WORK WORLD

www.ssa.gov/work/Advocates/workworld.html
The Work Site

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Work World

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.
Benefits Planning, Assistance, and Outreach (BPAO) Program

http://www.socialsecurity.gov/work/ServiceProviders/bpaofactsheet.html
The Work Site

Information for:
- Youth With Disabilities
- Employers
- Beneficiaries
- Service Providers
- Advocates

General Information on:
- About Us
- Events
- What's New
- The Work Site Questions & Help
- The Work Site Search
- Resources Toolkit
- Ticket To Work

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

**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 Marianas 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

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

10/14/2003
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
PROTECTION AND ADVOCACY (P&A) PROGRAM

http://www.socialsecurity.gov/work/ServiceProviders/pafactsheet.html
Protection and Advocacy (P&A) Program

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 Altmeier Building  
Baltimore, MD 21235-6401

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GovBenefits
AREA WORK INCENTIVES COORDINATOR (AWICS)

http://www.ssa.gov/work/Beneficiaries/awic.html
The Work Site

You are here: The Work Site Home > Beneficiaries > Area Work Incentives Coordinator

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](http://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.
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](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](http://www.ssa.gov/OP_Home/ssact/title11/1149.htm))
PASS CADRE

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

Atlanta Region
PASS Cadre
Birmingham, AL
800-254-9489
Local Number
205-801-4444

Miami, FL
877-870-8693
305-232-1342
ext. 3007
Raleigh, NC
877-332-1457
919-790-2877
ext. 3033

Boston Region
PASS Cadre
Boston, MA
800-297-4291
Local Number
617-565-8906,
ext. 3066, 3064 or 31
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<tr>
<th>Region</th>
<th>PASS Cadre</th>
<th>Toll-free Number</th>
<th>Local Number</th>
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<tr>
<td>Chicago Region</td>
<td>PASS Cadre</td>
<td>800-842-0588</td>
<td>312-575-5969</td>
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<td></td>
<td>Chicago, IL</td>
<td>888-674-6249</td>
<td>513-821-9424 ext. 3008 or 3009</td>
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<td></td>
<td>Cincinnati, OH</td>
<td>800-551-2056, ext. 224 or 226</td>
<td>216-228-2926, ext. 224 or 226</td>
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<td>Lakewood, OH</td>
<td>800-551-9796</td>
<td>651-290-0304 ext. 3061,3074 or 30</td>
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<td>St. Paul, MN</td>
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<tr>
<td>Dallas Region</td>
<td>PASS Cadre</td>
<td>888-287-7845</td>
<td>817-287-7845 ext. 3471</td>
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<tr>
<td>Denver Region</td>
<td>PASS Cadre</td>
<td>800-551-1034</td>
<td>303-231-0015</td>
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<td>Kansas Region</td>
<td>PASS Cadre</td>
<td>800-551-9289</td>
<td>913-621-3014</td>
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<td>New York Region</td>
<td>PASS Cadre</td>
<td>800-510-5680</td>
<td>716-685-8039</td>
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<td>Cheektowaga, NY</td>
<td>800-551-9583</td>
<td>212-264-0969, ext. 5 or 6</td>
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<td>New York, NY</td>
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<tr>
<td>Philadelphia Region</td>
<td>PASS Cadre</td>
<td>800-551-9305</td>
<td>410-825-4002 ext. 239, 240, or 241</td>
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<td>San Francisco Region</td>
<td>PASS Cadre</td>
<td>800-551-1507, ext. 206 or 232</td>
<td>714-502-9233</td>
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<td>Anaheim, CA</td>
<td>888-383-1862</td>
<td>916-338-2435</td>
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<td>Carmichael, CA</td>
<td>800-551-1762</td>
<td>530-345-9788</td>
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<td>Chico, CA</td>
<td>888-674-6250</td>
<td>619-557-6605</td>
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<td>San Diego, CA</td>
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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!