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

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.
Overview

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 agreement award dates in calendar year 2021 or 2022
Overview

APOR Framework

- Timeframe for completion: January 28 – February 28, 2022 (30 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 or termination of your TPA.
- For all APOR related questions, please email ssaenapor@yourtickettowork.ssa.gov.
Overview

Survey Link Email

- The survey link will be sent to the Program Contact on file.
Survey Instructions

- Review resources for assistance
- Review the APOR questions
- Prepare your responses
- Complete the APOR
- Submit your responses
APOR Questions

Outline

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

General Questions

- There are 15 General Questions about your EN covering topics, such as:
  - Business model
  - Ticket Assignment
  - Locations
  - System for Award Management (SAM) registration
APOR Questions

Staffing Questions

- There are 6 Staffing Questions covering topics, such as:
  - Benefits Counselors
  - Staff Suitability
APOR Questions

Staffing Questions - Part 2

- Social Security considers Benefits Counselors as those who have passed the following training programs and have current certification:
  - 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.
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
- Self-employment
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.
Conclusion

Online APOR Resources

- Go to [YourTicketToWork.ssa.gov](http://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
- For all APOR related questions, please email [ssaenapor@yourtickettowork.ssa.gov](mailto:ssaenapor@yourtickettowork.ssa.gov) with the subject line “APOR Assistance – Your DUNS”.
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).