

**The Philadelphia Department of Behavioral Health and
Intellectual disAbility Services (DBHIDS)
Benefits Engagement Packet**

Having a job builds your professional network, promotes financial independence, and can positively impact your behavioral health wellness. The purpose of the DBHIDS Benefits Engagement Packet is to provide resources to individuals receiving services who are interested in obtaining employment and seeking more information about how employment can impact one's benefits. The packet includes resources about SSI/SSDI, benefits FAQs, the Ticket to Work Program, and Medical Assistance for Workers with Disabilities (MAWD).

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To provide feedback or if you have any additional questions regarding this packet, please contact the DBHIDS Systems Integration Unit at dbhidsworkforce@phila.gov.

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Employment and Benefits

This document is intended to clarify common beliefs about employment and how it might affect your Supplemental Security Income and/or Social Security Disability Insurance benefits.

Definitions

Supplemental Security Income (SSI) refers to financial benefits paid monthly to individuals with limited income and resources. Individuals with disabilities, individuals who are blind and/or individuals who are age 65 or older. Children with disabilities or who are blind may also receive [SSI \(Supplemental Security Income\)](#). To get in contact with Social Security call 800-772-1313 between 8 a.m. and 7 p.m., Monday through Friday.

Social Security Disability Insurance (SSDI) is a financial benefit program that pays you and certain family members if you are “insured.” This means that you worked long enough and paid Social Security taxes on your earnings ([Benefits for People with Disabilities](#)).

Common beliefs regarding employment and SSI/SSDI benefits

1. I can't work because of my disability.

Having a disability doesn't stop you from pursuing meaningful employment. There are laws in place that make it illegal for employers to discriminate against individuals with disabilities if they are qualified for a job ([Employment Laws: Disability & Discrimination](#)).

2. If I work, I will lose my health care benefits.

- Some jobs offer employer-sponsored health care benefits. However, if you have received SSDI benefits for more than two years, you are most likely on Medicare.
- Your Medicaid coverage can continue, even if your earnings become too high to receive SSI. To qualify for continuing Medicaid coverage, a person must:
 - Have been eligible for SSI cash payment for at least a month
 - Have insufficient gross earnings to replace SSI, Medicaid, and publicly funded attendant care services
 - Still meet the disability requirements and all other non-disability SSI requirements
 - Need Medicaid benefits to continue to work ([Social Security Online- Continued Medicaid Eligibility \(Section 1619 \(B\)\)](#)).

3. I will lose my SSI/SSDI benefits when I start to work.

- SSI uses a calculation to determine your cash benefits based on your monthly total countable income. For every \$2 earned, SSI takes \$1. Your first \$80 does not count toward your benefits calculation. If you are receiving SSI benefits only, you will always have more money if you work ([Understanding SSI- SSI Income](#)).
- If you are receiving SSDI, the trial work period allows you to try working while continuing to receive your full SSDI benefits ([Work Incentive: SSDI Only | SOAR Work!](#)).

4. No resources can help me find and keep a job.

- A Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) Employment Program Specialist can assist with linking you to different DBHIDS funded employment programs by completing the DBHIDS Employment Referral Form.
- Vocational Rehabilitation can help you prepare for, find, and maintain employment. You are generally eligible for such services if you are eligible for SSI or SSDI based on your disability ([Work Incentive: SSDI Only | SOAR Works!](#)).

- The Ticket to Work program is designed to help individuals with disabilities find and keep work. If you are 18-64 years old and receiving SSI or SSDI benefits, you can use your Ticket to Work from the Social Security Administration. To get connected, please call 866-833-2967 ([Work Incentives: SSDI Only | SOAR!](#)).

5. If I stop working because of my disability, I won't be able to get my benefits back.

SSI and SSDI have rules to help people who work. If you are receiving SSI and your income drops below a certain level, you will be eligible for SSI benefits again without needing to reapply ([Understanding SSI- SSI Work Incentives](#)).

Types of income that do not count as SSI:

1. The value of Supplement Nutrition Assistance Program (SNAP) food stamps received
2. Income tax refunds
3. Home energy assistance
4. Food or shelter based on need provided by nonprofit agencies
5. Money someone else spends to pay your expenses items other than food or shelter ([Understanding SSI- SSI Resources](#))

Would it be more beneficial to work or rely on benefits alone?

Having meaningful employment not only increases independence but it is also possible to make more money with supported employment than just having benefits alone.

Substantial Gainful Activity

- To be eligible for disability benefits, an individual must be unable to engage in substantial gainful activity (SGA). It is possible to receive both SSI and SGA ([Understanding SSI- Resources](#)).
- As an incentive, you could continue to collect benefits during a trial-to-work period.
- The monthly SGA amount for statutorily blind individuals for 2025 is \$2,700. For non-blind individuals, the monthly SGA amount for 2025 is \$1,620 ([Substantial Gainful Activity](#)).

To get in contact with Social Security call 800-772-1313 between 8 a.m. and 7 p.m. Monday through Friday.



SDOH Equity Unit

Social Service Reporting Resource Page

This document provides additional resources to individuals who are entering into the workforce and receiving benefits, as well as their supports such as case managers, MPRS's, CPS's, CRS's, CHW's, or any other identified person on a care team. The resources below provide information and links about when, how, and what to report. If you need in navigating any of the resources below, please ask for assistance from identified supports such as case managers, therapists, peer supports and others. If you need support, we encourage you to contact CBH Member Services 888-545-2600.

Table of Contents:

- [County Office: How to Report Income Change for Food Stamps in PA](#)- This video will guide you through the necessary steps to ensure your benefits remain accurate and uninterrupted. You'll learn about the timeframe in which you must report income changes and the various methods available for doing so, including the use of the MyCOMPASS PA mobile app. It will also discuss the significance of reporting changes in household composition, rent, childcare costs, and medical expenses.
- [Spotlight on Reporting Your Earnings to Social Security, 2024 Edition](#)- This Social Security page covers what earnings are, if you have to report, if you have to report others' earnings, what earnings information you need to report, when to report, how to report, and more.
- [SSI Spotlight on Electronic Wage Reporting Tools, 2024 Edition](#)- This page talks about using the [mySocialSecurity portal](#) to report earnings, what information you will need, when to report earnings, and more.
- [What to Know about Proving Your Identity](#)- This page highlights the new 2025 identification guidelines. In short, using the mySocialSecurity portal is the easiest way to prove your identity. If someone cannot access their mySocialSecurity account, then they will need to come into a Social Security office to prove their identity and update their information. People will continue to receive their benefits on schedule to the bank account information in Social Security's records without needing to prove identity. If someone is changing their direct deposit information for existing benefits and cannot use the portal must prove their identity at a Social Security office. (Updated April 14, 2025)
- [Semi-Annual Reporting \(SAR\)](#)- When and how to report earnings to maintain SNAP and/or TANF benefits.
- [BenePhilly Flyer](#) – BenePhilly can assist you in signing up for the various benefits you qualify for and assist you in the application process.
- [Apply for Vocational Rehabilitation Services](#)- This page outlines the steps to apply for vocational rehabilitation services which include obtaining, maintaining, or advancing employment through personalized services, including vocational guidance and counseling, goal setting, creating Individualized Plans for Employment, job placement and more.

6 MYTHS ABOUT EMPLOYMENT AND BENEFITS



MYTH 1

I CAN'T WORK BECAUSE OF MY DISABILITY.

Having a disability doesn't stop you from pursuing meaningful employment. Having a job builds your professional network, promotes financial independence, and provides stability.



MYTH 2

IF I WORK, I'LL LOSE MY BENEFITS.

Some jobs offer employer-sponsored health care benefits. However, if you have received SSDI benefits for more than two years, you are most likely on Medicare. If you are on Medicaid, your Medicaid coverage can continue even if your earnings become too high to receive SSI.



MYTH 3

I WILL LOSE MY BENEFITS WHEN I START TO WORK.

SSI uses a calculation to figure out your cash benefits based on your monthly total countable income. If you are on SSI benefits only, you will always have more money if you work. If you are on SSDI, the Trial Work Period (TWP) allows you to try working while continuing to receive your full SSDI benefits.



MYTH 4

NOTHING CAN HELP ME FIND AND KEEP A JOB.

Vocational Rehabilitation (VR) can help you prepare for, find, and maintain employment. You are eligible for VR services if you are eligible for SSI or SSDI based on your disability. Ticket to Work is a Social Security Administration program designed to help individuals with disabilities find work and keep working. If you are 18 to 64 years old and receiving SSI or SSDI benefits, you are eligible for this program.



MYTH 5

IF I STOP WORKING, I CAN'T GET MY BENEFITS BACK.

SSI and SSDI have rules to help people who work. If you are on SSI and your income drops below a certain level, you will be eligible for SSI benefits again without needing to reapply.



MYTH 6

NO RESOURCES CAN HELP ME FIND AND KEEP A JOB.

A Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) Employment Program Specialist can assist with linking you to different DBHIDS-funded employment programs by completing the DBHIDS Employment Referral Form.

DBHIDS takes an active role in promoting the health and wellness of all Philadelphia residents through our population health approach. By empowering the entire community to take charge of their health, DBHIDS helps to create a Philadelphia in which every resident can thrive.



HOTLINE

(833) 373-5868

Monday - Friday
9am - 5pm
Toll-Free
Confidential

Or contact a
BenePhilly Center

BENE~~PH~~ILLY

Do You Need Assistance Paying for Groceries, Medication, or Utilities?

Call Today to See if You're Eligible for Public Benefits

(833) 373-5868

BenePhilly offers **FREE one-on-one support** to help Philadelphians like you enroll in benefits that will help you afford costs such as:

- ✓ Prescription Drugs
- ✓ Heat & Other Utilities
- ✓ Health Insurance
- ✓ Property Taxes
- ✓ Groceries
- ✓ Disability Benefits

BenePhilly is a **FREE service** for Philadelphia residents. A trained specialist will fill out the application with you and follow-up on your application status.

BenePhilly Centers :

Esperanza
(215) 324-0746 | Ext. 108
M-F: 9 am - 5 pm

Philadelphia FIGHT
(215) 525-8636
M-F: 9 am - 5 pm

United Communities
Southeast Philadelphia
(215) 468-1645 | Ext. 7200
M-F: 9 am - 5 pm

UESF
(215) 814-6845
M-F: 9 am - 5 pm

Catholic Social Services
Southwest Family Center
(215) 724-8550 | Ext. 6
M-F: 9:30 am - 5:30 pm

PA Career Link ®
Philadelphia, Northwest
(215) 298-9292
M-F: 8:30am - 4:30 pm

City of Philadelphia - MSB
Mobile Benefits Unit
(267) 271-4973
(215) 821-4324
M-Th: 10 am - 3 pm

Impact Services
(215) 739-1600 | Ext. 156
M-F: 7 am - 3 pm



Healthcare & Prescriptions

- Medical Assistance/CHIP: Free and low-cost health insurance for children
- Medicare Extra Help /LIS: Lowers copays for drug and prescription costs for Medicare Insurance
- Medicare Savings Program: Pays for the cost of health insurance that comes out of a Social Security check
- Medicaid: Free or low-cost health insurance
- PACE/PACENET: Lower drug and prescription costs for people that are 65+ and live in Pennsylvania



Access to Food & Nutrition

- SNAP/Food Stamps: Help paying for groceries
- WIC Screening: Helps with baby food and formula, baby food, and healthcare for pregnant people, mothers, and children under 5 years old



Shelter Costs

- LIHEAP/CAP/CRP: Helps with heating and utility bills and some home repairs
- Homestead Exemption: Lowers property taxes for homeowners in Philadelphia
- Property Tax/Rent Rebate (PTRR): Get money back for property taxes or rent that you paid last year



Income Support

- TANF (Temporary Assistance for Needy Families): Get money for families with children that need help
- SSI (Supplemental Security Income): Money for low-income disabled people and people over 65
- SSDI (Social Security Disability Insurance): Money for disabled people and widows
- Unemployment Insurance Screening: Helps people find out if they can get unemployment money



Childcare

- PHL Pre K/CCIS: Helps to find low-cost daycare and childcare programs

Bring the following for you and anyone applying to your appointment:

Identification

- Driver's license, state ID card, or Social Security card.
- Refugee records, or Employment Authorization card.
- *If you do not have ID or proof of ID that is okay!*

Income

- Pay stubs from last 30 days of work OR if you work for yourself, bring your most recent tax return.
- Letters from Social Security/SSI of the VA that show the amount you get monthly
- Need help with your taxes? Bring taxes and W-2 or 1099 papers from last year.

Bills

- Bills for your house or apartment, like mortgage or rent, gas, electric, oil, or water
- Bills or receipts for medicine or doctors visits that you paid for.



About BDT: Benefits Data Trust (BDT) is a national non-profit harnessing the power of data, technology, and policy to improve people's health and build pathways to economic mobility.



About CEO: The Office of Community Empowerment and Opportunity (CEO) is the Community Action Agency (CAA) for Philadelphia, promoting racial equity, economic justice, and greater financial independence for the city's most vulnerable populations.

What is Social Security's Ticket to Work Program?

Social Security's **Ticket to Work** (Ticket) Program supports career development for people ages 18 through 64 who receive Social Security disability benefits (SSDI/SSI) and want to work. If you qualify for this free and voluntary program, you will work with service providers to receive the supports and services you need to find and maintain employment.



How Does it Work?

The Ticket Program is a good fit for people who want to improve their earning potential and are committed to preparing for long-term success in the workforce. The Ticket Program connects you with free employment services to help you decide if working is right for you, prepare for work, find a job and be successful at work. Authorized Ticket Program service providers, such as Employment Networks (EN) or your State Vocational Rehabilitation (VR) agency, provide services such as career counseling, vocational rehabilitation, job placement assistance and training. The service provider you choose will serve as an important part of your “employment team” to help you on your journey to financial independence.

Here are the types of service providers that can assist you:

- **Employment Networks (EN)** are private or public organizations that can help with career counseling and assistance



with job placement, including helping you understand how working may affect your benefits. Many ENs serve the communities and states in which they are located. However, others provide services to people in multiple states. Working with an EN depends on the specific organization, but can be done in person, over the phone or even virtually. ENs can also provide long-term support to help you find, keep and advance in a job. If you decide to receive services from a particular EN and they agree to work with you, you will work with that provider to complete an **Individual Work Plan (IWP)**. Then you sign the IWP and “assign” your Ticket to that EN for the time that you are receiving services from them.

- **Vocational Rehabilitation (VR)** agencies usually work with individuals who need more significant services to return to work or to work for the first time. In some states, this includes intensive training, education (sometimes including college courses), medical treatment and rehabilitation services, durable medical equipment or vehicle modification or repair. They may also provide career counseling, job placement assistance and counseling on how working may affect benefits. If you want to receive services from your state VR agency, you work with the agency to complete an **Individualized Plan for Employment (IPE)**. When you sign the IPE, this puts your Ticket “in use” with the VR.

VR

- **Work Incentives Planning & Assistance (WIPA)** projects are organizations familiar with programs in your community. These organizations are authorized by Social Security to provide free benefits counseling to eligible Social Security disability beneficiaries to help you make informed choices about work.

WIPA

- **Protection and Advocacy for Beneficiaries of Social Security (PABSS)** organizations represent eligible beneficiaries to remove barriers to successful employment and will help you understand your rights regarding conditions of employment.



Am I Qualified?

People who are ages 18 through 64 and receive Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) benefits because of their disability are eligible to participate in the Ticket Program. Participation in the Ticket Program is free and voluntary. You may have received a paper Ticket in the mail, but you don't need a paper Ticket to participate! The service provider you select will verify your eligibility. You can also find out your eligibility status by calling the Ticket to Work Help Line at 1-866-968-7842 or 1-866-833-2967 (TTY) Monday through Friday, 8 a.m. to 8 p.m. ET.

Where Do I Start?

If you decide to participate, getting started is easy! First, call the **Ticket to Work Help Line** at 1-866-968-7842 or



1-866-833-2967 (TTY) to verify your eligibility. Our customer service representatives will explain how the program works and answer your questions or address concerns you might have. They will also offer to send you a list of service providers, or if you prefer, you can use the **Find Help tool** to get a customized list of providers that are available to help you.

The next step is deciding what kind of service provider is right for you. You may work with either an EN or your state VR agency, depending on your

needs. The **“Finding an EN and Assigning Your Ticket Worksheet”** can help you keep track of the ENs you are interested in and provides important questions for you to ask them. These services can also work in succession with one another. If you started your employment journey with a state VR agency and have found a job, your state VR agency may close your case approximately 90 days after you start working. Many people find they need continued support once the state VR agency closes their case. That's where an EN may be able to help by providing the continued support you need. This arrangement is known as Partnership Plus.

You can learn more about how to choose a service provider that's right for you at **Your Path to Work: Ready to Work**.

If you're looking for more information about working, earning more money and how working may affect your benefits, the in-depth counseling that a WIPA project provides may be a great place to start.

if you face any disability-related employment concerns along the way, a PABSS advocate can provide the legal support you need to help remove barriers and reinforce the protections provided to you.

Although we often talk about WIPA project and PABSS organizations in the context of the Ticket Program, eligible beneficiaries do not need to participate in the Ticket Program to access these services.

What's Next?

Here are 6 actions you can take right now to learn more about the Ticket Program and other Social Security's Work Incentives:

1. Call the Ticket to Work Help Line to get answers to your questions about Ticket to Work and other Work Incentives, working while you're receiving

benefits and reporting your wages to Social Security. You can reach the Help Line at 1-866-968-7842 or 1-866-833-2967 (TTY) Monday through Friday, 8 a.m. to 8 p.m. ET.

2. Learn more about **Social Security Work Incentives** available to you.
3. Read our **Frequently Asked Questions** about the Ticket Program.
4. View **success stories** of beneficiaries who have used the Ticket Program to improve their lives and achieve financial independence.
5. **Sign up for a free WISE Webinar** to learn more about the Ticket Program and other Work Incentives.
6. Opt in to receive information via text about the Ticket Program by texting the word "TICKET" to **474747**. You can opt out at any time.

Follow the Ticket Program's Choose Work on social media!



Contact the Ticket Program:
choosework.ssa.gov/contact



Like us on Facebook!
@ChooseWork



Follow us on Twitter!
@ChooseWorkSSA

To view online and access the resources linked in this fact sheet, please visit:

<https://choosework.ssa.gov/library/fact-sheet-what-is-social-security-ticket-to-work-program>

Produced at U.S. taxpayer expense



IT PAYS TO WORK.

For a person with a disability, finding a job or returning to work can be a challenge. For a long time, one of the biggest obstacles to working was health care coverage; earning too much money could mean losing health care benefits.

There is an option: Medical Assistance for Workers with Disabilities, or MAWD, permits a Pennsylvanian with a disability to take a fulfilling job, earn more money, and keep full medical coverage.

With MAWD, an individual can earn more and still be eligible for home and community-based services.

**YOU NO LONGER HAVE
TO CHOOSE BETWEEN
A JOB AND YOUR HEALTH
OR INDEPENDENCE.**



pennsylvania

DEPARTMENT OF HUMAN SERVICES

MAWD

MEDICAL ASSISTANCE
FOR WORKERS WITH
DISABILITIES

dhs.pa.gov/MAWD

1.800.692.7462

TTD: 1.800.451.5886



**IT
PAYS
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pennsylvania
DEPARTMENT OF HUMAN SERVICES

MAWD

MEDICAL ASSISTANCE
FOR WORKERS WITH DISABILITIES



ELIGIBILITY

To be eligible for MAWD, you must:

- Be at least 16 years of age but less than 65.
- Be employed and getting paid; self-employment is acceptable.
- Have a disability that meets the Social Security Administration's (SSA) standards. Disabilities might include physical or developmental disabilities, mental health, or intellectual disabilities. SSA income standards are not used.
- Have countable (earned and unearned) income below 250 percent of the federal poverty income guideline. If you earn more, you may still qualify because there are significant deductions used. Contact your caseworker or local county assistance office for more information or apply at dhs.pa.gov/COMPASS.

- Have \$10,000 or less in countable resources (resident property and one automobile are not countable resources).
- If your countable income increases above 250 percent of the federal poverty income guideline and is at or below 600 percent of the federal poverty income guideline, and you have received MAWD for at least the past 12 months, you may continue to be eligible for MAWD in the Workers with Job Success program.



WHAT'S THE COST?

Since MAWD functions like health insurance coverage for someone who is working, MAWD benefits require you to pay a monthly premium of five percent of your monthly net income after allowable deductions for coverage.

If you receive MAWD in the Workers with Job Success program, you will be required to pay a monthly premium of 7.5 percent or more of your monthly net income after allowable deductions.

LEARN MORE AND APPLY

Apply online at:

dhs.pa.gov/COMPASS

Apply by telephone at: 1-866-550-4355

Find more information through:

The MAWD Frequently Asked Questions document at dhs.pa.gov/MAWD.

The MAWD Workers with Job Success Frequently Asked Questions document at dhs.pa.gov/MAWD.

The Pennsylvania Link to Community Care at dhs.pa.gov/PA-Community-Care or call 1-800-753-8827.

Your local county assistance office or caseworker.

The Pennsylvania Department of Human Services helpline at 1-800-692-7462. TTY/TTD users can call 1-800-451-5886.

WHAT ARE THE BENEFITS?

Benefits can include:

- Doctor visits
- Durable medical equipment
- Prescription drugs*
- Dental services
- Hospital stays
- Rehabilitation services
- Hospice services
- Emergency care
- Mental health services
- Medical transportation services

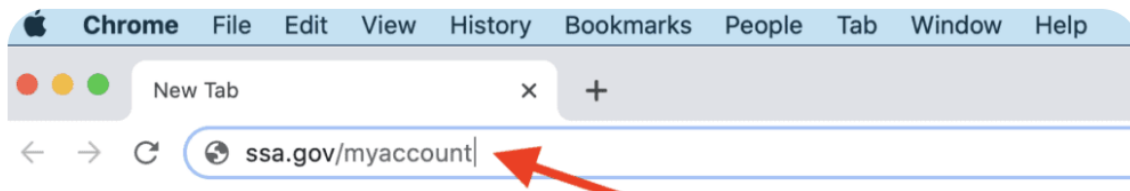
** For individuals receiving MAWD and Medicare, prescriptions will be covered by Medicare. For information, or to enroll in a Medicare prescription drug plan, call 1-800-MEDICARE (1-800-633-4227) or TTY: 1-877-486-2048 or visit www.medicare.gov.*

How to Set-up a my Social Security Account

What you will need to sign up for your my Social Security Account

- Smartphone, Computer or Tablet
- Secure Internet Access
 - If you are going to use a public computer, remember to logout when you are done.
- Your Social Security number
- A valid U.S. mailing address
- An email address
- Your Government-issued ID

1. Visit www.ssa.gov/myaccount



2. Select: “**Sign In** or **Create an Account**”

How to Create or Access Your Account

Ready to sign up? You can create your personal **my Social Security** account using one of our two credential service providers: Login.gov or ID.me.

Create an Account


Sign In

3. If you already have an account, select **Sign In** and enter: Existing my Social Security username and password


4. To create a new account, select **Create an Account** on the first and the next screen. You can create a **Login.gov** account or create an account with **ID.me**. If you choose **ID.me** you will need a smartphone and a laptop.

Sign In or Create an Account

If you already have a Login.gov or ID.me account, do not create a new one. You can use your existing account to access Social Security services.

Sign in with  LOGIN.GOV

Sign in with **ID.me**


 The Social Security username sign-in option is no longer available.

[Create an account with Login.gov](#)

[Create an account with ID.me](#)

[Sign in Help and Support](#)

[External Site Disclaimer](#)



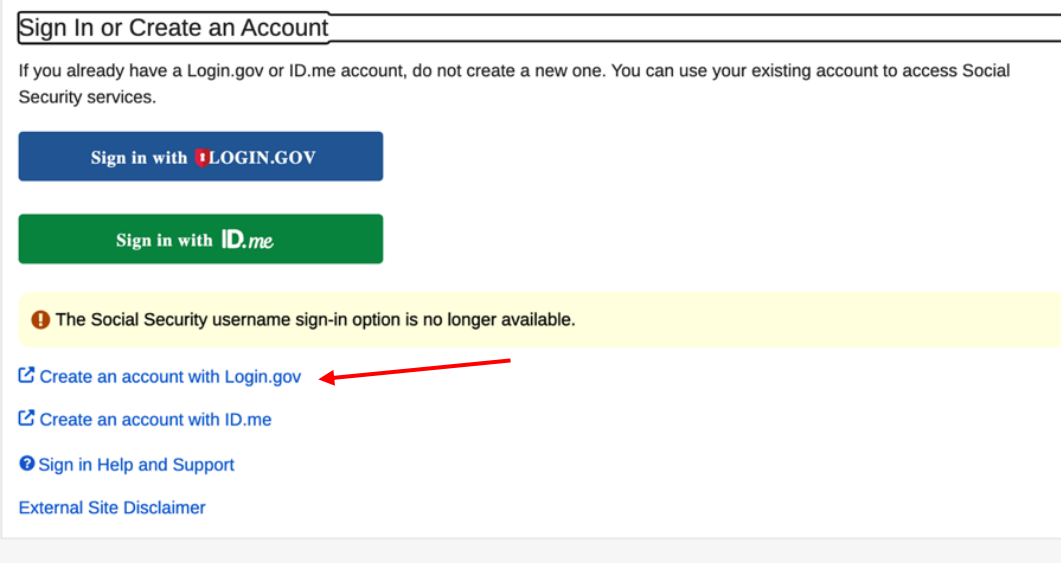
Two options to create an account

Option 1: creating an account with Login.gov

1. Go to the Website

- www.ssa.gov/myaccount sign-in page. **Click** on “**Create Account**” and then on “**Create an account with Login.gov.**”

2. A new webpage will open and you will need to click create account again



3. Enter Your Email

- Type in your email address, choose your language, agree to the rules, and **click** “**Submit.**”

4. Check Your Email

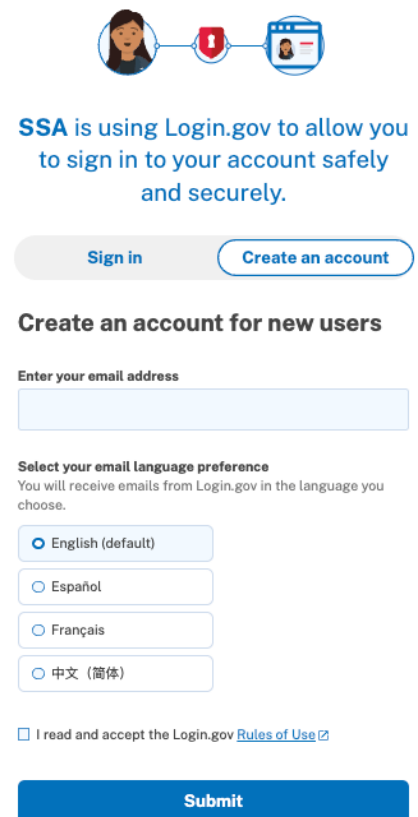
- Open the email from Login.gov and **click** the link to confirm your email address.

5. Make a Password

- After you **click** the link, you’ll go to a page where you can create your password.

6. Set Up Extra Security

- Pick a way to get a security code (like a text message or app). You’ll NEED this code each time you log in.



7. Give Personal Information

- Enter your personal details (like your name, birth date, and Social Security number) so they know it's really you.

8. Use a Code to Log In

- Every time you sign in, you'll get a one-time code to help keep your account safe.

9. Finish on the Social Security Website

- After you're done, the website will send you back to the my Social Security page to finish setting up your account.

Option 2: How to Make a my Social Security Account Using ID.me

Note: If you don't have a U.S. driver's license, state-issued ID, passport, or passport card—or if you don't have a U.S. phone number with a plan in your name—you'll need to verify your identity on a video call with a trusted **ID.me** agent. You'll need accepted primary and secondary documents.

To verify on a video call, you will need at a minimum the following documents:

- **Two primary** identification documents, or
- **One primary** and **one secondary** document

Examples:

- **Primary document:** Driver's license, passport, or other government-issued photo
- **Secondary document:** Social Security card, utility bill, or vehicle registration

1. Click "Create an Account with ID.me"

Go to the my Social Security sign-in page www.ssa.gov/myaccount and **click** on **"Create account"** then on click on **"Create an account with ID.me."**

2. Read the Pop-Up Message

A message will tell you that you are leaving the Social Security website. ID.me is not part of the government, but it is safe and keeps your information private. If you agree, click **"OK."**

You are leaving Social Security's website

If you select the "OK" button below, we will redirect you to ID.me's website.

ID.me is not a government entity but is federally certified to provide secure digital identity verification to government agencies.

ID.me is not under our control and may not follow SSA's privacy, or accessibility policies located on SSA's official website at <https://www.ssa.gov/privacy>.

ID.me's identity verification process may include facial recognition to match your face to the photo on your identity document. Collection and storage of personal and biometric information is subject to ID.me's policies that include its [terms of service](#), [privacy policy](#), and [biometric privacy policy](#).

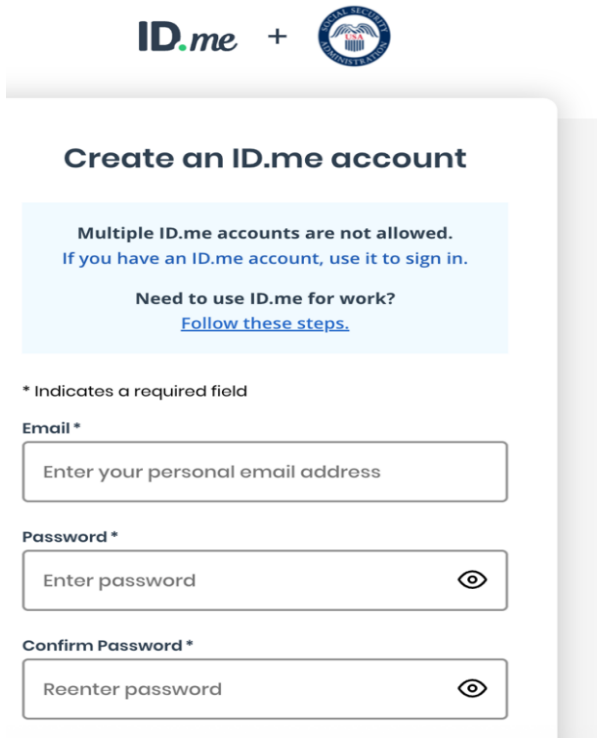
If you do not wish to agree to these terms, please select the "Cancel" button and choose a different registration option.

OK

Cancel

3. Make Your ID.me Account

- Type in your email
- Create a password
- Check the box to agree to the rules
- **Click “Create an ID.me account”**

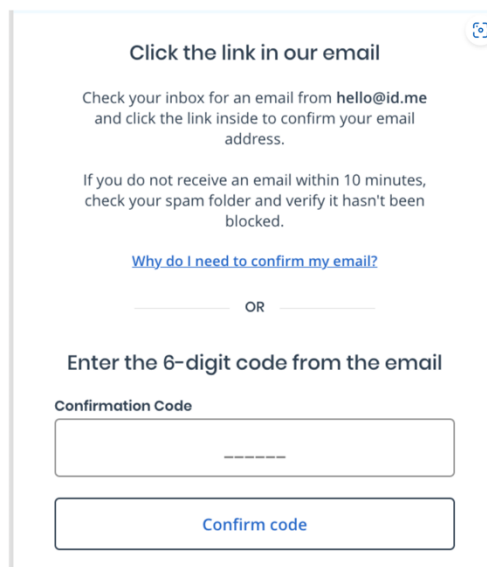


Want to use a third-party account? You can sign in to your ID.me account using your Google, Facebook, or Apple ID. Just follow the steps on the screen to set it up.

1. Go to the [ID.me sign-in page](#) and select **Create an ID.me account**.
2. Select a third-party icon, or select **View more options** to see all available options.
3. Follow the prompts to enter your credentials and connect your account(s). You will receive a confirmation email once the accounts are connected.

4. Check Your Email

- ID.me will send a code to your email. Open the email and type in the code to confirm it's really you.



5. Keep Your Account Safe

- To help keep your account safe, you will turn on something called **multi-factor authentication (MFA)**. This means you'll get a special code on your phone or another device each time you log in.
- **Pick how you want to get the code.** You can get it as a **text message** or a **phone call**. These are easy options that don't need you to download anything.
- **Type in your phone number.** Most people get the code by text. After you type in your number, check your phone for a 6-digit code.
- Go back to the **ID.me page** on your computer or phone, type in the 6-digit code, and **click Continue**

6. Prove Your Identity

- You will need to take a photo of one of these IDs:
- Driver's license
- State ID
- Passport
- Passport card
- Either upload existing photos from your desktop OR type in the phone number of a cell phone that can take pictures. You'll receive a secure link on your cell phone that will open the camera.
- Follow instructions to upload the photo

7. Take a Selfie

- You will be prompted to also take a selfie of your face to help prove who you are after uploading your identification.
- You will need a cell phone to do this

8. Verify Social Security Number

- You will be asked to type in your social security number

9. Verify Your Information

- Verify that all the information you entered is correct and **click** continue
- You will then see a window that your identity has been verified when you see this **click** Allow and Continue.
- This will send Social Security the verification it needs to set up your my Social Security account.

10. Go Back to the Social Security Website

- After you finish with ID.me, you will go back to the my Social Security website.

11. Finish Setting Up Your Account

- **Log in to you my Social Security account at www.ssa.gov/myaccount**
- Use the special code from ID.me to finish creating your account.

Helping Someone Create a my Social Security Account?

You **can** help someone create an account if:

- They are **with you** in person
- They have **their own email address**
- They can **answer questions about themselves**

You **cannot** create an account for someone if they are **not with you**, even if you have written permission.

For example, you **cannot** create an account for someone:

- You have a **business relationship** with
- You are a **representative payee** for
- You are an **appointed representative** for

Reporting documents

- Form PA 1938 - Community Service Volunteer Verification- Community Service Volunteer Verification
- Form PA 1895 - Employment and Training Weekly Activity Verification- Form to report non SNAP E&T activity
- Form PA 1921 - Medical Exemption Form- Form to prove you do not need to meet work requirements to a medical condition: must be completed by a provider
- Form CM 558 - ABAWD Questionnaire- Survey to show you meet an exemption

Reporting Income

- If you are working, you can provide paystubs or other digital verification to the County Assistance Office (CAO)
 - Using COMPASS to upload paystubs
 - From the **Dashboard tab** in your My COMPASS Account or from the **Report Changes tab**, click **Upload Document** to submit documents as needed for your case
 - Select the category and then the sub-category that the document falls under (likely “**Income**” if you are reporting your earnings)
 - Click **Choose A File** and select the document (paystub) you’d like to upload
 - If you have questions call the Helpline at 800-692-7462 or contact your CAO at dhs.pa.gov/CAO
- If you are participating in a SNAP E&T (Employment & Training) program, the program will provide verification of your participation to the CAO
- If you are participating in another workforce or educational program, make sure you get Form PA 1895 (see below) completed and submit as needed
 - Form PA 1895 - Employment and Training Weekly Activity Verification
- If you are participating in a community service program you can have your community service program complete Form 1938 (see below) and submit to the CAO.
 - Form PA 1938 - Community Service Volunteer Verification
- Reporting best practices
 - Must report change in income within 10 days
 - If you need to report a change in hours or participation, you can call the Statewide Customer Service Center at 1-877-395-8930 (in Philadelphia, call 215-560-7226)
 - If submitting document through the mail or fax, make sure you keep a copy of the document for your records
 - Write SSN on every paystub
 - COMPASS recommended
 - If you need to submit documents in person at your local CAO, don’t just leave it at the drop-off, hand the documents to someone and get a receipt for your own records of what you submitted
- Need more assistance?
 - Contact BenePhilly at 833-373-5868
 - BenePhilly offers FREE one-on-one support to help Philadelphians enroll/maintain benefits

Employment and Training Weekly Activity Verification Form

This form is to be completed and returned to the county assistance office (CAO) each week to document time spent participating in approved activities.

Week ending (Saturday): _____

Return date to CAO: _____

CLIENT NAME	CO/RECORD #	CAO NAME AND ADDRESS	CAO FAX #	CASEWORKER	CAO TELEPHONE
-------------	-------------	----------------------	-----------	------------	---------------

<input type="checkbox"/> Job Search/Job Readiness Code 44, 28 (other)	<input type="checkbox"/> Rehabilitative Services Code 49	<input type="checkbox"/> Vocational Education Training Code 14, 16 or 24 Study time should be listed on a separate line. Program Major	<input type="checkbox"/> Community Service Programs Code 20 or 32 Maximum weekly hours	<input type="checkbox"/> Work Study Code 31	<input type="checkbox"/> Providing Child Care for a Community Service Participant Without Payment Code 6	<input type="checkbox"/> On-the-Job Training Code 22 (TANF only)	<input type="checkbox"/> Work Experience State Office Demonstration (WESOD) Code 36	<input type="checkbox"/> Other Activity Explain
--	---	--	---	--	---	---	--	---

DATE	TYPE OF ACTIVITY	ACTIVITY CONTACT PERSON AND PHONE #	ACTIVITY FAX #	AUTHORIZED ACTIVITY CONTACT'S SIGNATURE	BEGIN TIME	END TIME	TOTAL DAILY HOURS

COMMENTS

My signature indicates that the information on this form accurately reflects my attendance for the week.

CLIENT SIGNATURE	DATE	CONTRACTOR OR CAO SIGNATURE (signature confirms activity & hours based on AMR/EDP)	DATE
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Client and Authorized Activity Contact Person Instructions

A: General Instructions for Completing the Form

1. Mark which activity(ies) you are participating in.
2. Enter the date, activity and all contact information.
3. Enter the actual hours and the total time spent in the activity.
4. Form must have your signature and the Authorized Activity Contact's Signature
5. One signature per agency per week is acceptable.

B: Additional Information

1. Job Search/Job Readiness and Rehabilitative Services

- a. Limited to 12 weeks in a rolling 12 month period. Job search/job readiness may only be counted for 4 consecutive weeks.
- b. May include rehabilitative services (AC49) which includes treatment related to substance abuse, family violence, child services and mental health counseling.
- c. Form is completed for time spent at the CAO or CareerLink.
- d. Form is completed for applications and interviews. Please enter (I) for interview, (L) at the employer's location or (O) online under type of activity.
- e. Proof of completed applications must be given to the CAO. The following verification if submitted (though not required) will assist the CAO in validating information provided but is not verification of the job alone: Business cards of employers; Copies of completed applications; Email or electronic confirmation that an on-line application has been submitted; Information from job fairs or training offered by agencies such as CareerLink.

2. Vocational Education

- a. May count as your "core" activity for 12 months.
- b. Enter actual time spent in the classroom.
- c. Unmonitored study time may only count up to one (1) hour for every hour of classroom time.
- d. Monitored study time must be validated by the Authorized Activity Contact.
- e. Unmonitored study time should be listed separately.

C: Holidays

- | | |
|--------------------------------|---------------------|
| 1. New Year's Day | 6. Labor Day |
| 2. Martin Luther King, Jr. Day | 7. Columbus Day |
| 3. Presidents' Day | 8. Veterans Day |
| 4. Memorial Day | 9. Thanksgiving Day |
| 5. Independence Day | 10. Christmas Day |

Place an "H" beside the "Date".

Community Service | Volunteer Verification Form

MAIL OR FAX THIS FORM TO:

CAO or Work Ready Name
Address Line 1
Address Line 2
City, State, ZIP
FAX: (555) 555-5555

CAO / CONTRACTOR USE ONLY

CO / REC:

MONTHLY HOURS:

INSTRUCTIONS: Please mail or FAX the completed form within 10 days of receipt to the office listed above.

See reverse for detailed directions. Questions? Call the Statewide Customer Service Center at 1-877-395-8930.

SECTION I. Volunteer | Agency Information

Name of volunteer: _____ Birthdate: _____ Last 4 digits of SSN: _____

Address of volunteer: _____ City: _____ State: _____ ZIP code: _____

Name of agency: _____ Agency Phone Number: _____

Address of agency: _____ City: _____ State: _____ ZIP code: _____

SECTION II. Community Service Activity Information

Start Date of Service		
Expected End Date of Service*		
Transportation Provided by Agency at No Cost?	YES	NO

(Circle one)

Monthly Schedule of Service	
	Estimated Weekly Hours
Week 1	
Week 2	
Week 3	
Week 4	
Total Monthly Estimated Hours	

Description of Tasks Performed:
1.)
2.)
3.)

SECTION III. Agency Certification

COMMUNITY SERVICE AGENCY CERTIFICATION:

I hereby certify that our organization is a nonprofit with 501(C)(3) or 501(C)(4) status, a federal, state, or local government agency, or a church/place of worship that meets all applicable federal, state, and local laws and the above-named volunteer is registered with our agency to complete community service for the hours and period indicated above. I understand that this form is used to verify up to six months of community service participation. I also understand that our agency must report failure by a participant to meet the required monthly hours to the Pennsylvania Department of Human Services within 10 days from the date the change occurred.

X

Signature of Site Manager

Name of Site Manager (please print)

Date

SECTION IV. Reporting Changes (Complete this section if updating an existing form.) Mail or fax within 10 days from date change occurred.

Actual End Date	Other Changes (Please explain below)	Signature of Site Manager	Name of Site Manager	Date
		X		

* No more than six months from start date. If community service is expected to continue beyond six months, enter six months from start date. A new form is required every six months.

Community Service | Volunteer Verification Form Instructions

An individual who is participating in the required number of hours determined by the County Assistance Office (CAO) may be considered meeting the Able Bodied Adult Without Dependents (ABAWD) work requirement and therefore not subject to time-limited Supplemental Nutrition Assistance Program (SNAP, food stamps) benefits.

This form is used to document community service participation for up to six months of participation at a time.

If the individual stops participating or participation falls below the required monthly hours of participation indicated by the CAO or Employment and Training (E&T) contractor, the agency must report this change to the Department of Human Services within 10 days from the date the change occurred.

Who may complete the form:

The form may be completed only by an organization or agency that is providing a community service opportunity to the applicant or recipient. **Note:** The *Required Monthly Hours* section is completed by the CAO or E&T contractor based on the hours computed by the CAO and listed on the Employment Development Plan.

Who signs the form:

Only the site manager (or supervisor) who can attest to the community service agreement may sign the form.

General form completion requirements:

The information on the form must be complete and legible.
A signature by the site manager (or supervisor) is required.

Reporting changes:

Complete Section IV and fax or mail to:

CAO or Work Ready Name
Address Line 1
Address Line 2
City, State, ZIP
FAX: (555) 555-5555

CAO NAME AND ADDRESS


Pennsylvania
Department of Human Services

CASE IDENTIFICATION

CO	RECORD NUMBER	CAT	CSLD	DIST
RECORD NAME				DATE

SNAP Medical Exemption Form

Dear Medical Provider or School Official:

For some students and certain other adults, eligibility for Supplemental Nutrition Assistance Program (SNAP) benefits may be restricted or time-limited. Individuals can be exempt from this requirement if they are medically certified as physically or mentally unfit for employment. Please help us determine whether your patient or student meets an exemption due to a physical or mental condition that limits their ability to work.

Patient/Student name: _____ Date of birth: _____

Patient/Student authorization:

I hereby authorize the release of the medical, rehabilitation participation, and/or reasonable accommodation information requested to the Pennsylvania Department of Human Services.

Signature: _____ Date: ____ / ____ / ____

Please answer the relevant questions below. Once completed, sign and date this form including your title or position in your agency.

Questions 1 and 2 may be completed by a physician, physician's assistant, designated representative of the physician's office, nurse practitioner, osteopath, psychologist, drug and alcohol abuse counselor, mental health counselor, social worker, midwife, podiatrist, audiologist, physical therapist, occupational therapist, optometrist, or any other medical personnel whose services may be reimbursed by Medical Assistance.

Question 3 may be completed by any medical provider listed above or by a school official familiar with the services the individual is receiving. **Only complete Question 3 if the individual is enrolled in school half-time or more.**

- Does this individual have a mental or physical condition or illness that reduces their ability to work?
(NOTE: The condition may be either temporary or permanent and does not need to meet the Social Security standard to qualify. For students, consider the individual's ability to work while also attending school.)
☐ Yes ☐ No If **yes**, specify condition: _____
- Is this individual participating in a drug/alcohol treatment or counseling program, mental health counseling program, or a vocational rehabilitation program?
☐ Yes ☐ No If **yes**, specify program: _____
If **ongoing**, specify date program will end: ____ / ____ / ____
- Does this individual currently receive reasonable accommodations or other assistance from a postsecondary institution's disability access or reasonable accommodations office?
☐ Yes ☐ No If **yes**, specify condition: _____

By signing, I certify that all information provided above is true and accurate.

Name (please print)

Title/profession

Signature

____ / ____ / ____
Date form signed

Address and phone number



RECIPIENT NAME:	
COUNTY:	CASE NUMBER:

Adults who are physically and mentally able to work and do not live with children are subject to a time limit on their SNAP benefits. In order to remain eligible after receiving three months of benefits, these individuals must prove they meet a work requirement or meet an exemption. They can meet the work requirement by working at least 20 hours per week or participating in an approved training program. If this requirement applies to you, you will get another letter.

To help us determine your exemption, please complete the survey below and return it to us in the enclosed postage-paid envelope as soon as possible - preferably within 10 days:

Individual and Household Questions - Circle Yes or No:

- Yes No Is anyone in your house under the age of 18?
If yes to above, do you purchase and prepare your meals with this person? Yes No
- Yes No Are you pregnant?
- Yes No Is your ability to work at least 20 hours a week limited by your physical or mental health?
- Yes No Are you receiving or have you applied for any public or private disability or sick benefits, such as SSI, Workers' Compensation, Veterans Disability Benefits, or vocational rehabilitation services?
- Yes No Are you needed in the home to care for an ill or incapacitated household member?
- Yes No Are you participating in a drug or alcohol treatment program?
- Yes No Are you unable to work because of domestic violence? **Circle Yes if:**
- You or your children will be at risk of being harmed if you work, or
 - It will be more difficult for you to recover from abuse if you work.
- Yes No Are you homeless or facing homelessness?
- Yes No Are you a veteran of any branch of the U.S. Military, National Guard, or reserves, regardless of type of discharge?
- Yes No Did you age out of foster care and are you currently under age 25?
- Yes No Are you receiving or have you applied for Unemployment Compensation?
- Yes No Are you expected to return to work within the next 60 days?
- Yes No Are you a migrant or seasonal farmworker returning to work within 30 days?

Employment, Training, and Community Service Questions - Circle Yes or No:

- Yes No Are you working?
If yes, where? _____
How many hours a week? _____ What is your hourly rate? _____
- Yes No Are you taking classes to learn English?
If no, are you interested in taking free classes? _____
- Yes No Are you in school or a training program?
If yes, what are you studying? _____
How many hours a week? _____
- Yes No Are you interested in going back to school at least 20 hours a week?
- Yes No Are you doing community service or volunteering with a local agency?
If yes, where? _____
How many hours a week? _____