

The **Social Security Red Book** provides a general overview of all Social Security Work Incentives and information on a variety of useful resources. Always reference Publication No. 64-030 ICN 436900 when requesting copies of the *Red Book*.

- Download the *Red Book* at: [www.socialsecurity.gov/redbook/](http://www.socialsecurity.gov/redbook/)
- Request a copy by calling 1.410.965.2039 or faxing 1.410.965.2037
- Request a copy by email at: [OPLM.OSWM.RQCT.Orders@ssa.gov](mailto:OPLM.OSWM.RQCT.Orders@ssa.gov)
- Obtain copies by visiting your local SSA field office
- Receive multiple copies by writing to:

Social Security Administration  
Office of Supply and Warehouse Management  
Attn: Requisition and Quality Control Team  
2508 Robert M. Ball Building, 6401 Security Blvd.,  
Baltimore, MD 21235-6301

Social Security's **Program Operations Manual System (POMS)** is an excellent resource on Work Incentives. Access the POMS at: <https://secure.ssa.gov/apps10/>

The **Beneficiary Access and Support Services contractor (BASS)** maintains a Ticket to Work Help Line for beneficiaries. Certified benefits planners are available to answer general questions about Work Incentives.

- Call 1.866.968.7842 (v) or 1.866.833.2967 (TTY) Mon – Fri (8:00 a.m. - 8:00 p.m. EST)
- Email general inquiries to: [support@chooseworkttw.net](mailto:support@chooseworkttw.net)

### Individualized Benefits Planning Assistance

Social Security funds community-based organization to assist beneficiaries with disabilities in understanding the potential impact of work and earnings on their disability benefits.

- Locate the **Work Incentives Planning and Assistance (WIPA) project** serving your geographic area by visiting the Choose Work website ([www.chooseworkttw.net](http://www.chooseworkttw.net)) and clicking on [Find Help to Reach a Better Future](#).

### Social Security Has Staff who are Trained Experts in Work Incentives

- Locate **Area Work Incentives Coordinator (AWIC)** by visiting [www.socialsecurity.gov/regions](http://www.socialsecurity.gov/regions).
- Locate the **Plans to Achieve Self-Support (PASS) cadre** by visiting <http://www.socialsecurity.gov/disabilityresearch/wi/passcadre.htm>

### Opportunities to be Nationally Certified or Credentialed as a Benefits Planner

- **Virginia Commonwealth University's (VCU) National Training Institute** offers a certification program for Community Work Incentives Coordinators (CWICs). The program is free for CWICs and available to others as space allows. Visit <http://www.vcu-ntc.org/certification/>.
- **Cornell University's Employment and Disability Institute (EDI)** provides a Work Incentive Practitioner Series for individuals interested in being credentialed as Work Incentives Planners. To learn more about this fee-for-service online training and credentialing process, visit [www.edionline.org](http://www.edionline.org) or contact Ray Cebula at [rac79@cornell.edu](mailto:rac79@cornell.edu) or 1.617.312.3261.