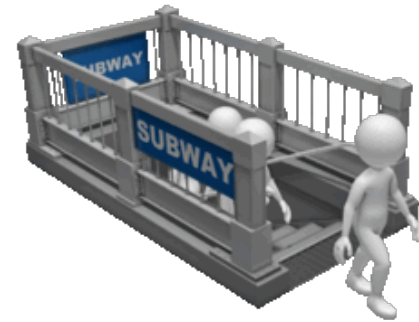


# *Successes and Challenges with Services & Supports*

**David Hoff**

Institute for Community Inclusion  
UMass Boston

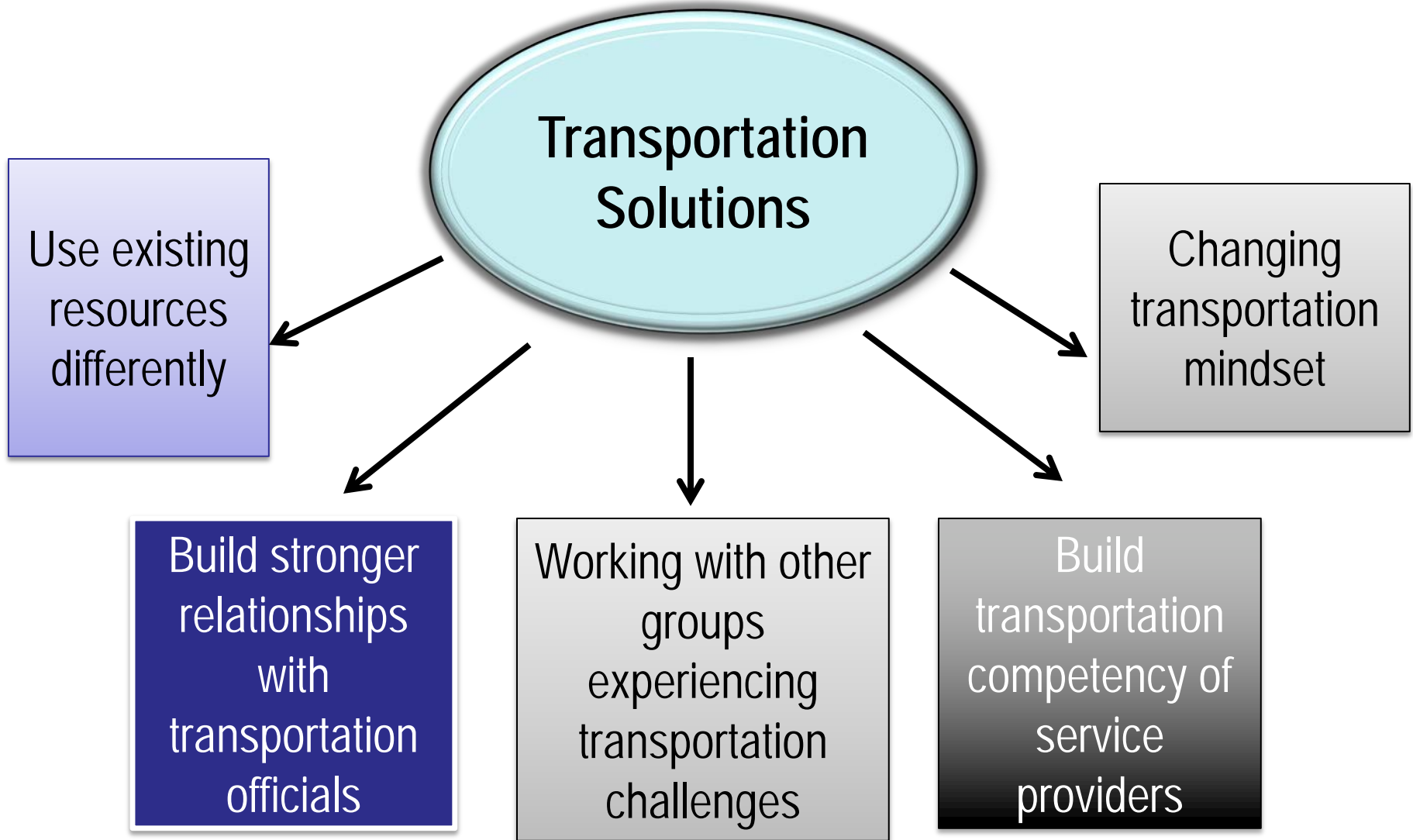




# Transportation



# A FIVE-PRONG APPROACH



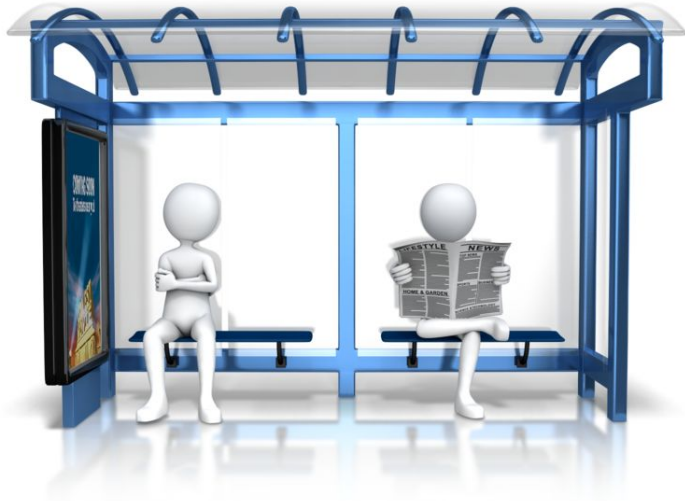
Changing the transportation  
mindset beyond  
a narrow set of options.

*"It's more than just the van."*



# YOUR ROLE AS A SERVICE SYSTEM

- Understand level of resources being used for transportation
- Reconfigure use of existing transportation resources
- Connecting and partnering with transportation officials at state level
- Encourage/facilitate regional and local partnerships
- Supporting service provider capacity building on individualized transportation
- Setting of policies





## Examples of Transportation Policies

- Transportation addressed as part of career planning
- Tracking of provide resource devoted to transportation
- Maximizing transportation self-determination and independence
- Requiring competency in transportation by service providers

## ROLE OF SERVICE PROVIDERS

- Full understanding of transportation options
- Facilitating individualized, self-determined approach to transportation that:
  - *maximizes independence*
  - *makes efficient and effective use of resources*
- Linking with local transportation officials and other groups that experience transportation challenges



SOCIAL SECURITY

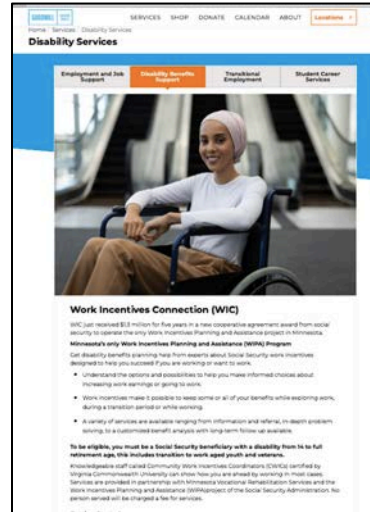
Benefits

USA

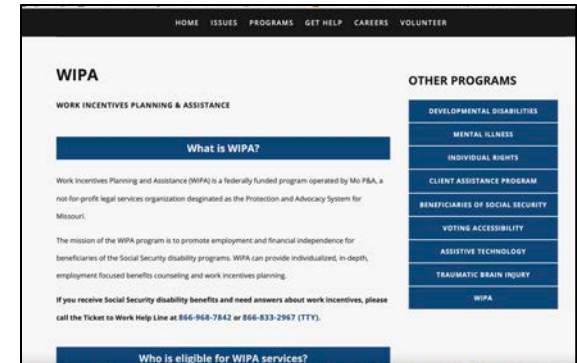


# Benefits Counseling:

# It's Not Just the WIPA Program's Job



The screenshot shows a website page titled "Disability Services" with a navigation menu including "SERVICES", "SHOP", "DONATE", "CALENDAR", "ABOUT", and "Locations". Below the navigation is a header with four tabs: "Employment and Job Support", "Financial Resources", "Transition Employment", and "Student Center Services". The main content area features a photograph of a woman in a wheelchair. Below the photo is the heading "Work Incentives Connection (WIC)" followed by a paragraph: "WIC just received \$1.8 million for five years in a new cooperative agreement award from social security to operate the only Work Incentives Planning and Assistance program in Minnesota, Minnesota's only Work Incentives Planning and Assistance (WIPA) Program." This is followed by a sub-heading "Get disability benefits planning help from experts about Social Security work incentives designed to help you succeed if you are working or want to work." and a bulleted list of services: "Understand the options and possibilities to help you make informed choices about increasing work earnings or going to work.", "Work Incentives make it possible to keep some or all of your benefits while exploring work, during transition period or while working.", and "A variety of services are available ranging from information and referral, in-depth problem solving, to a customized benefit analysis with long-term follow up available." Below the list is a paragraph: "To be eligible, you must be a Social Security beneficiary with a disability from 14 to full retirement age. This includes transition to work aged youth and students. Knowledgeable staff (called Community Work Incentives Coordinators (CWICs) certified by Virginia Commonwealth University) can show how you are owed by working in most cases. Services are provided in partnership with Minnesota Inclusive Rehabilitation Services and the Work Incentives Planning and Assistance (WIPA) program of the Social Security Administration. No other services will be charged to be for services."



The screenshot shows a website page titled "WIPA" with a navigation menu including "HOME", "ISSUES", "PROGRAMS", "GET HELP", "CAREERS", and "VOLUNTEER". Below the navigation is a header with two tabs: "WORK INCENTIVES PLANNING & ASSISTANCE" and "OTHER PROGRAMS". The main content area features a heading "What is WIPA?" followed by a paragraph: "Work Incentives Planning and Assistance (WIPA) is a federally funded program operated by Mo PBA, a not-for-profit legal services organization designated as the Protection and Advocacy System for Missouri." This is followed by a paragraph: "The mission of the WIPA program is to promote employment and financial independence for beneficiaries of the Social Security disability programs. WIPA can provide individualized, in-depth, employment focused benefits counseling and work incentives planning." Below the paragraph is a bolded sentence: "If you receive Social Security disability benefits and need answers about work incentives, please call the Ticket to Work Help Line at 866-968-7842 or 866-833-2967 (TTY)." Below the paragraph is a heading "Who is eligible for WIPA services?"

# It's Everyone's Job!

# System Roles Regarding Benefits



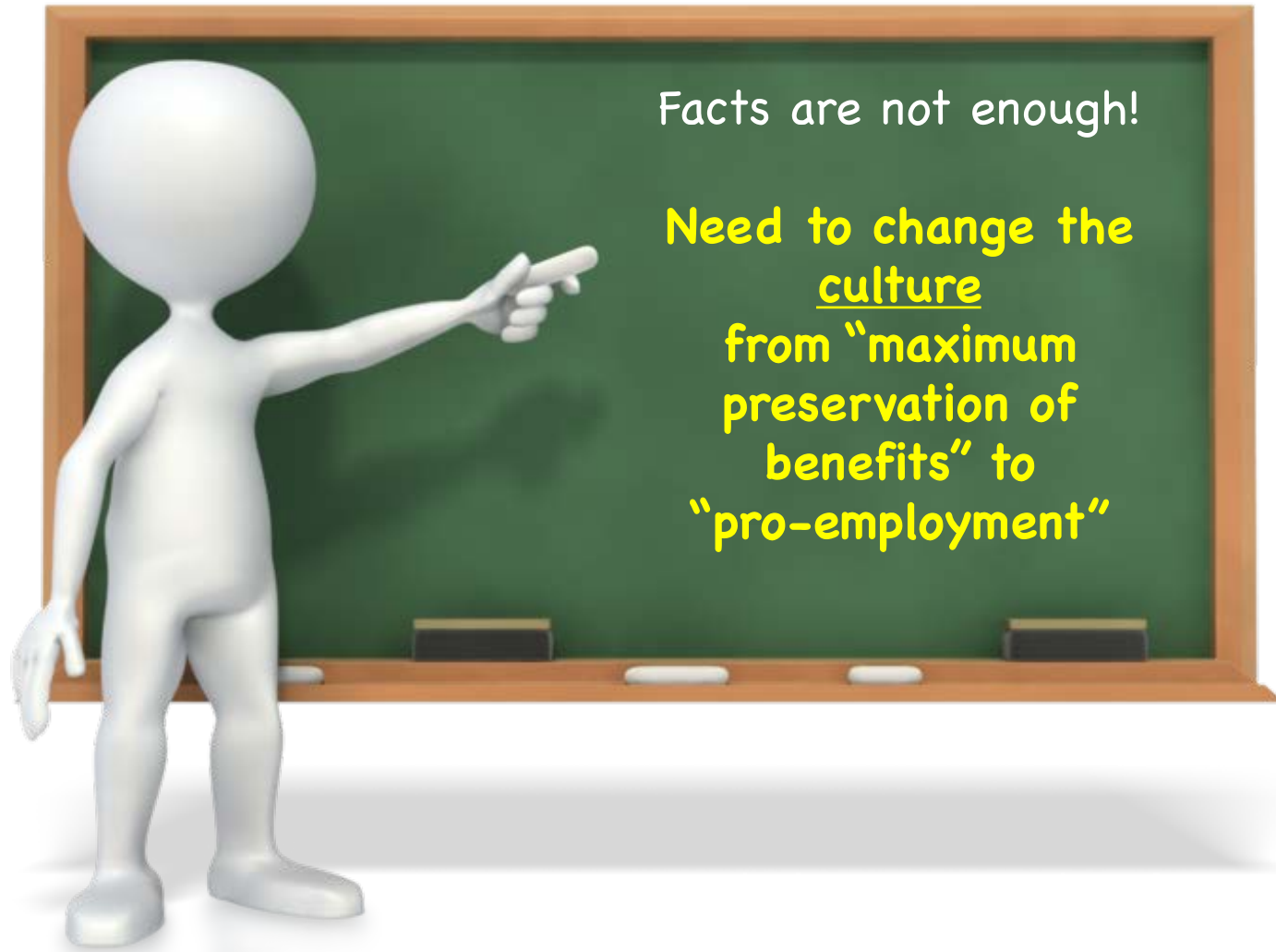
- Provide funding for CWIC and other benefits training

- Benefits counseling as a Medicaid funded service

- Ensure case managers are knowledgeable about benefits

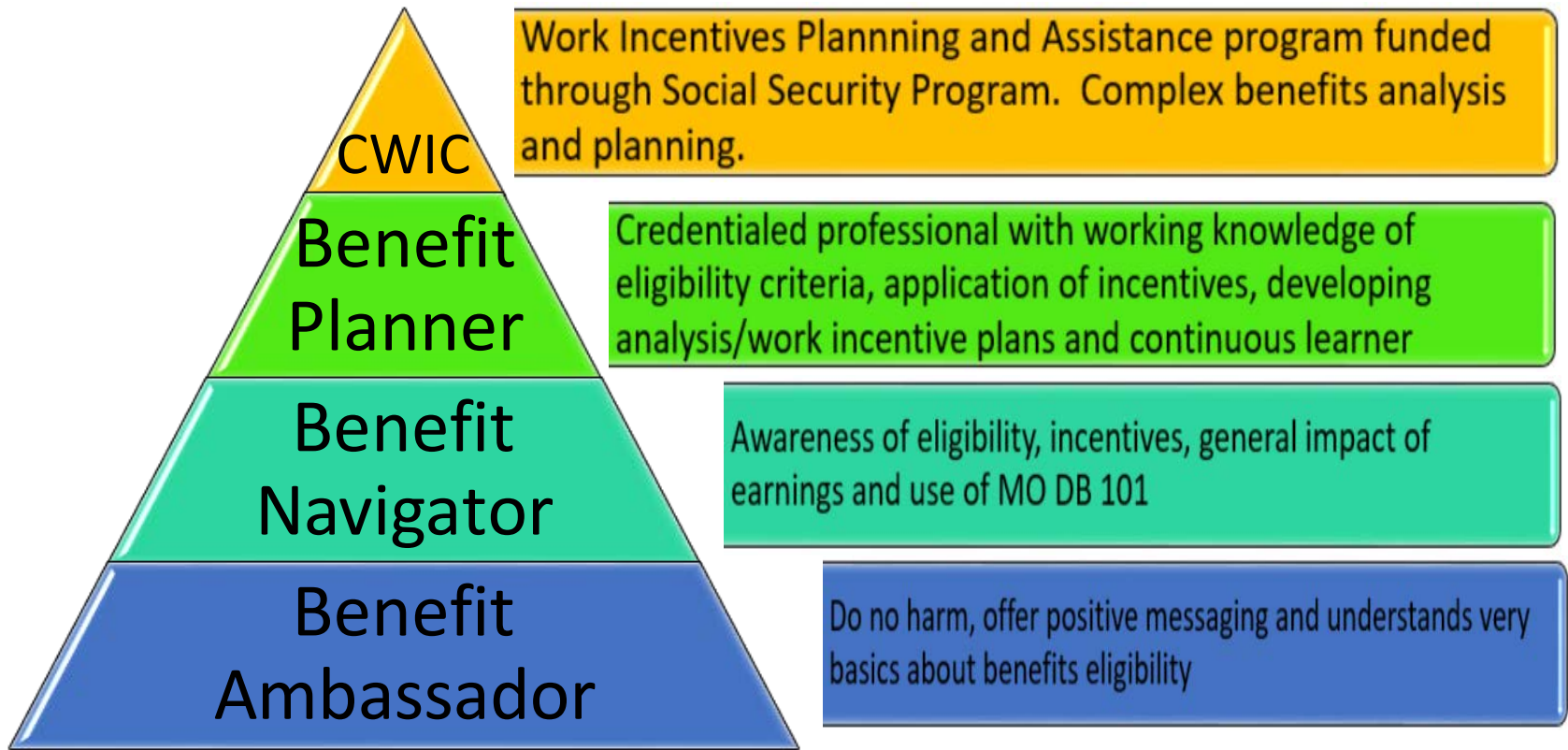
- Clear, consistent messaging





Facts are not enough!

**Need to change the  
culture  
from "maximum  
preservation of  
benefits" to  
"pro-employment"**



## MISSOURI TIERED BENEFITS EDUCATION AND OUTREACH

# Questions, Comments, Discussion,

