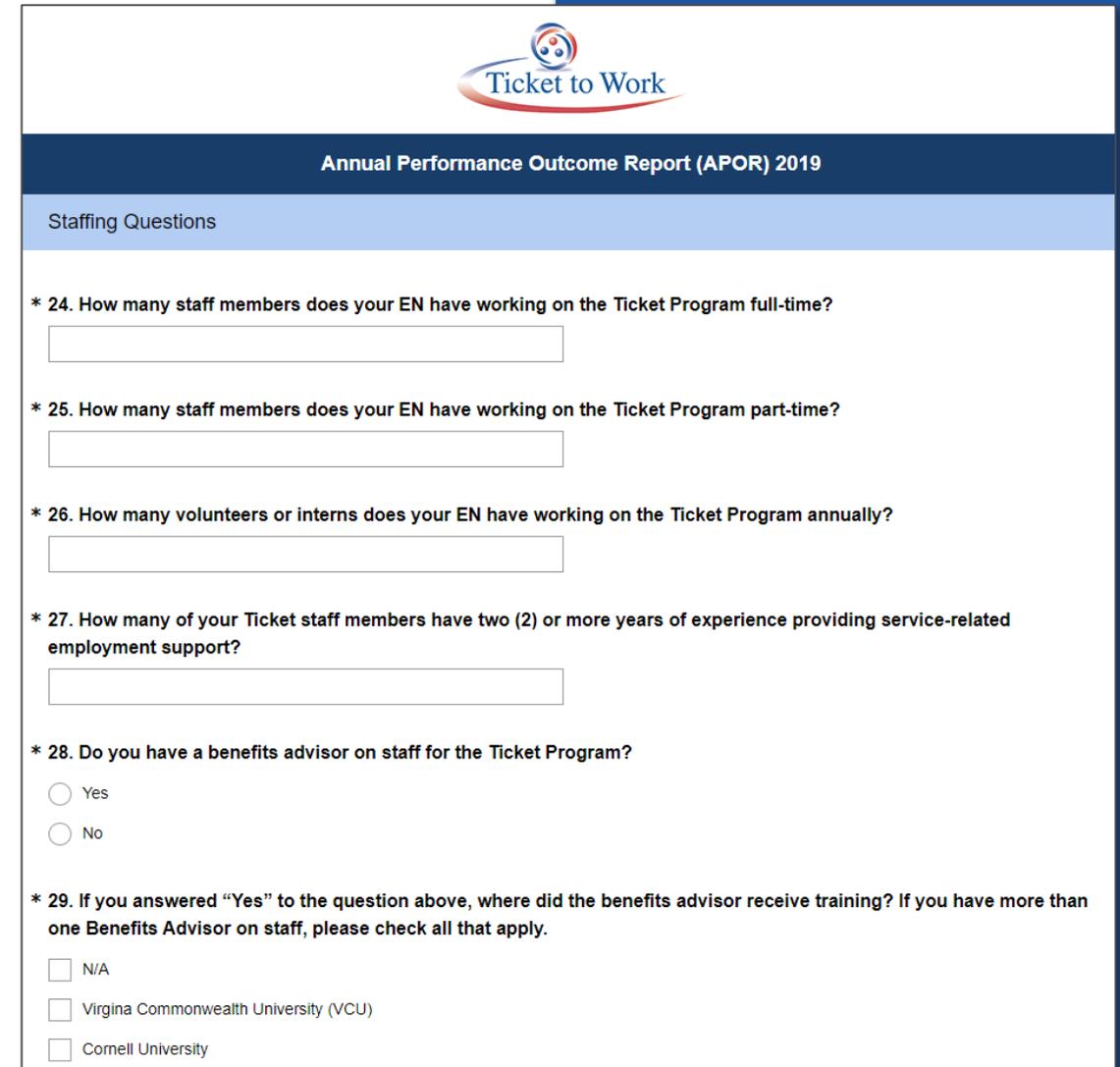
Employer EN (EN that primarily employs Ticketholders for whom it has assigned Tickets)

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)

* 4. How many tickets are assigned under your primary Business Model?

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) 2019" with a section for "Staffing Questions". It contains five numbered questions (24-29) with input fields and radio/checkbox options.

Ticket to Work
Annual Performance Outcome Report (APOR) 2019

Staffing Questions

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

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

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

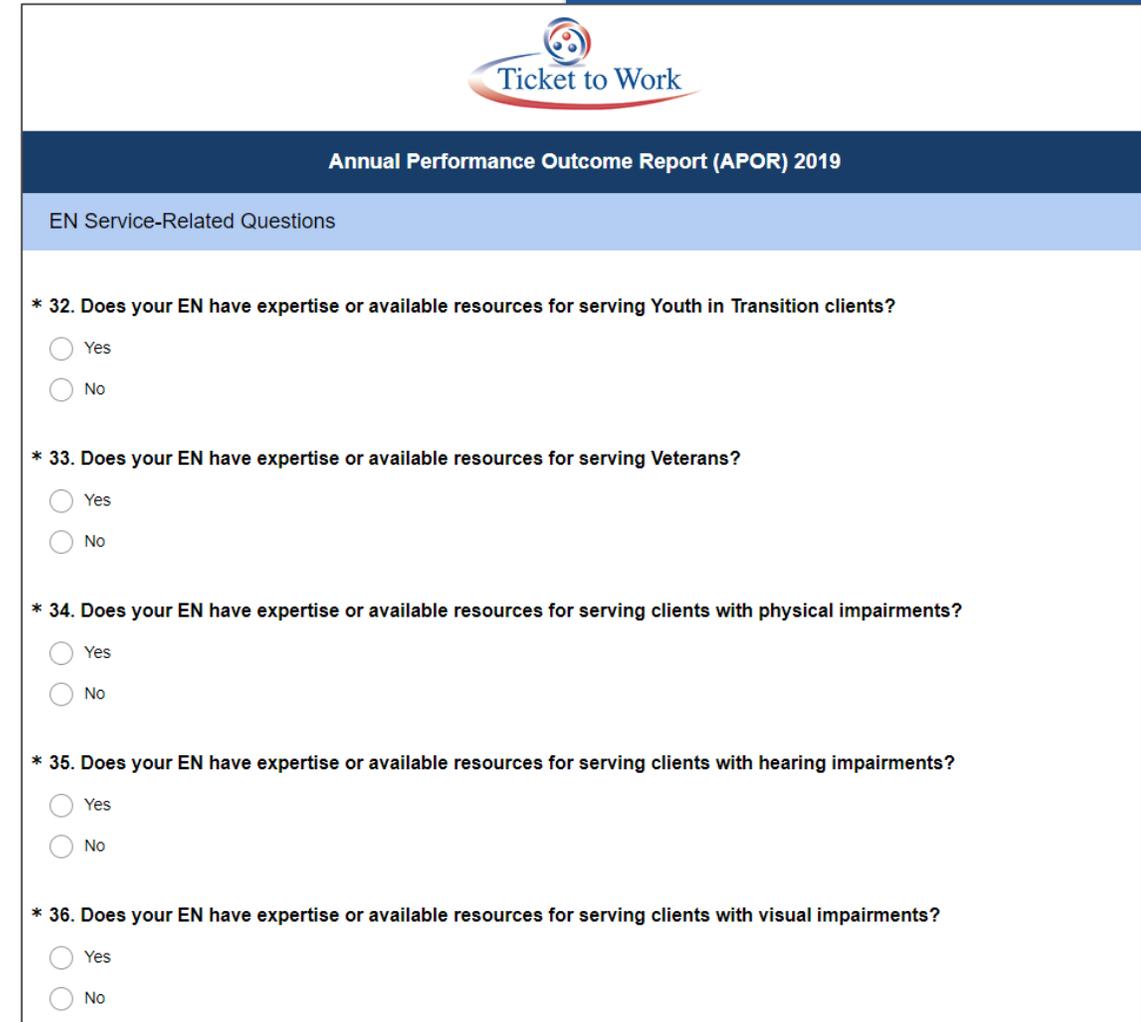
* 27. How many of your Ticket staff members have two (2) or more years of experience providing service-related employment support?

* 28. Do you have a benefits advisor on staff for the Ticket Program?
 Yes
 No

* 29. If you answered "Yes" to the question above, where did the benefits advisor receive training? If you have more than one Benefits Advisor on staff, please check all that apply.
 N/A
 Virginia Commonwealth University (VCU)
 Cornell University

EN Service-Related Questions

- There are 12 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



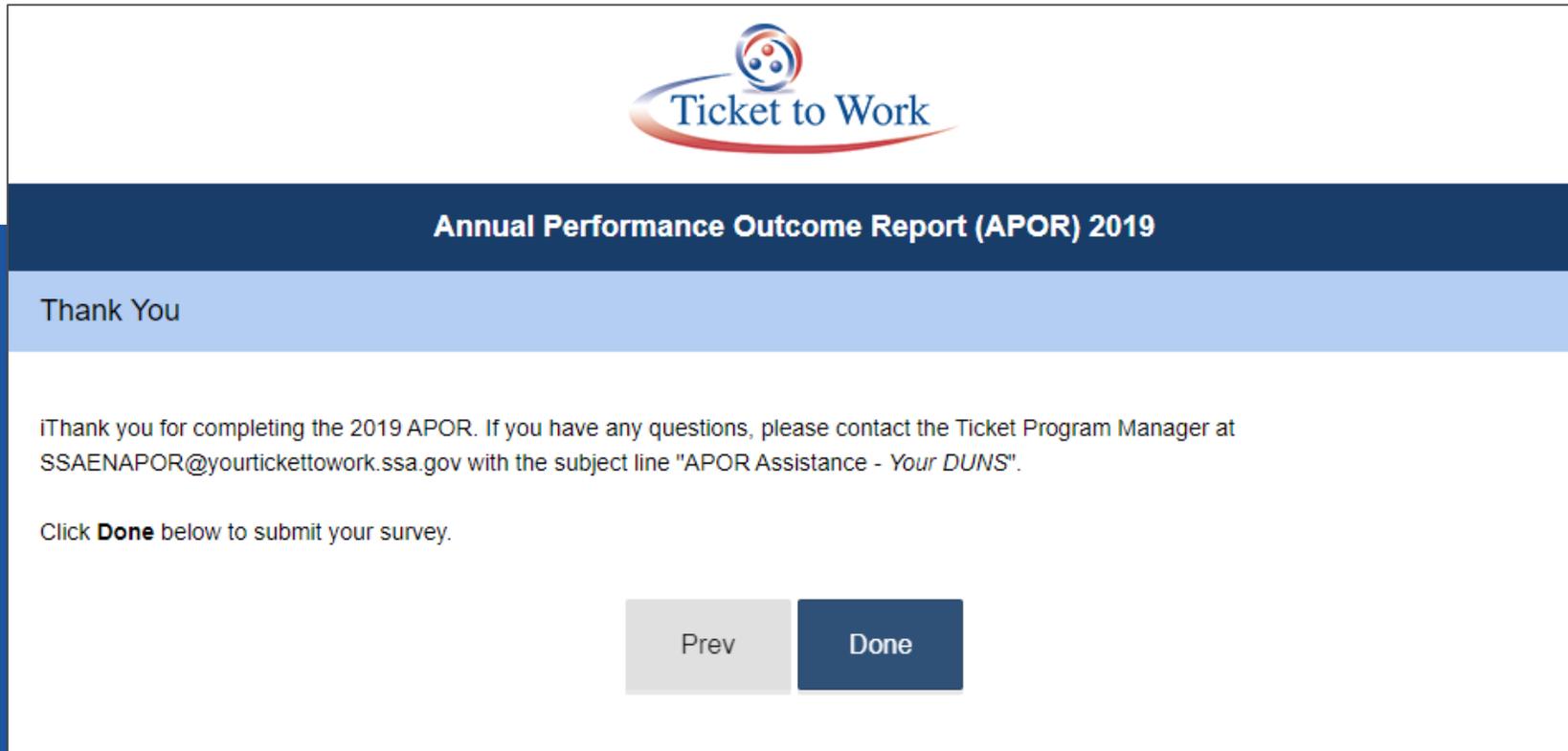
The screenshot shows a section of the Ticket to Work Annual Performance Outcome Report (APOR) 2019. The header includes the Ticket to Work logo and the title "Annual Performance Outcome Report (APOR) 2019". Below this, the section is titled "EN Service-Related Questions". The questions listed are:

- * 32. Does your EN have expertise or available resources for serving Youth in Transition clients?
 Yes
 No
- * 33. Does your EN have expertise or available resources for serving Veterans?
 Yes
 No
- * 34. Does your EN have expertise or available resources for serving clients with physical impairments?
 Yes
 No
- * 35. Does your EN have expertise or available resources for serving clients with hearing impairments?
 Yes
 No
- * 36. Does your EN have expertise or available resources for serving clients with visual 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 2019 survey. At the top center is the Ticket to Work logo. Below it is a dark blue header bar with the text "Annual Performance Outcome Report (APOR) 2019" in white. Underneath is a light blue bar with the text "Thank You". The main content area is white and contains the following text: "Thank you for completing the 2019 APOR. If you have any questions, please contact the Ticket Program Manager at SSAENAPOR@yourtickettowork.ssa.gov with the subject line "APOR Assistance - Your DUNS". Below this is the instruction "Click **Done** below to submit your survey." At the bottom center, there are two buttons: a grey "Prev" button and a dark blue "Done" button.



Security Awareness Training

Security Awareness Training

Completing Security Awareness Training

- Similar to last year, Security Awareness Training will be completed in conjunction with the APOR
- All EN staff will be required to review, sign and submit the SSA-222 and/or Addendum forms by Thursday, February 28, 2019
- **New this year** - Completed forms will be signed electronically and submitted to SecurityAwarenessTraining222@yourtickettowork.ssa.gov

Who Needs to Complete the Training Form?

- All EN staff must complete a SSA-222 regardless of systems access
- A completed SSA-222 must keep on file at the office location for all EN staff
- If your EN has multiple staff, the SSA-222 Addendum must be completed by the Signatory Authority or Suitability Contact and submitted to SSA annually
 - All staff must be listed on the Addendum to confirm a SSA-222 is kept onsite

Security Awareness Training SSA-222 and Addendum

- Go to YourTicketToWork.ssa.gov
- Choose **Resources** from the top menu
- Choose **Forms** on the left hand side of the screen
- The SSA-222 form and the addendum are located under the **Maintenance** heading

The screenshot displays the Ticket to Work website interface. At the top, there is a navigation bar with links for Social Security Administration, Social Security Work Site, For Beneficiaries, and For Service Providers. A search bar and a 'Bigger Text / Smaller Text' option are also present. The main navigation menu includes 'About', 'Employment Networks', 'State VR Agencies', 'Program Operations', 'Training and Events', 'Resources' (highlighted), and 'Contact Us'. Below the navigation, a breadcrumb trail shows 'TTW / Resources / Forms'. A left-hand sidebar lists various categories: 'Forms', 'Resource Documents', 'Service Provider Outreach Toolkit', 'Ticket Terms A to Z', 'Work Incentives', and 'External Resources' (with sub-links for Federal Hiring, Resources for Veterans, and Disability Hiring). The main content area is titled 'Forms' and contains several sections:

- Forms:** A paragraph explaining that Current Employment Networks (EN) and State Vocational Rehabilitation (VR) agencies must submit various forms to the Social Security Administration and the Ticket Program Manager.
- Maintenance:** A list of forms including Form 1374: Ticket Program Agreement (TPA) Change Form (PDF) *New!*, Form 222: Security Awareness - Contractor Personnel Security Certification (PDF), Form 222: Security Awareness Addendum - Contractor Personnel Security Certification (PDF) *New!*, and Ticket Program Agreement (TPA) Termination Form (PDF) *New!*.
- Suitability:** A list of forms including EN Personnel Suitability Cover Sheet (PDF) *Updated!*, e-QIP Applicant Listing (XLS) *Updated!*, Contractor Personnel Rollover Request Form (PDF) *New! Updated!*, Fingerprint Scheduling Instructions (PDF) *New! Updated!*, I-9 Approved Documents (PDF) *New! Updated!*, Standard Form 85 (PDF), Fair Credit Authorization Form (PDF), and Declaration for Federal Employment OF-306 (PDF).
- Services and Supports:** A paragraph stating that Form SSA-1370 is now available for use and has been submitted to the Office of Management and Budget (OMB) for clearance. It also provides a list of forms: Form 1370: Individual Work Plan (PDF), EN Certification of Services (COS) Statement (PDF), Telephone Message Documentation (PDF) *New!*, and Certified Letter Documentation (PDF) *New!*.
- Payments:** A list of forms including Form 1373: EN Supplemental Earnings Statement (PDF), Form 1391: EN Payment Request Form (PDF), Form 1401: EN Split Payment Request Form (PDF), and Employer-Prepared Earnings Statement (PDF).

Completing the SSA-222 Addendum

- To expedite the process, TPM will be collecting the SSA-222 Addendum using electronic signatures
 - ENs are responsible for maintaining a copy of the SSA-222 with a physical signature on file for all employees
 - The date on the SSA-222s on file must match the dates listed on the SSA-222 Addendum for each employee
- In order to electronically sign the Addendum, download the most recent version of Adobe Reader (free) available at <https://get.adobe.com/reader/>
- The Signatory Authority must sign the SSA-222 Addendum and be sure to list all employees in the top portion of the form
- **The addendum must be signed and submitted by Feb 28**

Security Awareness Training

Electronically Signing PDFs (1 of 13)

Name (Print/Type)		Phone Number	
Jane Doe		(555) 555-5555	
Signature (Sign)		Date (DD/MM/YY)	
		12/12/18	
Contract Number		Unsigned signature field (Click to sign) n /Type)	
123456789		Sample Employment Network	

Security Awareness Training

Electronically Signing PDFs (2 of 13)

The image shows a screenshot of a PDF form with a dialog box overlaid. The form contains the following fields:

- Name (Print/Type): Jane Doe
- Signature (Sign): [Redacted]
- Contract Number: 123456789
- Sample Employment Network

The dialog box, titled "Digital ID Configuration Required", contains the following text:

This signature field requires a digital signature identity.
Would you like to configure one now?

The dialog box has three buttons: "Help", "Configure Digital ID" (highlighted with a blue border), and "Cancel".

Security Awareness Training

Electronically Signing PDFs (3 of 13)

- Select **Create a new Digital ID** and click **Continue**

Configure a Digital ID for signing

A Digital ID is required to create a digital signature. The most secure Digital ID are issued by trusted Certificate authorities and are based on secure devices like smart card or token. Some are based on files.

You can also create a new Digital ID, but they provide a low level of identity assurance.

Select the type of Digital ID:

- Use a Signature Creation Device**
Configure a smart card or token connected to your computer
- Use a Digital ID from a file**
Import an existing Digital ID that you have obtained as a file
- Create a new Digital ID**
Create your self-signed Digital ID

[?](#) Cancel Continue

Security Awareness Training

Electronically Signing PDFs (4 of 13)

- Select **Save to File** and click continue

Select the destination of the new Digital ID ✕

Digital IDs are typically issued by trusted providers that assure the validity of the identity. Self-signed Digital ID may not provide the same level of assurance and may not be accepted in some use cases.

Consult with your recipients if this is an acceptable form of authentication.

Save to File
Save the Digital ID to a file in your computer

Save to Windows Certificate Store
Save the Digital ID to Windows Certificate Store to be shared with other applications

? Back Continue

Security Awareness Training

Electronically Signing PDFs (5 of 13)

- Fill in the following information:
 - Full Name
 - Name of your Employment Network
 - Ensure that the Country/Region is listed as US – United States, the Key Algorithm is 2048-bit RSA, and the Digital ID use is set to Digital Signatures

Create a self-signed Digital ID

Enter the identity information to be used for creating the self-signed Digital ID.

Digital IDs that are self-signed by individuals do not provide the assurance that the identity information is valid. For this reason they may not be accepted in some use cases.

Name	<input type="text" value="Jane Doe"/>
Organizational Unit	<input type="text" value="Enter Organizational Unit.."/>
Organization Name	<input type="text" value="Sample Employment Network"/>
Email Address	<input type="text" value="janedoe@sampleemploymentnetwork.com"/>
Country/Region	<input type="text" value="US - UNITED STATES"/>
Key Algorithm	<input type="text" value="2048-bit RSA"/>
Use Digital ID for	<input type="text" value="Digital Signatures"/>

[?](#) [Back](#) [Continue](#)

Security Awareness Training

Electronically Signing PDFs (6 of 13)

- By default, the Digital ID file will save to your desktop
 - This can either be left as is, or you can choose a location where you store your files
 - This file will allow you to digital sign other documents in the future without having to follow this process again
- Ensure that you create a password for the Digital ID which will encrypt your signature file

The screenshot shows a dialog box titled "Save the self-signed Digital ID to a file" with a close button (X) in the top right corner. On the left, a grey box contains instructions: "Add a password to protect the private key of the Digital ID. You will need this password again to use the Digital ID for signing." and "Save the Digital ID file in a known location so that you can copy or backup it." Below this is a question mark icon. On the right, the text "Your Digital ID will be saved at the following location :" is followed by a text box containing "C:\Users\JaneDoe\Desktop\JaneDoe.pfx" and a "Browse" button. Below this is a section "Apply a password to protect the Digital ID:" with a password input field (masked with dots) and a red strength indicator. Underneath is "Confirm the password:" with another masked password input field. At the bottom right are "Back" and "Save" buttons.

Security Awareness Training

Electronically Signing PDFs (7 of 13)

- Select the **Create** button in the top right hand corner to customize the appearance of your electronic signature

Sign as "Jane Doe" ×

Appearance Standard Text ▼ Create

**Jane
Doe**  Digitally signed
by Jane Doe
Date: 2018.11.13
14:08:09 -05'00'

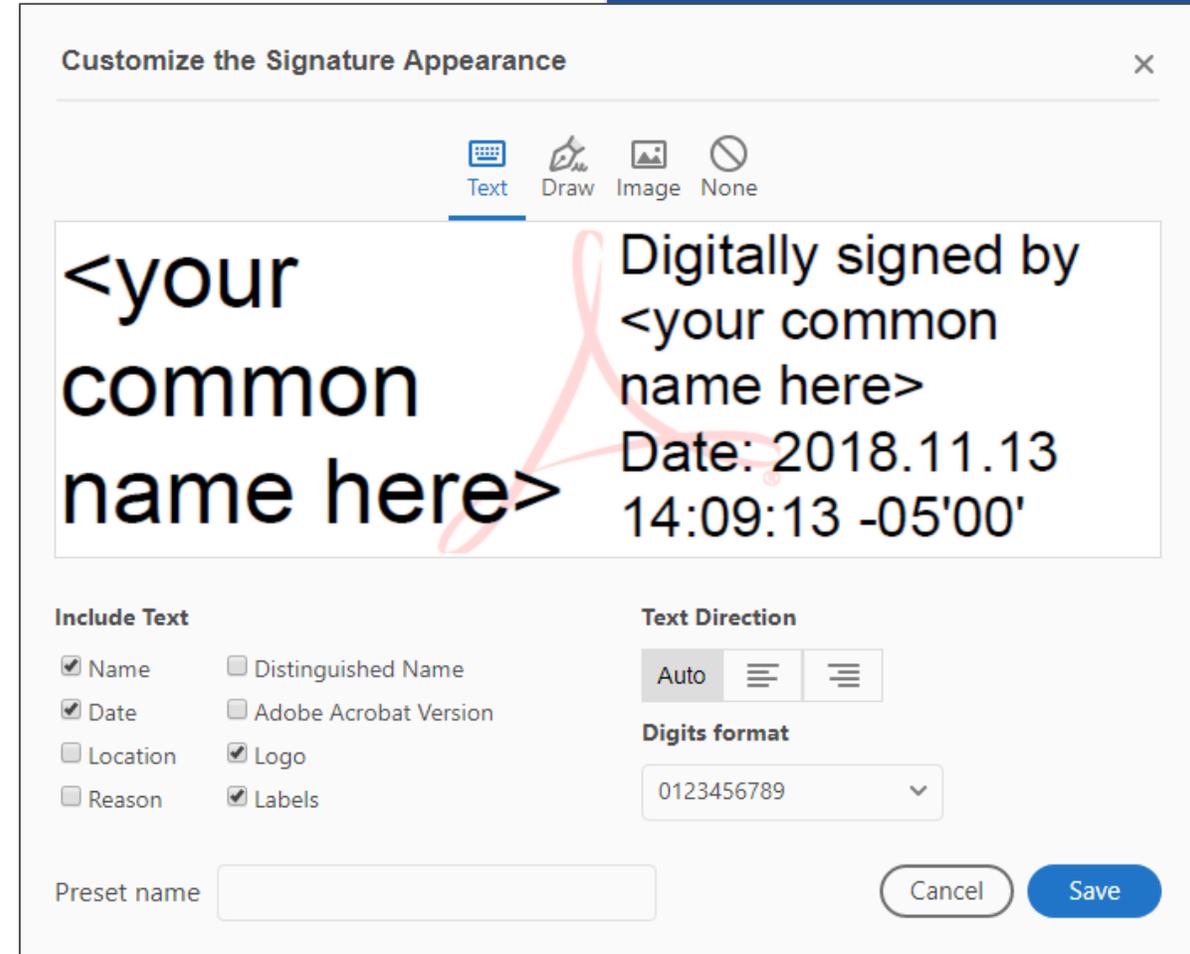
Lock document after signing View Certificate Details

Back Sign

Security Awareness Training

Electronically Signing PDFs (8 of 13)

- Select the **Draw** button from the top of the screen



Security Awareness Training

Electronically Signing PDFs (9 of 13)

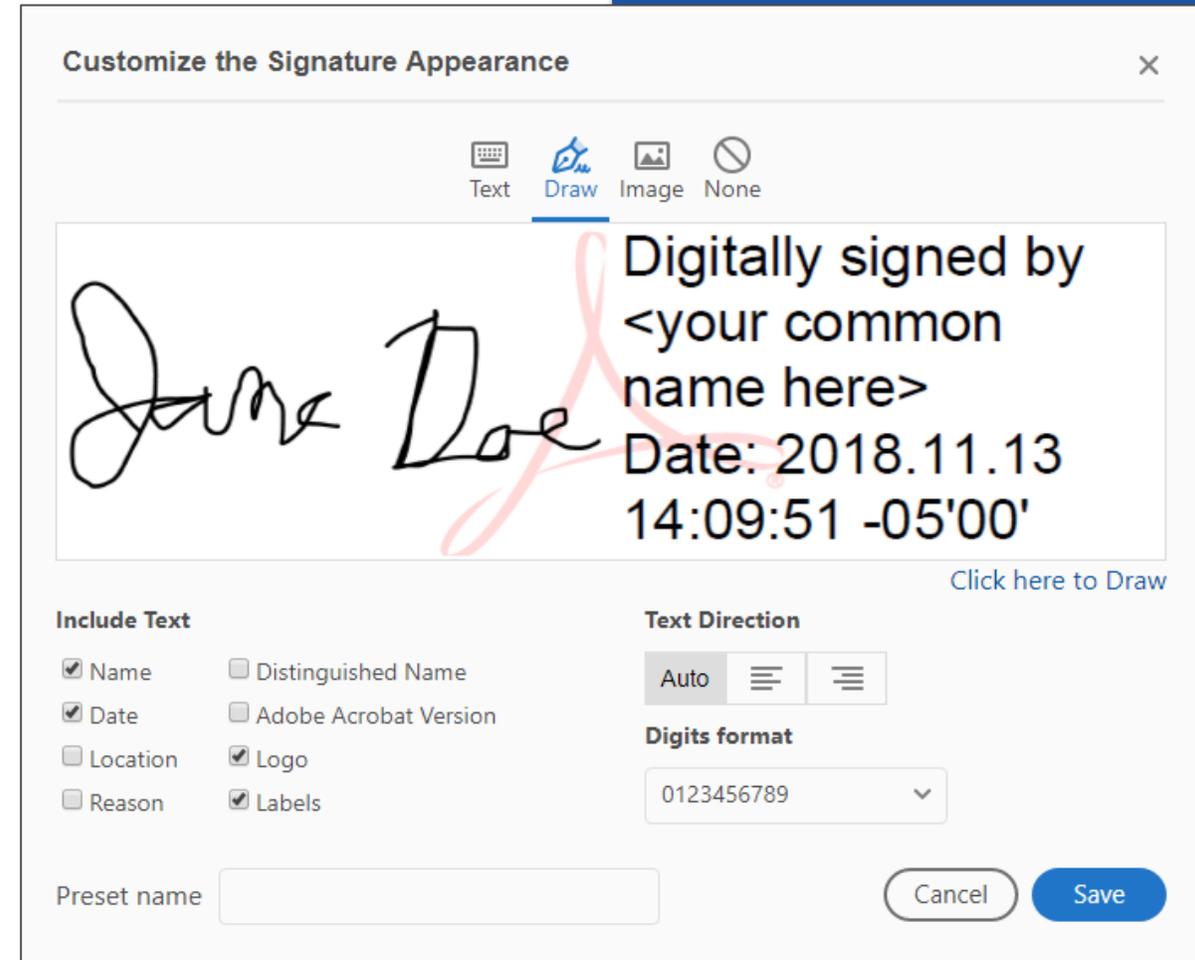
- Use your mouse to “draw” your signature
- Hold the mouse button and move the cursor to draw
 - Release the mouse button to stop drawing and move the cursor as necessary
 - If you make a mistake, use the **Clear** button in the bottom left hand corner to re-try
 - Once you’re happy with the signature appearance, click **Apply**



Security Awareness Training

Electronically Signing PDFs (10 of 13)

- Verify the appearance of your electronic signature
- If you want to modify the signature appearance select **Click here to Draw** beneath the signature pane
- Once you're satisfied with everything, click **Save**



Security Awareness Training

Electronically Signing PDFs (11 of 13)

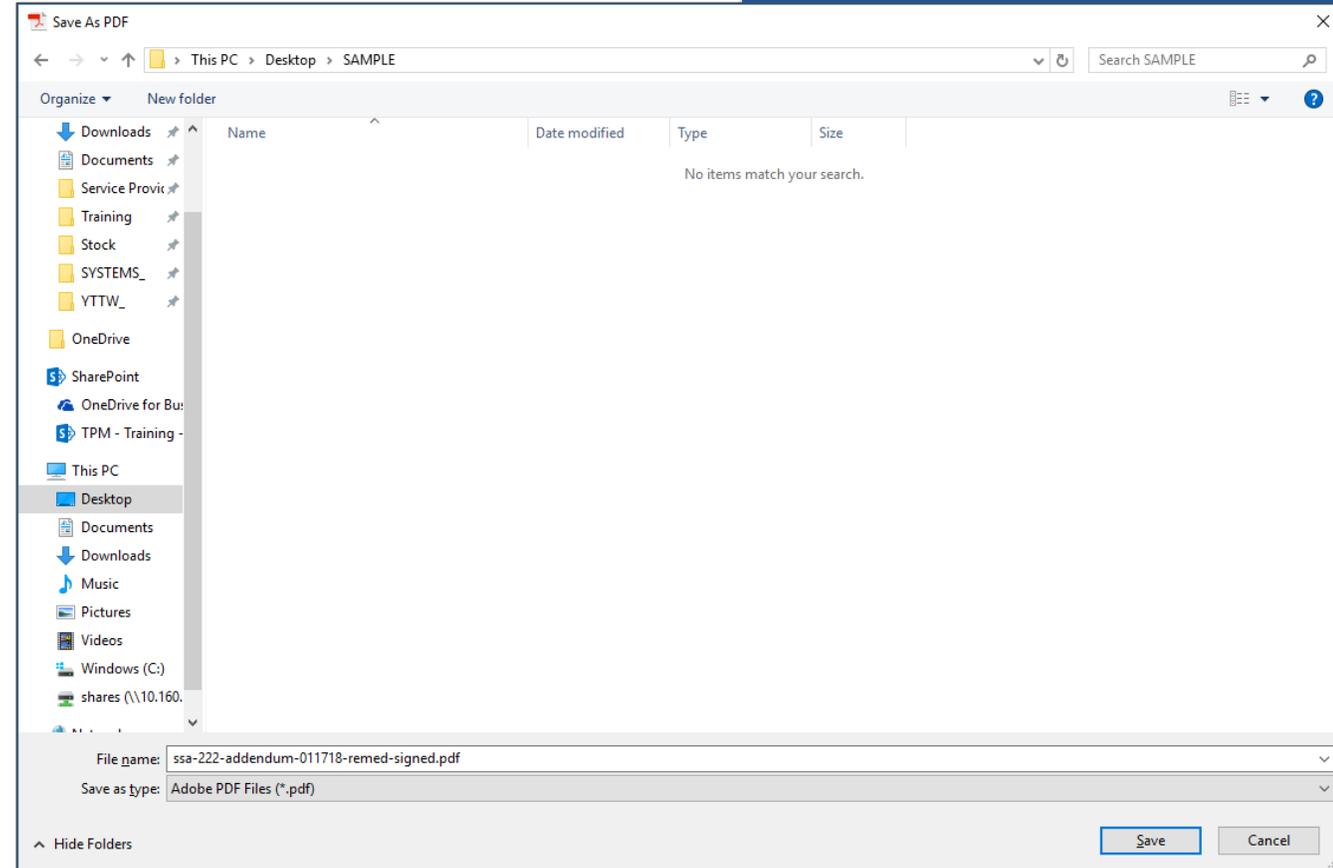
- You've now saved an electronic signature file with a custom appearance
 - This will be saved on your computer for future use
 - As long as you use the same computer, you won't have to perform these steps to sign PDF documents in the future
- Type in the password you previously created in the bottom left-hand corner and click **Sign**



Security Awareness Training

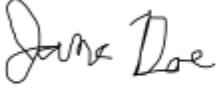
Electronically Signing PDFs (12 of 13)

- When you sign an electronic document, it will prompt you to save it as a new file
- Append “-signed” to the end of the document file name to indicate that it is the signed version of the document



Security Awareness Training

Electronically Signing PDFs (13 of 13)

Name (Print/Type)		Phone Number	
Jane Doe		(555) 555-5555	
Signature (Sign)		Date (DD/MM/YY)	
 Digitally signed by Jane Doe Date: 2018.11.13 14:10:43 -05'00'		12/12/18	
Contract Number		Company Name (Print/Type)	
123456789		Sample Employment Network	

Conclusion

Conclusion

Online APOR Resources

- Go to YourTicketToWork.ssa.gov
- Choose **Resources** 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 displays the Ticket to Work website interface. At the top, there is a navigation bar with links for 'Social Security Administration', 'Social Security Work Site', 'For Beneficiaries', and 'For Service Providers'. A search bar is located on the right side of the header. Below the header is a main navigation menu with tabs for 'About', 'Employment Networks', 'State VR Agencies', 'Program Operations', 'Training and Events', 'Resources', and 'Contact Us'. The 'Resources' tab is currently selected.

The main content area is titled 'Resource Documents' and contains the following sections:

- Forms**
- Resource Documents** (selected)
- Service Provider Outreach Toolkit
- Ticket Terms A to Z
- Work Incentives
- External Resources
 - Federal Hiring
 - Resources for Veterans
 - Disability Hiring

The **Resource Documents** section includes a brief introduction and several sub-sections:

- Program Resources**
 - Blackboard Collaborate: Guest Access and Conferencing Features (PPT)
 - Ticket Program Agreement (TPA) - Review Presentation (PDF)
 - Ticket Program Agreement (TPA) - Frequently Asked Questions (DOC)
 - IVR Messages to Beneficiaries (DOC)
 - Employment Network (EN) Security and Suitability Business Process Guide (PDF) *Updated!*
 - State VR Agency Suitability Guide (PDF)
 - Completing Manual Ticket to Work Transactions (DOC) (PDF)
 - Informing Beneficiaries of the Goals of the Ticket to Work Program: Employment, Benefits Reduction and Self Sufficiency (PDF) *Updated!* (DOC) *New!*
 - Encrypting Word & Excel files (PDF)
 - Encrypting PDF files (Link)
 - 2018 Annual Performance Outcome Report (APOR) - Training Presentation (PDF) *New!*
 - 2018 Annual Performance Outcome Report (APOR) - Frequently Asked Questions (PDF) *New! Updated!*
 - 2018 Annual Performance Outcome Report (APOR) - Questions (PDF) *New!*
- Tools for Success**
 - Ticket to Work Intake Tool (DOC)
 - 18-Month Look Back Tool (XLS)
 - Monthly Earnings Estimator (XLS)
- Services and Supports** *New!*
 - Services and Supports Review - Training (PDF) *New!*
 - Services and Supports Review - Frequently Asked Questions (PDF) *New!*
- Payments Resources**
 - E-Pay Changes August 2018 (PDF) *New!*
 - Guide to Payments Under the Ticket to Work Program (PDF)
 - EN Payments Checklist Guide (PDF)
 - Beneficiary Overpayments Fact Sheet (PDF) (DOC)
 - Payment Denial Reasons under the Ticket to Work Program (PDF) (DOC)

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?