

January 27 and 28, 2021



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

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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.

Ticket Program Agreement (TPA) Requirement

- Ticket Program Agreement (TPA) Part III Section 9(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

APOR Framework

- Timeframe for completion: January 29 – February 26, 2021 (29 days)
- One submission per 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.

Survey Link Email

Annual Performance Outcome Report (APOR) 2021

This email is for DUNS XXXXXXXXX

Click [Begin Survey](#) to complete the 2021 Annual Performance Outcome Report (APOR). Your completed APOR must be submitted by Friday, February 26. If you have questions about the APOR, please email ssaenapor@yourtickettowork.ssa.gov.

[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) 2021

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 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.
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."

Next

APOR Questions

APOR Questions Outline

- The APOR contains 33 questions
- Questions fall under three categories:
 - General Questions
 - Staffing Questions
 - EN Service-Related Questions

General Questions

- There are 15 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) 2021

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.

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)

Staffing Questions

- There are 6 Staffing Questions covering topics such as:
 - Number of staff
 - Staff experience
 - Benefits advisors



Annual Performance Outcome Report (APOR) 2021

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	<input style="width: 95%;" type="text"/>
Individual 1 Position	<input style="width: 95%;" type="text"/>
Individual 1 Training Type	<input style="width: 95%;" type="text"/>
Individual 2 Name	<input style="width: 95%;" type="text"/>
Individual 2 Position	<input style="width: 95%;" type="text"/>
Individual 2 Training Type	<input style="width: 95%;" type="text"/>

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

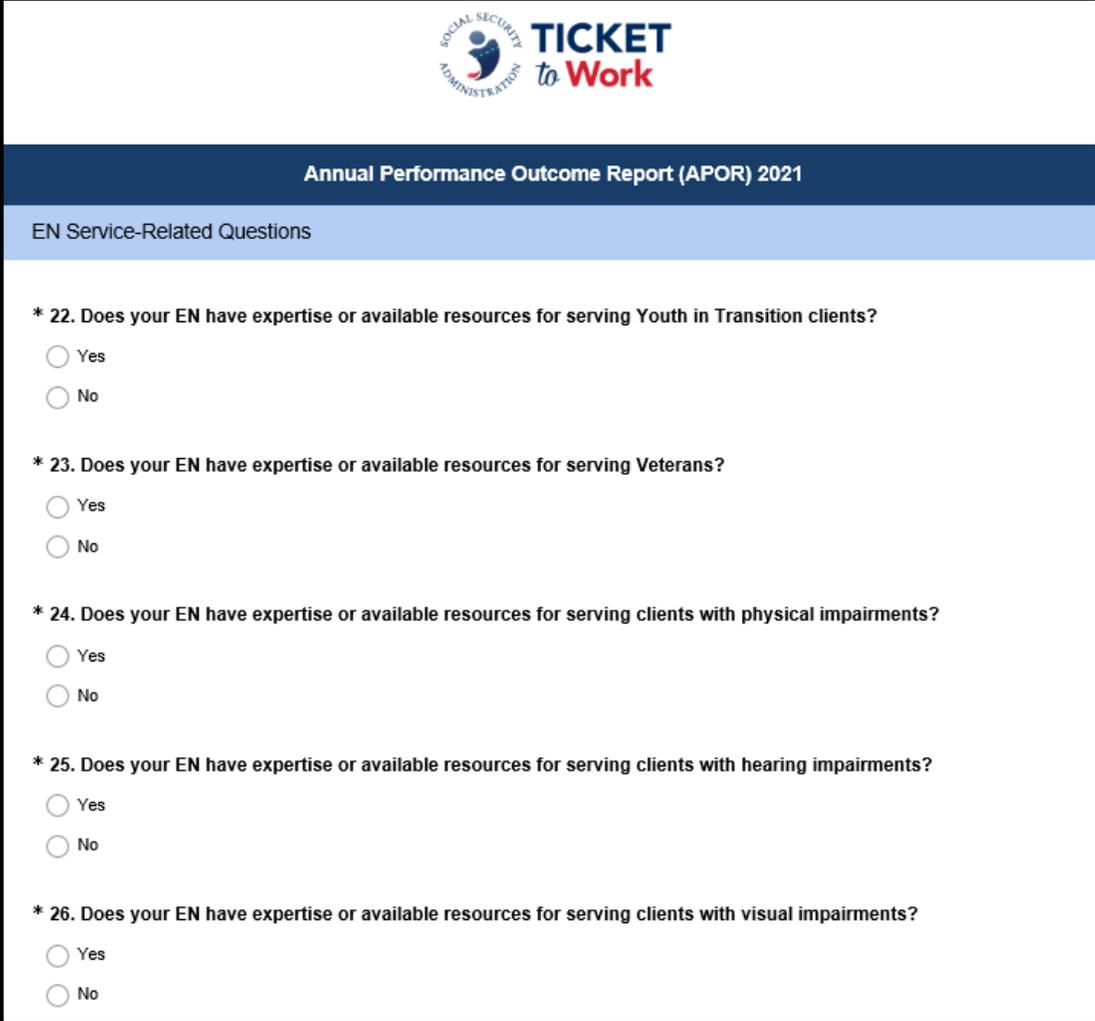
101 Sample Blvd., Example, CO, 80233

[Open address in Google Maps](#)

APOR Questions

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 document titled "Annual Performance Outcome Report (APOR) 2021" with the "TICKET to Work" logo. The section is titled "EN Service-Related Questions" and contains five numbered questions, each with "Yes" and "No" radio button options.

SOCIAL SECURITY ADMINISTRATION **TICKET to Work**

Annual Performance Outcome Report (APOR) 2021

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

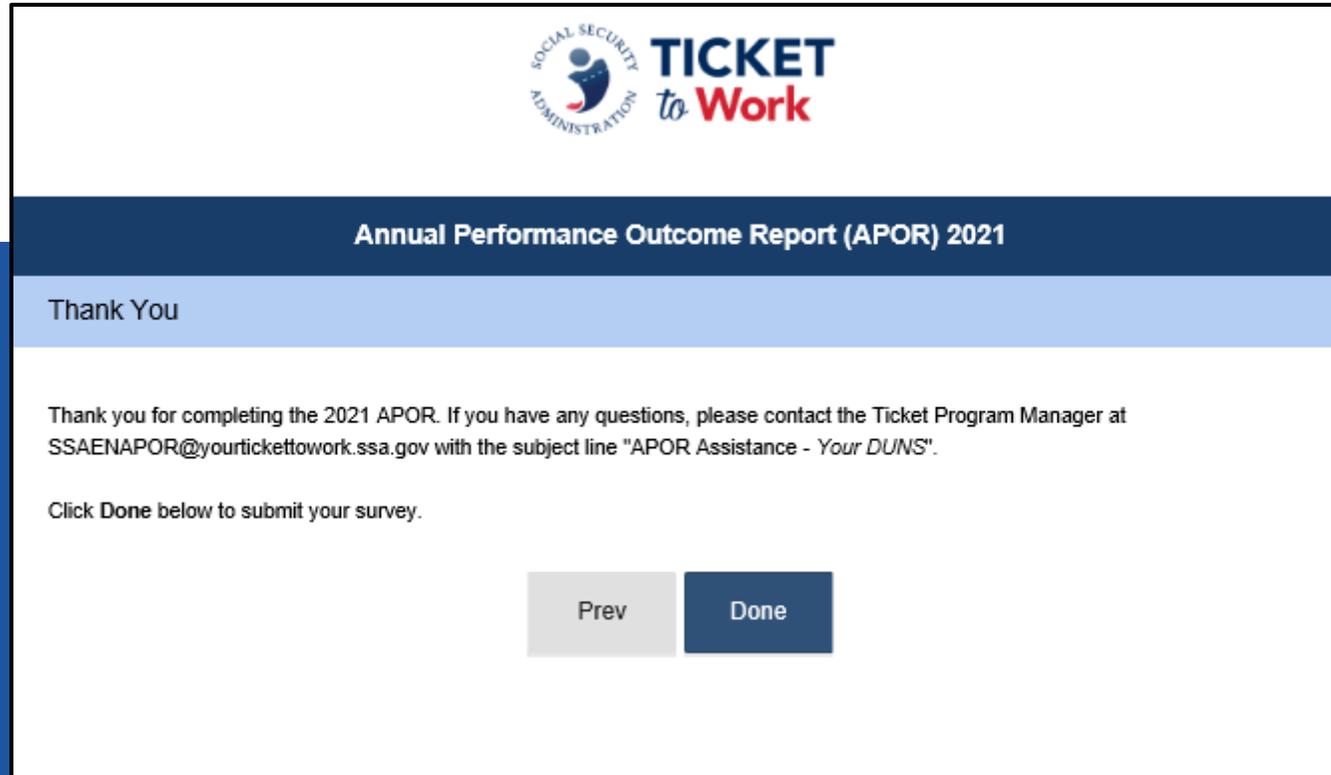
* 26. Does your EN have expertise or available resources for serving clients with visual impairments?

Yes
 No

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

A screenshot of the "Annual Performance Outcome Report (APOR) 2021" completion screen. The screen features the Social Security Administration Ticket to Work logo at the top. Below the logo is a dark blue header with the text "Annual Performance Outcome Report (APOR) 2021". A light blue banner below the header says "Thank You". The main content area contains a message: "Thank you for completing the 2021 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'." Below this message is the instruction "Click Done below to submit your survey." At the bottom of the screen are two buttons: a grey "Prev" button and a dark blue "Done" button.

The logo for the Social Security Administration's Ticket to Work program, featuring a stylized figure and the text "SOCIAL SECURITY ADMINISTRATION" and "TICKET to Work".

Annual Performance Outcome Report (APOR) 2021

Thank You

Thank you for completing the 2021 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.

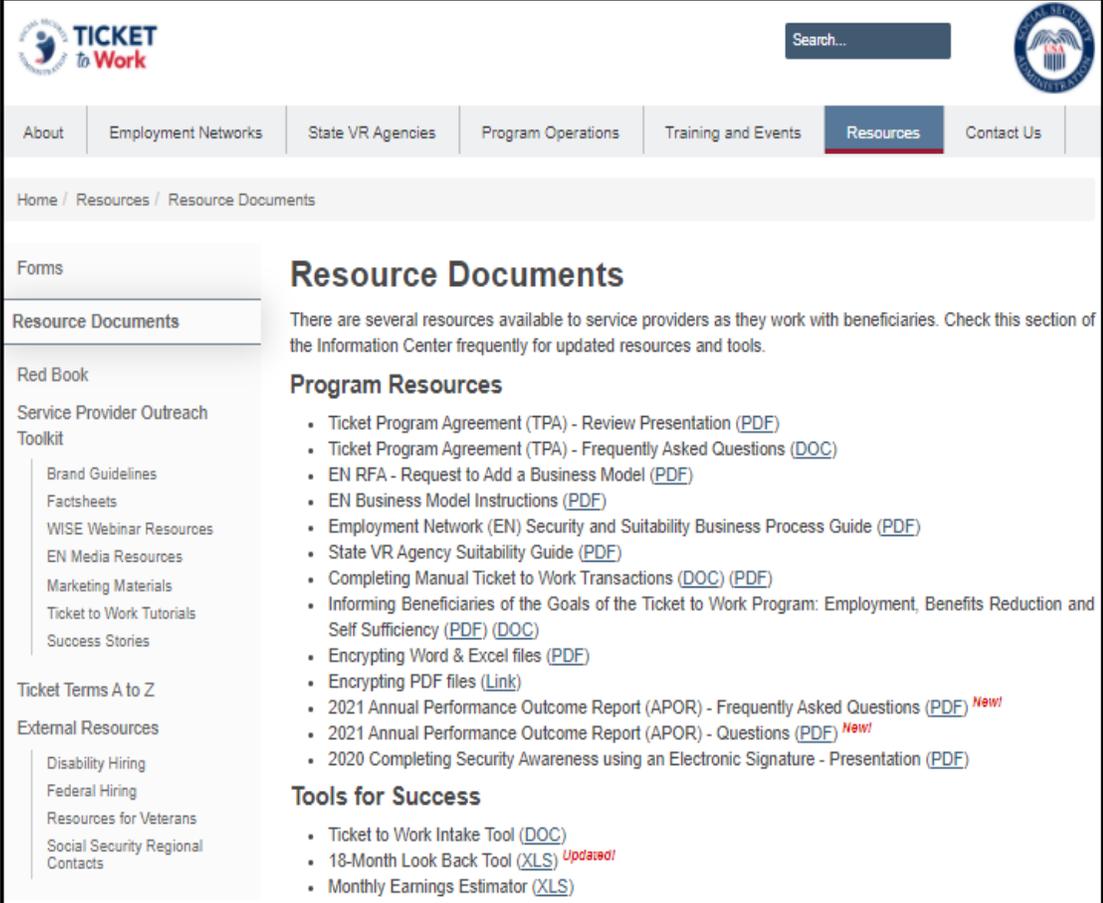
Prev Done

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 'Resources' page on the Ticket to Work website. The top navigation bar includes 'About', 'Employment Networks', 'State VR Agencies', 'Program Operations', 'Training and Events', 'Resources' (highlighted), and 'Contact Us'. A search bar is located in the top right corner. Below the navigation bar, the breadcrumb trail reads 'Home / Resources / Resource Documents'. The left sidebar contains a 'Forms' section and a 'Resource Documents' section with a tree view including '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 titled 'Resource Documents' and contains an introductory paragraph. Below this, there are three sections: 'Program Resources' with a list of links to various documents and reports, 'Tools for Success' with links to intake and earnings tools, and 'External Resources'.

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

- Disability Hiring
- Federal Hiring
- Resources for Veterans
- Social Security Regional Contacts

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 ([PDF](#))
- 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](#))
- 2021 Annual Performance Outcome Report (APOR) - Frequently Asked Questions ([PDF](#)) *New!*
- 2021 Annual Performance Outcome Report (APOR) - Questions ([PDF](#)) *New!*
- 2020 Completing Security Awareness using an Electronic Signature - Presentation ([PDF](#))

Tools for Success

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

Conclusion

Summary

You should now be able to:

1

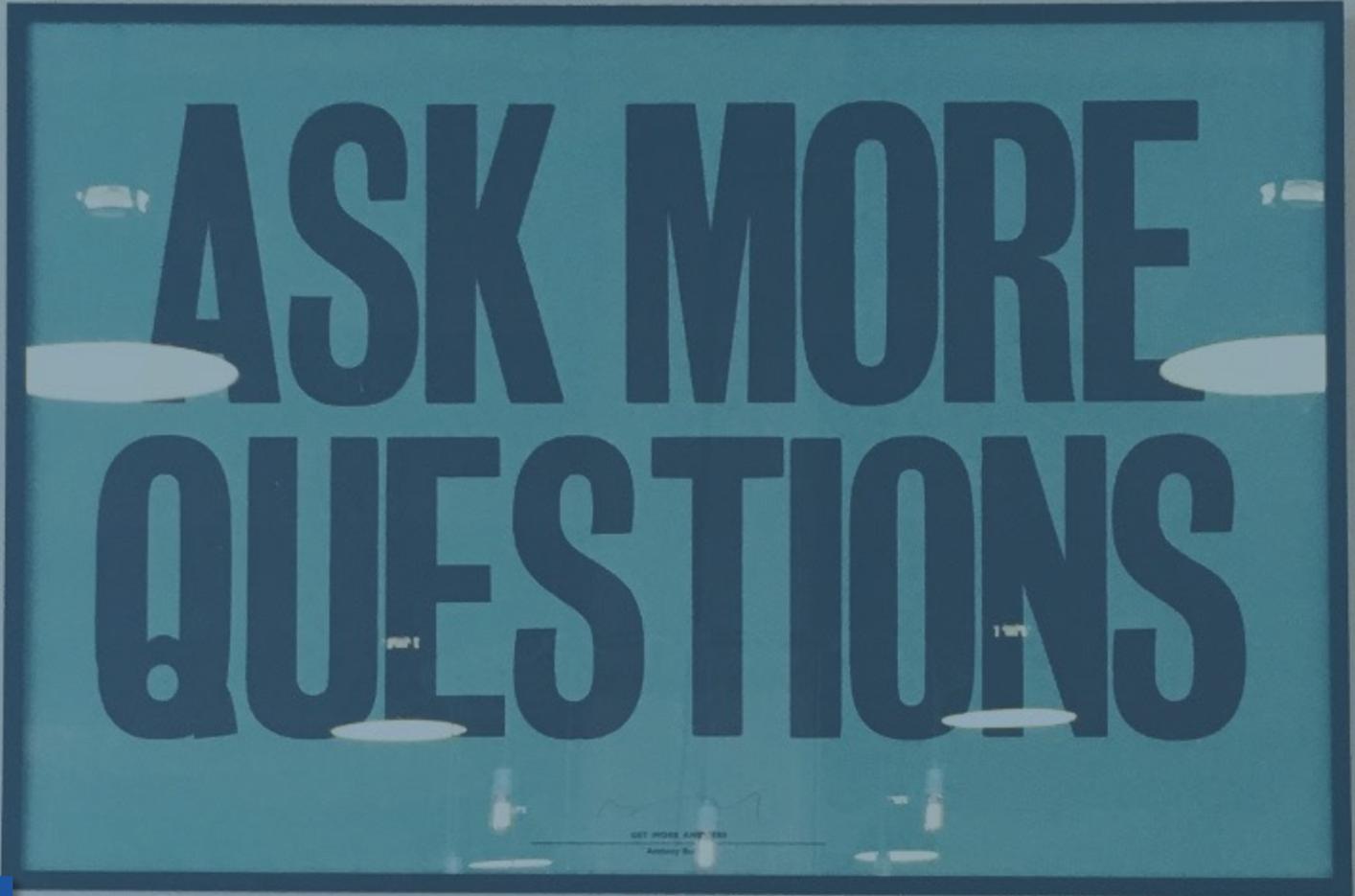
Complete the questionnaire using SurveyMonkey

2

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

3

Recognize your responsibilities regarding the Annual Performance Outcome Report (APOR)



**ASK MORE
QUESTIONS**

Questions?