

WEBVTT

1

00:00:01.560 --> 00:00:14.968

All right good afternoon everyone I will stay with the chat. So when you pose a question, make sure that either it's going to everyone.

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00:00:14.968 --> 00:00:29.873

Or that you've specified myself, so, um, you can do all panelists, you can do host in presenter, or you can do presenter if you do not want everyone to see your question.

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00:00:30.294 --> 00:00:39.353

If you do it to just the host. Then the lovely cat Craig, who just introduced me would be the only 1 who would see that question. So.

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00:00:39.659 --> 00:00:42.719

Please make sure that.

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00:00:42.719 --> 00:00:47.789

Like I said, you either got it going to all attendees, um, or.

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00:00:47.789 --> 00:00:52.710

Coming to myself, either as the presenter host in presenter or Panelist.

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00:00:52.710 --> 00:00:58.799

Set that being said today, we're going to talk about.

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00:00:58.799 --> 00:01:04.140

Benefits, but before we get into today's topic.

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00:01:04.495 --> 00:01:08.394

I want to know who's in the audience. What is your role?

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00:01:08.665 --> 00:01:21.084

Are you a support coordinator service provider regional office employee, other state employee individual, or a family member or other so you've got about 50 seconds to answer that poll.

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00:02:12.689 --> 00:02:16.800

Okay, and the results are, um.

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00:02:16.800 --> 00:02:26.280

A good number of us, our support coordinators. There is a few regional office employees and a few service providers, and maybe even.

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00:02:26.280 --> 00:02:32.550

An individual or a family member out there. So thank you for joining us. We're glad to have you.

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00:02:32.550 --> 00:02:41.849

So, hopefully you get something out of this. So, what are we trying to do today? So today we know that.

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00:02:41.849 --> 00:02:49.139

There's a lot of hesitations when it comes to working and benefits that people are.

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00:02:49.139 --> 00:02:56.939

Concerned about what is that effect of work going to be on their benefits.

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00:02:56.939 --> 00:03:03.509

So, what I want each of you leaving with today is knowing where you can go.

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00:03:03.509 --> 00:03:10.979

To get answers to be able to help support individuals with.

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00:03:10.979 --> 00:03:14.939

Learning their options.

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00:03:14.939 --> 00:03:20.909

And how to navigate those options. So we want you all to feel a little bit more comfortable.

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00:03:21.025 --> 00:03:23.965

And, and being able to navigate those waters yourself.

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00:03:24.564 --> 00:03:25.074

So,

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00:03:25.375 --> 00:03:29.935

what's interesting is in a presentation that Mike Delta gave in July of 2019,

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00:03:29.935 --> 00:03:32.155
he mentioned a study that said,

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00:03:32.155 --> 00:03:34.344
78% of individuals or,

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00:03:34.344 --> 00:03:34.914
excuse me,

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00:03:34.944 --> 00:03:37.555
78% of professionals did not feel confident,

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00:03:37.555 --> 00:03:44.395
or only felt somewhat confident in answering questions about the effect
of work on benefits.

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00:03:44.425 --> 00:03:49.074
So, again, that's kind of what we want to address. We want to help.

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00:03:51.060 --> 00:03:54.689
More professionals feel.

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00:03:54.689 --> 00:03:59.400
You know, more confident in being able to address those questions.

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00:04:00.025 --> 00:04:10.465
So, we have another quick reality check for us. We want to know how
confident you feel in handling questions about work and benefits. Are you
very confident?

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00:04:10.645 --> 00:04:23.334
Somewhat confident, but you have resources are you're not confident and
you're even uncertain about the resources. Are you just I avoid this
subject at all costs so you've got about 45 seconds.

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00:04:24.475 --> 00:04:25.404
To fill up that

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00:05:17.964 --> 00:05:27.204
all right and looks like our results are going to be very similar to what
Mike mentioned in his survey.

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00:05:27.204 --> 00:05:37.944

So, 15 individuals indicated that they don't feel confident at all or not very confident and also uncertain about the resources.

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00:05:38.935 --> 00:05:51.504

14 indicated that you feel somewhat confident, and you have some resources. So, again, hopefully by the end of this webinar, we're going to move you up a little bit.

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00:05:51.504 --> 00:06:01.074

So, if you're not very confident, maybe you'll feel a little bit more confident and feel like you have more resources. And if you're somewhat confident, maybe you'll feel even closer to that.

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00:06:01.319 --> 00:06:05.158

Very confident so, 1 can hope.

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00:06:07.553 --> 00:06:08.153

All right,

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00:06:08.184 --> 00:06:10.103

so what our goal again,

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00:06:10.134 --> 00:06:23.334

our goal is to have participants feeling more confident in their ability to message that individuals do not have to choose between working and benefits and you can feel more assured in the resources that are available.

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00:06:23.334 --> 00:06:33.113

So some of you might recognize this, this is Missouri's tiered approach to benefits planning. So, if you kind of look at this as an inverse.

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00:06:33.358 --> 00:06:43.733

Triangle, so that 1st tier, that 1st level is that benefit ambassadors level at this level professionals are doing no harm.

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00:06:43.764 --> 00:06:50.903

They're offering that positive message and understanding very basics about benefits eligibility.

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00:06:50.903 --> 00:06:51.863

So it's kind of like,

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00:06:51.863 --> 00:06:54.324
that minimal amount of expertise,

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00:06:54.744 --> 00:07:04.764
but enough to make others feel comfortable that they don't have to choose
between working and maintaining benefits that 2nd,

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00:07:04.793 --> 00:07:07.074
level up is that benefits Navigator.

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00:07:07.074 --> 00:07:11.874
So this is somebody who has a little bit more awareness of eligibility,

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00:07:12.173 --> 00:07:13.764
understands the incentives,

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00:07:13.793 --> 00:07:18.293
the general impact of earnings and knows how to use Mo,

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00:07:18.293 --> 00:07:18.713
DB,

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00:07:18.713 --> 00:07:23.994
1 on 1 to kind of help navigate individuals and give them some guidance.

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00:07:24.084 --> 00:07:24.624
And.

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00:07:24.899 --> 00:07:28.949
Discuss those options, so.

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00:07:28.949 --> 00:07:35.244
Up from there really we're starting to get into individuals that have a
bit more expertise.

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00:07:35.244 --> 00:07:35.454
So,

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00:07:35.514 --> 00:07:35.994
benefits,

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00:07:35.994 --> 00:07:40.014

planners are individuals who have gone through a credentialing,

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00:07:40.043 --> 00:07:46.824

our certification program to have that extensive knowledge of eligibility criteria,

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00:07:46.913 --> 00:07:48.564

application of incentives,

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00:07:48.954 --> 00:07:50.603

developing analysis,

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00:07:51.413 --> 00:07:51.774

work,

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00:07:51.774 --> 00:07:52.194

incentive,

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00:07:52.194 --> 00:07:54.293

plans and other continuous learning.

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00:07:55.074 --> 00:08:06.324

You're with projects. Those are your experts. These are the ones that basically this is all they do is that benefits planning so they are.

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00:08:06.658 --> 00:08:12.269

Extensively knowledgeable about work and center's planning.

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00:08:12.269 --> 00:08:18.238

Uh, the social security program operations manual.

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00:08:18.238 --> 00:08:21.629

So, they know all the ins and outs.

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00:08:28.468 --> 00:08:33.509

So, now, when it comes to talking with individual about.

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00:08:33.509 --> 00:08:38.548

Um, what their concerns are, what they want out of life. Um.

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00:08:39.599 --> 00:08:42.719

What would be good options for them?

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00:08:42.719 --> 00:08:47.938

It's useful to think of benefits planning in a, in terms of a continuum.

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00:08:47.938 --> 00:08:57.538

So, on 1 extreme the left, you're going to see individuals not wanting to work because they're, they're fearful of losing their benefits.

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00:08:57.538 --> 00:09:03.869

Uh, they're going to be the individuals, though I don't want to work. I've been told to lose my benefits. That's not in the cards for me.

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00:09:03.869 --> 00:09:09.448

In the middle are going to be those individuals that want some kind of.

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00:09:09.448 --> 00:09:23.308

Balance they, they want to maintain their benefits, you know, maybe it's just the medical. Maybe it's just Medicaid or maybe it's they want to maintain that cash benefit. So they want to know how can I.

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00:09:23.308 --> 00:09:33.928

How can I achieve both? How can I keep my cash benefit? My, my medical benefits, but still be able to work and have extra money.

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00:09:35.099 --> 00:09:39.688

And then on the other extreme over to the right are those individuals that.

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00:09:54.719 --> 00:10:07.499

By by having that lid by having that cap on how much I can earn, I might be holding myself back. I may not be able to.

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00:10:07.499 --> 00:10:12.989

Achieve everything I want to achieve, so their goal might be to to see.

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00:10:12.989 --> 00:10:19.649

How can I get myself off those cash benefits and be able to earn a lot more.

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00:10:19.649 --> 00:10:23.609
So understanding how things are going to work for them.

85
00:10:25.318 --> 00:10:29.759
And also, 1 thing to note with this continuum, people don't stay in 1 spot.

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00:10:29.759 --> 00:10:35.068
So, when you meet with them, 1 time, they might be here in somewhere in the middle.

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00:10:35.068 --> 00:10:39.328
And they might go back and forth.

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00:10:39.328 --> 00:10:50.698
So, 1 time you might talk to them, they're in the middle, but they're closer to that left in. So they're, they're kind of thinking I want to work some.

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00:10:51.749 --> 00:10:55.798
But I don't want to.

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00:10:55.798 --> 00:10:58.889
Work any more than.

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00:10:58.889 --> 00:11:05.219
What what's absolutely necessary to maintain both benefits you know um.

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00:11:05.219 --> 00:11:12.328
And then another time you might talk to them, and they might be more towards that right? They might be going. Okay. You know what.

93
00:11:12.328 --> 00:11:26.394
Um, how much can I work and still maintain the, the medical benefits? Maybe the cash benefits aren't as important to me. So note that people can change in that that continuum. They don't just stay in 1 spot.

94
00:11:26.394 --> 00:11:27.474
They move around.

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00:11:32.908 --> 00:11:40.109
So, when trying to figure out where somebody is on that continuum.

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00:11:40.109 --> 00:11:51.328

I'm constantly asking different questions so, I, I'm wanting to find out. What is that person's motivation for working? What what is it? They want to get out of working.

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00:11:51.328 --> 00:11:57.149

Uh, for some individuals, it's just extra cash for some individuals. It's.

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00:11:57.149 --> 00:12:10.649

They, they see themselves I, be more self sufficient. They see themselves wanting to be able to purchase big things being able to purchase a house being able to purchase car.

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00:12:10.649 --> 00:12:18.928

Being able to achieve things that they want to achieve for some individuals. It's.

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00:12:18.928 --> 00:12:27.389

Scanning those skills getting out there and learning how to do new things in and.

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00:12:28.649 --> 00:12:34.798

Gaining expertise in different things it might be connecting to other people.

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00:12:34.798 --> 00:12:41.428

So, kind of looking at, what is their motivation? What do they want to get out of life? What.

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00:12:41.428 --> 00:12:44.729

Where do they like to see themselves in a few years from now?

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00:12:44.729 --> 00:12:54.839

The other thing that's really important is knowing what type of benefit this person receives. Um, and you'll see kind of later on that. Um.

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00:12:56.609 --> 00:12:59.759

Different benefits have.

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00:12:59.759 --> 00:13:06.808

Different rules and are affected by income differently.

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00:13:06.808 --> 00:13:19.379

So, if we're talking to this person, like they're getting, but they're getting, we could be giving them some faulty information, which could set them up for.

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00:13:19.379 --> 00:13:23.969

An unintended consequence a consequence that might take them from that.

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00:13:23.969 --> 00:13:28.019

Green side of the era of being okay with.

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00:13:28.019 --> 00:13:37.379

Getting off of social security benefits to now I'm over on the red side now. I'm now I'm afraid of working because I'm afraid what it's gonna do to my benefits.

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00:13:37.379 --> 00:13:43.619

So we want to make sure we're being careful not to give.

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00:13:43.619 --> 00:13:51.808

Wrong information. The other thing too is we need to really understand.

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00:13:51.808 --> 00:13:57.599

What concerns a person most about working and benefits.

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00:13:57.599 --> 00:14:02.729

Oftentimes, I will hear from individuals that they don't want to lose that benefit.

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00:14:02.729 --> 00:14:08.999

But when I start asking questions, it's not so much about the cash benefit. It's more about.

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00:14:08.999 --> 00:14:14.639

The medical or the what? Ifs they're, they're wanting reassurance that.

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00:14:14.639 --> 00:14:25.979

If they're not able to succeed in employment, if they're not able to be self sufficient, that there's a way for getting back on the cash benefit.

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00:14:25.979 --> 00:14:32.188

Or that there's a way for them to maintain that medical benefit.

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00:14:32.188 --> 00:14:35.188

So, sometimes it's kind of like.

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00:14:35.188 --> 00:14:42.658

Asking some further questions, just to find out what why they're saying I want to maintain my my.

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00:14:42.658 --> 00:14:50.698

My benefit, so.

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00:14:50.698 --> 00:14:53.908

Takeaways for support printers, things that.

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00:14:53.908 --> 00:15:07.318

I think it's important as support Chris, as we're having discussions with with people we need to keep in mind. So, the 1st, 1, is that people with disabilities really are no different than.

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00:15:07.318 --> 00:15:13.198

Anybody else, so you think about having those discussions around employment.

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00:15:13.198 --> 00:15:16.318

What does that discussion look like for.

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00:15:16.318 --> 00:15:19.438

Your child your own child.

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00:15:19.438 --> 00:15:26.849

1920 years old, you know, out of high school now, getting into the workforce.

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00:15:26.849 --> 00:15:33.899

What kind of advice? What what does that conversation look like with your own child about working.

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00:15:33.899 --> 00:15:40.408

And are the conversations that we're having with people with disabilities kind of.

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00:15:40.408 --> 00:15:44.548

The same, or are we train them? Are we.

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00:15:44.548 --> 00:15:53.038

Talking about things differently, just because somebody has a disability so that's the 1st thing is kind of looking and making sure that.

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00:15:53.038 --> 00:15:56.099

We're really not treating them to be differently.

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00:15:56.099 --> 00:15:59.129

We're having the same types of conversations.

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00:15:59.129 --> 00:16:03.479

Focusing on that motivation for working.

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00:16:03.479 --> 00:16:08.068

For some individuals, like I said earlier, it's not just.

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00:16:08.068 --> 00:16:19.499

About the money, it's about the satisfaction that they get from working about the connection to other people about gaining and skills. So.

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00:16:19.499 --> 00:16:32.063

Again, looking at our own selves, looking at us and what is our motivation for working? A lot of us would probably say, oh, I need money to make ends meet. I got a I got a house payment. I've got gas. I gotta put in the car.

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00:16:32.063 --> 00:16:42.774

I've got food, I've got to take care of kids. I've got to take care of pets, so a lot of us yeah, we're gonna put money on that. But then when you start asking well.

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00:16:43.109 --> 00:16:46.379

Why are you in the job you're in right now?

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00:16:46.379 --> 00:16:51.928

Why this chap then we start getting into.

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00:16:51.928 --> 00:17:02.009

Other things that matter to us as a support creditor, maybe your, your motivation is feeling like you're helping people. So you want to be in a profession where.

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00:17:02.009 --> 00:17:05.818

Feeling like you're helping people.

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00:17:05.818 --> 00:17:15.388

Maybe it's the connection to your coworkers maybe you work in a great office and you're like, oh, yeah, this is 1 of the best offices. I love this office.

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00:17:15.388 --> 00:17:20.878

Maybe, it's in the challenges.

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00:17:20.878 --> 00:17:28.679

That the opportunities for learning and gaining expertise maybe that's what excites you about your job.

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00:17:28.679 --> 00:17:31.919

So, looking at that motivation.

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00:17:31.919 --> 00:17:40.558

As support corners, we want to provide enough information for that informed decision making.

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00:17:40.558 --> 00:17:48.719

So, again, kind of going back to the person who comes to me and says, hey, how much can I earn and still maintain my.

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00:17:48.719 --> 00:17:58.409

My benefit if I haven't asked enough questions to really figure out where that person is on that continuum.

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00:17:58.409 --> 00:18:05.788

I might be limiting their their information for making.

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00:18:05.788 --> 00:18:11.759

A better decision for themselves, so I might be leaving out.

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00:18:11.759 --> 00:18:16.528

Key things that they might need to know if there.

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00:18:16.528 --> 00:18:29.098

Interested in possibly wanting to be more self sufficient and getting off of their benefits. So I want to make sure that I'm providing them enough information that they will fully understand.

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00:18:29.098 --> 00:18:32.729

All the options that they have, and.

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00:18:32.729 --> 00:18:36.868

Understanding when they might want to take advantage.

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00:18:36.868 --> 00:18:42.449

Of different options or different choices.

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00:18:42.449 --> 00:18:46.078

The other thing with informed decision that I.

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00:18:46.078 --> 00:18:53.638

Don't think we often think about is making sure that we're providing information.

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00:18:53.638 --> 00:18:58.108

In a way that makes sense for that person.

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00:18:58.108 --> 00:19:03.659

So that that person can understand.

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00:19:05.818 --> 00:19:10.739

What what their options are.

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00:19:13.348 --> 00:19:19.318

For example, somebody who's maybe a more concrete learner somebody who, um.

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00:19:21.269 --> 00:19:29.969

Actually is able to process information by actually.

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00:19:29.969 --> 00:19:33.298

Using it seeing it.

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00:19:33.298 --> 00:19:38.159

Making a connection to being able to to.

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00:19:38.159 --> 00:19:47.249

Show the math computations of how they're gonna have more money by working, even though their assets I might be going down.

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00:19:47.249 --> 00:19:50.939

Probably may not be helping them out it.

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00:19:50.939 --> 00:19:59.189

It might be talking German to somebody who who has no knowledge of the German language. And it's kind of like, I have no ideal.

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00:19:59.189 --> 00:20:03.058

What you just said, but.

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00:20:03.058 --> 00:20:08.519

Maybe providing somebody with, um, and I've done this with individuals, monopoly money.

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00:20:08.519 --> 00:20:13.919

Giving them monopoly money and letting them see how much money they have.

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00:20:13.919 --> 00:20:17.278

Just living off of alone.

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00:20:17.278 --> 00:20:20.548

And having them make some decisions.

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00:20:20.548 --> 00:20:24.028

With that money.

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00:20:24.028 --> 00:20:27.689

And and seeing how far it doesn't go.

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00:20:27.689 --> 00:20:31.679

And then taking that person and going. Okay now, let's.

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00:20:31.679 --> 00:20:35.308

Put you in a job how many hours do you want to work?

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00:20:35.308 --> 00:20:41.038

How much do you want to make and we figure out how much they're going to have in work and.

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00:20:41.038 --> 00:20:54.989

We figure out how that is going to adjust their something. So then I show them. Okay. Here's how much you'll get, but Here's how much you'll have in work and come and we add that together. And then we.

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00:20:54.989 --> 00:21:08.878

Go through those same steps of making those decisions about how to spend that money and they see how. Wow. I had a little bit more money. It went a little bit further. I was able to.

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00:21:08.878 --> 00:21:12.148

Purchase some of the things I wanted to purchase.

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00:21:12.148 --> 00:21:22.138

That I couldn't when I was just on alone, so taking them through that activity of playing around with that money and so.

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00:21:22.138 --> 00:21:32.038

Kind of experiencing the difference in how much money that they had available and how far that could go.

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00:21:32.038 --> 00:21:37.949

Sometimes that helped individuals understand it more than just showing them math.

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00:21:37.949 --> 00:21:45.929

Computations so, again, I think what's the important take away? There is not only providing.

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00:21:45.929 --> 00:21:52.828

Enough information, but providing it in a way that makes sense for that individual.

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00:21:52.828 --> 00:21:57.358

The other thing for support printers, um, is knowing your own.

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00:21:57.358 --> 00:22:06.959

Your own level of knowledge so, just kind of like we were talking before about that benefits. Ambassadors are ones that send that message that.

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00:22:06.959 --> 00:22:15.358

You don't have to choose, but that benefits. Ambassador doesn't have to explain.

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00:22:15.358 --> 00:22:21.838

Why, that person doesn't have to choose, or how that person doesn't have to choose that benefit ambassador could then.

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00:22:21.838 --> 00:22:27.328

Pass that Baton on to a benefits navigator who could then.

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00:22:27.328 --> 00:22:31.618

Help that person using DB, 1 to 1 to kind of.

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00:22:31.618 --> 00:22:35.999

C. Y.

194

00:22:35.999 --> 00:22:46.528

Why they don't have to choose or or maybe the baton is going on to a benefits planner to help that person. Understand.

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00:22:46.528 --> 00:22:50.249

All the different options and how they can.

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00:22:50.249 --> 00:22:55.318

Go, um, or utilize those different options.

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00:22:55.318 --> 00:22:59.128

So, I think knowing what our own.

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00:22:59.128 --> 00:23:02.219

Own level of expertise is and knowing.

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00:23:02.219 --> 00:23:07.858

When we can pass it on, or who to pass it on to can help.

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00:23:09.419 --> 00:23:13.439

So the other big takeaway is knowing that.

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00:23:13.439 --> 00:23:18.449

Unanswered questions can become barriers, so.

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00:23:18.449 --> 00:23:21.598
I mentioned earlier that we.

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00:23:22.828 --> 00:23:28.348
We want to avoid giving the wrong information because it could.

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00:23:28.348 --> 00:23:31.919
Um, cause an individual to experience.

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00:23:31.919 --> 00:23:35.068
And that pleasant consequence.

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00:23:35.068 --> 00:23:43.409
So, it could, um, cause somebody to to go from. Okay. I'm a little bit more comfortable with.

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00:23:43.409 --> 00:23:50.878
Working, and not really worrying about my cash benefit as much to. Okay now I'm scared.

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00:23:50.878 --> 00:24:00.838
So, I think sometimes as support corners, because we don't want to go beyond our own level of expertise.

209

00:24:02.519 --> 00:24:05.548
Were afraid to answer questions, but then.

210

00:24:05.548 --> 00:24:09.088
Where things can can go wrong is.

211

00:24:09.088 --> 00:24:15.449
If we're not connecting that person to somebody who can answer those questions.

212

00:24:15.449 --> 00:24:18.868
Because again, those unanswered questions.

213

00:24:18.868 --> 00:24:22.828
Can stall a person can cause a person to not move.

214

00:24:22.828 --> 00:24:29.459

So, we want to make sure that as support queries if we're not comfortable answering the questions.

215

00:24:29.459 --> 00:24:33.959

Were connecting them to a source.

216

00:24:33.959 --> 00:24:39.328

A person or a resource that can then answer those questions.

217

00:24:46.919 --> 00:24:50.788

Right. So.

218

00:24:51.868 --> 00:24:55.019

I mentioned her earlier.

219

00:24:56.068 --> 00:25:06.659

Not all social security benefits are the same so, and have very different rules.

220

00:25:06.659 --> 00:25:09.959

So, we want to make sure that when.

221

00:25:09.959 --> 00:25:17.278

Were feeling comfortable with answering questions about how work will affect the benefits.

222

00:25:17.278 --> 00:25:21.148

We know which benefit were talking about.

223

00:25:21.148 --> 00:25:28.798

And again, the, the whole purpose of that is avoiding those unintended consequences.

224

00:25:28.798 --> 00:25:38.638

We don't want to have it where we're telling somebody oh, you can make up to 1310 dollars before to fix your benefits.

225

00:25:38.638 --> 00:25:44.548

And the person has, and then the person gets a letter from self security saying that they're, they're.

226

00:25:44.548 --> 00:25:50.368

Social Security benefit is being reduced and not only that now they have.

227

00:25:50.368 --> 00:25:53.878

An overpayment.

228

00:25:53.878 --> 00:25:59.159

Because that individual is is going to move towards that. I'm scared of working now.

229

00:25:59.159 --> 00:26:02.999

So, we don't want to have that happen.

230

00:26:09.689 --> 00:26:14.159

So, how can we tell what type of benefit.

231

00:26:14.159 --> 00:26:17.788

Somebody has.

232

00:26:17.788 --> 00:26:23.788

1, sure, fire way is going to be looking at that Social Security award letter.

233

00:26:23.788 --> 00:26:38.098

So that letter saying, hey, this is how much you're going to be getting in this benefit. This is when you can expect it, it will stay in that letter whether it's.

234

00:26:40.048 --> 00:26:46.469

Social security, disability insurance, or if it's, um, so you'll be able to tell from that.

235

00:26:46.469 --> 00:26:52.588

The amount 1 receives can't also provide a clue to what type of benefit.

236

00:26:52.588 --> 00:27:01.259

So, SS is going to be capped by that federal benefit rate and for 2021.

237

00:27:01.259 --> 00:27:06.868

That is 794.

238

00:27:06.868 --> 00:27:13.169

So, if somebody is receiving more than 794.

239

00:27:13.169 --> 00:27:18.328

There could be a chance that they are not receiving access. I.

240

00:27:18.328 --> 00:27:26.909

So, another clue is going to be when the person receives their cash benefit.

241

00:27:26.909 --> 00:27:33.269

I usually always comes on the 1st of the month.

242

00:27:33.269 --> 00:27:41.249

There are a few exceptions. So, if the 1st happens to fall on a weekend, like a Sunday.

243

00:27:41.249 --> 00:27:46.229

Or the 1st falls on a holiday like New Year's day.

244

00:27:46.229 --> 00:27:53.489

Then individuals will receive their benefit the last.

245

00:27:53.489 --> 00:28:01.528

Business day before the 1st so let's say January 1st falls on a Wednesday.

246

00:28:01.528 --> 00:28:08.038

That person will then get their on December 31st, Tuesday.

247

00:28:08.038 --> 00:28:11.219

Tuesday before.

248

00:28:11.219 --> 00:28:15.509

If that if the 1st falls on a Sunday.

249

00:28:17.249 --> 00:28:22.019

They might receive their cash benefit on the Friday before.

250

00:28:23.848 --> 00:28:28.888

So, um, but if the person is like, oh, yeah, I usually get it on the 1st.

251

00:28:28.888 --> 00:28:32.159

That could be a clue that they're getting access to.

252

00:28:32.159 --> 00:28:37.048

Health insurance can also provide a clue.

253

00:28:37.048 --> 00:28:42.808

So usually.

254

00:28:42.808 --> 00:28:46.469

If 1 is receiving Medicare.

255

00:28:46.469 --> 00:28:52.919

There's a good chance that they are receiving or disabled.

256

00:28:52.919 --> 00:28:57.929

Um, adult child benefit, benefit under a parent's record.

257

00:28:57.929 --> 00:29:02.939

So, um, some things to note.

258

00:29:02.939 --> 00:29:08.848

Individuals can receive more than 1 type of benefit so.

259

00:29:08.848 --> 00:29:11.848

Just because.

260

00:29:11.848 --> 00:29:19.949

They might receive 1 benefit on the 1st.

261

00:29:19.949 --> 00:29:26.009

Doesn't necessarily mean that they might not be receiving another benefit.

262

00:29:26.009 --> 00:29:30.419

If somebody's receiving about 800 dollars.

263

00:29:30.419 --> 00:29:38.788

And social security benefit again, they could be receiving 2 different types of benefits.

264

00:29:38.788 --> 00:29:45.509

Also, 1 thing to know with Medicare, there is a 2 a 2 year. Wait.

265

00:29:45.509 --> 00:29:51.449

Period between getting or.

266

00:29:51.449 --> 00:29:57.449

Disabled adult child benefit and getting Medicare. So absence of Medicare.

267

00:29:57.449 --> 00:30:05.338

Doesn't necessarily mean absence of social security disability insurance or that.

268

00:30:05.338 --> 00:30:09.989

Benefit under a parent's record, so.

269

00:30:09.989 --> 00:30:14.909

And then my good friend, Tom pointed out in the chat box.

270

00:30:14.909 --> 00:30:29.788

Seymour can also tell so for support questionnaires or regional office employees, this screen probably looks somewhat familiar to you. So, in Seymour, under the benefits.

271

00:30:29.788 --> 00:30:33.239

Tap the.

272

00:30:33.239 --> 00:30:40.019

You can go there and then you can click on a, and it will actually show you what type of social security benefit.

273

00:30:40.019 --> 00:30:46.469

So some clues here at the top of the screen, you will see social security number.

274

00:30:46.469 --> 00:30:52.528

If that Social Security number matches the benefit ID number.

275

00:30:52.528 --> 00:30:55.739

In that as a box.

276

00:30:55.739 --> 00:30:58.739

That tells you that they're probably getting.

277

00:30:58.739 --> 00:31:08.909

S, so if you look at the bottom here, um, this person's still security number 321 Dash, 98 Dash, 7, 6, 5, 4.

278

00:31:08.909 --> 00:31:14.548

Well, the 726 that they're receiving in a social security benefit.

279

00:31:14.548 --> 00:31:21.538

Guess what the benefit ID number is 321987654.

280

00:31:21.538 --> 00:31:26.519

So that tells me right there it's like me, that's probably.

281

00:31:27.294 --> 00:31:37.493

Now, you will notice that the benefit right above that number is 65789321 doesn't match their social security number.

282

00:31:42.298 --> 00:31:49.318

That tells me that could possibly be their receiving a benefit under another person.

283

00:31:49.318 --> 00:31:56.519

Could be apparent, so it could be that, um, disabled adult child also known as childhood disability benefit.

284

00:31:56.519 --> 00:32:11.189

So that could be now, 1 of the things that you'll notice in this screenshot, it looks like that benefits stopped. So they're no longer receiving that benefit under the parent. It's all under their social security benefit.

285

00:32:11.189 --> 00:32:19.828

The other thing that you'll notice is, there is a line that says amount so if somebody's getting, you'll see it up there.

286

00:32:21.808 --> 00:32:27.838

So that's kind of where you can, you can tell just using from seeing more.

287

00:32:30.148 --> 00:32:34.378

All right, he check the chat here.

288

00:32:41.159 --> 00:32:54.358

So somebody had mentioned if receiving Medicare and Medicaid, they can be eligible for qualified Medicare beneficiary or qmb. B.

289

00:32:54.358 --> 00:32:59.489

Which enables them to not pay for their medical benefits.

290

00:32:59.489 --> 00:33:07.588

So you've got the s and B or supplemental Medicare beneficiary to a lesser extent, gets the same as some of the Q. amp. B.

291

00:33:07.588 --> 00:33:12.419

So, yes, that is true. So.

292

00:33:12.419 --> 00:33:19.709

Get it kinda depends on how much income they have. So, just because somebody as.

293

00:33:19.709 --> 00:33:31.078

Medicare and Medicaid doesn't necessarily mean that they will qualify for. Q amp. B, their income has to be a certain amount of.

294

00:33:31.078 --> 00:33:37.499

Now, under the.

295

00:33:37.499 --> 00:33:43.048

Or, yeah, I think it's actually.

296

00:33:44.788 --> 00:33:52.769

That will allow them to still qualify for that benefit. So there's 2 different levels. There's 1 where.

297

00:33:52.769 --> 00:33:56.459

Uh, Medicaid pays for the.

298

00:33:56.459 --> 00:34:02.638

Medicare premiums, plus anything that the Medicare doesn't cover.

299

00:34:04.019 --> 00:34:07.348

And also covers.

300

00:34:07.348 --> 00:34:15.599

Medicaid wavered services, so things that Medicare covers that are Medicaid covers that Medicare doesn't. Um.

301

00:34:15.599 --> 00:34:18.599

The 2nd level just allows them.

302

00:34:18.599 --> 00:34:26.849

Where Medicaid pays the Medicare premiums and doesn't cover anything else. So, again there's income.

303

00:34:26.849 --> 00:34:35.608

Requirements that you want to be mindful of and again, you also want to look at what.

304

00:34:36.958 --> 00:34:43.168

What the limitations might be so, um, somebody that needs Medicaid.

305

00:34:43.168 --> 00:34:46.679

Waiver funding may not.

306

00:34:48.898 --> 00:34:54.389

Need that s. L. M. B. if it's going to mean that they don't get that.

307

00:34:54.389 --> 00:34:58.889

Any more that now, Medicaid won't pay for thanks.

308

00:34:58.889 --> 00:35:04.199

So we want to be mindful of those limits. Um, let's see.

309

00:35:05.759 --> 00:35:15.628

Somebody mentioned Seymour isn't always a 100% accuracy. So this person finds that.

310

00:35:15.628 --> 00:35:25.798

It's, it's important to double check other sources and that can be very true. Sometimes what we see and see more.

311

00:35:25.798 --> 00:35:29.998

Isn't 100% accurate so.

312

00:35:29.998 --> 00:35:34.318
Checking other resources can be a very good tap.

313
00:35:38.338 --> 00:35:46.498
And then a question about, um, other codes to the right of social security benefits, and see more.

314
00:35:47.878 --> 00:35:50.998
I'm not sure and I'm going to go back here.

315
00:35:52.199 --> 00:35:56.128
Um, I'm assuming you're talking about the L. A. F.

316
00:35:57.509 --> 00:36:00.628
Um, that column the column on the right.

317
00:36:00.628 --> 00:36:08.878
And that, I'm not exactly sure I would have to reach out to somebody to see if I could get an answer to that. So.

318
00:36:10.079 --> 00:36:17.818
i apologize for not having that answer for you all right

319
00:36:19.139 --> 00:36:22.949
So resources.

320
00:36:22.949 --> 00:36:32.514
Again, 1 of the things that I want you to take away is I want you feeling more comfortable in knowing what resources are out there that you can help people.

321
00:36:32.963 --> 00:36:43.043
So, mode that DB, 1 on 1 dot Org is a resource that is available to all there. Are 6 different videos.

322
00:36:43.438 --> 00:36:47.759
3 of them explain as I.

323
00:36:47.759 --> 00:36:52.978
And 3 explain s. S. so, um.

324
00:36:54.148 --> 00:37:03.208

Those videos are short integration there are about 5 minutes in length and.

325

00:37:03.208 --> 00:37:14.909

The language that is used is very easy for individuals to follow along with explains things in a a very down to earth.

326

00:37:14.909 --> 00:37:19.018

Easy to follow terminology.

327

00:37:19.018 --> 00:37:32.159

So, for individuals that want to take a deeper dive, they want to learn more. There are articles that you can then read.

328

00:37:32.159 --> 00:37:46.318

So, you can go beyond the videos and then do some reading to find out a little bit more about what an impairment related work expenses or, um.

329

00:37:46.318 --> 00:37:52.378

How work income affects how they calculate.

330

00:37:52.378 --> 00:37:57.028

Owned income, so, um.

331

00:37:57.028 --> 00:38:08.998

And then 1 on 1, is it Estimator so when you've got somebody going, okay, I'm thinking about working 30 hours a week.

332

00:38:08.998 --> 00:38:13.079

And minimum wage is 1030 an hour.

333

00:38:13.079 --> 00:38:20.849

How much can I earn and what what effect will it have on my social security benefit? You can go through that estimator.

334

00:38:20.849 --> 00:38:35.550

Um, and it will calculate everything for you, it will tell you exactly how that work and come will affect that type of social security benefit or if somebody's got more than 1. so, if somebody's getting and.

335

00:38:35.550 --> 00:38:50.094

You'll put that information in there, and it will come out with a report at the end, telling you how it's gonna affect the, how it's going to

affect the assets. It will also tell you how it's going to affect medical benefits.

336

00:38:52.739 --> 00:38:57.420

So that DB, 1 on 1 can be very useful.

337

00:38:58.224 --> 00:39:08.755

The other thing, social security also has a website talking about their work incentives. It has webinars on the different work incentives.

338

00:39:09.175 --> 00:39:14.514

They have success stories and that is choose work dot net.

339

00:39:15.030 --> 00:39:24.565

So those are 2 great online resources that support partners can give to individuals support coroners can go to themselves.

340

00:39:24.594 --> 00:39:31.465

If they want to learn more about how working will affect social security benefits.

341

00:39:32.969 --> 00:39:38.159

So, the.

342

00:39:38.159 --> 00:39:49.289

Um, website down at the bottom, the dash T. D. C. dot org. So, Virginia Commonwealth is.

343

00:39:49.289 --> 00:39:58.380

Basically, 1 of the main trainers for certified work incentive coordinator or counselors. So when we talked about those whip.

344

00:39:58.380 --> 00:40:03.900

Providers those experts they get trained by, you.

345

00:40:03.900 --> 00:40:10.590

Basically, you has an introductory course that is I want to say 6 modules long.

346

00:40:10.590 --> 00:40:17.730

Those 6 modules can be taken at any time during a 2 week period. So VC will say, hey, we've got this coming up.

347

00:40:17.730 --> 00:40:22.079

These are the 2 weeks that you'll be able to access these 6 modules.

348

00:40:23.550 --> 00:40:27.179

You can go and take that and.

349

00:40:27.179 --> 00:40:31.920

It provides kind of that foundational understanding.

350

00:40:31.920 --> 00:40:35.309

For support when yours, so.

351

00:40:35.309 --> 00:40:44.610

And maybe hopefully, this person will put it into the chat content, but I had a support corner telling me.

352

00:40:44.610 --> 00:40:49.920

After that person had taken that that, um.

353

00:40:49.920 --> 00:41:01.019

The support corner felt like that course, was just enough information for that person to feel more comfortable in understanding how.

354

00:41:01.019 --> 00:41:07.469

Work affects social security benefits and being able to help.

355

00:41:07.469 --> 00:41:15.659

Others navigate what they need to know, and who they need to go to when they need to go to.

356

00:41:15.659 --> 00:41:19.530

To understand their options.

357

00:41:19.530 --> 00:41:23.369

So, um.

358

00:41:23.369 --> 00:41:30.539

That 1, I put in there specifically for support clinics, so for support printers, wanting to learn more.

359

00:41:30.539 --> 00:41:34.139

There's a website that you can go to, um.

360

00:41:34.139 --> 00:41:38.280

To learn when their introductory course is.

361

00:41:38.280 --> 00:41:45.000

To be able to, to take advantage of that learning opportunity.

362

00:41:45.000 --> 00:41:55.650

So, over the years, the division has also hosted a number of different webinars. So.

363

00:41:55.650 --> 00:42:01.829

Uh, just recently from March to June.

364

00:42:01.829 --> 00:42:13.590

Of this year, the division hosted a 4 part benefits and working series. Now the recording and the materials from that series is available on base camp.

365

00:42:13.590 --> 00:42:17.579

So, if you're interested in accessing that.

366

00:42:17.579 --> 00:42:31.559

Please please, please reach out to me so that I can connect you with our employment 1st, Missouri team, our training associates so that you can get access to those materials.

367

00:42:31.559 --> 00:42:42.840

And, yes, I'm a good friend. Tom did post in the chat box that the resources from are great. Um, so.

368

00:42:42.840 --> 00:42:48.510

That only is that that introductory training course which.

369

00:42:48.510 --> 00:42:52.739

Jennifer also highly recommends.

370

00:42:53.969 --> 00:43:01.889

Not only, is that a great starting place to understand the different type of benefits and feel more confident talking about them?

371

00:43:01.889 --> 00:43:11.760

And talking about the work incentives, but there are also a number of resources that you can access there on website that I put their.

372

00:43:11.760 --> 00:43:16.500

Just to to get more information as well.

373

00:43:16.500 --> 00:43:31.434

So also in 2018, so from July to August of 2018, the division hosted a 5 part benefits planning 1 on 1 series. So those webinars, there was 5 of them.

374

00:43:33.655 --> 00:43:48.295

They're an hour in length, and if you go to our website and click on webinars, you then want to go to previous Webinars and you want to go to 2018. they were from July to August of 2018. so.

375

00:43:52.800 --> 00:43:58.409

Those are some great ways of just getting that basic information.

376

00:43:59.429 --> 00:44:04.289

Also, I do have some additional trainings that.

377

00:44:04.289 --> 00:44:08.849

If you are interested in a.

378

00:44:10.079 --> 00:44:24.744

Getting or or having some of those trainings available to you and your staff I would be more than welcome to kind of set some things up so that we can do some training specifically for you and your staff to help you guys feel more

379

00:44:24.744 --> 00:44:28.824

comfortable in navigating waters and and understanding.

380

00:44:29.099 --> 00:44:32.639

Different resources and choices.

381

00:44:36.570 --> 00:44:41.070

So the other thing coming soon, so.

382

00:44:41.070 --> 00:44:44.639

2021.

383

00:44:44.639 --> 00:44:48.599

Is when we have.

384

00:44:48.599 --> 00:44:52.500

Benefits planning or excuse me? Sorry? Got.

385

00:44:52.500 --> 00:44:56.369

Okay, 2021 was when we had to have our.

386

00:44:56.369 --> 00:45:07.920

Waivers renewed, so we are in the process of trying to get approval from CMS for our waiver renewals and.

387

00:45:07.920 --> 00:45:18.329

In that renewal, we requested benefits planning service definition as a standalone service. So hopefully.

388

00:45:18.329 --> 00:45:25.289

Soon, we will be able to roll that out. We will be able to announce the the, um.

389

00:45:25.289 --> 00:45:33.360

New service definition, and provide some trainings about what? That service definition, or what that service entails.

390

00:45:33.360 --> 00:45:43.500

In anticipation of us getting that service definition approved, we are currently trying to build the capacity.

391

00:45:43.500 --> 00:45:53.789

Of our service providers to meet the needs of waiver recipients. So, 1 of the things that we've requested with our benefits planning services, we've said.

392

00:45:53.789 --> 00:46:02.909

Individuals or professionals, providing that service must have credentialing and certification.

393

00:46:02.909 --> 00:46:07.320

So, the credentially and the.

394

00:46:07.320 --> 00:46:11.789
The certification we're going to it.

395
00:46:11.789 --> 00:46:22.260
Recognize are the ones from Virginia Commonwealth, University and Cornell universities Yang, tent Institute.

396
00:46:22.260 --> 00:46:28.079
So, Virginia Commonwealth University uses those, um.

397
00:46:28.079 --> 00:46:37.079
Tap to so certified work incentive counselor is the credential that is given to those with the.

398
00:46:37.079 --> 00:46:46.559
Uh, providers, so certified work incentive counters. They also use the community partner work incentive counselor.

399
00:46:46.559 --> 00:46:51.030
Credential for partner agencies that are.

400
00:46:51.030 --> 00:46:57.329
Helping to support that might be providing some benefits planning, but aren't with the providers.

401
00:46:57.329 --> 00:47:05.429
So that work incentive practitioner credential is the 1 that Cornell University uses.

402
00:47:06.324 --> 00:47:21.324
So and right now we are offering a 50% reimbursement stipend to service providers, wanting to take advantage of that Cornell universities, work, incentive practitioner.

403
00:47:22.590 --> 00:47:28.260
Um, certification course, so.

404
00:47:28.260 --> 00:47:34.500
I can tell you that through this.

405
00:47:34.500 --> 00:47:45.239
We are gaining some more certified benefits specialist so we did have a few providers that went through.

406

00:47:45.239 --> 00:47:50.880

Cornell universities, work, incentive practitioner course.

407

00:47:50.880 --> 00:47:56.250

Prior to the summer, so, um, we do have some.

408

00:47:56.250 --> 00:48:09.150

Some out there that, once we do have that benefits, planning service, um, hopefully, those service providers will be ready to, to provide that service.

409

00:48:09.150 --> 00:48:12.989

Um, there is a new cohort.

410

00:48:12.989 --> 00:48:16.710

Of that.

411

00:48:18.389 --> 00:48:31.710

Work incentive, practitioner course through Cornell that is starting tomorrow and I believe we have about 10 more agencies that are taking advantage of.

412

00:48:31.710 --> 00:48:44.639

This falls part, so hopefully by the beginning of 2022, we'll have even a few more agencies with that expertise to offer. So.

413

00:48:44.639 --> 00:48:54.594

Um, we're gonna keep trying to promote that and message about the availability of that to get more service providers with that expertise.

414

00:48:55.885 --> 00:49:09.565

So that US support players will feel like we've got people to to connect them to. We've got service providers that we can reach out to. And get that benefits planning expertise to help people navigate.

415

00:49:12.119 --> 00:49:19.469

So, moving forward, kind of looking at what questions?

416

00:49:19.469 --> 00:49:33.835

You would like to see more guidance and I want you to get some feedback from you, where do you feel like you need more information or assistance?

Is it using dB 1 on 1? Is it talking to legal guardians or individuals about benefits and work?

417

00:49:34.224 --> 00:49:47.394

Is it understanding the difference between social security benefits? Is it connecting to resources what those resources are, and when to make referrals to them how to report that income or something else? You can choose all that apply.

418

00:49:47.394 --> 00:49:50.664

So you've got about 3 seconds to finish that.

419

00:50:21.989 --> 00:50:25.920

And that poll has ended.

420

00:50:30.869 --> 00:50:34.469

And Kat, do we have the.

421

00:50:34.469 --> 00:50:38.519

Okay.

422

00:50:39.385 --> 00:50:47.905

So, it looks like we had quite a few people that basically said, hey, connecting to the resources when to make referrals.

423

00:50:47.905 --> 00:50:55.315

And to what resource you would like, a little bit more information on close behind that.

424

00:50:55.619 --> 00:50:58.829

We had talking to legal guardians.

425

00:50:58.829 --> 00:51:03.570

And then following that.

426

00:51:03.570 --> 00:51:06.659

Was using DB, 1, 1, so.

427

00:51:06.659 --> 00:51:17.400

Really appreciate appreciate that feedback. So that will help me and looking at what I can offer you guys to make you feel a little bit more comfortable.

428

00:51:17.400 --> 00:51:24.630

And being able to know what resources are, and how to connect to them when to use them.

429

00:51:24.630 --> 00:51:28.199

So, uh, and I see.

430

00:51:28.199 --> 00:51:39.449

We did have somebody put in the chat box kind of connecting with Social Security to get answers and verified information about benefits and or appeals. Um.

431

00:51:39.835 --> 00:51:51.925

So, yeah, kind of knowing, who are those people to connect with? So, each of the social security offices, um, most of them will have what's called a work incentive liaison.

432

00:51:52.255 --> 00:51:56.184

Now, this person could be also kind of, um.

433

00:51:56.489 --> 00:52:02.909

Just 1 of the claims representatives that which helps.

434

00:52:02.909 --> 00:52:06.780

Individuals with a certain type of social security benefit.

435

00:52:06.780 --> 00:52:18.599

But these are individuals that have pretty much been identified as that go to person at that field office to talk about. Um.

436

00:52:19.434 --> 00:52:34.195

Work income, how it affects social security benefits what the work incentives are. So, um, usually, those are my, my 1st line. Those are the people that I will go to when I have questions. Um.

437

00:52:34.559 --> 00:52:41.340

To help a person if the work incentive liaison is not able to the answer. The question.

438

00:52:42.054 --> 00:52:56.815

Then there is an area work incentive coordinator who oversees multiple field offices and that's kind of like your subject matter expert. So,

when the work incentive liaison can't answer, then it can go up to the area work incentive coordinator.

439

00:52:57.204 --> 00:53:03.175

Um, and sometimes that person is able to provide a little bit more guidance. So.

440

00:53:05.730 --> 00:53:13.739

But, yeah, knowing who those people are, when to reach out to them, those can really be helpful. Uh.

441

00:53:15.659 --> 00:53:26.130

So 1 of the, the comments in the chat box was explaining the provision of non driving consumers getting credits for their payments for transportation monthly.

442

00:53:26.130 --> 00:53:33.360

Um, and the support choir is is basically, um, in the process.

443

00:53:33.360 --> 00:53:39.210

Of appealing an overpayment.

444

00:53:39.210 --> 00:53:42.750

Um, because the person was.

445

00:53:43.800 --> 00:53:52.949

Paying for transportation, so what the person, um, what the support coordinator is actually talking about is an impairment related work expense. So, um.

446

00:53:52.949 --> 00:53:57.989

If a person is having to pay for their transportation.

447

00:53:57.989 --> 00:54:07.619

So, they're paying maybe for a pair of transportation or or they're having to pay a cab or.

448

00:54:07.619 --> 00:54:16.889

They're paying for someone to provide their transportation and the reason that they're not driving is due to their disability.

449

00:54:16.889 --> 00:54:28.199

And they can show that then so security may allow them to use that transportation what they're paying out of pocket to get to. And from work.

450

00:54:28.199 --> 00:54:36.389

Social Security might say, okay, we're going to count that as an impairment related work expense. Um, so I'm.

451

00:54:36.389 --> 00:54:47.849

For somebody getting where they're, they're having to be mindful of that substantial gainful activity map and not making more than 1310 dollars per month.

452

00:54:47.849 --> 00:54:52.739

If they're paying 200 dollars in transportation costs.

453

00:54:52.739 --> 00:54:58.050

That allows them to make a little bit more than that. 1310 dollars.

454

00:54:58.050 --> 00:55:12.570

And still get their social security benefit, because they're able to apply that impairment related work expense, that 200 dollars in transportation costs allowing them to earn a little bit more than that substantial game activity.

455

00:55:16.469 --> 00:55:19.469

So, um.

456

00:55:21.750 --> 00:55:30.210

So, we had somebody kind of mentioned that a lot of times with Social security, they will not talk to support coroners and less.

457

00:55:30.210 --> 00:55:36.239

That individual or that guardian is on the phone.

458

00:55:36.239 --> 00:55:37.050

So,

459

00:55:39.264 --> 00:55:39.864

the question is,

460

00:55:39.864 --> 00:55:51.565

will work incentive those work incentive liaison or that area work in a corner will that person talk to a support corner without the individual or guardian?

461

00:55:52.349 --> 00:56:00.269

If it's about a specific person, they're going to want that authorization. So.

462

00:56:00.835 --> 00:56:13.614

If that person's not able to be on the call with you and expressly state. Yes, I want you talking to my support coordinator in answering my support corners questions. You can get an authorization to disclose.

463

00:56:14.304 --> 00:56:24.175

There is a form that Social Security will accept. That will allow you to then connect with Social Security and talk to them about a specific individual.

464

00:56:25.679 --> 00:56:38.550

Outside from that, sometimes what I've done is I've just reached out to the work incentive liaison or the area work incentive coordinator to just say, hey, I've got a general question.

465

00:56:38.550 --> 00:56:43.679

It's not about a specific person. I'm just asking, you know.

466

00:56:43.679 --> 00:56:58.110

In general is this the process is how this, how something goes, and sometimes if you're not talking about a specific individual, if you're just asking kind of a process question.

467

00:56:58.110 --> 00:57:01.409

For a general generic question general.

468

00:57:01.409 --> 00:57:11.340

How do we do this? They will sometimes answer those questions without any kind of consent because it's not about a person.

469

00:57:11.340 --> 00:57:21.539

So so, but, yes, if it's about a specific person.

470

00:57:21.539 --> 00:57:26.849

Then you have to have that individual's consent or their guardians consent.

471

00:57:29.820 --> 00:57:35.670

All righty. So hopefully you guys were able to get.

472

00:57:35.670 --> 00:57:40.139

Something out of today's webinar so.

473

00:57:40.139 --> 00:57:52.440

If you feel like, you weren't able to get information that you want please, please, please reach out to me so that we can help give you the information. You need to feel a little bit more comfortable. So.

474

00:57:52.440 --> 00:58:05.730

Again, we do these webinars, the 2nd, Wednesday of every month so next month we'll be October 13th then we have November 10th, and then December 8. so we do it from 130 to 230.

475

00:58:05.730 --> 00:58:09.000

2nd, Wednesday of each month.

476

00:58:11.250 --> 00:58:21.030

So, when you get off, there will be a slight survey. Please take advantage of answering that survey. That does help me in figuring out.

477

00:58:21.030 --> 00:58:27.630

Future topics and ways that I can make this a better experience for you. So.

478

00:58:27.630 --> 00:58:31.800

Please please, please fill out that survey.

479

00:58:33.510 --> 00:58:39.269

And then finally, please reach out to me. My phone number is 6, 3, 6.

480

00:58:39.269 --> 00:58:49.260

9261229, my email address is Sandy dot Kaiser and that is spelled K. E. Y.

481

00:58:49.260 --> 00:58:56.340

S. E. R. D. M. H. Mo. Dot. Gov.

482

00:58:57.420 --> 00:59:05.568

So, thank you everyone I hope you have a wonderful week and I look forward to seeing you next month.