



2019 Annual Performance Outcome Report Questions

Below are the questions included on the Annual Performance Outcome Report (APOR) for the period January 1, 2018 – December 31, 2018. 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. 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 Program Contact will receive the link to complete the APOR via email on February 1, 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.)
 - DUNS - _____

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?
 - _____

5. If applicable, what is your secondary Social Security approved Ticket to Work Business Model (i.e., for which your EN submitted a second business plan)?
 - 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)
 - N/A

6. How many tickets are assigned under your secondary Business model?
 - N/A
 - _____

7. Is your EN also associated with an Administrative EN (meaning your EN provides services to Ticketholders under the umbrella of an EN of record (Administrative EN), effectively making your EN a Provider Affiliate)?
 - Yes
 - No

8. If you responded yes to the previous question, please provide the name of the EN of Record (Administrative EN)?
 - N/A
 - _____

9. Is your EN an approved State Vocational Rehabilitation Agency Vendor?
 - Yes
 - No

10. How many office locations does your EN currently have?
 - _____

11. What methods of communication does your EN use when working with Ticketholders? Check all that apply:
 - Phone
 - Email
 - Website
 - In person



12. Does your organization have a physical office location where Ticketholders can obtain in person services?
- Yes
 - No
13. If you answered 'Yes' to the question above, what percentage of your time is spent meeting with clients virtually via phone?
- Between 0% and 25%
 - Between 26% and 50%
 - Between 51% and 75%
 - Between 76% and 100%
 - N/A
14. If you answered 'Yes' to question 12, what percentage of your time is spent meeting virtually via email?
- Between 0% and 25%
 - Between 26% and 50%
 - Between 51% and 75%
 - Between 76% and 100%
 - N/A
15. If you answered 'Yes' to question 12, what percentage of your time is spent meeting virtually via the internet or website?
- Between 0% and 25%
 - Between 26% and 50%
 - Between 51% and 75%
 - Between 76% and 100%
 - N/A
16. How does your EN prefer to be listed in the EN Directory on choosework.ssa.gov in terms of how you provide services to Ticketholders?
- Virtual
 - In-person
 - Both
17. Do you have a written Partnership Plus agreement with your local State Vocational Rehabilitation Agency?
- Yes
 - No



18. If you answered “Yes” to the question above, during the lifetime of the agreement how many assignments are a direct result of the agreement?

- N/A
- Number of assignments _____

19. Have you made any changes to your liability insurance in the past 12 months?

- Yes
- No

20. Is your System for Award Management (SAM) registration current?

- Yes
- No

21. Do you use autodialing/robocalling to contact Ticketholders?

- Yes
- No

22. If you responded “Yes” to the question above, are you using autodialing/robocalling with lists provided from Social Security as a participant in the Marketing Pilot?

- Yes
- No
- N/A

23. How many of your Ticketholders attend school or participate in educational or employment training program?

- _____

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?
- N/A
 - _____
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
 - Other _____
30. Have you requested suitability clearance for all employees working under the TPA who access or handle Personally Identifiable Information (PII), including volunteers and interns?
- Yes
 - No
31. Have you notified SSA of any employees who previously received suitability clearance who are no longer working under the TPA?
- Yes
 - No

EN Service-Related Questions

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 clients with visual impairments?

- Yes
- No

37. Does your EN have expertise or available resources for serving clients with cognitive impairments? Some examples include traumatic brain injury (TBI), autism, intellectual disorders, and learning disabilities such as dyslexia and attention deficit disorder (ADD).

- Yes
- No

38. Does your EN have expertise or available resources for serving clients with psychiatric disorders or mental behavioral impairments? Some examples include anxiety, bi-polar disorder, depression, and schizophrenia.

- Yes
- No

39. Does your EN have expertise or available resources for serving clients pursuing self-employment?

- Yes
- No

40. Does your EN offer Timely Progress Review (TPR) guidance?

- Yes
- No

41. Does your EN offer a special language service? (including Braille, American Sign Language, materials and services in languages other than English)



- Yes
- No

42. If you answered "Yes" to the question above, what specifically does your EN offer?

- N/A
- Braille
- American Sign Language
- Materials and services in languages other than English (please specify)

43. What services does your EN or provider affiliates offer to your Ticketholders?

Check all that apply:

- Benefits counseling
- Career planning/counseling
- Goal setting
- Job accommodations
- Job coaching/training/development
- Job search/placement/job placements assistance
- Ongoing employment support/job retention
- Resume writing
- Transportation
- Training
- Wage reporting
- Other (please specify) _____

