

WORK WORLD

www.ssa.gov/work/Advocates/workworld.html

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What is it?

WorkWORLD (WW) is decision support software for personal computers designed to help people with disabilities, advocates, benefit counselors, and others who counsel beneficiaries explore and understand how best to use the work incentives available under Federal and State disability programs.

How does it work?

WorkWORLD will simulate the financial effects of earnings on net income for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI), Section 8 Housing, and Food Stamps.

Who might find it useful?

The WorkWORLD software could be a useful tool for SSA employees, Benefits Planning Assistance Outreach organizations, Alternate Participants, State Vocational Rehabilitation employees and others involved in providing work incentive counseling.

How it's maintained and financed

The WorkWORLD system is maintained by the Employment Support Institute (ESI) at Virginia Commonwealth University, under contract with the Social Security Administration (SSA).

Access and Technical Assistance

WorkWORLD can be accessed by visiting: <http://www.workworld.org/>. ESI staff will provide technical assistance and updates to the WorkWORLD system on the Internet site.

For More Information

If you have questions about WorkWORLD the preferred method of contact is their email address: WorkWORLD@vcu.edu.

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**BENEFITS PLANNING, ASSISTANCE, AND
OUTREACH (BPAO) PROGRAM**

<http://www.socialsecurity.gov/work/ServiceProviders/bpaofactsheet.html>

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BENEFITS PLANNING, ASSISTANCE, AND OUTREACH (BPAO) PROGRAM

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Ticket to Work and Work Incentives Improvement Act of 1999

The BPAO Program

- The Social Security Administration (SSA), as authorized by the Ticket to Work and Work Incentives Improvement Act of 1999, awarded 116 cooperative agreements to a variety of community organizations called Benefits Planning, Assistance, and Outreach (BPAO) projects. These BPAO projects provide all SSA beneficiaries with disabilities (including transition-to-work aged youth) access to benefits planning and assistance services. Cooperative agreements were awarded throughout every State, The District of Columbia, and the U.S. Territories of American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the Virgin Islands.

The Goal of the BPAO Program

- The goal of the Benefits Planning, Assistance, and Outreach (BPAO) Program is to better enable SSA's beneficiaries with disabilities to make informed choices about work. Each BPAO Project has Benefits Specialists who will:
 - Provide work incentives planning and assistance to SSA's beneficiaries with disabilities
 - Conduct outreach efforts to those beneficiaries (and their families), who are potentially eligible to participate in Federal or State work incentives programs; and
 - Work in cooperation with Federal, State, and private agencies and nonprofit organizations that serve beneficiaries with disabilities.

Training the BPAO Benefits Specialist on Social Security Work Incentives

- SSA has contracted with Cornell University, Virginia Commonwealth University, and the University of

Missouri-Columbia, to provide technical assistance and training to all BPAO Benefits Specialists on SSA's disability programs and work incentives, the Medicare and Medicaid programs, and on other Federal work incentives programs.

- BPAO Program awardees must provide training and technical assistance to their Benefits Specialists about their own State and local programs and their effects on other programs' eligibility and benefits.

BPAO Agencies by State

- For more specific information, visit the [state-by-state contact list](#).

Contacting Social Security with Questions About the BPAO Program

If you have questions about the BPAO Program, you can write to:

Social Security Administration
Office of Employment Support Programs
6401 Security Boulevard
107 Altmeyer Building
Baltimore, MD 21235-6401

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**PROTECTION AND ADVOCACY (P&A)
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<http://www.socialsecurity.gov/work/ServiceProviders/pafactsheet.html>

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Ticket to Work and Work Incentives Improvement Act of 1999

The Protection and Advocacy Program

The Social Security Administration (SSA), as authorized by the Ticket to Work and Work Incentives Improvement Act of 1999, awarded 57 Work Incentives Assistance Program grants to the designated Protection and Advocacy (P&A) system in each of the fifty States, the District of Columbia, the U.S. Territories of American Samoa, Guam, Northern Mariana Islands, Puerto Rico, the Virgin Islands, and the P&A system for Native Americans. SSA's P&A Program, known as Protection and Advocacy for Beneficiaries of Social Security (PABSS), was created to serve Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) beneficiaries who want to work despite their continuing disabilities.

The Goal of the P&A Program

- Assist beneficiaries with disabilities in obtaining information and advice about receiving vocational rehabilitation and employment services.
- Provide advocacy or other related services that beneficiaries with disabilities may need to secure or regain gainful employment.

Training the P&A Agencies on Social Security Work Incentives

- SSA has contracted with Cornell University, Virginia Commonwealth University, and the University of Missouri-Columbia, to provide technical assistance and training to all P&A agencies on SSA's disability programs and work incentives, the Medicare and Medicaid programs, and on other Federal work incentives programs.
- SSA also entered into a contract with the National Association of Protection and Advocacy Systems (NAPAS) to provide technical assistance on administrative, systems, and management issues to the P&As.

The P&A Agencies by State

- For more specific information, visit the [state-by-state contact list](#).

Contacting Social Security with Questions About the P&A Program

If you have questions about the P&A Program, you can write to:

Social Security Administration
Office of Employment Support Programs
6401 Security Boulevard
107 Altmeyer Building
Baltimore, MD 21235-6401

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**AREA WORK INCENTIVES COORDINATOR
(AWICS)**

<http://www.ssa.gov/work/Beneficiaries/awic.html>

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SOCIAL SECURITY'S COMMITMENT TO PROVIDING IMPROVED SERVICES FOR PEOPLE WITH DISABILITIES

Improved Services Available.

By the end of 2003, Social Security will have trained all of its direct service employees, including the personnel in all 1,338 local Social Security offices, on SSA's employment support programs in order to better assist Social Security Disability Insurance beneficiaries and Supplemental Security Income disability recipients who want to start or keep working.

New Area Work Incentives Coordinators (AWIC).

Social Security created this new full-time position in May 2003. The 58 newly-appointed AWICs will:

- Coordinate and/or conduct public outreach on work incentives in their local areas;
- Provide and/or coordinate and oversee training on SSA's employment support programs for all personnel;
- Handle some sensitive or high profile disability work-issue cases, if necessary; and
- Monitor the disability work-issue workloads in their respective areas.

AWICs are not Alone.

The AWICs will coordinate with the 1335 Work Incentives Liaisons in local offices, Public Affairs Specialists, the Plan for Achieving Self-Support Cadre members and other personnel to provide improved services and information on SSA's

employment support programs to beneficiaries with disabilities who want to start or keep working.

For More Information.

Access www.socialsecurity.gov/work for more information on Social Security's employment support programs. If you would like information about your case, please call our toll free number 1-800-772-1213 or visit your local Social Security office.

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**DEFINITIONS OF WORK INCENTIVE
LIAISON AND WORK INCENTIVE
SPECIALISTS**

Definitions of Work Incentive Liaison and Work Incentive Specialists

Work Incentive Liaison – Each local Social Security office has a Work Incentive Liaison who works with outside organizations that serve disabled and blind people. Please contact your local office for the name and telephone number of this Work Incentive Liaison. (<http://www.ssa.gov/notices/supplemental-security-income/text-understanding-ssi.htm>)

Work Incentive Specialists – 42 U.S.C. § 1320b-20(a)(2)(C) authorizes the Commissioner of the Social Security Administration to “establish a corps of trained, accessible, and responsive work incentives specialists within the Social Security Administration who will specialize in disability work incentives under titles II and XVI for the purpose of disseminating accurate information with respect to inquiries and issues relating to work incentives to disabled beneficiaries.” (http://www.ssa.gov/OP_Home/ssact/title11/1149.htm)

PASS CADRE

<http://www.ssa.gov/work/ResourcesToolkit/cadre.html>

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Plan for Achieving Self-Support (PASS) Cadre Map

For general information about PASS, as well as information about Social Security and Supplemental Security Income, call 1-800-772-1213 from anywhere in the U.S. For specific information about PASS, call your area's PASS cadre. Click on the map below to determine the PASS Cadre for your area.

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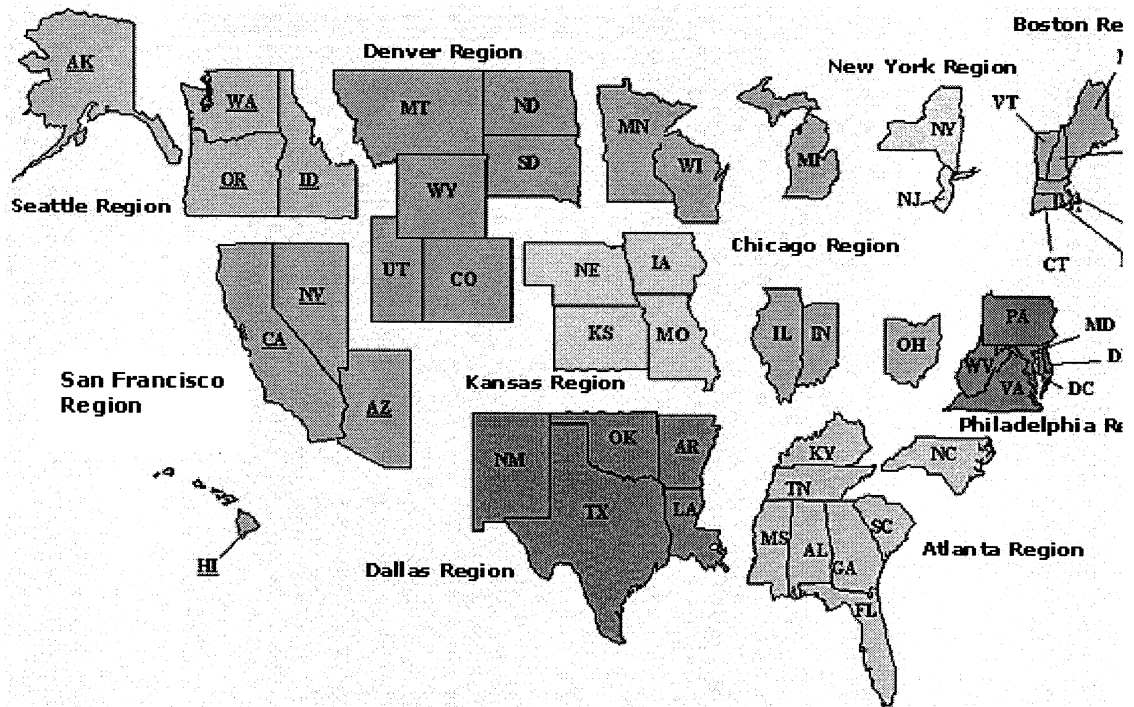
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Atlanta Region	PASS Cadre	Toll-free Number	Local Number
	Birmingham, AL	800-254-9489	205-801-4444
	Miami, FL	877-870-8693	305-232-1342 ext. 3007
	Raleigh, NC	877-332-1457	919-790-2877 ext. 3033

Map

Boston Region	PASS Cadre	Toll-free Number	Local Number
	Boston, MA	800-297-4291	617-565-8906, ext. 3066, 3064 or 3063

Map

Chicago Region	PASS Cadre	Toll-free Number	Local Number
	Chicago, IL	800-842-0588	312-575-5969
	Cincinnati, OH	888-674-6249	513-821-9424 ext. 3008 or 3009
	Lakewood, OH	800-551-2056, ext. 224 or 226	216-228-2926, ext. 224 or 226
	St. Paul, MN	800-551-9796	651-290-0304, ext. 3061,3074 or 30

Map

Dallas Region	PASS Cadre	Toll-free Number	Local Number
	Ft. Worth, TX	888-287-7845	817-287-7845 ext. 3471

Map

Denver Region	PASS Cadre	Toll-free Number	Local Number
	Denver, CO	800-551-1034	303-231-0015

Map

Kansas Region	PASS Cadre	Toll-free Number	Local Number
	Kansas City, KS	800-551-9289	913-621-3014

Map

New York Region	PASS Cadre	Toll-free Number	Local Number
	Cheektowaga, NY	800-510-5680	716-685-8039
	New York, NY	800-551-9583	212-264-0969, ext. 5 or 6

Map

Philadelphia Region	PASS Cadre	Toll-free Number	Local Number
	Towson, MD	800-551-9305	410-825-4002, ext. 239, 240, or 241

Map

San Francisco Region	PASS Cadre	Toll-free Number	Local Number
	Anaheim, CA	800-551-1507, ext. 206 or 232	714-502-9233
	Carmichael, CA	888-383-1862	916-338-2435
	Chico, CA	800-551-1762	530-345-9788
	San Diego, CA	888-674-6250	619-557-6605

San Francisco, CA 877-612-8474

415-744-5773
ext. 3265

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Seattle Region

PASS Cadre

Toll-free Number

Local Number

Seattle, WA

888-674-6251

206-615-2667 or 262

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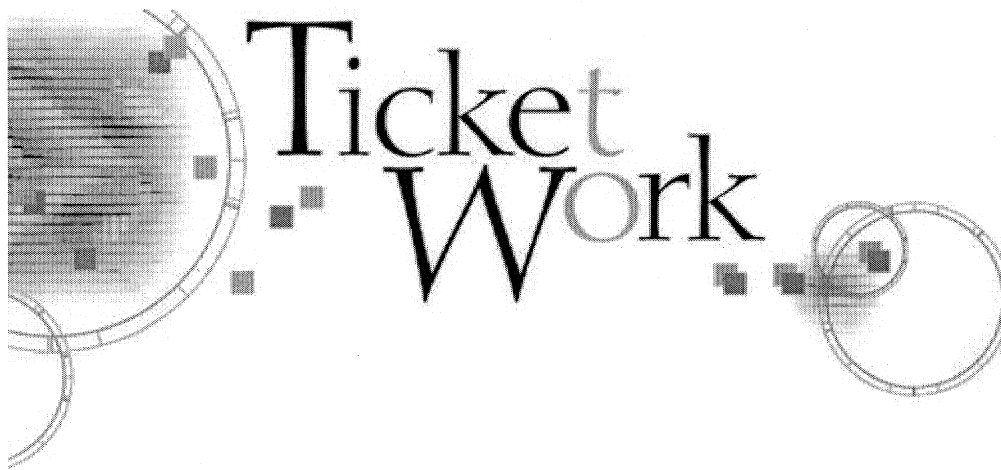


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TICKET TO WORK

www.yourtickettowork.com



Breaking News...

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- * [Grant Opportunities!](#)
- * [Ticket success begins!](#)
- * [Over 25,000 Tickets assigned so far!](#)
- * [More than 1,000 ENs signed up.](#)
- * [Enrollment open for October Distance Learning classes.](#)
- * [2003 EN Recruitment Conferences Coming to Work Program](#)
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Welcome to the Ticket to Work Program
... it's all about CHOICE and OPPORTUNITIES!

Choice for Social Security Beneficiaries:
Ticket holders want more choices for services and job opportunities

Opportunities for Providers:
Providers offer those choices by becoming Employment Networks (ENs)

Click one of the links on the left side of this window to begin!



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1-866-968-7842

Toll-Free TDD Line:
1866TDD2WORK