

# 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: The Social Security Administration (SSA) just approved our agency as an EN and we have not started providing services to Ticketholders. Do we still need to complete the APOR?**

**Answer:** Only ENs approved as of January 1, 2021, 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 Vocational Rehabilitation (VR) agency or American Job Center (AJC) operating as an EN. Do we have to complete and submit the APOR?**

**Answer:** No, State VR agencies and AJCs do not have to complete the APOR.

#### **Question: How will SSA use this information?**

**Answer:** We will incorporate data provided in the APOR 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.

#### **Question: What is the timeline for the APOR report? Is it only for the period of January 2021 through December 2021? Or is it further back?**

**Answer:** Responses to the APOR should pertain to January 1, 2021, through December 31, 2021. This includes Ticketholders you are actively working with who may have been assigned prior to 2021.

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

**Answer:** You are required to complete and submit the APOR by February 28, 2022. It will be available for completion on January 28, 2022.

**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 I forward the email 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 we will only accept one submission from each EN. We will count the first submission 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 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:** ENs that are not sure which business model they operate under 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 - 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: If your organization acquired an additional EN business model (i.e., DUNS number) in 2020 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 2021. However, if your EN is completing a single APOR, your EN should include all active Tickets as of December 31, 2021, regardless of the business model your organization assigned the Ticket to.*

#### **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 a state has vetted and approved 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. This is separate from partnership plus agreements defined below.

#### **Question: What is a Partnership Plus Agreement?**

**Answer:** This is an agreement between a State VR agency and an EN to ensure that after the State VR agency closes a Ticketholders case, they can smoothly hand the Ticket to an EN to provide job retention and other types of ongoing support services. It is the Ticketholders choice which EN they assign their Ticket to for ongoing support services.

#### **Question: How is home office defined?**

**Answer:** A home office is a space designated in a person's residence for official business purposes.

**Question: How do I request Work from Home for my EN?**

**Answer:** Please complete the Request for Use of Home Office form and submit it to [enservice@ssa.gov](mailto:enservice@ssa.gov). The form is located under the Resource Documents page located on the Ticket to Work site: <https://yourtickettowork.ssa.gov/resources/resource-documents.html>

**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 number and your SAM account information should be provided.

**Question: How do we respond to Question 15 if the EN ownership is a non-profit with board members?**

**Answer:** While a nonprofit organization might not have outright ownership, it does have primary control. Control of the organization is often given to the person who has the power to select board members. Because board members have the voting ability to make decisions for the company, the person who appoints them will retain the ultimate authority over the company. This person is considered synonymous with owner. If your EN does not have a primary control person than use the board of directors as synonymous with owner.

**“Staffing Questions”****Question: How do you define “benefits counselor?”**

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

**“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. You can find more information at this link: <https://www.ssa.gov/disabilityresearch/youth.htm>