

2021 Annual Performance Outcome Report Questions

Below are the questions included on the Annual Performance Outcome Report (APOR) for the period January 1, 2020 – December 31, 2020. 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 January 29, 2021.

Note: The 2021 APOR will collect data for only ENs active as of January 1, 2020. If your organization acquired an additional EN business model (i.e., DUNS number) in 2019 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 2020. However, if your EN is completing a single APOR, your EN should include all active Tickets as of December 31, 2020, regardless of the business model your organization assigned the Ticket to.

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 obtained a DUNS number prior to award of EN Ticket Program Agreement (TPA.)
 - DUNS - _ _ _ _ _

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?
 - Traditional EN (EN that provides employment services and other support services directly to the Ticketholder)
 - Consumer Directed Services EN (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)

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.

4. How many Tickets does your EN have assigned?

- _____

Note: If your EN is completing a single APOR, your EN should include all active Tickets as of December 31, 2020, regardless of the business model your organization assigned the Ticket to.

5. If your EN operates as an Administrative EN, how many EN Affiliates do you contract with to provide services under your EN?

- _____
- N/A

6. Is your EN an approved State Vocational Rehabilitation Agency Vendor?

- Yes
- No

7. How many office locations does your EN currently have?

- _____

8. Does your EN conduct business out of a home office(s)?

- Yes
- No

9. If you responded "Yes" to the previous question, has Social Security approved your home office location(s)?

- Yes
- No

10. How do you prefer to list your EN in the EN Directory on www.choosework.ssa.gov in terms of how you provide services to Ticketholders?
- Virtual
 - In-person
 - Both
11. Do you have a written Partnership Plus agreement with your local State Vocational Rehabilitation Agency?
- Yes
 - No
12. If you answered “Yes” to the question above, during the lifetime of the agreement how many assignments are a direct result of the agreement?
- Number of assignments _____
 - N/A
13. Have you made any changes to your liability insurance in the past 12 months?
- Yes
 - No
14. Is your System for Award Management (SAM) registration current?
- Yes
 - No
15. Do you use autodialing/robocalling to contact Ticketholders?
- Yes
 - No

Staffing Questions

16. Do you have an SSA approved Certified Benefits Counselor on staff?

Note: Social Security considers Certified Benefits Counselors as any EN employee or subcontractor who has gone through, passed, and has an active certification with 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

17. If you answered “Yes” to the question above, what are the names of the staff at your organization who are SSA approved Certified Benefits Counselors?

For “Position,” please list the individual’s title as listed in your TPA, for example: Signatory Authority, Program Contact, Ticketholder Contact, Payments Contact, etc.

For Training Type, please specify whether the training was through VCU, Cornell University or Indiana University.

- Individual 1 Name
- Individual 1 Position
- Individual 1 Training Type

- Individual 2 Name
- Individual 2 Position
- Individual 2 Training Type

- Individual 3 Name
- Individual 3 Position
- Individual 3 Training Type

- Individual 4 Name
- Individual 4 Position
- Individual 4 Training Type

- Individual 5 Name
- Individual 5 Position
- Individual 5 Training Type

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

- Option to upload file

19. Please upload all SSA approved Certified Benefits Counselor certifications as either a single PDF or a single zip file.

Note – We will use Certificates to verify Certified Benefits Counselor status and populate the “Benefits Counselor Badge” shown in the Find Help Tool.

- Option to upload file

20. Have you obtained suitability clearance for all employees working under the TPA who access or handle Personally Identifiable Information (PII), including volunteers and interns?

- Yes
- No

21. 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

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

27. 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

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

32. 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)

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

Check all that apply:

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