Annual Performance Outcome Report
Introduction
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
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.
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
Overview

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.
Overview
Survey Link Email

Annual Performance Outcome Report (APOR) 2021

This email is for DUNS XXXXXXXX

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

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."
APOR Questions

Outline

- The APOR contains 33 questions
- Questions fall under three categories:
  - General Questions
  - Staffing Questions
  - EN Service-Related Questions
There are 15 General Questions about your EN covering topics such as:

- Business model
- Liability insurance
- Suitability
- System for Award Management (SAM) registration
APOR Questions

Staffing Questions

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

### 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.

<table>
<thead>
<tr>
<th>Individual</th>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Training</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.
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
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

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.
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
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