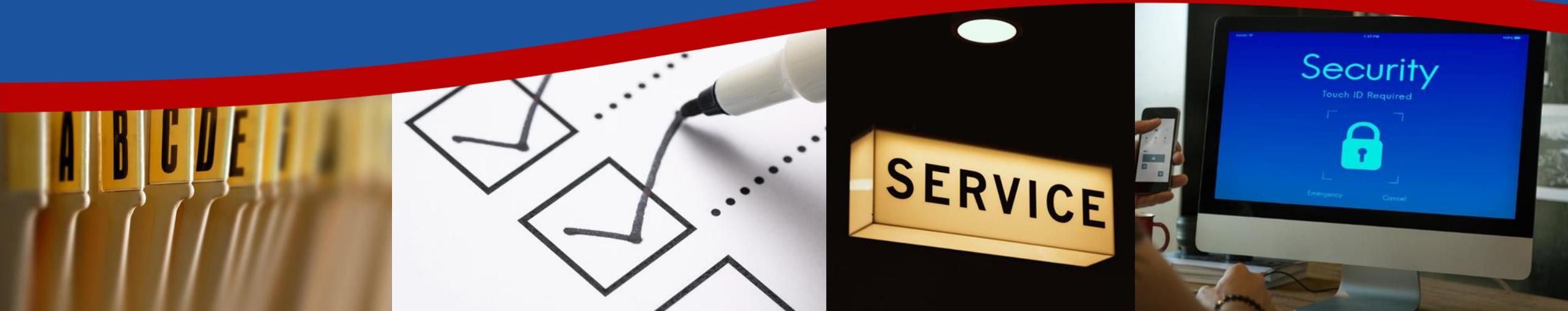


January 29 and 30, 2020



Annual Performance Outcome Report



Introduction

START

Introduction

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

A

B

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H

I

J

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.

Overview

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 2019

Overview

APOR Framework

- Timeframe for completion: January 31– February 28, 2020 (29 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.

Overview

Survey Link Email

Annual Performance Outcome Report (APOR) 2020

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 with the subject line "APOR assistance - *Your DUNS*."

[Begin Survey](#)

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

Powered by  SurveyMonkey

Overview

Survey Instructions

Annual Performance Outcome Report (APOR) 2020

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 49 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."

APOR Questions

APOR Questions Outline

- The APOR contains 49 questions
- Questions fall under three categories:
 - General Questions
 - Staffing Questions
 - EN Service-Related Questions

APOR Questions

General Questions

- There are 27 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) 2020

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 Ticket Program Agreement (TPA).

* 2. Please provide the following information of the individual completing the APOR for your EN:

Name:

Title:

Email Address:

Direct Contact Number:

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

Note: Provide the business model that is included in your approved Ticket Program Agreement (TPA), do not select your EN's secondary business model if applicable. Additional business models and DUNS numbers will be included in the 2021 APOR.

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 to your EN?

Note: Report the total number of tickets assigned to your EN as of December 31, 2019, regardless of which business model

APOR Questions

Staffing Questions

- There are 10 Staffing Questions covering topics such as:
 - Number of staff
 - Staff experience
 - Benefits advisors



Annual Performance Outcome Report (APOR) 2020

Staffing Questions

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

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

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

* 31. How many of your Ticket staff members 2 or more years of experience providing service-related employment support?

* 32. Do you have an SSA approved Certified Benefits Counselor on staff for the Ticket program with a Community Partner Work Incentive Counselor (CPWIC) certification?

Note: Social Security considers Certified Benefits Counselor as any EN employee or subcontractor who has gone through and passed either the Community Partner Work Incentives Coordinator certification (CPWIC) from Virginia Commonwealth University (VCU), the Benefits Work Incentives Practitioner certification (BWIP) from Cornell University or Benefits Information Network (BIN) Training through Indiana University.

Yes
 No

33. If you answered "Yes" to the question above, what are the names of the staff at your organization that are an SSA approved Certified Benefits Counselor?

For "Position" please list the individual's title as listed in your TPA, for example: Signatory Authority, Program Contact,

APOR Questions

Staffing Questions

- Social Security considers Benefits Advisors as those who have passed the following training programs:
 - Virginia Commonwealth University (VCU) – Community Partner Work Incentives Counselor (CPWIC)
 - Cornell University – Benefits Work Incentives Practitioner (BWIP) certification
 - Indiana University – Benefits Information Network (BIN) training
- Social Security will verify all listed certifications and use to populate the “Benefits Counselor” badge on the Find Help Tool

SAMPLE EMPLOYMENT NETWORK

[Employment Network](#)
[National](#)
[Both In-Person and Virtual](#)
[Partnership Plus](#)
[Benefits Counselor](#)

[Visit Website](#)

Primary Contact

JANE DOE

Email

janedoe@example.com

Main Phone

703-555-1234

Toll Free

800-555-1234

Primary Address

101 Sample Blvd., Example, CO, 80233

[Open address in Google Maps](#)

APOR Questions

File Upload Questions

- There are 2 new questions which require that you upload PDFs
- These questions only apply to organizations with Social Security approved Certified Benefits Counselors on staff
- For question 34, you can create the list of names in Excel and then file -> save as and select "PDF" from the file type dropdown
- For question 35, if you have multiple certificates, either merge them with Adobe Acrobat (if you have the paid version) or print and scan them as a single PDF file

34. If your organization has more than 5 SSA approved Certified Benefits Counselors, please upload a PDF with the Names in Column A, Positions in Column B, and Training Type in Column C.

Choose File

No file chosen

35. Please upload all SSA approved Certified Benefits Counselor certifications as a single PDF.

Note – Certificates will be used to verify Certified Benefits Counselor status and populate the "Benefits Counselor Badge" shown in the Find Help Tool.

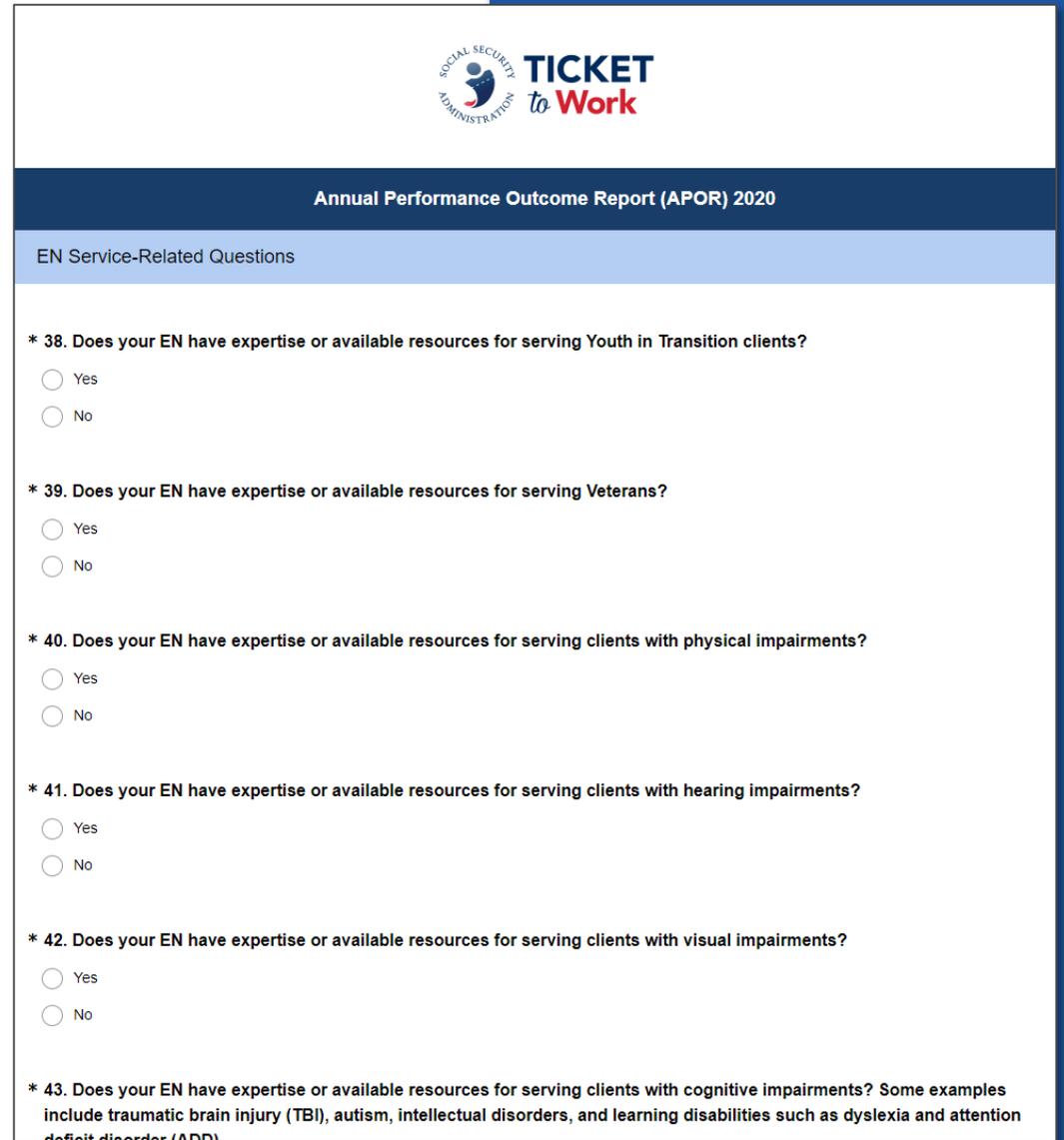
Choose File

No file chosen

APOR Questions

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 digital form titled "Annual Performance Outcome Report (APOR) 2020" with a sub-section for "EN Service-Related Questions". It contains six multiple-choice questions, each with "Yes" and "No" radio button options. The questions are numbered 38 through 43 and focus on the availability of resources for various client groups.

 **TICKET to Work**

Annual Performance Outcome Report (APOR) 2020

EN Service-Related Questions

* 38. Does your EN have expertise or available resources for serving Youth in Transition clients?

Yes
 No

* 39. Does your EN have expertise or available resources for serving Veterans?

Yes
 No

* 40. Does your EN have expertise or available resources for serving clients with physical impairments?

Yes
 No

* 41. Does your EN have expertise or available resources for serving clients with hearing impairments?

Yes
 No

* 42. Does your EN have expertise or available resources for serving clients with visual impairments?

Yes
 No

* 43. 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).

 **TICKET to Work**

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

Annual Performance Outcome Report (APOR) 2020

Thank You

Thank you for completing the 2020 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*".

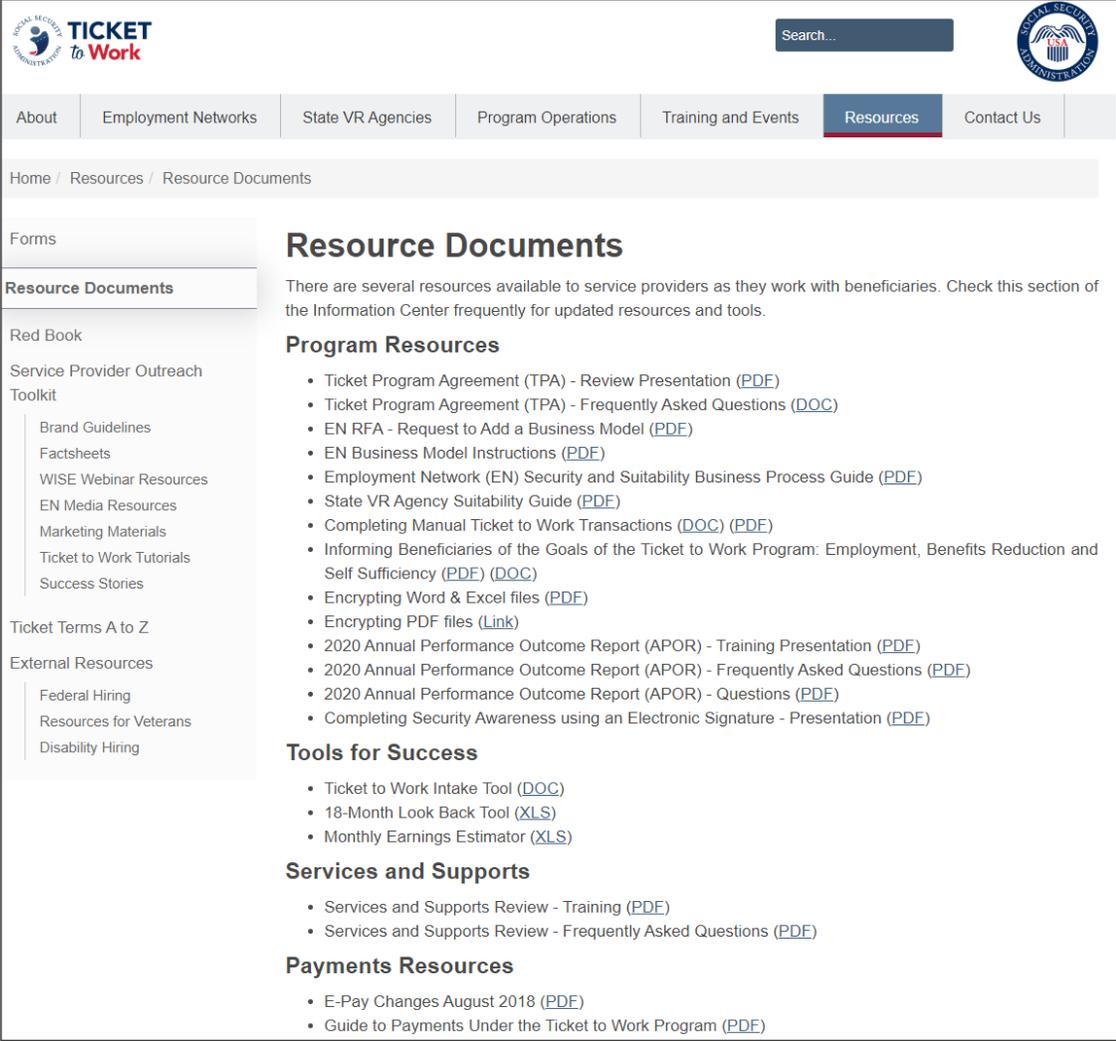
Click **Done** below to submit your survey.

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 menu with 'Resources' highlighted. Below the menu, the breadcrumb trail reads 'Home / Resources / Resource Documents'. The main content area is titled 'Resource Documents' and includes a search bar, a 'Forms' section, and a 'Resource Documents' sidebar. The sidebar lists various categories such as 'Red Book', 'Service Provider Outreach Toolkit', 'Brand Guidelines', 'Factsheets', 'WISE Webinar Resources', 'EN Media Resources', 'Marketing Materials', 'Ticket to Work Tutorials', 'Success Stories', 'Ticket Terms A to Z', and 'External Resources'. The main content area is divided into three sections: 'Program Resources', 'Tools for Success', and 'Services and Supports', each containing a list of links to various documents and reports.

TICKET to Work

Search...

About | Employment Networks | State VR Agencies | Program Operations | Training and Events | **Resources** | Contact Us

Home / Resources / Resource Documents

Forms

Resource Documents

Red Book

Service Provider Outreach Toolkit

- Brand Guidelines
- Factsheets
- WISE Webinar Resources
- EN Media Resources
- Marketing Materials
- Ticket to Work Tutorials
- Success Stories

Ticket Terms A to Z

External Resources

- Federal Hiring
- Resources for Veterans
- Disability Hiring

Resource Documents

There are several resources available to service providers as they work with beneficiaries. Check this section of the Information Center frequently for updated resources and tools.

Program Resources

- Ticket Program Agreement (TPA) - Review Presentation ([PDF](#))
- Ticket Program Agreement (TPA) - Frequently Asked Questions ([DOC](#))
- EN RFA - Request to Add a Business Model ([PDF](#))
- EN Business Model Instructions ([PDE](#))
- Employment Network (EN) Security and Suitability Business Process Guide ([PDF](#))
- 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](#)) ([DOC](#))
- Encrypting Word & Excel files ([PDF](#))
- Encrypting PDF files ([Link](#))
- 2020 Annual Performance Outcome Report (APOR) - Training Presentation ([PDF](#))
- 2020 Annual Performance Outcome Report (APOR) - Frequently Asked Questions ([PDF](#))
- 2020 Annual Performance Outcome Report (APOR) - Questions ([PDF](#))
- Completing Security Awareness using an Electronic Signature - Presentation ([PDE](#))

Tools for Success

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

Services and Supports

- Services and Supports Review - Training ([PDE](#))
- Services and Supports Review - Frequently Asked Questions ([PDE](#))

Payments Resources

- E-Pay Changes August 2018 ([PDF](#))
- Guide to Payments Under the Ticket to Work Program ([PDE](#))

Conclusion

Summary

You should now be able to:

1

Recognize your responsibilities regarding the APOR

2

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

3

Complete the questionnaire using SurveyMonkey



**ASK MORE
QUESTIONS**

Questions?