

Below are the questions included on the Annual Performance Outcome Report (APOR) for the January 1, 2022 – December 31, 2022, reporting period. You must complete the APOR in one sitting. Reviewing the questions prior to beginning the questionnaire will allow you to research and prepare your answers as needed. If you have questions about the APOR, email SSAENAPOR@yourtickettowork.ssa.gov. Please note, this document IS NOT the APOR questionnaire that you must return to the Social Security Administration's Ticket Program Manager for the Ticket to Work Program. Your Employment Network's (EN) Program Contact will receive the link to complete the APOR via email on January 27, 2023.

Note: *The 2023 APOR only collects data for ENs active as of January 1, 2022. You must complete an APOR for each PID (formally your DUNS) your EN had for an approved business model, as of January 1, 2022. Your EN is not required to complete a separate APOR for any business models acquired in 2022.*

General Questions

1. Please provide your Employment Network (EN) Provider Identification (PID) number (formally your DUNS number). The PID number is a 9-digit number assigned to your EN at the time of Ticket Program Agreement (TPA) award.
 - PID - _____
2. Please provide the following information concerning the individual completing the APOR for your EN:
 - Name:
 - Job 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 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 employment-related services purchased by the Ticketholder)
 - Employer EN (EN that primarily employs Ticketholders for which 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)
4. If your EN operates as an Administrative EN, how many EN provider affiliates do you contract with to provide services under this EN?
- _____
5. Is your EN an approved State Vocational Rehabilitation Agency vendor?
- Yes
 - No
6. Select the organization type that best describes your EN:
- AbilityOne Program
 - American Indian Vocational Rehabilitation Agency (AIVR) or Another Organization Serving Indigenous Peoples
 - Center for Independent Living (CIL)
 - Disability Services Representative Organization
 - Easterseals Industries Organization
 - Educational Institution
 - Goodwill Industries Organization
 - Mental Health Care Provider or Other Healthcare Provider
 - Project SEARCH Program
 - State or Local Government Agency (non-SVRA)
 - State Vocational Rehabilitation Agency (SVRA)
 - State Workforce Agency (SWA)/ American Job Center (AJC)/ Local Workforce Development Board (LWDB)
 - The Arc Chapter
 - United Cerebral Palsy (UCP) Affiliate
 - Veterans Affairs (VA) or Veterans Services
 - Other For-Profit Organization
 - Other Nonprofit Organization
7. Does your EN specifically target one or more of the following underserved populations? (Select all that apply)
- Tip Text:** If your organization's mission is to specifically target one of the underserved populations defined, select all that apply.
- Members of religious minorities
 - **Tip Text:** Individuals who belong to communities that face discrimination based on their religion.
 - Members of the LGBTQIA+ community
 - **Tip Text:** Individuals who belong to communities that face discrimination based on sex, sexual orientation, and gender identity

(including lesbian, gay, bisexual, transgender, queer, gender non-conforming, non-binary, LGBTQ+ persons).

- Persons of color
 - **Tip Text:** Individuals who belong to communities of color, such as Black and African American, Hispanic and Latino, Native American, Alaska Native and Indigenous, Asian American, Native Hawaiian and Pacific Islander, Middle Eastern, and North African persons.
- Persons otherwise adversely affected by persistent poverty
 - **Tip Text:** Individuals who have income under the poverty line established by the Director of the Office of Management and Budget and revised by the Secretary. See [U.S. Federal Poverty Guidelines](#).
- Persons who live in rural areas
 - **Tip Text:** Individuals who live in an area other than an area within a metropolitan statistical area or within the outer boundary of any city or town having a population of 20,000 or more.
- Transition aged youth
 - **Tip Text:** Individuals between the ages of 14 and 25.
- U.S. Military Veterans
 - **Tip Text:** Individuals who have served in the military forces and who was discharged or released under conditions other than dishonorable.

8. Is your EN operated by a Sole Proprietor?

- Yes
- No

9. How many Ticketholder service locations does your EN currently have?

- _____

10. How do you prefer to list the way your EN provides services to Ticketholders in the “Find Help” tool on www.choosework.ssa.gov?

- Virtual
- In-person
- Both

11. Do you have a formal written Partnership Plus agreement with one or more State Vocational Rehabilitation Agencies?

- Yes
- No

12. If you answered “Yes” to the question above, please upload all the Partnership Plus agreements for every State Vocational Rehabilitation Agency that your EN has an agreement with as a PDF.

- Option to upload file

Note: Please include your PID number in the file name of all PDFs uploaded.

Note: We will use the agreements to verify Partnership Plus status and populate the “Partnership Plus Badge” shown in the Find Help Tool.

13. If you answered “yes” to Question 11, during the lifetime of the agreement how many Ticket assignment handoffs are or have been a direct result of the agreement?
- Number of assignments _____
14. Check all that are representative of your ENs governing body (e.g., Board of Directors, Council, Partners, or a Sole Proprietor) below:
- _____ At least 51% women owned
 - _____ At least 51% racial minority owned
 - _____ At least 51% Veteran owned
 - _____ At least 51% owned by a person with a disability as defined by the Americans with Disabilities Act (For the definition, please see <https://www.ada.gov/cguide.htm#anchor62335>.)
 - _____ Eligible for the Small Business Administration’s HUBZone program (To verify the qualifications for the HUBZone program, please visit [HUBZone program \(sba.gov\)](https://www.sba.gov).)
 - _____ None of the above

Staffing Questions

15. Do any EN staff conduct business outside of a Ticketholder service location (e.g., from their place of residence)?
- Yes
 - No

Note: Social Security requires all staff who wish to conduct business outside of a Ticketholder service location (e.g., from their place of residence) to submit a *Work from Home Request Form*. Staff must receive approval from SSA before conducting business at the location outlined in the *Work from Home Request Form*.

16. If you answered “Yes” to the question above, please complete the *Work from Home Request Addendum* and upload the PDF. For all staff listed on the *Work from Home Request Addendum*, please upload *Work from Home Request Forms* as a PDF.
- Option to upload file

Note: Please include your PID number in the file name of all PDFs uploaded.

17. Do you have an SSA approved Certified Benefits Counselor on staff?
- Yes
 - No

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.

18. If you answered “Yes” to the question above, please complete the *Certified Benefits Counselor Addendum* and upload the PDF. For all staff listed on the *Certified Benefits Counselor Addendum*, please upload SSA approved Benefits Counselor certifications as a PDF.

- Option to upload file

Note: Please include your PID number in the file name of all PDFs uploaded.

Note: We will use the certificates to verify Certified Benefits Counselor status and populate the “Benefits Counselor Badge” shown in the Find Help Tool.

19. Have all employees (including volunteers and interns) working under the TPA who access or handle Personally Identifiable Information (PII) obtained a favorable suitability determination?

- Yes
- No

20. Have you notified SSA of any employees (including volunteers and interns) who previously received a favorable suitability determination and are no longer working under the TPA?

- Yes
- No
- N/A; No personnel have left in the past year

EN Service-Related Questions

21. How many years of experience does your EN have serving Youth in Transition?

- 0
- Less than 1
- 1-2
- 3+

22. How many years of experience does your EN have serving Veterans?

- 0
- Less than 1
- 1-2

- 3+

23. How many years of experience does your EN have serving clients with physical impairments?

- 0
- Less than 1
- 1-2
- 3+

24. How many years of experience does your EN have serving clients with hearing impairments?

- 0
- Less than 1
- 1-2
- 3+

25. How many years of experience does your EN have serving clients with visual impairments?

- 0
- Less than 1
- 1-2
- 3+

26. How many years of experience does your EN have serving clients with cognitive impairments? Some examples include traumatic brain injury (TBI), autism, intellectual disabilities, and learning disabilities such as dyslexia and attention deficit disorder (ADD).

- 0
- Less than 1
- 1-2
- 3+

27. How many years of experience does your EN have serving with psychiatric disorders or mental behavioral impairments? Some examples include anxiety, bipolar disorder, depression, and schizophrenia.

- 0
- Less than 1
- 1-2
- 3+

28. How many years of experience does your EN have serving clients pursuing self-employment?

- 0
- Less than 1
- 1-2
- 3+

29. Does your EN explain SSA's Timely Progress Review (TPR) expectations to Ticketholders?

- Yes
- No

30. Does your EN offer alternative formats or special language services?

- Yes (please specify languages) _____
- No

31. If you answered "Yes" to the question above, what specifically, does your EN offer?

- Braille or large print materials
- Staff fluent in American Sign Language (ASL) or ASL interpreters
- Staff fluent in languages other than English or interpreters for languages other than English
- Materials in languages other than English

32. What services does your EN or provider affiliates offer to your Ticketholders?

Check all that apply:

Career planning/ counseling

Tip Text: Services that assist the beneficiary in planning and developing individual career goals. These services may include vocational guidance, testing and counseling done to evaluate the beneficiary's abilities, skills, interests and needs.

Job accommodations

Tip Text: Services that make a reasonable adjustment to a job or work environment in order to make it possible for an individual with a disability to perform job duties. Job accommodations may include specialized equipment, facility modifications, and adjustments to work schedules or job duties, as well as a whole range of other creative solutions.

Job coaching/ training/ development

Tip Text: Services designed to: assess the beneficiary's interests and potential skills; analyze prospective jobs; assist the beneficiary to obtain a job; maintain a job through on-site assistance, one-on-one training on the job site, job retention services for the employer and other workplace supports; and develop a career.

Job placement assistance

Tip Text: Services such as job search services, including assistance in completing applications, developing resumes, improving interview skills, making employer contacts, job or task analysis, job restructuring, reasonable accommodations, job

retention counseling and other methods or services that assist individuals and employers in achieving successful employment outcomes.

___ Direct job placement

Tip Text: Having an agreement with a pool of employers to place qualified Ticketholders into potential jobs.

___ Ongoing employment support/ job retention

Tip Text: Supports and services designed to assist the beneficiary to maintain his or her job. These job retention strategies may include employer training, use of a job coach and providing worksite or job accommodations.

___ Resume writing

Tip Text: Services that assist the beneficiary with creating a resume of their work experience, skills, credentials, education, and accomplishments.

___ Transportation

Tip Text: Services provided to a beneficiary to assist with paying for eligible transit and parking expenses.

___ Assist Ticketholder to report their wages

Tip Text: Provide information to beneficiary's information on how to report their wages to Social Security. To prevent overpayments from Social Security, beneficiaries should regularly report their wages within 6 days of the end of the month.

___ Other (please specify) _____