

# Annual Performance Outcome Report

## Frequently Asked Questions

Employment Network (EN) service providers are required to complete the Annual Performance Outcome Report (APOR) on an annual basis. Below are a few Frequently Asked Questions (FAQ) about the APOR.

### **About the APOR**

#### **Question: Why is completion of the APOR required?**

**Answer:** As per the Ticket Program Agreement (TPA), Part III; Section 8 (B), an EN shall provide to the Ticket Program Manager (TPM) on no less than an annual basis, in a format prescribed by the Social Security Administration, an APOR. The APOR is to provide information on outcomes ENs achieve regarding their services to Ticketholders. Failure to submit a timely APOR could result in contract termination.

#### **Question: Our agency was just approved as an EN and we have not started providing services to Ticketholders. Do we still need to complete the APOR?**

**Answer:** Only ENs that were Active or On Hold as of January 1, 2019, will need to complete the APOR. If you are still unsure whether you need to complete the APOR, contact TPM at [SSAENAPOR@yourtickettowork.ssa.gov](mailto:SSAENAPOR@yourtickettowork.ssa.gov). Be sure to include your DUNS number in the subject line.

#### **Question: We are a state agency or American Job Center operating as an Employment Network. Do we have to complete and submit the APOR?**

**Answer:** No, State Vocational Rehabilitation (VR) agencies and American Job Centers (AJCs) do not have to complete the APOR.

#### **Question: How will this information be used?**

**Answer:** Data provided in the APOR will be incorporated into an EN Profile, as explained in Part III – Section 8 (B) of the TPA.

#### **Question: How often does my EN have to complete this report?**

**Answer:** The APOR is an annual requirement for ENs and is usually forwarded for completion in January or February of every year.

#### **Question: What is the timeline for the APOR report? Is it only for the period of January 2019 through December 2019? Or is it further back?**

**Answer:** Responses to the APOR should pertain to January 1, 2019, through December 31, 2019. This includes Ticketholders you are actively working with who may have been assigned prior to 2019.

**Question: How long will I have to complete this report?**

**Answer:** You are required to complete and submit the APOR by February 28, 2020. It will be available for completion on January 31, 2020.

**Question: How do I obtain access to the APOR?**

**Answer:** The Program Contact listed for your EN will receive an emailed link from the TPM via SurveyMonkey that will allow access to the APOR survey for completion.

**Question: How will I know that you received the responses?**

**Answer:** Once you submit your APOR, you will receive an automated confirmation from SurveyMonkey thanking you for completing the survey. Additionally, you will receive an email confirmation from [SSAENAPOR@yourtickettowork.ssa.gov](mailto:SSAENAPOR@yourtickettowork.ssa.gov) within 24 hours of your submission, unless you submit it on a Friday afternoon after normal business hours or over the weekend. In either case, you will then receive your confirmation on the following Monday.

**Question: If my Program Contact cannot complete the survey, can the email be forwarded to someone else in my agency who can complete the survey?**

**Answer:** Yes, the Program Contact can forward the emailed link, however it is important to remember that only one submission will be accepted from each EN. The first submission will be counted as the response for your EN.

If your EN submits the survey in error, please send an email to [SSAENAPOR@yourtickettowork.ssa.gov](mailto:SSAENAPOR@yourtickettowork.ssa.gov). TPM will delete your EN's response and generate a new survey link.

**Question: We submitted our responses but we now want to change some answers. Can we do it again?**

**Answer:** ENs are encouraged to carefully review all responses before submitting. If an EN submitted the survey mistakenly or in error, please send an email to [SSAENAPOR@yourtickettowork.ssa.gov](mailto:SSAENAPOR@yourtickettowork.ssa.gov) to delete the previous submission and receive a new link to complete the survey.

**Question: If I have any additional questions, whom do I contact?**

**Answer:** If you have questions regarding the APOR, you may contact TPM at [SSAENAPOR@yourtickettowork.ssa.gov](mailto:SSAENAPOR@yourtickettowork.ssa.gov). Be sure to include your DUNS number in the subject line.

## **APOR Questions**

### **“General Questions”**

#### **Question: What if I do not know my business model?**

**Answer:** Service providers who are not sure which business model they operate under as an EN may refer to the business model submitted in their Request for Application (RFA) or you may contact [ENService@ssa.gov](mailto:ENService@ssa.gov).

Current models include:

- 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 – EN that serves as the EN of record for a network of service providers who combine their resources to provide services to Ticketholders

Note: The 2020 APOR will collect data for only DUNS numbers active as of January 1, 2019. When completing the 2020 APOR, all ticket assignments as of December 31, 2019 should be reported for your EN, regardless of which business model the tickets were operating under.

#### **Question: What is a Provider Affiliate?**

**Answer:** A Provider Affiliate is an organization or service provider that provides services to Ticketholders under the umbrella of an Administrative EN. A Provider Affiliate may also be an existing EN but it is not a requirement.

#### **Question: What is a VR Vendor?**

**Answer:** A VR Vendor is a service provider that has been vetted and approved by a state to provide services on behalf of that state’s VR agency. A formal agreement must be in place between the service provider and the SVRA.

#### **Question: I am looking at the SAM.gov site for the end date of my organization’s registration and cannot find it. Where do we find this information in SAM.gov?**

**Answer:** To find your SAM expiration date, go to <https://www.sam.gov/portal/public/SAM/##11>. Click on the search tab, enter your DUNS and your SAM account information should be provided.

#### **Question: How does SSA define a cloud-based tracking software and why is it important?**

**Answer:** SSA defines cloud-based tracking software as the use of Cloud Service Providers (CSP) to assist in tracking your Ticket operations. The most common cloud services include storing information offsite in the cloud. SSA wants to ensure that all PII is managed properly per agency standards. If you are using cloud-based software, please indicate which CSP you are using.

**“Staffing Questions”**

**Question: Do the questions about full- and part-time staff mean as of now or as of December 31, 2019?**

**Answer:** As of December 31, 2019.

**Question: How does the APOR define full- and part time EN staff working on the Ticket Program as referred to in questions 28 and 29?**

**Answer:** Full-time staff working on the Ticket program are defined as staff who are fully dedicated to the Ticket program. Part-time staff working on the Ticket program are defined as staff who work on the Ticket program as well as other projects.

Subcontractors that work with your EN are defined the same depending on the amount of time they spend working on the Ticket program.

**Question: How do you define “benefits advisor?”**

**Answer:** Social Security considers a benefits advisor 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.

**“EN Service-Related Questions”**

**Question: How do you define “Youth in Transition?”**

**Answer:** “Youth in Transition” refers to assisting those with disabilities ages 14-25 transition from school to financial independence. More information can be found at this link:

<https://www.ssa.gov/disabilityresearch/youth.htm>