January 27, 2022

Annual Performance Outcome Report

Introduction

START

Ticket to Work

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

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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.

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

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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.

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Overview
Survey Link Email

■ The survey link will be sent to the Program Contact on file.

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Overview

Survey Instructions

- Review resources for assistance

- Review the APOR questions

- Prepare your responses

- Complete the APOR

- Submit your responses

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APOR Questions

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APOR Questions
Outline

- The APOR contains 33 questions.

- Questions fall under three categories:
  - General Questions
  - Staffing Questions
  - EN Service-Related Questions

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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

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2022 Annual Performance Outcome Report (APOR)

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 Community Partner Work Incentives Coordinator certification (CPWIC) from Virginia Commonwealth University (VCU), 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 that are an SSA approved Certified Benefits Counselor?

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 where the training was received (e.g., VCU, Cornell University or Indiana University).

Individual 1 Name	
Individual 1 Position	
Individual 1 Training Type	

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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.

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
  - Self-employment

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.

Conclusion

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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

- For all APOR related questions, please email ssaenapor@yourtickettowork.ssa.gov with the subject line "APOR Assistance – Your DUNS".
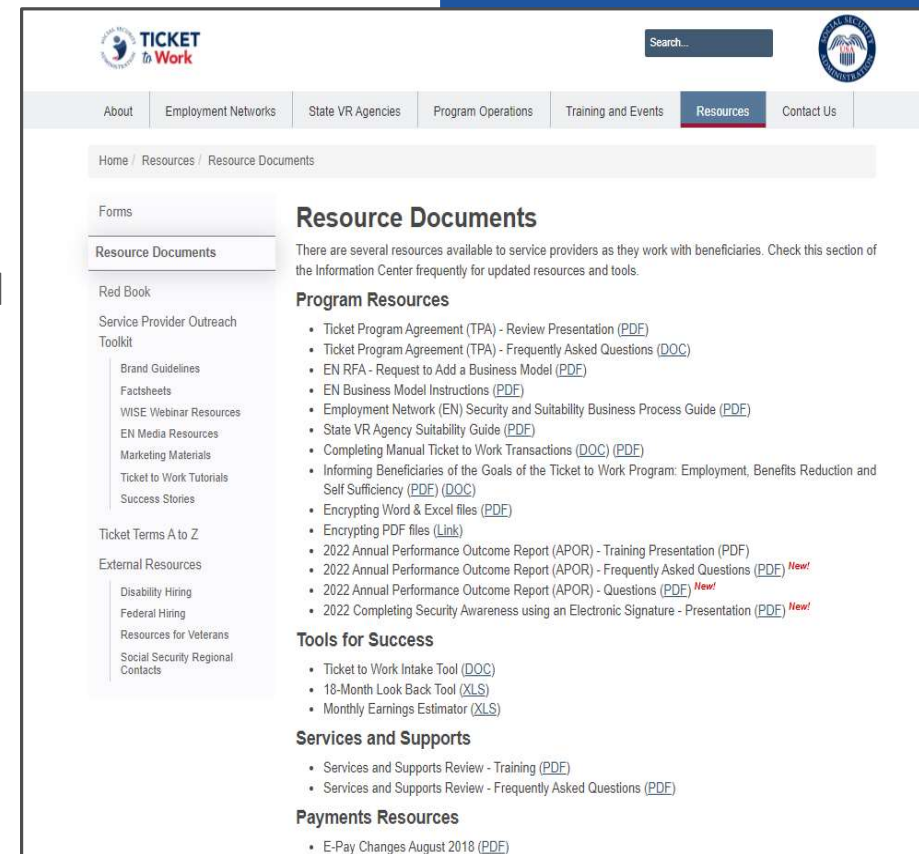
Conclusion

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).

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Questions?

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