

Operator: Please stand by we're about to begin. Good day and welcome to the 2021 Annual Performance Outcome Report Information Conference Call. Today's conference is being recorded. At this time, I would like to turn the conference over to Adele Barr. Please go ahead, ma'am.

Adelle Barr: Thank you very much, and hello and welcome to the Annual Performance Outcome Report webinar, the APOR. During our time together, we will explore how to successfully complete the APOR for the period of January 1, 2020 through December 31, 2020. Again, my name is Adelle Barr, and I will be leading today's session.

Okay. After completing this training, you should be able to recognize your responsibilities regarding the APOR, accurately and completely answer each question on the report before submitting it, and complete the questionnaire using Survey Monkey.

We'll move on to the APOR definitions. Every EN is required to provide information each year to the Ticket Program Manager (TPM) on outcomes it achieved with respect to services it offers Ticketholders. The summary information provided in the APOR is used to populate the EN profile.

On our next slide, you'll see that completing and returning the APOR to the TPM is mandatory for every EN as per EN PPA, Part 3, Section 9D, which reads the EN shall provide an APOR to the TPM on an annual basis in a format pre-described by Social Security.

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, American Job Centers and ENs with contract award dates in calendar year 2020.

Moving on to the APOR framework, to give you an idea what that looks like. The APOR will be sent on — out on to ENs on January 29th and you will have 29 days to complete and submit to the TPM by February 26, 2021, and your EN must only submit the APOR once. If your APOR is submitted multiple times, only the first submission will be counted.

If your EN submits your APOR in error or by mistake, please send an email to SSAENAPOR@yourtickettowork.ssa.gov and this way TPM can delete your submission and send a new survey link. Again, that email is SSAENAPOR@yourtickettowork.ssa.gov.

And the TPMs will be sending reminders to ENs that have not responded to the APOR each Monday until the submission deadline. If you feel that you've received the reminder in error, please send an email to the APOR inbox.

And it is imperative that your (ADPs) APOR is completed in a timely manner. Failure to do so will constitute a violation of your EN PPA and could result in the Social Security Administration limiting your agency's ability to assign Tickets and receive payments.

Here on this next slide, you can see that you'll receive an email from SSAENAPOR@yourtickettowork.ssa.gov and this email will indicate that you need to begin the survey which is the APOR questionnaire. So before clicking begin survey, we advise that you review the questions included in the APOR and the questions will be available in the Resources documents under Resource.

Okay, so here we have some survey instructions. When you first open the APOR, this is the first page that you will see. The intro page includes instructions for completing the APOR. We will review these instructions.

One, review the resources for your assistance at the YourTickettoWork.ssa.gov website. Two, review the 33 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.

Three, 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.

Four, complete the APOR. Once you have prepared your responses, entered the APOR questionnaire as provided by the TPM via Survey Monkey, and record your responses. Five, submit your responses. Each EN is allowed to submit one complete response.

You can use the frequently asked questions to assist you as you complete the APOR. If you have questions, please email, SSAENAPOR@yourtickettowork.ssa.gov and in the subject line, please write APOR assistance along with your DUNS number.

Okay. Here you're going to see the outline of APOR. There are 33 questions included on the APOR and are categorized into three sections, those are general questions, staffing questions, and EN service-related questions. So, if you make note, you'll see that this year, the APOR does not include the Ticketholder related questions, and you will no longer need to provide this information.

Moving on, we'll talk a little bit about the general questions. There are 15 general questions, and these questions seek information relating to Ticket requirements for an employment network. And in this section, the EN business model is requested. What we have found in the past from previous responses, is some confusion by the term business model and/or how to properly respond to the question.

So, what I'll do is I'll go over what those models are. There are currently four models. One is the traditional EN, the other -- another one would be consumer directed services, an employer EN and administrative EN.

A traditional EN provides employment services and other support services directly to the Ticketholder. A Consumer Directed Services EN reimburses the Ticketholder for Ticket related services purchased by the Ticketholder. An employer EN primarily employs Ticketholders from whom it has assigned Tickets. And the administrative EN is one that serves as the EN of record for a network of service providers who combined these resources to provide services to Ticketholders.

So, there's four business models, the traditional EN, consumer directed services EN, an employer EN and an administrative EN. And in addition to the business model, there are also questions relating to liability insurance, suitability, and the systems for award management registration.

We would like to mention that the 2021 APOR will collect data for only ENs active as of January 1, 2020. If your organization's acquired an additional EN business model, you perhaps have another 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 they were assigned to.

Okay, moving from the general questions on to the staffing questions. There are six staffing questions. These questions seek information relating to the staff at the EN, and the number of staff related Ticket and verification of PII training.

Other staffing questions on the next slide would be SSA considers benefits advisors as those who have passed the following training programs, Community Partner Work Incentives Counselor with Virginia Commonwealth University, Benefits Work Incentives

Practitioner with Cornell University, and Benefits Information Network training with Indiana University.

This year, as I said we'll require your EN to upload copies of those certifications with the APOR and Social Security will verify all the said certifications and use to populate the benefits advisors badge on the Find Help tool.

Moving on to EN service-related questions. There are 12 EN service-related questions and these questions seek information regarding services provided by the EN to the beneficiaries at all EN locations.

Now, completing the survey on the next slide, you'll see that once you click the Done button to submit to the APOR — submit the APOR to TPM, but we ask that prior to hitting Done, please ensure that you have printed each individual page to obtain a record of your responses. You can go ahead and click the previous button to go back without losing any of your answers. And remember, this needs to be submitted by Friday, February 26 to remain in compliance.

Okay, and here are some resources for you. If you visit the resources documents page under the Information Center to access these questions, the FAQs and today's PowerPoint.

Okay, and just to summarize what we'll do to review that we have completed the training and you should be able to recognize your responsibilities regarding the APOR, accurately and completely answer each question on the report before submitting it, and complete the questionnaire using Survey Monkey.

Okay. So, now what we'll do is we'll go ahead and open up the lines for any questions that you may have. And (Michelle), if you can assist us with that.

Operator: Thank you. If you would like to ask a question, please press Star followed by the digit 1. If you are using the speakerphone, please make sure your mute function is turned off to allow your signal to reach our equipment. A voice prompt on your phone will indicate when your line has been opened. Once again, Star 1 and we'll pause for just a moment.

Adelle Barr: While we wait for any questions that may. Sorry. Tomorrow's session will...

Operator: At this time, we have no questions.

Adelle Barr: Okay, good. Just wanted folks to know that if you have staff members that want to listen in, tomorrow's session will be just as today's session. And tomorrow's session will also start at 3:00 pm.

We thank everyone for taking the time to listen in and wish everyone a great rest of the day and giving you back some more time. Thanks again for joining us today.

Operator: And that will conclude today's call. We thank you for your participation.