Annual Performance Outcome Report (APOR)
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
4. Complete the Security Awareness Training
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 8(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 2018
Overview

APOR Framework

- Timeframe for completion: February 1– February 28, 2019 (28 days)
- One submission per Employment Network (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)

Click **Begin Survey** to complete the Annual Performance Outcome Report (APOR). Your compelted APOR must be submitted by February 28. 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. [Unsubscribe from this list](#).

Powered by [SurveyMonkey](https://www.surveymonkey.com)
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 43 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
APOR Questions

Outline

- The APOR contains 43 questions
- Questions fall under four categories:
  - General Questions
  - Staffing Questions
  - EN Service-Related Questions
There are 23 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 8 Staffing Questions covering topics such as:
  - Number of staff
  - Staff experience
  - Benefits advisors
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
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
Security Awareness Training
Completing Security Awareness Training

- Similar to last year, Security Awareness Training will be completed in conjunction with the APOR.

- All EN staff will be required to review, sign and submit the SSA-222 and/or Addendum forms by Thursday, February 28, 2019.

- **New this year** - Completed forms will be signed electronically and submitted to SecurityAwarenessTraining222@yourtickettowork.ssa.gov.
Security Awareness Training

Who Needs to Complete the Training Form?

- All EN staff must complete a SSA-222 regardless of systems access
- A completed SSA-222 must keep on file at the office location for all EN staff
- If your EN has multiple staff, the SSA-222 Addendum must be completed by the Signatory Authority or Suitability Contact and submitted to SSA annually
  - All staff must be listed on the Addendum to confirm a SSA-222 is kept onsite
Security Awareness Training

SSA-222 and Addendum

- Go to YourTicketToWork.ssa.gov
- Choose Resources from the top menu
- Choose Forms on the left hand side of the screen
- The SSA-222 form and the addendum are located under the Maintenance heading
Completing the SSA-222 Addendum

- To expedite the process, TPM will be collecting the SSA-222 Addendum using electronic signatures
  - ENs are responsible for maintaining a copy of the SSA-222 with a physical signature on file for all employees
  - The date on the SSA-222s on file must match the dates listed on the SSA-222 Addendum for each employee

- In order to electronically sign the Addendum, download the most recent version of Adobe Reader (free) available at https://get.adobe.com/reader/

- The Signatory Authority must sign the SSA-222 Addendum and be sure to list all employees in the top portion of the form

- The addendum must be signed and submitted by Feb 28
<table>
<thead>
<tr>
<th>Name (Print/Type)</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Doe</td>
<td>(555) 555-5555</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature (Sign)</th>
<th>Date (DD/MM/YY)</th>
</tr>
</thead>
<tbody>
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<td></td>
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</tr>
</tbody>
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<table>
<thead>
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<th>Unsigned signature field (Click to sign)</th>
<th>Sample Employment Network</th>
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<td>123456789</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Security Awareness Training

Electronically Signing PDFs (3 of 13)

- Select **Create a new Digital ID** and click **Continue**
Safety Awareness Training

Electronically Signing PDFs (4 of 13)

- Select **Save to File** and click continue
Fill in the following information:
- Full Name
- Name of your Employment Network
- Ensure that the Country/Region is listed as US – United States, the Key Algorithm is 2048-bit RSA, and the Digital ID use is set to Digital Signatures
Electronically Signing PDFs (6 of 13)

- By default, the Digital ID file will save to your desktop
  - This can either be left as is, or you can choose a location where you store your files
  - This file will allow you to digitally sign other documents in the future without having to follow this process again

- Ensure that you create a password for the Digital ID which will encrypt your signature file
Select the Create button in the top right hand corner to customize the appearance of your electronic signature.
Security Awareness Training

Electronically Signing PDFs (8 of 13)

- Select the **Draw** button from the top of the screen
Security Awareness Training

Electronically Signing PDFs (9 of 13)

- Use your mouse to “draw” your signature
- Hold the mouse button and move the cursor to draw
  - Release the mouse button to stop drawing and move the cursor as necessary
  - If you make a mistake, use the Clear button in the bottom left hand corner to re-try
  - Once you’re happy with the signature appearance, click Apply
Security Awareness Training

Electronically Signing PDFs (10 of 13)

- Verify the appearance of your electronic signature
- If you want to modify the signature appearance select **Click here to Draw** beneath the signature pane
- Once you’re satisfied with everything, click **Save**
You’ve now saved an electronic signature file with a custom appearance
• This will be saved on your computer for future use
• As long as you use the same computer, you won’t have to perform these steps to sign PDF documents in the future

Type in the password you previously created in the bottom left-hand corner and click **Sign**
When you sign an electronic document, it will prompt you to save it as a new file.

Append “-signed” to the end of the document file name to indicate that it is the signed version of the document.
<table>
<thead>
<tr>
<th>Name (Print/Type)</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Doe</td>
<td>(555) 555-5555</td>
</tr>
</tbody>
</table>

**Signature (Sign)**

Digitally signed by Jane Doe
Date: 2018.11.13 14:10:43 -05'00*

<table>
<thead>
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</table>
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
Conclusion

Summary

You should now be able to:

- Recognize your responsibilities regarding the Annual Performance Outcome Report (APOR)
- Accurately and completely answer each question on the report before submitting it
- Complete the questionnaire using SurveyMonkey
- Complete the Security Awareness Training
Questions?