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MICHIGAN DEPARTMENT OF
HEALTH AND HUMAN SERVICES

BENEFIT-TO-WORK (B2W)
REPORT



Fiscal Year 2021

2021 Michigan Department of Health and Human Services Benefit-to-Work (B2W) Report

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The following is a list of acronyms frequently used within this report:

- ABLE: Achieving a Better Life Experience Act
- B2W: Benefit-to-Work
- BPHASA: Behavioral and Physical Health and Aging Services Administration
- CDB: Childhood Disability Benefit (formerly Disabled Adult Child (DAC))
- CMHSP: Community Mental Health Services Program
- CPWIC: Community Partner Work Incentive Counselor (Virginia Commonwealth University)
- DB101: Disability Benefits 101 website (<https://mi.db101.org/>)
- DWB: Disabled Widow/er Benefit
- EPE: Extended Period of Eligibility
- EXR: Expedited Reinstatement
- FTW: Freedom to Work Medicaid
- IRWE: Impairment Related Work Expense
- MDHHS: Michigan Department of Health & Human Services
- PASS: Plan to Achieve Self Support
- PIHP: Prepaid Inpatient Health Plan
- SEIE: Student Earned Income Exclusion
- SGA: Substantial Gainful Activity
- SOAR: SSI/SSDI Outreach, Access, and Recovery
- SSA: Social Security Administration
- SSDI: Social Security Disability Insurance
- SSI: Supplemental Security Income
- TA: Technical Assistance
- TWP: Trial Work Period
- WIP-C: Certified Work Incentive Practitioner (Cornell University)

**2021 MDHHS
Benefit-to-Work
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Executive Summary

This is the first report regarding the Michigan Benefit-to-Work (B2W) coach model completed for the Michigan Department of Health and Human Services (MDHHS) and Behavioral and Physical Health and Aging Services Administration (BPHASA). This report is intended to provide a baseline of information documenting the development, progress, data, and current status of the B2W model. This report will also act as the framework for future B2W annual fiscal year reports.

Michigan initiated the Benefit-to-Work coach model with micro-certification in July 2019 to strengthen the model to reach the goal of removing the fear of loss of benefits as a barrier to employment. Prior to this, a Benefit-to-Work coach training was offered without a certification and showed only marginal success. Since July 2019, 45 individuals have successfully obtained the credential. As of September 2021, 29 individuals continue to maintain the B2W credential.

As of May 2020, B2W coaches were expected to regularly submit data regarding the services provided under the B2W model. The data is intended to measure and characterize the work of the B2W coaches. Data measures include: service encounters; Social Security benefit type; Medicaid benefit type; employment status, including employment changes over time; types of services provided; if the services of a benefit planner were required; and use of Social Security work incentives. This report contains a baseline of these data measures which future reports will use to compare and show longitudinal outcomes and observations.

The Benefit-to-Work Model has already successfully assisted many individuals with addressing the fear of loss of benefits as a barrier to work. Efforts continue to strengthen the model to expand the reach and effectiveness of the B2W model.

Benefit-to-Work Success Stories

I Feel Free!

“I feel free!” exclaimed Deena. “I never realize how isolated I was before I began working.” Deena made this statement after she had been working for about two months. She expressed how work had added so much more meaning and purpose to her life and provided her with a sense of freedom and hope. She also was enjoying the extra income that work provided and stated she was thrilled to be able to make financial goals. Since then, Deena obtained a second job and works at least 40 hours per week between the two. She continues to get ahead financially due to work while receiving her Social Security Disability Insurance (SSDI) cash benefit during her trial work period (TWP). Once her TWP ends, her earnings will likely be considered over the substantial gainful activity (SGA) level, so her SSDI payment will pause. Deena initially expressed apprehension regarding her SSDI payment pausing and would check in with her B2W coach to go over the timeline as to when this would occur. As Deena neared the end of her TWP, she said she was comfortable with her SSDI payment pausing after the TWP because of the success she has had in working thus far. She will continue to get ahead financially even without her SSDI payment and keep her Medicare. Knowing that she has access at any time to her B2W coach and that she can quickly restart her SSDI payment if she is unable to sustain working over SGA has helped to ease her concerns and supports her continued employment success!

From Service Recipient to Benefit-to-Work Coach

Isabella “Izzie” Bullock is a true inspiration to all who meet her. Izzie was nearing the completion of her master’s degree at Eastern Michigan University when she began to look into what would happen to her benefits when she began working. Izzie, a Supplemental Security Income (SSI) recipient, received information about benefits and work that did not set well with her. Izzie was told she would only be able to make \$2,000 a month to keep her Medicaid eligibility. This upset Izzie’s plans to pursue a profession where she would make more than \$2,000 a month. Medicaid supported Izzie in providing coverage for her personal care needs as she pursued her education. Izzie knew without Medicaid; she would not be able to pursue her dreams of helping others. Izzie decided she needed to find out more, but little did Izzie know she would be on a collision course with her future career. Izzie knew one thing; choosing between Medicaid and a career was not an option. Izzie needed support so she contacted Michigan Rehabilitation Services (MRS). MRS connected Izzie with Shannon Clark, a Work Incentive Planner and B2W coach. Shannon was able to explain the SSI 1619b work incentive, which would allow Izzie the ability to earn more than \$36,000 a year (this earnings amount commonly increases each year) and maintain her eligibility for Medicaid and SSI. Izzie also learned that impairment related work expenses (IRWE) would make it possible for Izzie to make even more without losing her Medicaid eligibility. Izzie was hooked on work incentives planning, and Izzie started looking at the Ann Arbor Center for Independent Living website nearly daily for openings in their employment program.

In the interim, Izzie took an internship at Wayne State Employment Services program to learn more about how to help people find and maintain employment. Soon enough Izzie received a call from Ann Arbor Center for Independent Living and was asked if she would be willing to take a position with them; however, Izzie would have to take a course through Cornell University to become a credentialed work incentive planner. Izzie recalled how her boss worried that this would be a deal breaker for Izzie. Little did her boss know that Izzie had been bit by the benefit bug. Izzie shared that she was so excited that this opportunity had presented itself. Izzie had no idea when she was in school how important it was to her to help others with benefits find accurate information. Izzie did her training during a pandemic and is now a certified work incentive practitioner (Cornell University) (WIP-C) and B2W coach for Ann Arbor Center for Independent Living. Izzie is happy with her new career and is still eligible for Medicaid. This makes it possible for Izzie to perform a job she is passionate about and allows her to share her story and inspire others.

Passion for Work

My name is Fran Mackay, and I work in Menominee, Michigan. I have a passion to assist individuals with mental illness enrich their lives through employment. I was on SSDI for a few years and was anxious to return to work but did not know how to go about it. I was concerned that I would lose my SSDI when I was trying to return to work. At the time I returned to work, 10 years ago, I did not know about a program like B2W, so I had to do it on my own with not knowing how to.

The passion for assisting individuals to return to work came from my own life experience. I am the benefits specialist for Northpointe Behavioral Healthcare Systems in Menominee, Dickinson, and Iron counties in the Upper Peninsula of Michigan. I assist a lot of individuals apply for SSDI or SSI, assisted SSI/SSDI Outreach, Access, and Recovery (SOAR) program, Medicaid and food benefits. Many of these individuals have a desire to work or do not know that they can work while receiving public benefits. A lot of people that I have worked with believe they cannot work because they have a mental illness. I have always encouraged these individuals to try working. I tell them a little about my story and how I started back to work part-time and worked my way up to more hours and eventually to full-time employment. I share with them the way it enriches me and helps me find fulfillment in my life.

In 2017, I received an email about the B2W coach training to help individuals that would like to work use a benefit estimator to see how they can do so without losing their benefits and be better off financially. I went to the training and became a B2W coach in June 2017. The training was intense as there is so much to learn. I won't kid you; I still don't know all there is to it, but the B2W coaches have monthly ongoing education webinars, a monthly office hour with Tracy Howard for help with questions, and yearly training to keep our B2W certification up to date.

[The Michigan Disability Benefits 101 \(DB101\) website](#) has a wonderful tool for the B2W coaches to assist an individual in determining what is needed or beneficial to get back into the work

force. The DB101 estimator is amazing. It shows you where you are presently with your benefits and where you will be in the future by returning to work. It gives you a summary and tools that can be used in your desire to work and how to go about it without losing benefits.

My hope is that many other workers within the Community Mental Health system will also catch a passion to help our individuals reach their desire to work or see beyond their disability that there is more that they can do to enrich their lives!

Developing Benefit-to-Work Services

In 2014, St. Clair County Community Mental Health (SCCCMH), under the direction of Debra Johnson, committed to developing an Employment Services Program that would support persons with achieving financial and personal goals. In 2014, Erika Rice was hired to help develop an Individual Placement and Support (IPS) program. Soon after starting, Erika discovered that many persons served by the IPS program had little to no knowledge about work incentives. The leadership at SCCCMH added resources, hiring, and training additional staff for the IPS program, and eventually the team grew to four employment specialists and one certified peer support. In 2017, the IPS Michigan Fidelity Assistance Support Team (MIFAST) awarded the SCCCMH IPS program an exemplary fidelity rating. That same year Erika took the first B2W coaching training. The team had been educated by Molly Sullivan in dispelling myths and worked toward addressing myths at SCCCMH for both persons served and staff. Erika went to staff meetings to dispel myths and educate staff on work incentives. The SCCCMH IPS team worked tirelessly during the pandemic to keep up with the changing rules around benefits, unemployment, and stimulus checks. Due to high demand for B2W coaching at SCCCMH, Hilary Tesluck joined the B2W team in 2021. The management team at SCCCMH has recently added a new program for those with intellectual and developmental disabilities (I/DD) called Opportunities for Success. This program will provide support for persons served and their families using the Discovery and Customized Employment Models. Erika Rice completed her WIP-C from Cornell University's Yang-Tan Institute on employment and disability in 2021. This credential will allow for more extensive benefits planning to take place at SCCCMH for all individuals served.

Overview of Benefit-to-Work Model: Development and History

The Michigan B2W model was developed to address the fear of losing public benefits as a barrier to employment. Further, the model addresses a capacity problem of not enough well-trained, knowledgeable, and actively practicing benefit planners. The B2W model is a component of a three-level tiered approach to address these issues (Figure 1).

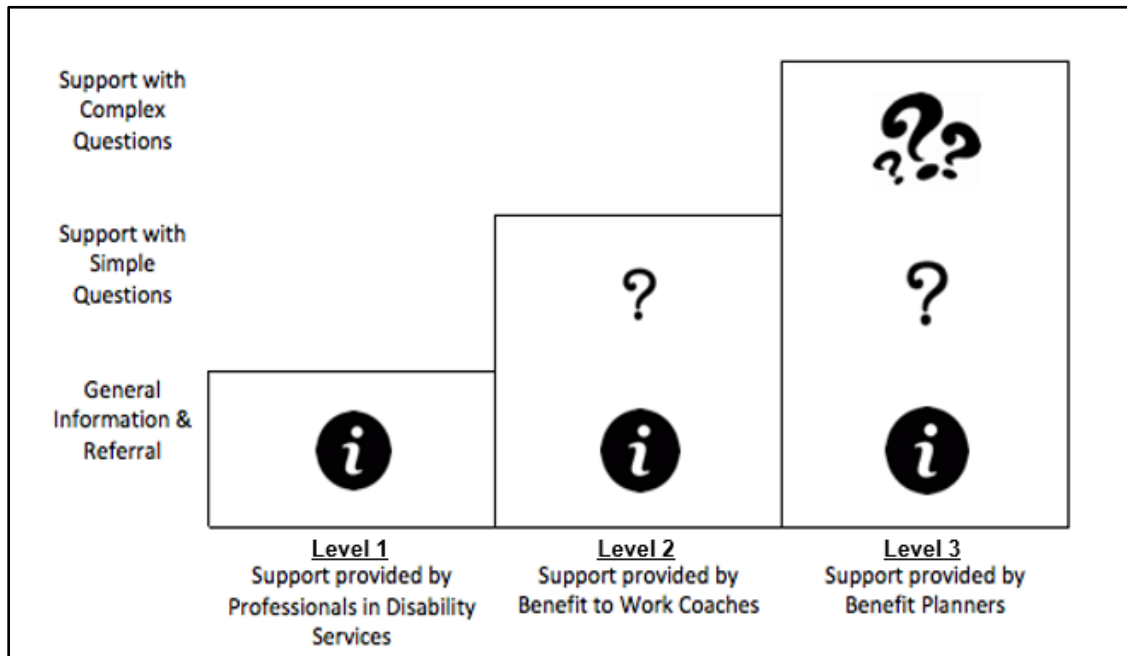


Figure 1: 3-Level tiered approach to addressing fear of loss of benefits as a barrier to employment.

- Level 1: Dispelling Benefit-to-Work Myths - Professionals serving primarily individuals experiencing a serious mental illness.
 - Issue: Professionals do not have the knowledge, resources or skills to accurately address questions regarding work and benefits. This results in individuals seeking this information to receive inaccurate information or have difficulty obtaining accurate information.
 - Solution: The Dispelling Benefit-to-Work Myths course was developed to provide professionals with basic information regarding eligibility and work rules for Social Security disability benefits and the associated health insurances. The course provides professionals with concrete resources to address questions/concerns and where to refer individuals for personalized, detailed advisement.
 - Focus: To provide general information regarding the effect of work on benefits and refer to a benefit expert.
- Level 2: Benefit-to-Work Coach

- Issue: Benefit experts/planners do not have the capacity to serve all individuals who need information about the effect of work on public benefits. As a result, individuals often experience long delays in obtaining the information they seek; individuals often do not continue to consider or seek employment; and/or individuals often stop working if a negative action occurs with their benefits that they were not accurately advised about.
 - Solution: The B2W coach credential was implemented to develop a network of professionals to provide accurate advisement to individuals who are considering work or working. Individuals must meet initial and ongoing training and assessment requirements, in addition to meeting the minimum service delivery hours to obtain and maintain the credential. This ensures individuals who are credentialed as a B2W coach remain competent and proficient in the skills and knowledge needed to effectively deliver the service.
 - Focus: To provide individualized advice on the effect of work on benefits for simple (non-complex) benefit and work-related questions and concerns.
- Level 3: Benefit Experts/Planners
 - Issue: Existing benefit planners do not have the capacity to serve everyone who needs information about the effect of work on benefits.
 - Solution: By developing a network of B2W coaches to address simple situations regarding the effect of work on benefits, this reduces the number of referrals to existing benefit planners. Thus, referrals made to benefit planners are limited to complex benefit and work-related questions and concerns that are outside of the scope of practice of a B2W coach.
 - Focus: To support individuals with complex benefit and work questions and concerns.

For more information regarding the development of the B2W model, see Appendix A for the Michigan Benefit-to-Work Coach Business Case and Credential Development.

Dispelling Benefit-to-Work Myths Course: Overview, Effectiveness & Future

Dispelling Benefit-to-Work Myths Course Overview

The Dispelling Benefit-to-Work Myths course was piloted and launched in the summer of 2018. In the B2W continuum of services, the Dispelling B2W Myths course is included in the first level of addressing the systemic need for accurate benefit and work advisement within the Michigan public mental health system. The course was developed to address the issue that professionals within the mental health system seldom have access to the necessary information and resources to accurately respond to questions or concerns about the effect of work on public benefits. The course was not designed for staff to become experts in public benefit work rules, but rather how to respond to questions and concerns with an accurate, positive statement about benefits and work and when and where to refer individuals to a benefits expert.

The Dispelling B2W Myths course covers five main objectives:

1. Identify clients who have public benefit concerns.
2. Recognize basic SSDI and Medicare eligibility rules and work rules.
3. Recognize basic SSI and Medicaid eligibility rules and work rules.
4. Respond to concerns and myths about benefits and work with encouraging and accurate statements.
5. Refer individuals to a benefit expert when the person meets the referral criteria.

Originally the Dispelling B2W Myths course was coordinated with and offered live within individual public mental health agencies and/or its network of providers. Since September 2020, because of the COVID-19 pandemic and restrictions to in-person gatherings, the Dispelling B2W Myths course has been offered as a live virtual training. The course is presently free and open to any staff working within the public mental health system and primarily supporting individuals experiencing a serious mental illness, due to funding sources. However, information shared is relevant and valuable to support persons with any disability. The course is offered on average one to two times per month and has been well attended and received. Information and statistics below are representative of Dispelling B2W Myth course offerings from September 2020 through August 2021:

- 23 sessions offered.
- 398 professionals attended from 72 unique agencies.

Measuring Effectiveness of Dispelling Benefit-to-Work Myth Course

To gauge the effectiveness of the course in meeting the objectives, participants are requested to complete both a pre- and post-assessment consisting of the same questions as well as a course evaluation at the conclusion of the session. See Appendix B for the complete pre-assessment, post-assessment, and evaluation data from the Dispelling B2W Myths course.

Summary of Dispelling Benefit-to-Work Myth Course: Pre & Post Assessments

Participants are asked a series of questions related to their confidence in:

- Addressing benefits and work-related concerns.
- Providing effective referrals.
- Having the necessary tools to address work and benefit questions.

Participants recorded a significant improvement in each of these areas.

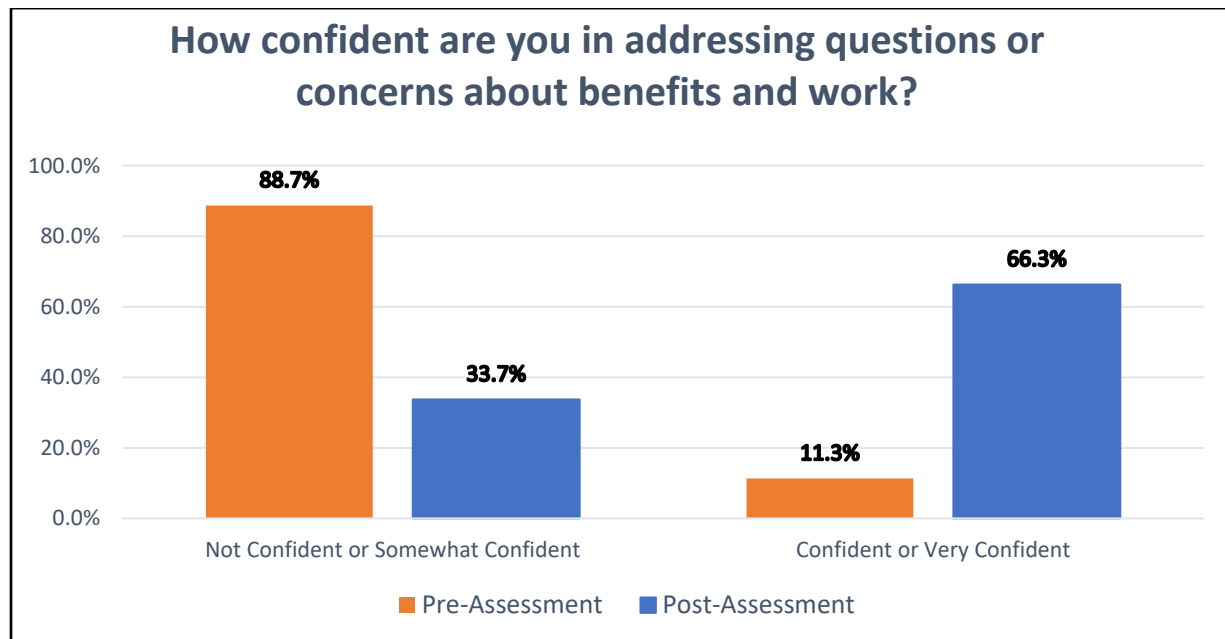


Table 1: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - Confidence in Addressing Benefits and Work Questions or Concerns

The next set of questions of the pre/post assessment are knowledge-based questions related to eligibility for benefits and the effect of work on benefits. Participants again showed significant improvement in their ability to correctly answer these questions at the conclusion of the course.

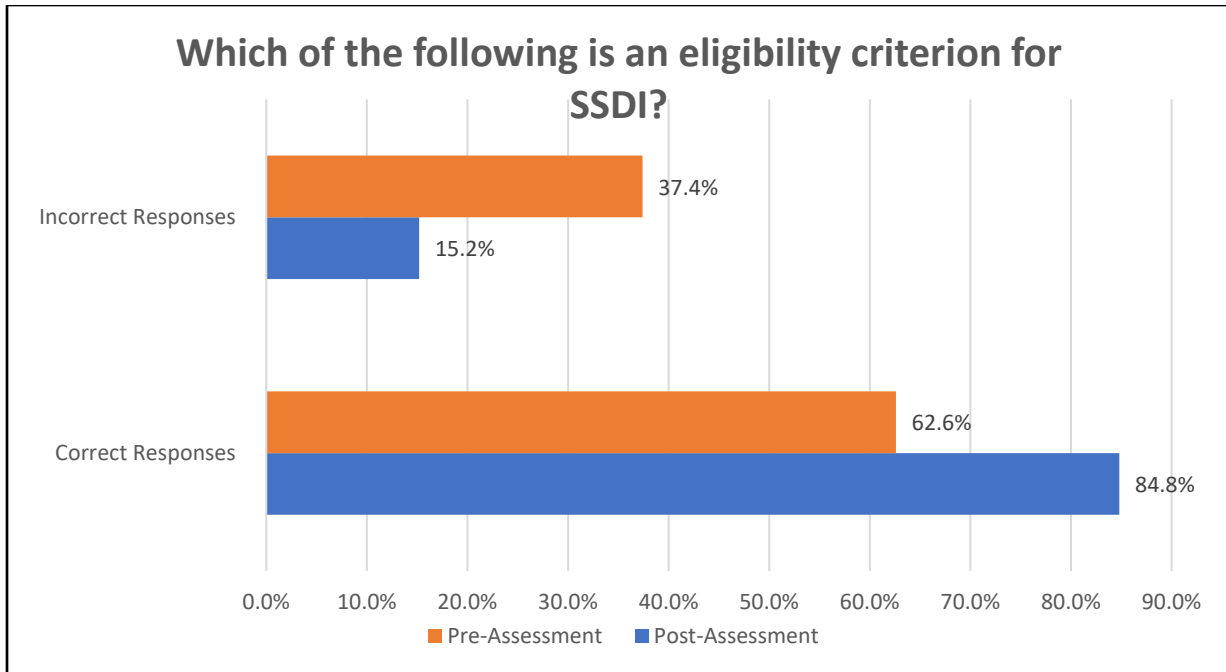


Table 2: *Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - SSDI Eligibility criterion*

Summary of Dispelling Benefit-to-Work Myth Course Evaluation

Participants are asked to complete a course evaluation ranking the course in several different areas. Participants provided positive reviews in all areas, and comments related to the effectiveness of the course are insightful.

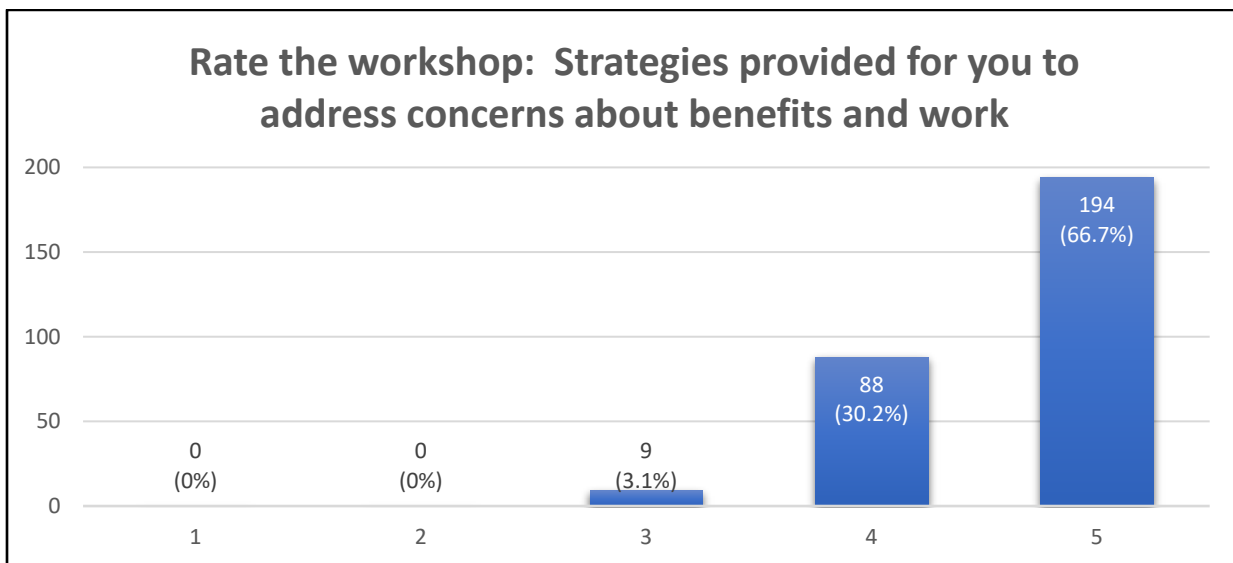


Table 3: *Dispelling Benefit-to-Work Myths Course Evaluation - Strategies to Address Benefit and Work Concerns. Participants indicate their responses using a ranked linear scale from 1-5, where 1 is unacceptable and 5 is excellent.*

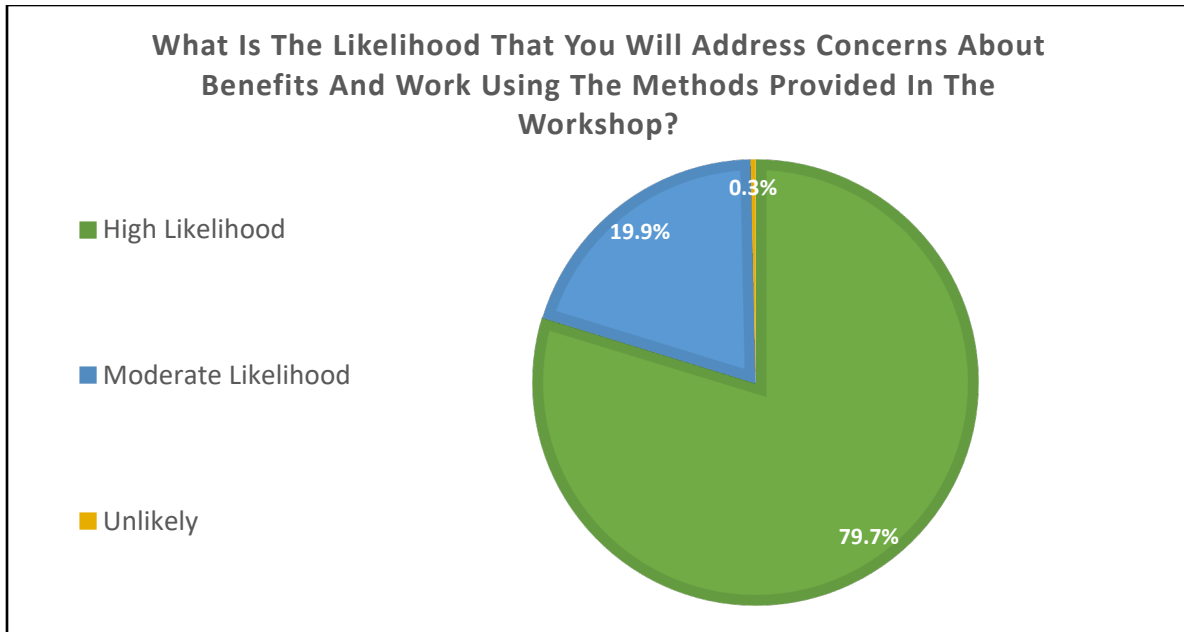


Table 4: Dispelling Benefit-to-Work Myths Course Evaluation - Likelihood of Using Methods Provided in Workshop to Address Benefit and Work Concerns

Dispelling Benefit-to-Work Myth Course: Future Plans & Considerations

A self-paced version of the Dispelling B2W Myth course is currently being considered. This would allow individuals to access the course at a time and place of their convenience. A strategic approach to developing this training is needed to attempt to maintain the level of engagement and interaction that is inherent in the live training.

The Dispelling B2W Myth course will continue to be offered one to two times per month via an online video conferencing platform. This allows individuals from any part of the state to attend without concern for travel expenses and travel time.

As current MDHHS Covid-19 gathering restrictions are lifted, we plan to return to offering some Dispelling B2W Myth course sessions in-person at various locations across the state and per individual agency request.

Although attendance and interest has been high over the past year for the Dispelling B2W Myth course, further plans need to be developed to market the course to more audiences. This includes assessing the feasibility of requiring this course for all staff working within the public mental health system.

Benefit-to-Work Coach: Credential, Development & Network

Benefit-to-Work Coach Credential: Expectations & Training Overview

The B2W coach credential is a micro-certification awarded by the Michigan Behavioral and Physical Health and Aging Services Administration (BPHASA), which is a part of the Michigan Department of Health and Human Services (MDHHS). The credential will help assure that professionals within the mental health system, providing B2W coach services average at least ten (10) hours per week, will have the necessary knowledge and skills to provide high quality services. The credential does not include supervision and ongoing monitoring of B2W coaching services. The supervisors of the professionals who obtain this credential are responsible for monitoring the B2W coach to assure the service is delivered in a manner consistent with the performance standards.

Benefit-to-Work Coach Expectations:

- Spend at least 25% of a full-time equivalent delivering the B2W coaching service (on average 10 hours/week).
- Assist people with disabilities in making a financial plan related to work and public benefits.
- Address questions and concerns about the effect of work on benefits.
- Provide support with managing benefits.
- Assist with addressing benefit issues.
- Refer to a benefits planner when the beneficiary has a complex situation.

Benefit-to-Work Coach Training Request:

A B2W coach candidate and their supervisor must apply to register for a B2W coach training by acknowledging they understand and will adhere to the expectations, minimum service delivery hours, protocols and practices of a B2W coach, which include the training requirements and the credential maintenance requirements. Furthermore, B2W coach candidates must indicate how they plan to deliver the service and why they are interested in pursuing the credential.

Benefit-to-Work Coach Initial Certification:

Once a B2W coach candidate is accepted into the training, to achieve the micro-certification credential the candidate must meet all the following requirements, in the order shown below:

1. B2W Coach Self-Paced Training: Candidates must successfully complete a series of nine online self-paced training courses. These courses serve as the primary foundational knowledge component of work incentives and utilizing the tools and resources on Michigan Disability Benefits 101 (<https://mi.db101.org/>). Candidates must successfully complete the quiz associated with each lesson to move on to the next step.

2. B2W Coach Instructor-Led Training: The instructor-led training will be delivered in real-time using a webinar platform or in a classroom setting. This training will focus on the skills needed to deliver B2W coaching services, such as doing a benefits checkup, completing a B2W calculator session, explaining results, and helping a person make a financial decision about work. Once the candidate has successfully completed this step, they may move on to the next.
3. Performance Exams: Candidates will be required to demonstrate basic competency in B2W coaching skills by successfully completing the performance exams. Once, a candidate successfully completes the exams, they are credentialed as a micro-certified B2W coach for a period of one year.

Benefit-to-Work Coach Credential Maintenance:

The knowledge and skills of a B2W coach are perishable. If the professional does not use their knowledge and skills regularly, they could inadvertently forget or skip important steps in the service delivery process or provide inaccurate advisement. To maintain the credential B2W coaches will be required to complete the following:

1. Spend at least 25% of a full-time equivalent delivering the B2W coaching service (on average 10 hours/week).
2. Review all new referrals with the B2W coach state lead for the first four months after certification (guidelines will be provided for situations in which shorter or longer periods of time are used).
3. Attend at least eight relevant continuing education events each year (i.e., webinar, conference session, classroom training, etc.).
4. Successfully complete an annual knowledge and practical exam with at least an 80% competency.

Development & Progress of Micro-Certified Benefit-to-Work Coach

The B2W coach credential was officially initiated at the July 2019 B2W coach training. All subsequent B2W trainings sessions include a requirement that participants will seek the credential. In addition, individuals who had completed a B2W coach training prior to the initiation of the credential were offered a path to pursue the credential.

Since the inception of the B2W credential, 45 individuals have successfully obtained the credential. This includes 16 individuals who had attended a B2W training prior to July 2019. As of September 2021, 29 individuals currently hold the B2W credential (see appendix C for full list). Collectively, the B2W coaches provided services within 18 Community Mental Health Services Program (CMHSP) service areas (see figure 9). Further, they are within eight of the 10 Prepaid Inpatient Health Plans (PIHP) systems across Michigan.

Of the 29 B2W coaches, six have been certified over two years, 14 have been certified for one to two years and nine have been certified for less than one year (Figure 7).

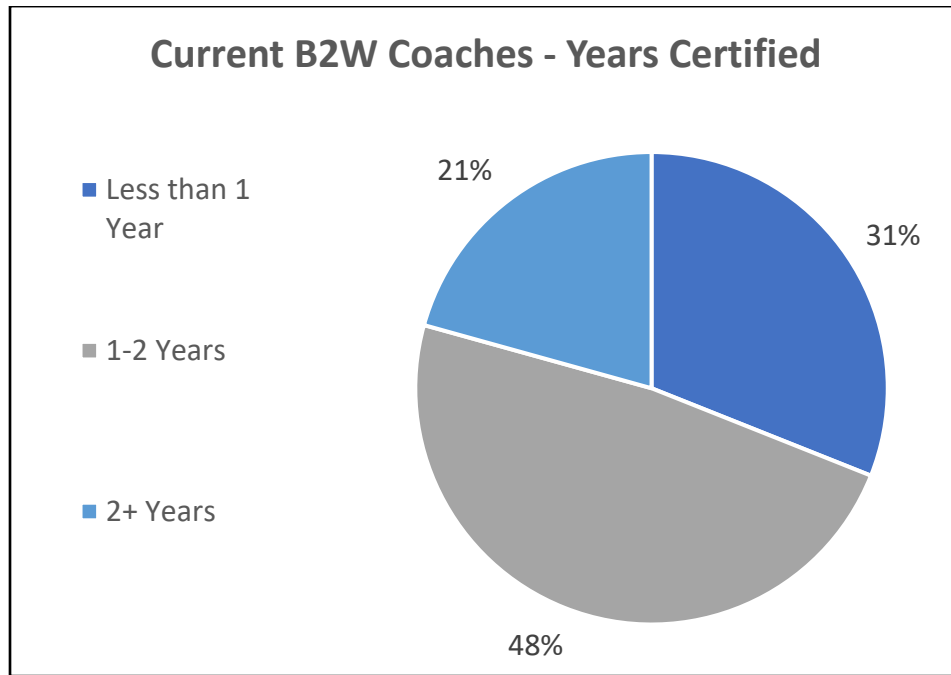


Table 5: B2W Coaches by Number of Years Certified

The majority of B2W coaches, 21, also work within an employment program. The other B2W coaches serve as benefits specialists (four), case managers or information and referral specialists (three) and program managers/directors (three) (Figure 8). Two B2W coaches also hold the certified peer support specialist credential.

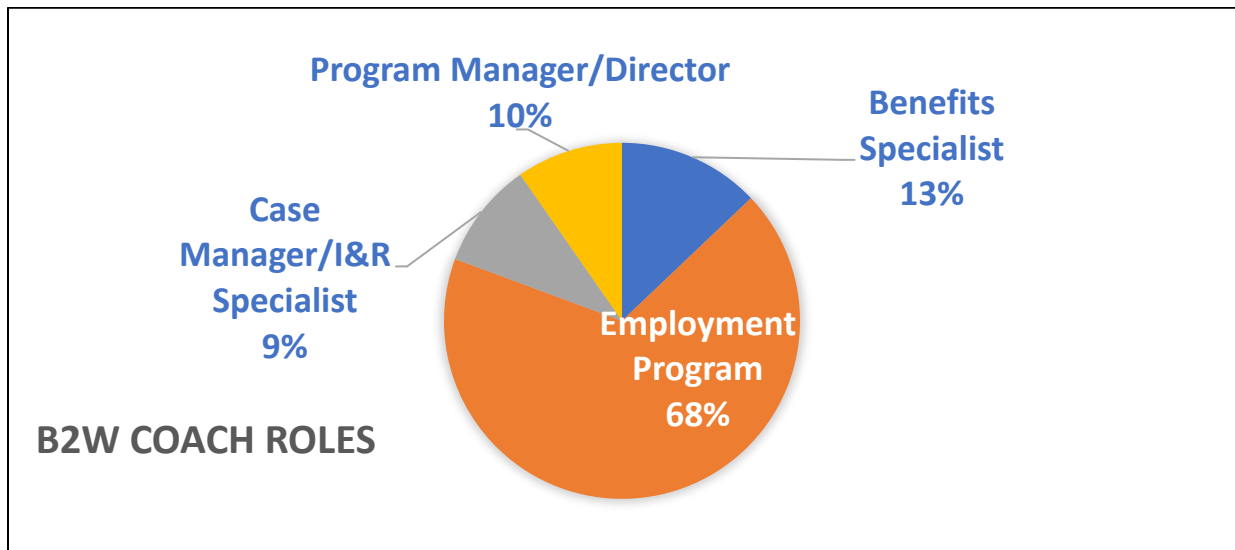


Table 6: B2W Coach Roles

Looking at the attrition of B2W coaches, since the credential inception, 16 B2W coaches did not renew the credential. The majority did not renew due to leaving the agency in which they served as a B2W coach (nine). Four coaches did not seek recertification as they were unable to meet the 10-hour service delivery standard. One former B2W coach transitioned to a management role and no longer had the capacity to serve as a B2W coach, and one B2W coach did not seek recertification and did not respond to contact attempts.

Benefit-to-Work Coach Network

B2W Webinars & Ongoing Education

As noted above, B2W coaches are required to engage in ongoing education to maintain the credential. To support the coaches in this effort, a monthly live webinar is offered. Webinar topics are intended to assist coaches to further solidify their knowledge of public benefit work incentives, improve service delivery, provide updates to work incentive policies, allow for discussions and develop a network of support amongst the coaches. Coaches can attend the webinars live or can view a recording of the webinars at their convenience. Webinar topics over the past year have included: public benefits during the pandemic; a live case study; verifying benefits; B2W jeopardy – questions related to various work incentive topics; interpreting benefit planning queries (BPQYs); Achieving a Better Life Experience (ABLE) Act overview and updates; Medicare refresher; case studies; and an overview of the redesigned Michigan DB101 site.

In addition, the B2W coaches were invited to a webinar for the Veteran’s navigator program covering the eligibility and interaction between Veteran’s benefits and Social Security disability benefits.

Technical Assistance – Work Incentives

Once B2W coaches obtain their initial certification, they are required to engage in reviewing new cases with the B2W state lead. This is to aid newly credentialed coaches in further solidifying their knowledge of work incentives and in honing their skills in delivering the service. Historically, the case reviews were conducted individually. This year, the case reviews were changed to a group process in order to support the newly certified coaches in learning from and supporting each other in addition to input from the B2W state lead. New coaches still have the option to review cases individually as needed or requested.

All credentialed B2W coaches can access technical assistance (TA) from the B2W state lead. The TA is an essential part of the B2W model due to the complex nature of work incentives. In addition, B2W coaches often do not have colleagues or supervisors within their agencies/network that are proficient in public benefit work incentives due to the highly specialized training required to obtain and maintain competency in this area. The TA is meant to provide this support to B2W coaches.

TA requests often pertain to: Clarifying use/eligibility of work incentives; interpreting BPQYs; determining if a benefit planner referral is required; solidifying concepts; service delivery techniques; problem-solving; and case reviews. TA requests can be made at any time, and the aim is to respond within 48 hours to the request. In addition, the B2W state lead has implemented regular bi-weekly “office hours” via Zoom for coaches to drop in and ask questions or listen and learn from questions posed by other coaches. The office hours do not replace individual requests for TA; rather they are meant as a supplement.

Benefit-to-Work Collaborative Conversation

In September 2021, the first B2W Collaborative Conversation (B2W CC) event was hosted via video conferencing. The B2W CC was open and free to all currently credentialed B2W coaches. The purpose of the B2W CC is to bring the coaches together, share information and ideas, network, and acknowledge the incredible work of the coaches. The B2W CC was conducted over two half days. Topics included:

- B2W Past, Present & Future: This session covered the history of the B2W model development, current state and future plans.
- Meet the B2W Coaches: Introductions of all the B2W coaches by their fellow coaches.
- Tips on Interacting with the Social Security Administration: This session was presented by Hillary Hatch, one of Michigan’s Social Security Area Work Incentive Coordinator (AWIC).
- B2W Coach Model – A Mindful Evolution: A discussion led by Molly Sullivan of Griffin-Hammis Associates to determine what the needs of the B2W coaches are to continue to improve/evolve the model.
- B2W Success Stories: An individual who received B2W services shared her journey in work and use of work incentives; a B2W coach shared her perspective in the success of working with this individual.
- Effectively Marketing B2W Service Within your Agency: This session was presented by Erika Rice to help coaches engage their coworkers, administration, and individuals in B2W services.
- A Live Case Study: The case study was facilitated by Michael Dalto of Griffin-Hammis Associates featuring an individual who has received ongoing B2W services and how this has aided in her employment success.
- Closing Session: This featured enhancements in the work for the Michigan DB101 site; information learned from the B2W data collected; and honoring the work of the B2W coaches.

The intention is to host this event annually, as an in-person event, as public health guidelines allow.

Benefit-to-Work Coach Data Collection & Analysis

B2W Data Collection Pilot

As of May 1, 2020, it became an expectation for all credentialed B2W coaches to collect and submit statistical data regarding the services they provide. The data collection effort is intended to show the scope of the work performed by B2W coaches, its impact on both individuals and agencies, and to strengthen and grow the B2W model.

As the data collection effort continues to be piloted, BPHASA offers reimbursement funding (as available) to the agency of each micro-certified B2W coach. The pilot reimbursement funding began with the first data request in fiscal year 2020 and presently continues into next fiscal year 2022. Funding is subject to availability and to change without notice.

Credentialed B2W coaches collect data regarding the services they provided and submit this to BPHASA on a quarterly basis. Data collection does not include personally identifiable information (PII) of the individuals served. Current data collection markers include:

- Dates of service/ number of service encounters.
- B2W referral reason.
- Social Security disability benefit type.
- Medicaid benefit category.
- Employment status and changes, including wage information.
- Social Security work incentive usage.
- Cases requiring a referral to a benefits planner.

B2W Data Findings

- Data collection period: 9/1/2020 to 5/31/2021
- Credentialed B2W coaches reporting: 27
- Individuals served by a B2W coach: 632
 - Individuals who had not previously received B2W services: 468
 - Individuals who had previously received B2W services: 164
- Average individuals served per coach: 23.4
- Average individuals served per coach per month: 2.6
- Total B2W coach service encounters: 1222
- Average service encounters per coach: 45.3
- Average service encounters per coach per month: five

- SSA disability benefit type per unique individual:
 - SSI: 204
 - SSDI: 180
 - SSI and SSDI: 49
 - CDB: 29
 - SSI and Childhood Disability Benefit (CDB): 21
 - SSDI and CDB: nine
 - SSDI and DWB: undisclosed
 - Other: 23

- Medicaid Benefit Type per Unique Individual
 - SSI Medicaid: 249
 - Healthy Michigan Plan: 80
 - Aged and Disabled-Care (Ad-Care): 49
 - Freedom to Work: 44
 - 1619(b): 37
 - Disabled Adult Child: 26
 - Spenddown: 21
 - Other: 25
 - None: 26

- B2W Coach Services Provided by Type

○ General Information: 459	○ Effect of Change in Earnings: 60
○ Benefits Intake: 220	○ Medicaid Benefit Issue: 57
○ Wage Reporting Assistance: 183	○ Updated DB101 Estimator Session: 50
○ Benefits Verified: 176	○ Overpayment Issue: 42
○ New DB101 Estimator Session: 161	○ Other Service: 108
○ Social Security Benefit Issue: 80	

- Average monthly wage: \$889.66
- Average hourly rate of pay: \$10.80
- Average hours per week: 18.35
- Medicaid Spenddown Savings Speculation: In addition, if/as the 21 individuals noted above whose current Medicaid eligibility is a Medicaid Spenddown, begin working and transition to Freedom to Work (Medicaid Buy-In), it results in a savings of general fund:
 - Average yearly spenddown cost covered by general fund: \$850 average monthly spenddown x 12 months = **\$10,200.**
 - If/as the 21 individuals transition to Freedom to Work, this would result in a reduction of yearly general fund costs: 21 Individuals x \$10,200 = **\$214,200.**

- SSI Savings Speculation: The following represents speculated savings of SSI funds by SSI beneficiaries who were working and who were served by a B2W coach within the last nine months of FY 2021.

SSI Only Recipients Combined Monthly Earnings	\$ 87,095
Total SSI Savings Per Month	\$ 39,254
Total SSI Savings per year	\$ 471,057

FY 2021 - SSI Savings Speculations of Working SSI Beneficiaries Served by a B2W coach

Overview of Title II and SSI Work Incentives

Overview of Title II Work Incentives: Social Security Disability, Childhood Disability Benefit, Disabled Widow/er Benefit

The data collected from the various B2W coaches over the past year shows that our coaches supported 290 individuals that received at least one Title II benefit. Title II beneficiaries have a wide array of work incentives that allow them to return to work and maintain eligibility. B2W coaches educate Title II recipients about their work incentives along with tracking and reporting benefits. B2W coaches are trained using tools available on Michigan Disability Benefits 101 (<https://mi.db101.org/>), which includes learning how to budget and save for the future while maintaining eligibility.

Overview of SSI Work Incentives

Certified B2W coaches are trained to help SSI beneficiaries understand how returning to work will affect their benefits. B2W coaches are also trained in the different work incentives that are available to the SSI recipients. The goal is for B2W coaches to build a relationship with SSI recipients and be available to help with reporting and understanding work incentives that will help a person maintain eligibility and build financial and life goals. Below is a list of some of the work incentives available to SSI recipients.

Title II or SSI, B2W coaches are trained using tools available on <https://mi.db101.org/>, which includes learning how to budget and saving for the future while maintaining eligibility.

Implementing a Benefit-to-Work Coach

B2W coaches are specially trained to assist individuals understand how working may impact not only Social Security disability benefits but also how work may impact health insurance benefits (primarily Medicare, Medicaid), and other public assistance benefits (such as food and housing assistance). Coaches provide an extensive overview of how all public benefits a person receives are or are not impacted by work. B2W coaches assist individuals with a disability to understand and utilize the available work incentives offered by the Social Security Administration.

Coaches are trained to work within their scope and have access to technical assistance and benefit planners for complex questions and concerns. This network creates layers of support to meet the needs of individuals who are considering work or working. The B2W coach is a valuable resource to a CMHSP to fill the gap left by the lack of available benefit planners due to limited funding.

Coaches primarily use the tools and resources on Michigan's Disability Benefits 101 website to assist individuals with creating a financial plan for work and benefits, such as: the benefit planning estimators (benefit and work, school and work, and Freedom to Work estimators); engaging videos regarding work incentives and managing benefits; and articles providing detailed information regarding specific programs, work incentives and resources.

A free training, Dispelling B2W Myths, is offered to assist all CMH service provider staff to fundamentally understand the basic eligibility and work incentives for Social Security disability benefits and health insurance. Attendance by leadership, supervisors, clinicians, case managers, peer workers, and others is strongly encouraged to develop the knowledge and resources to address basic questions about benefits and work. As a result of staff obtaining this basic understanding, the pervasive myths that often discourage work can be replaced with a favorable and pro-active discussion which supports and encourages work. Staff will then be able to refer individuals to obtain individualized support from their in-house, myth busting B2W coach.

The B2W model provides coaches with continuing education and one-on-one support to maintain and improve their knowledge and skills. Additionally, agencies are provided with individualized support to implement and grow a B2W program.

The B2W team is readily available to discuss how to integrate a B2W coach within your organization.

Appendix A: Michigan Benefit-to-Work Coach Business Case & Credential Development

Background Information

Many people with disabilities choose not to work or limit the amount they work because of a fear that work will cause:

- Loss of Medicaid and/or Medicare.
- A reduction or loss of cash benefits, resulting in less monthly income or;
- Termination from public benefits, leaving no safety net if the job ends.

In a Kessler Foundation study, approximately 20% of people with disabilities searching for work reported the concern that losing government benefits was a barrier to work. Of those who reported a concern, only 25% reported overcoming this barrier. While public benefit programs have special rules that allow most people with disabilities to keep their health care coverage, have more monthly income, and maintain access to benefits while working, the rules can be complicated, few people understand them, and misinformation is widespread, adding to the fear and confusion.

The Michigan Behavioral and Physical Health and Aging Services Administration (BPHASA), part of the Michigan Department of Health and Human Services (MDHHS), oversees Medicaid, Mental Health Block Grant (MHBG), and general funding, sets policy, and sets standards for the statewide network of publicly funded services for eligible people. Utilizing limited MHBG funding designated to support persons with mental illness; BPHASA convened a workgroup to explore solutions for removing the barrier to employment that is caused by fear of losing public benefits. By addressing this barrier, the workgroup hopes to help MDHHS achieve its mission of providing “opportunities, services and programs that promote a healthy, safe and stable environment for residents to be self-sufficient.”

The workgroup acknowledged that people need different amounts of benefit information, depending upon their situation. Those who have not decided whether to work or who have benefits and work goals that are simple often require only basic information about common benefit program rules. Other people have more complex benefits or work goals, which require a greater level of knowledge and skill. Given that notion, the workgroup created a model reflecting a continuum of benefit assistance services: The first source of support (professionals in disability services) and the third level of support (benefit planners) already exist to a certain degree. The second source of support (B2W coaches) is a new approach to solving this capacity issue and is the focus on this business case. The goal of the workgroup is to establish a network of B2W coaches that can advise people receiving mental health services and who have simple situations with information about the effect of work on benefits. The B2W coach will pull in or refer to a benefit planner, who has more knowledge and skills, when a person’s situation is complicated.

How does this model solve the identified capacity problem?

1. Currently there are not enough benefit planners to serve everyone who needs information about the effect of work on benefits. As a result, professionals in disability services are trying to fill that gap, but without sufficient knowledge, skill, time, or resources, which is contributing to the larger problem of misinformation. A professional in disability services will, instead, be able to refer a colleague who has developed specialized knowledge and skills to provide B2W coaching services. This B2W coach will provide accurate information about the effect of work on public benefits for people who have not yet decided whether to work or who have a simple situation. If the person's situation is complex, the B2W coach will pull in a benefits planner to provide advisement. The B2W coach will be a trusted source of information for the individual, family, support staff, other benefit planners, and community partners.
2. Many professionals in disability services are already trying to answer questions about benefits and work, but do not have the knowledge, access to credible resources, or the skills to provide accurate advisement. As a result, the funding for that staff time is wasted. Instead, a dedicated network of professionals in disability services will develop the required knowledge and skills to provide accurate advisement about simple situations. As a result, the existing funding will be used more effectively.

Target Audience

The people fulfilling the role of a B2W coach will be professionals working in mental health services who:

- Spend 10 or more hours each week providing information about benefits and work.
- Assist people primarily with mental illness who are interested in work, pursuing work, or are already working, and;
- Are primarily funded by Medicaid to provide people with mental illness services.

Examples of good candidates would be employment specialists, agency budget specialists, and agency financial eligibility specialists.

Given experience with the current B2W coach service delivery model pilot, it takes on average six hours to provide advisement to one person. Assuming one full-time equivalent (FTE) B2W coach spends 65% of their time providing services (billable time), that equals 1,352 hours per year for service delivery ($2,080 \text{ hours/year} \times 65\% = 1,352 \text{ billable hours per year}$). If it takes an average of six hours to serve one person, one FTE B2W coach could serve 225 new people each year ($1352 / 6 = 225$).

There are approximately 50,000 new people enrolled each year in Medicaid funded mental health services across the state. If one FTE can serve 225 new people each year, that means a minimum of 30 FTE B2W coaches are needed ($6,800/225$). If each B2W is spending only the minimum amount of time delivering services (10 hours/week), 0.25 FTE, then a maximum of approximately 120 B2W coaches would be needed to deliver this service.

The Issue

Between 2016 and 2017, BPHASA developed training for and then trained 61 professionals to deliver B2W coaching services. The professionals who attended the training events chose to attend because they saw a need or because their manager saw a need and asked them to attend. A survey was sent to the 61 professionals asking about their delivery of B2W coaching services; 19 responded. Survey responses indicate the majority are spending five or fewer hours per week delivering the service and the majority participated in two or less webinars over a nine-month period. Both of those factors can lead to a deterioration of knowledge and skill, which would negatively affect the quality of the service.

Interviews were then conducted with nine managers or supervisors of community mental health programs. Of those interviewed, all nine felt benefit concerns were going unaddressed at their agency to some degree, eight of the nine thought it would be a viable solution to have one or more B2W coaches in their agency, eight of the nine felt comfortable with the process for billing Medicaid for that service, and all nine felt technical support would be helpful to implement the model. Given these responses, management may require some assistance to assure staff who complete B2W coach training will have at least 10 hours/week dedicated to deliver the service and build knowledge.

There are several costs when B2W coaching services are not delivered effectively.

1. The Medicaid funds spent on staff time delivering B2W coach services could be wasted.
 - a. If 30 FTE provide 1352 hours of B2W coach services per year, that equals 40,560 hours of service.
 - b. If the B2W coach services are billed to Medicaid at \$24 per hour, the result is \$973,440 of potentially ineffective services.
2. If the professionals in disability services do not have B2W coaches to refer people to, they will continue disseminating inaccurate or insufficient information about benefits and work. This cost can also be seen by looking at the money ineffectively spent on staff time:
 - a. Projecting approximately 5,000 professionals in the mental health field (based on an average of 100 professionals providing services at or through each of the 46 CMHSPs).
 - b. Seventy-seven percent (77%) are addressing questions about B2W one to 15 times per month.
 - c. Seventy-eight percent (78%) are not confident or only somewhat confident about the accuracy of the information they are providing about benefits and work.
 - d. An estimated 15 minutes is spent addressing each question, an average of seven times per month, which equals 105 minutes per month per professional.
 - e. Assuming 77% of the 5,000 professionals (3,850) are spending 105 minutes per month, that is a total of 404,250 minutes or 6,737 hours per month statewide spent on this discussion.

- f. Assuming Medicaid funding is paying agencies \$14 per hour for staff time, that equals \$94,325 per month spent unsuccessfully trying to address this topic, or \$1,131,900 per year.
3. If a person with a disability quits their job because of unexpected changes in benefits or benefit issues, the time and resources spent on vocational rehabilitation services that supported the person in obtaining the job would be wasted.
4. If a person with a disability chooses not to work or limits the amount he or she works, employers in Michigan have less access to qualified workers.

The workgroup would like to establish standards and a credential to assure those who provide B2W coaching services are effectively removing the fear of losing benefits as a barrier to work.

Proposed Solution

Establishing a B2W coach credential would help solve the issue of inconsistent and ineffective service. The key factors in designing the credential are:

- The number of B2W coaches is estimated to be between 30 and 120 professionals statewide. Since this is a small number, the credential should be designed with minimal maintenance costs.
- There are enormous negative financial ramifications for people receiving inaccurate or ineffective B2W coach services. Given the importance of quality services, the initial credential should have high fidelity and high validity.
- The knowledge and skills needed to provide accurate and effective B2W coach services is perishable, and the benefit program rules change. Given the importance of maintaining accurate technical knowledge, the credential should include requirements for maintaining that knowledge such as continuing education, a minimum number of service delivery hours, and an assessment process for maintaining the credential.

Given those factors, the credential will include eligibility criteria that must be met to pursue the credential, required training and assessments that are consistent with B2W coach performance standards and ongoing activities to maintain the credential.

There are several goals for establishing a B2W coach credential:

- Protecting the public: The advice a B2W coach provides has an enormous effect on the person's financial situation. It is essential each B2W coach provides accurate advisement to prevent a person from inadvertently losing health insurance, having less income when working, and unexpectedly losing public benefits.
- Assuring public funds are used to deliver quality services: B2W coaches, in many cases, will be providing the service through Medicaid funding. BPHASA expects all services, including any involving advisement about B2W, to be high quality. A credential can help assure that quality.

- Establishing uniform performance standards and core competencies: The B2W coach service is designed to encourage people to work; not simply give out benefit program income limits. It is this aspect that gets to the heart of the MDHHS mission. Additionally, it is essential that the service is delivered using a team approach, to assure everyone on the person's employment team is aware of the benefits advisement. Since this is a new service, uniform standards and core competencies need to be established to assure the service is delivered in a way that supports a person in working to his/her full potential.
- Establishing professional credibility: There is a substantial amount of misinformation within the disability community about the effect work has on public benefits. People with disabilities, and those who support them, do not know who to trust. Establishing a credential that communicates a particular knowledge and skill level will help people know what to expect when receiving services.

Appendix B: Dispelling Benefit-to-Work Myth Course: Pre-Assessment, Post-Assessment & Evaluation Data

Dispelling Benefit-to-Work Myth Course: Pre & Post Assessments

Participants attending the Dispelling B2W Myths course are asked to complete a pre-assessment at the beginning of the course and a post-assessment at the conclusion of the course. The pre-assessment and post-assessment consist of the same nine questions and is used as a tool to measure the effectiveness of meeting the course objectives. The following are the pre/post-assessment questions with a summary of participant responses.

Question 1: *How confident are you in addressing questions or concerns about benefits and work? Response options: Not Confident, Somewhat Confident, Confident or Very Confident.*

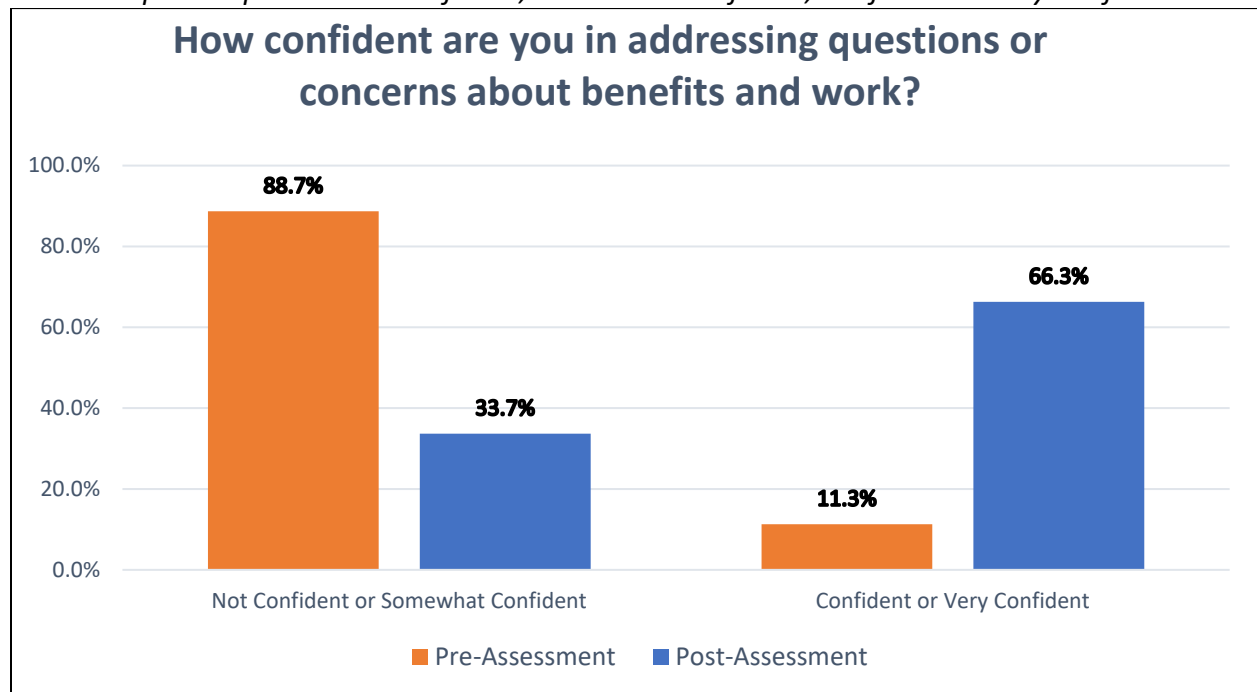


Table 7: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - Confidence in addressing questions/concerns about benefits and work

Question 2: How confident are you in finding an effective place to refer a person to get help with benefit and work questions? Response options: Not Confident, Somewhat Confident, Confident or Very Confident.

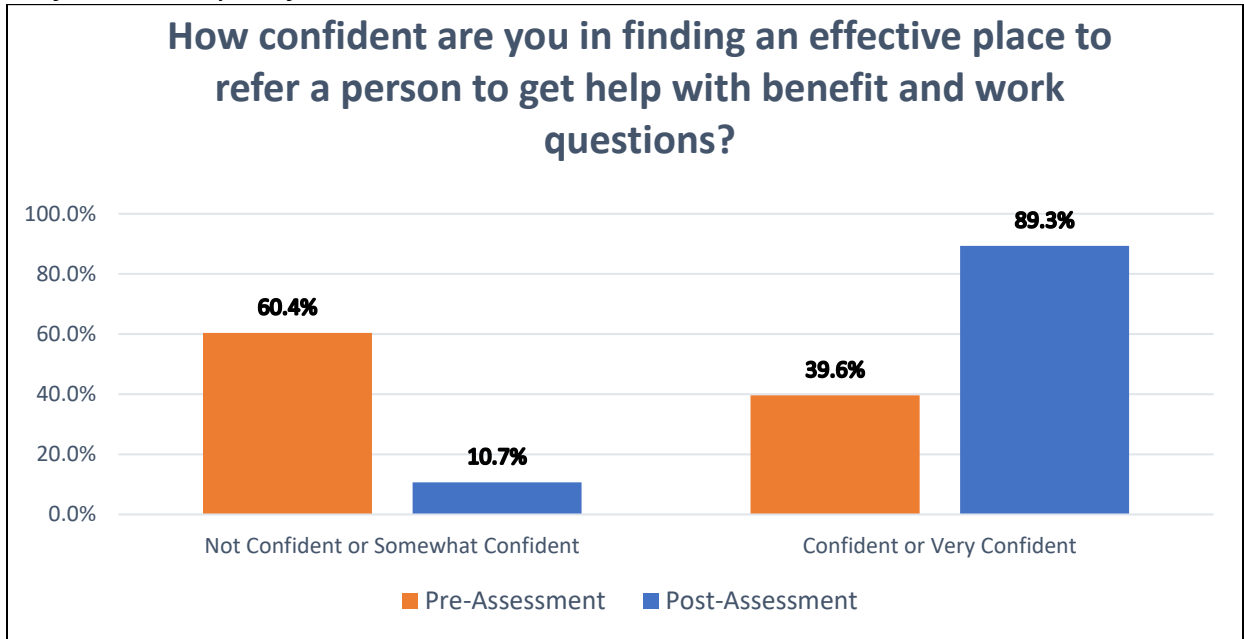


Table 8: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - Confidence in finding an effective referral source

Question 3: Do you have the necessary tools and resources to address questions about benefits and work? Response options: Yes, Somewhat, or No.

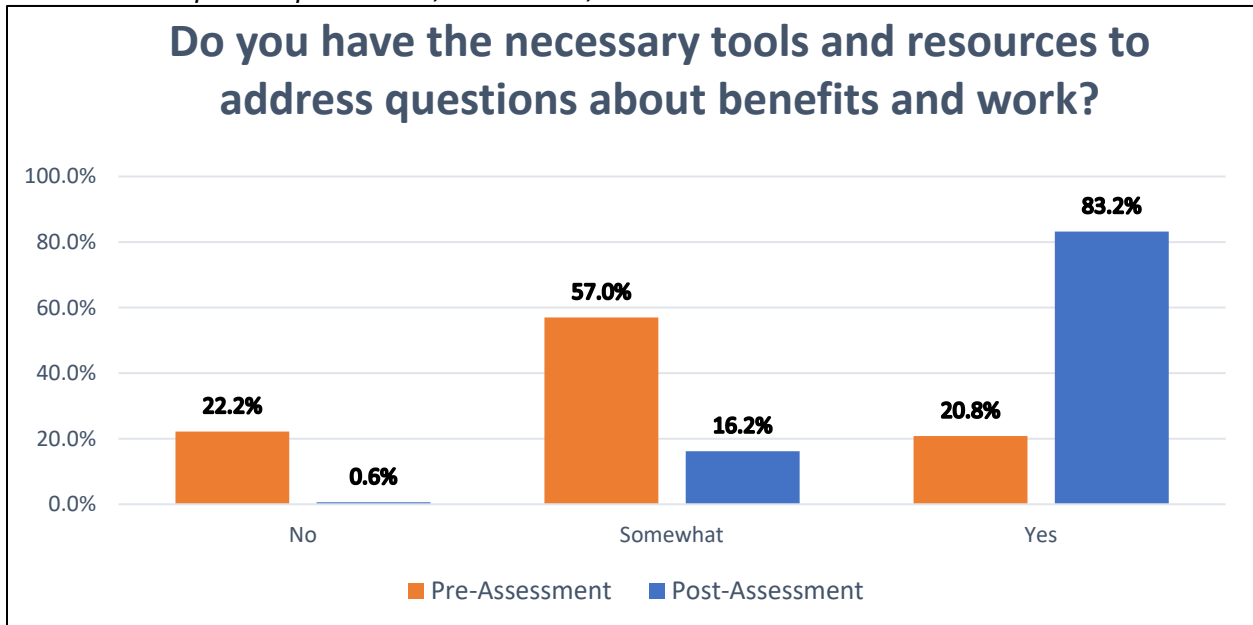


Table 9: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - Tools necessary to address questions about benefits and work

Question 4: Which of the following is an eligibility criterion for SSDI? (Check all that apply).
 Response options: Resources below \$2,000 (incorrect); Be disabled according to the Social Security definition (correct); Reached insured status (correct); or Countable income below \$794 per month (incorrect).

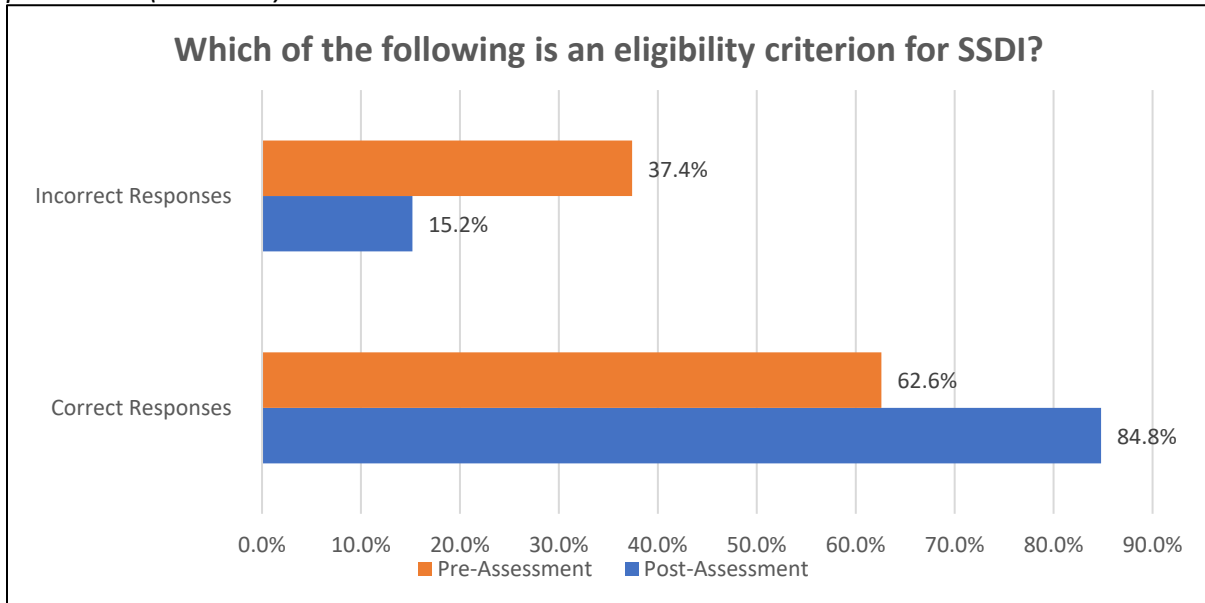


Table 10: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - SSDI eligibility criteria

Question 5: Which of the following is an eligibility criterion for SSI? (Check all that apply).
 Response options: Resources below \$2,000 (correct); Be disabled according to the Social Security definition (correct); Reached insured status (incorrect); or Countable income below \$794 per month (correct).

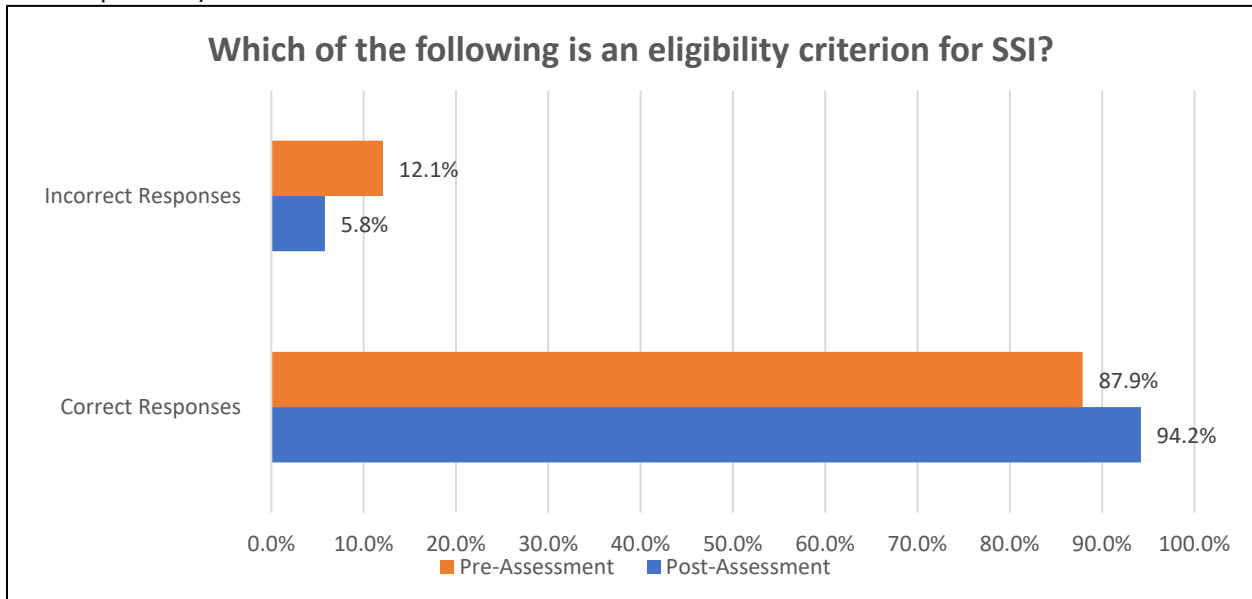


Table 11: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - SSI eligibility criteria

Question 6: A person who receives SSI will lose Medicaid if their SSI benefit goes to \$0 due to work. Response options: True or False (correct).

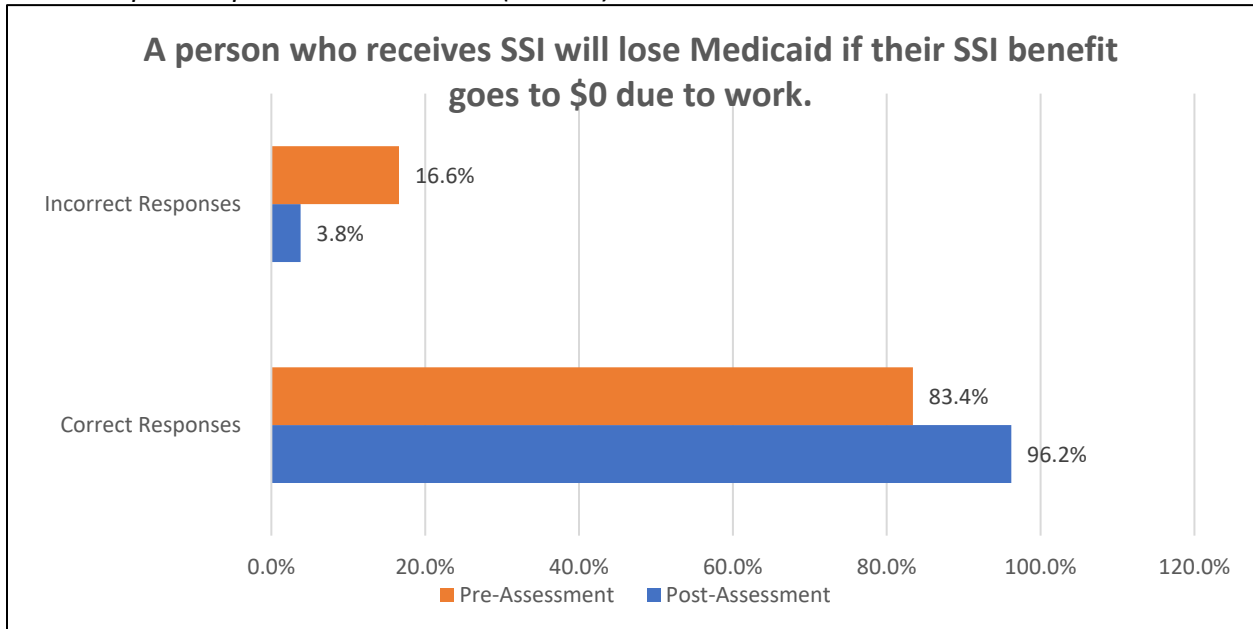


Table 12: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - \$0 SSI due to work & Medicaid eligibility

Question 7: Wages and SSDI can add up to more income than what a person would have with just SSDI. Response options: True (correct) or False.

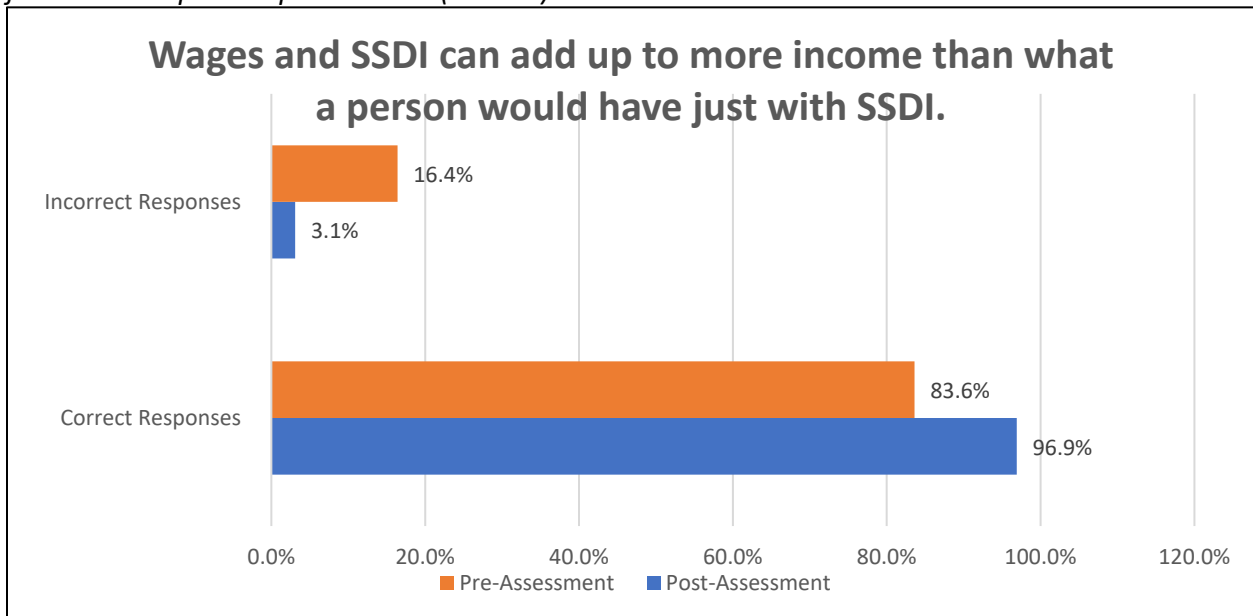


Table 13: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - Wages & SSDI

Question 8: A person with SSDI can keep Medicare if the SSDI stops because of work. Response options: True (Correct) or False.

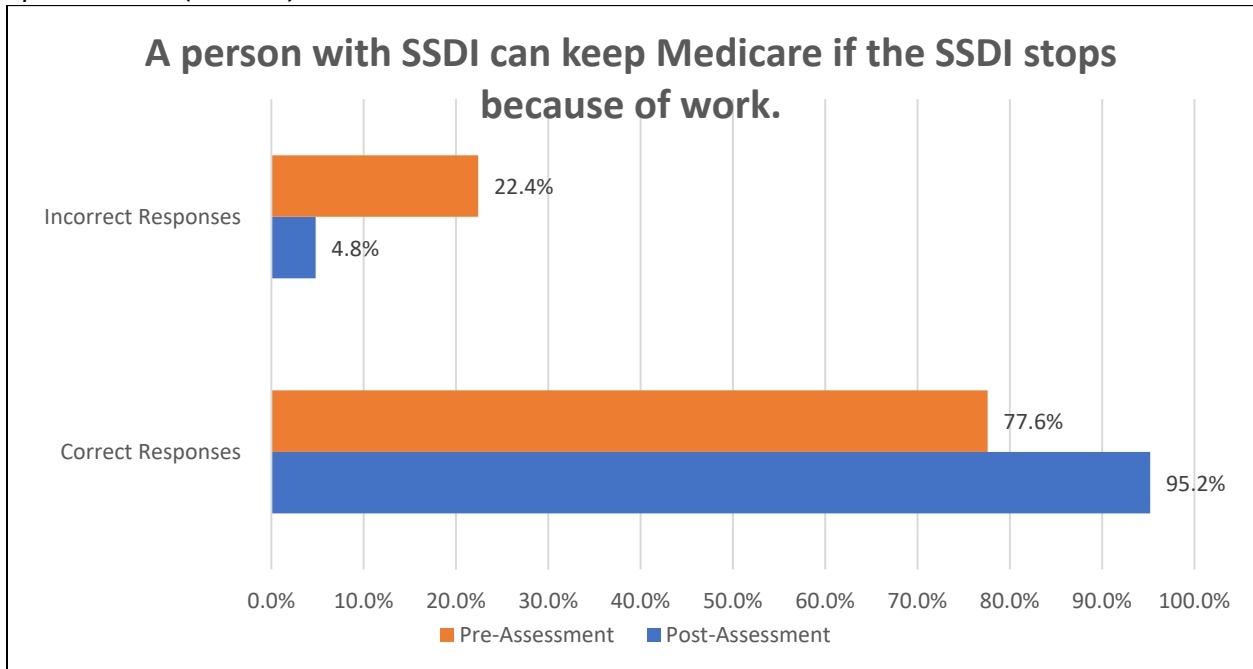


Table 14: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - SSDI, Medicare & Work

Question 9: Which benefit amount decreases as earnings increase? Response options: SSDI, SSI (correct) or Both SSDI & SSI.

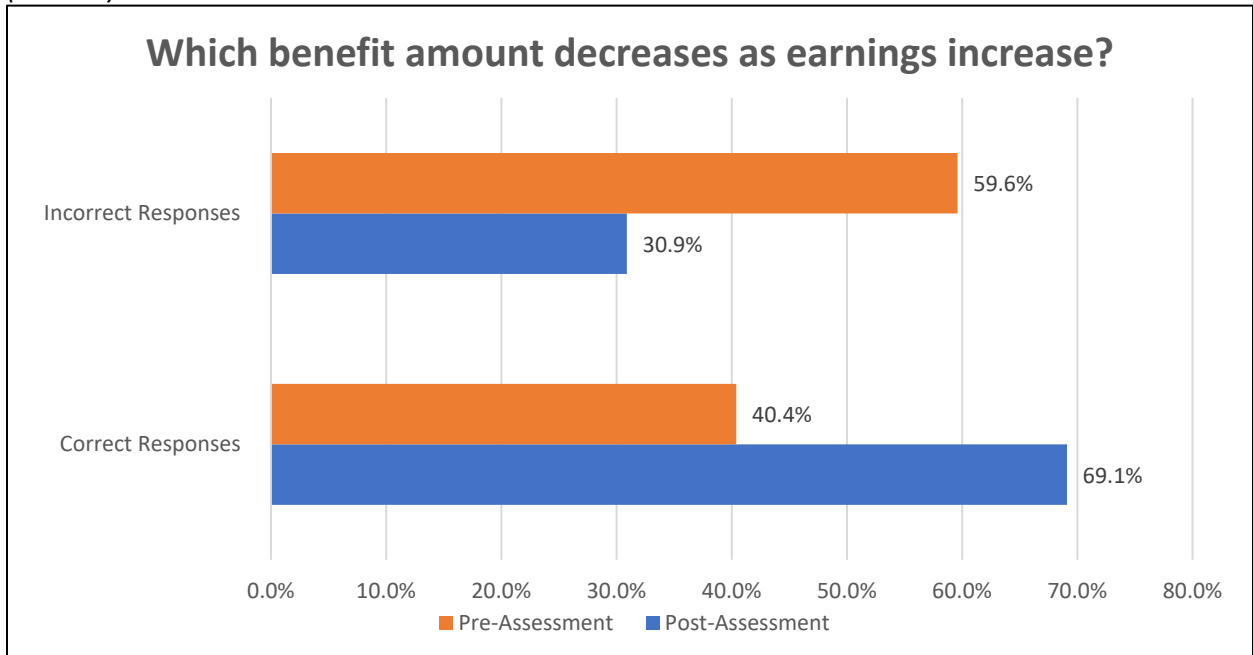


Table 15: Dispelling Benefit-to-Work Myths, Pre-Assessment vs. Post-Assessment - Which benefit decreases as earnings increase (SSI)

Dispelling Benefit-to-Work Myth Course: Course Evaluation

At the conclusion of the Dispelling B2W Myth course, participants are asked to complete a course evaluation. The following are the evaluation questions with a summary of participant responses.

Participants indicate their responses using a ranked linear scale from one to five, where one is unacceptable and five is excellent.

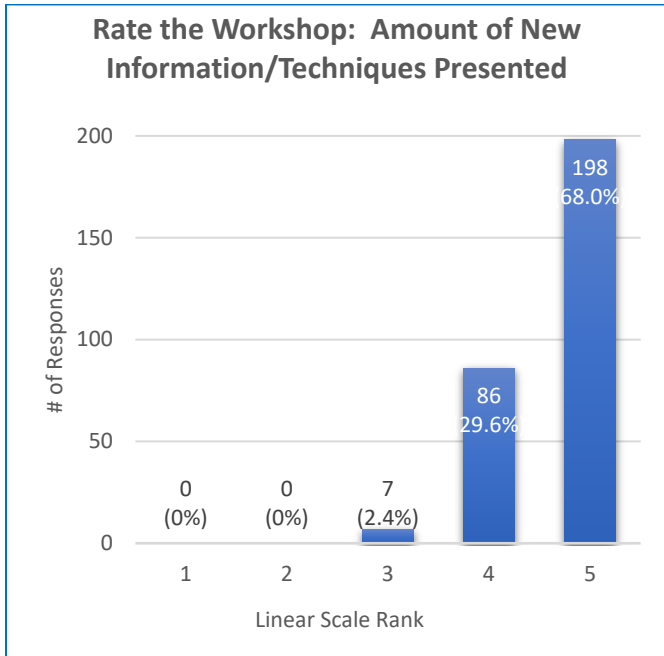


Table 16: Dispelling Benefit-to-Work Myths Evaluation: Amount of new information/techniques presented

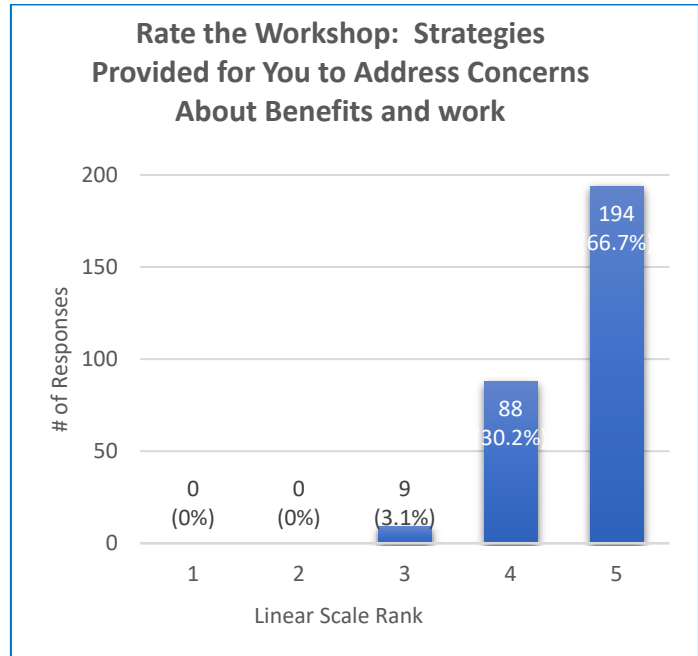


Table 17: Dispelling Benefit-to-Work Myths Evaluation: Strategies to address benefits and work concerns

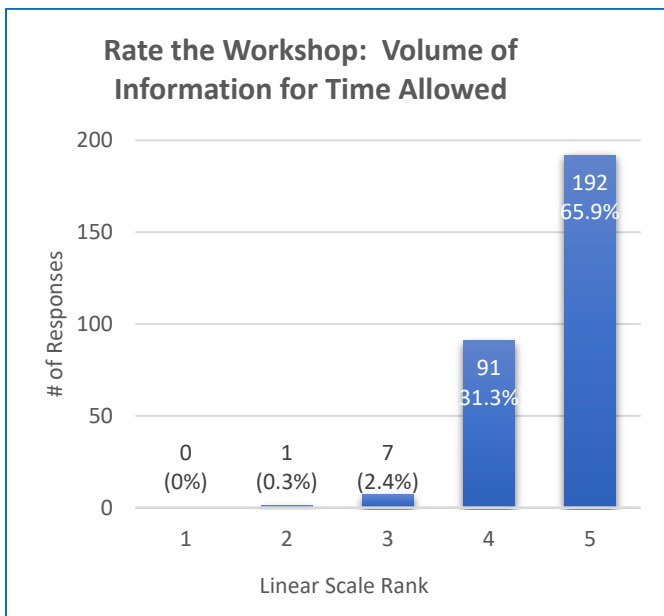


Table 18: Dispelling Benefit-to-Work Myths Evaluation - Volume of information for time allowed

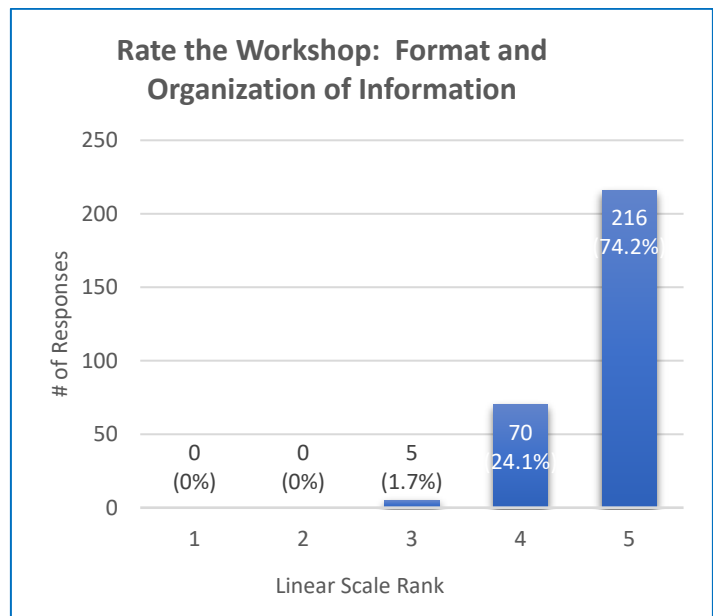


Table 19: Dispelling Benefit-to-Work Myths Evaluation - Format and organization of information

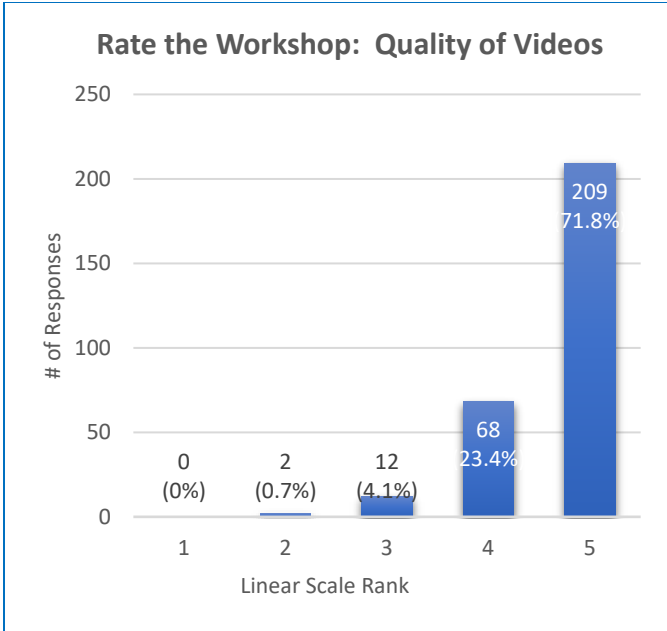


Table 20: Dispelling Benefit-to-Work Myths Evaluation – Quality of videos

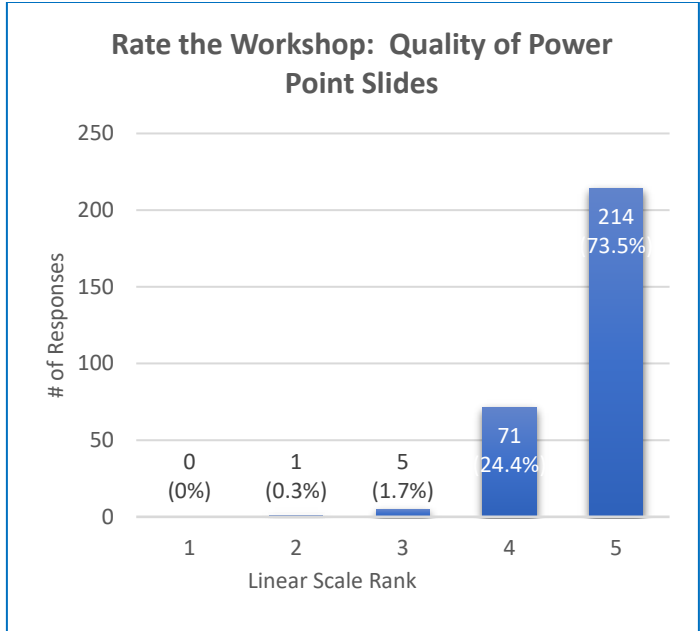


Table 21: Dispelling Benefit-to-Work Myths Evaluation - Quality of power point slides

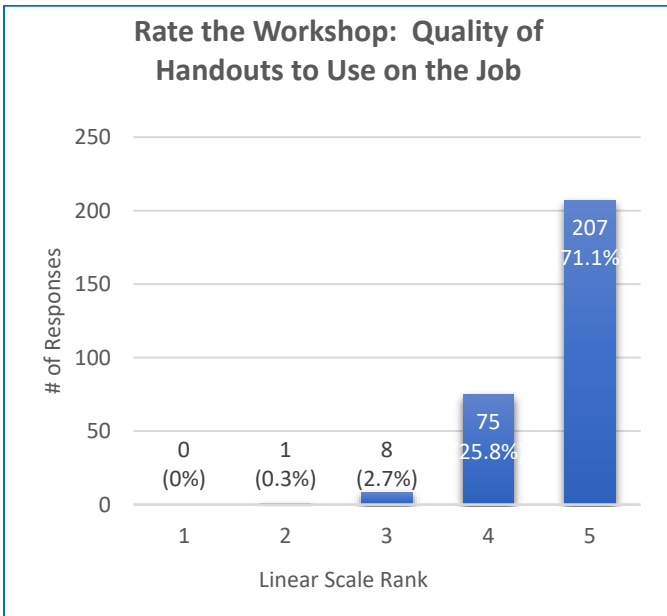


Table 22: Dispelling Benefit-to-Work Myths Evaluation – Quality of handouts to use on the job

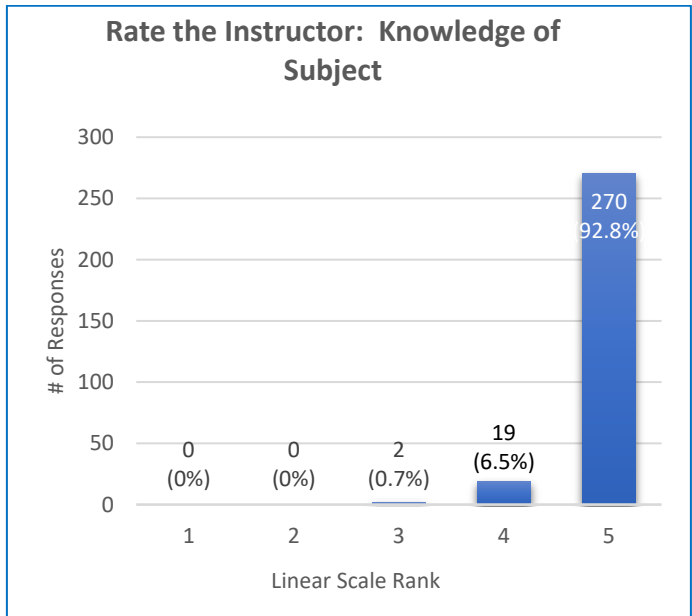


Table 23: Dispelling Benefit-to-Work Myths Evaluation - Instructor knowledge of subject

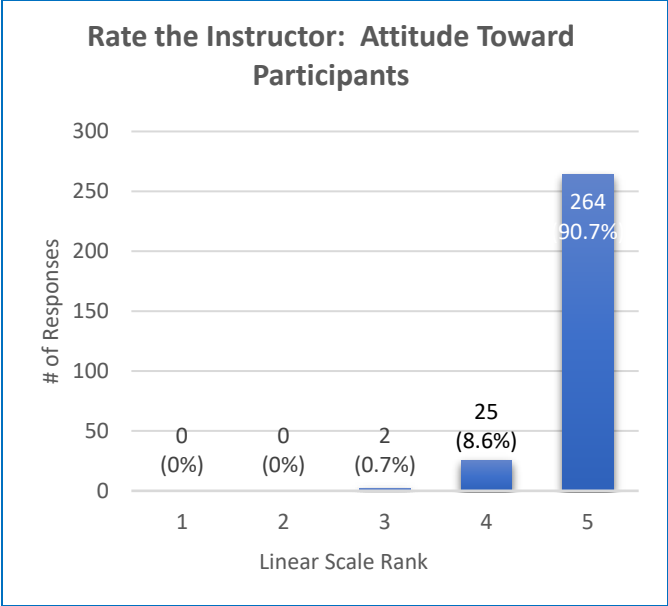


Table 24: Dispelling Benefit-to-Work Myths Evaluation – Instructor attitude toward participants

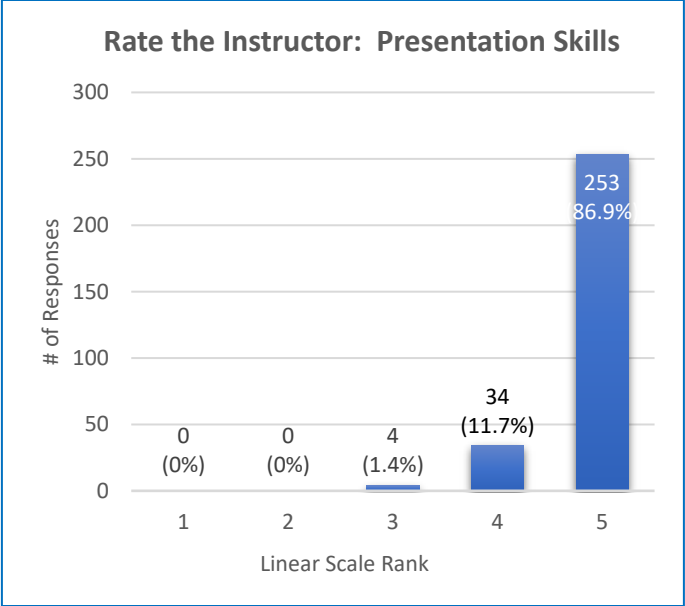


Table 25: Dispelling Benefit-to-Work Myths Evaluation - Instructor presentation skills

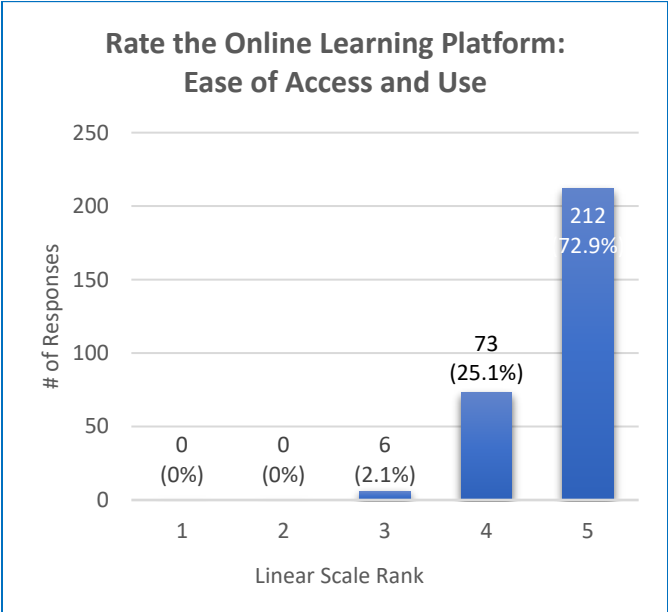


Table 26: Dispelling Benefit-to-Work Myths Evaluation – Ease of access and use of online learning platform

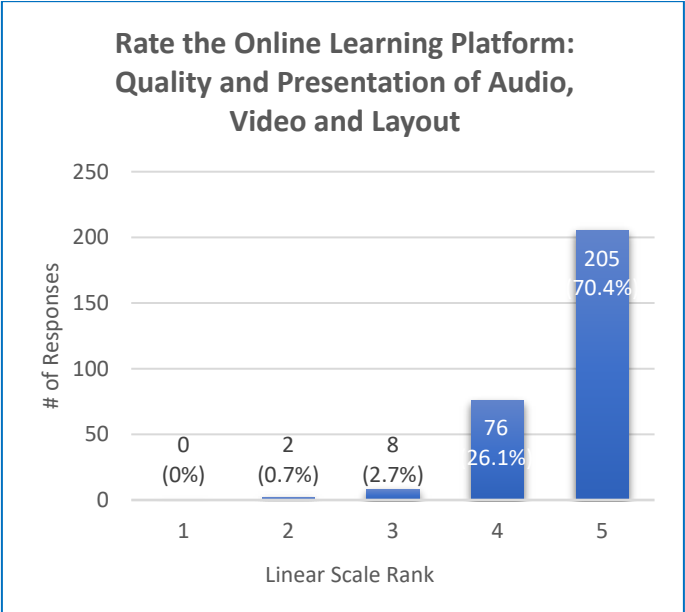


Table 27: Dispelling Benefit-to-Work Myths Evaluation - Quality and presentation of audio, video, and layout

What is the Likelihood That You Will Address Concerns About Benefits and Work Using the Methods Provided in the Workshop?

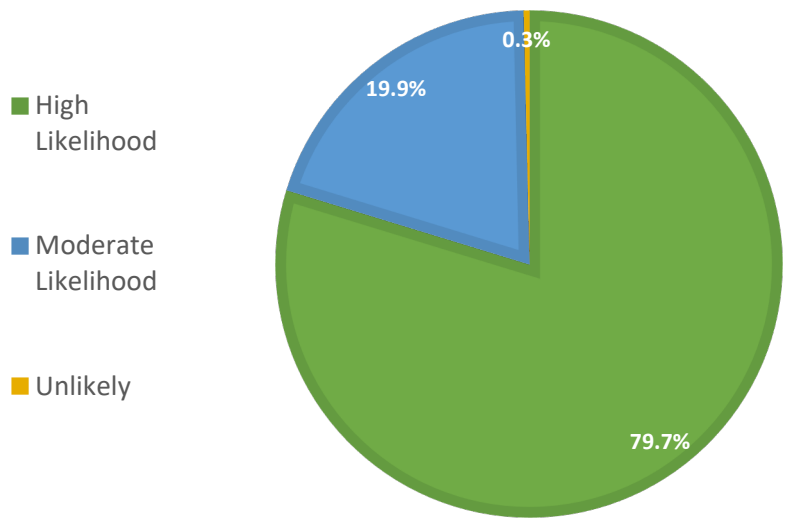


Table 28: Dispelling Benefit-to-Work Myth Evaluation – Likelihood of using methods provided in workshop to address benefit and work concerns.

- I now have a tool that I can use and some education on the benefit of working when receiving SSI/SSDI.
- I am much more informed, and I now have the appropriate resources to give to consumers.
- Our agency is making a purposeful movement towards helping people achieve community integrated employment, and we see these concerns on an ongoing basis. This information will be extremely helpful, and I am hoping to have all of my staff trained in this so that it becomes a natural and ongoing part of the conversation.
- Brief, concrete and applicable content!
- It is totally relevant to my job position as employment specialist.
- I feel more confident and want to support individuals to reach their employment goals. I want to help replace "myths" with "facts."
- I did not have any definite answers about work and benefits before now-lots of information passed through the "grapevine." This was VERY helpful with clarifying things!
- This has simplified SSI and SSDI for me and clarified my role in helping people understand their benefits/work options. I feel like I have the tools now to give accurate information within my scope of practice and to effectively refer to those who know more.
- I finally have a concrete answer and resources for questions that I did not know how to answer regarding work benefits.

Why?

- I am better informed and know where to go to have questions answered.
- I have a lot of clients whom this affects, being knowledgeable about the topic is very beneficial.
- Methods are very applicable.
- It is important to provide this resource/information to our Clubhouse.
- Love the idea of having videos for consumers to watch that gives them the info they need, without me having to come up with what and how to say it so they are able to understand the info.
- As an employment training specialist (ETS), this information is so pertinent. I will be better able to answer initial questions.
- The methods provided in the workshop were clear, easy to understand and beneficial.
- Informative and easy to understand.
- I would like to help individuals see how they can work and benefit by not losing their benefits, having more money and have a better quality of life.
- Was presented in a useful fashion.
- The handouts and websites were very helpful and presented in a way that is easy to understand.
- They are user friendly and easy to present to those we serve.
- I really enjoyed the videos provided and feel they could be beneficial as a first step to address some concerns noted by my persons served. I also know our benefits coach is amazing and is always willing to help.
- Accurate and reliable information.



Table 29: Dispelling Benefit-to-Work Myth Evaluation - Workshop Recommendation

- Good flow to the presentation and knowledge of the facilitator.
- Extremely helpful. The information presented was not difficult to follow and cleared up a lot of misconceptions I had as a case manager. I think this would be a helpful training for all case managers.
- This webinar is very beneficial in learning how to answer questions an individual may have concerning work and keeping their benefits, and Tracy does an excellent job in presenting the information.
- The format and trainer were excellent.
- Lots of useful information and websites that will help find answers to questions.
- It was a good amount of information and an easy way to understand it.
- I was very lost going in, and now I feel like I could answer the questions I've been lost with previously.
- Good information, helpful and informative presenter. The different styles utilized, such as polls and interactive break out rooms, would work well for a variety of learners.
- Everyone in our field would benefit from this class.

Why or Why Not?

- Absolutely worth my time! Great examples and scenarios shared. Tools!
- Everyone in our field would benefit from this class.
- Good examples and breakdown and excellent presenter.
- Great information truly dispelled myths.
- I have recommended it to all of my staff. Very helpful! Clear depictions of what is expected within each program (SSI/SSDI).
- It clearly depicts the information in an "everyday approach."
- It's great information. Presenter made information relevant.
- One of the best workshops. Very easy to understand.
- Tracy is so knowledgeable and truly the best trainer I have had on this subject in my 10 years in this field.
- Very helpful presentation.
- Great instructor and easy to comprehend.
- Interactive and easy to understand.
- It was beneficial with just the right amount of information.
- Lots of case managers have not been specifically trained in benefits and their relationship to work. I would love to have this presentation provided to all new case managers in my unit.
- Much needed information to reassure people reentering the workforce.
- One of the most informative trainings I have had.
- Provided basic knowledge without being overwhelming.
- Very informative and clear to understand.
- Simple, consistent methods will establish trust and open up more access to help

Appendix C – Agencies with a Micro-Certified Benefit-to-Work Coach as of September 2021

Agency
Ann Arbor Center for Independent Living
Community Mental Health for Central Michigan
CNS Healthcare
Do-All Inc
Easterseals Michigan
HealthWest
Integrated Services of Kalamazoo
Lapeer County Community Mental Health
Lapeer Teamwork
Lincoln Behavioral Services
Montcalm Care Network
New Dimensions
Newaygo County Mental Health
Northpointe Behavioral Healthcare System
Sanilac County Community Mental Health
St. Clair County Community Mental Health
The Guidance Center
The Right Door
Thumb Industries
Training & Treatment Innovations (Oakland County)
Training & Treatment Innovations (Saginaw County)
Van Buren Community Mental Health

The Michigan Department of Health and Human Services will not exclude from participation in, deny benefits of, or discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, partisan considerations, or a disability or genetic information that is unrelated to the person’s eligibility.

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