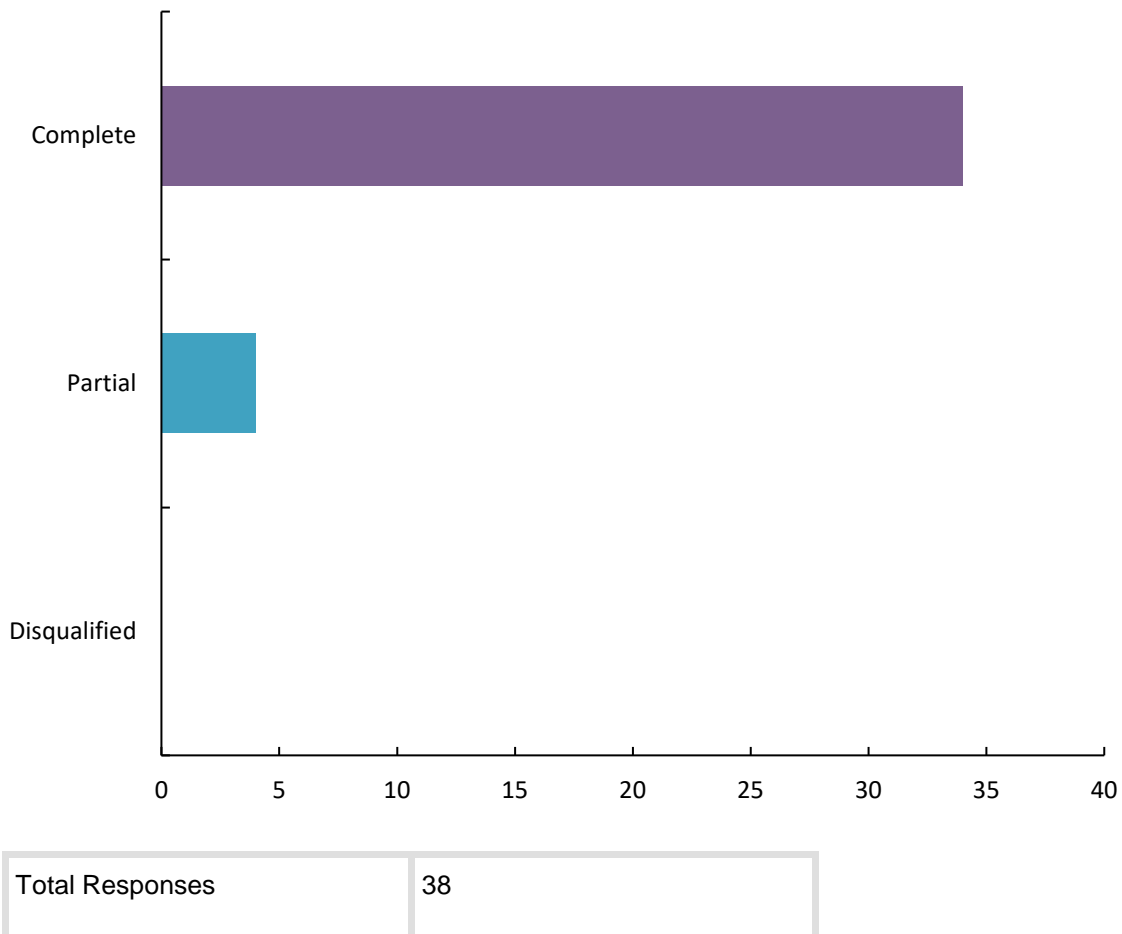


Work Without Limits Benefits Counseling 2020 Annual Provider Survey Results

Response Statistics



1. As a result of this past year’s (2020) Work Without Limits Benefits Counseling services, I’ve observed that my clients are generally:

	Agree /Strongly Agree	Disagree /Strongly Disagree	Responses
More receptive and confident about the thought of working, accepting a job offer, increasing their hours, accepting a promotion, or becoming self-sufficient.	87%	13%	38
Making more informed decisions about work because they have a better understanding of how work can impact their public benefits.	95%	5%	38
More aware of special programs, work incentives and community resources that can help them successfully manage work and benefits.	87%	13%	38
More confident about complying with reporting requirements and addressing benefit-related issues such as overpayments, underpayments, appeals, and representative payee changes.	87%	13%	38
More familiar with where and how to access further information and resources, should they have any questions about work and benefits in the future.	82%	9%	38

2. Quality of Service

	Agree/Strongly Agree	Disagree/Strongly Disagree	Responses
Work Without Limits Benefits Counselors communicate and update me regularly on the status of every referral I make.	79%	21	38
Work Without Limits Benefits Counselors are friendly, respectful, accommodating, and timely to my clients' counseling needs.	92%	8%	38
Work Without Limits Benefits Counselors provide my clients with clarity around work and benefits by answering all their questions and concerns.	92%	8%	38
The technical reports and related materials generated by Work Without Limits Benefits Counselors are helpful, easy to understand, and address my clients' specific situations.	87%	13%	38
I would recommend Work Without Limits Benefits Counseling services to colleagues and other agencies whose clientele would benefit.	95%	5%	38

3. In your experience and opinion, what does the Work Without Limits Benefits Counseling team do best?

Bilingual counselor.	Inform consumers of federal and state regulations.	Communicate with customers they serve and always share information with me. Brian and Winnie do follow up in a manner my customers understand and they feel comfortable contacting them if other questions arise.	They are very responsive to questions from staff and beneficiaries...willing to assist with all my questions.
Continue to respond to questions to provide clarity after benefits counseling.	Explain work incentives.	In general, they are able to answer questions about benefits and working but have not assisted any of my clients recently.	Help to answer the questions of referred clients.
Clarify confusing information for my consumers.	Provide needed information to more effectively discuss career goals and decisions with clients.	Patience with the uniqueness of some of consumer's communication needs.	Helps my clients better understand the benefits and what they need to do to maintain them while working.
Provide updates and employment opportunities.	Brian is always very responsive to answering questions in a clear and timely manner.	Consumers attended on time and respectfully.	The team is flexible and advocates well for clients. Job placement services. Getting individuals job. Supporting. Fading back when applicable.
SSI/SSDI guidance and support.	Able to answer most or all questions.	Schedule appointments with consumers and their staff.	Their jobs! They know so much about Social Security and it is so very helpful to Vocational Rehabilitation Counselors (VRCs) and clients as we were trained in other areas. Work Without Limits staff has always been receptive to any and all questions!!!

4. How can we improve our services?

Easier access.	Improve the referral process - shorter referral, quicker contact timeframe.	1. the referral process has become difficult since I am working virtually 2. responding to counselors & clients regarding benefits and working.	It has been difficult during the pandemic to get signed releases from consumers because we are working remotely. If there were signature options that would streamline this process electronically that would be very helpful.
It may be a result of the COVID-19 pandemic, but I have not received any feedback or reports from Work Without Limits benefits counseling team. The only recent feedback I've received comes directly from the clients.	Timeliness of reports is slow. I don't believe this is an issue you have full control of.	Increase employment opportunities.	Provide reports to consumers and their counselors. Provide the consumers with index cards to consolidate key information for consumers to have access as needed.
In person meetings would be very helpful. However, if not possible, maybe Zoom meetings.	Clone yourselves!! I want more Marjorie Longo's and Barbara Lee's & Brian Forsythe's!	Response time.	Winnie Siano does a fabulous job and I can't see how she could improve! I would appreciate tweaking the fillable referral/intake forms. I experience issues with the size of the fonts.
I like when I receive an email confirming the referral has been received. I haven't sent a referral in a while and I'm not sure if this is still consistent.	Be in contact with referral source at least to acknowledge receipt of referral and contact with client. I don't need to be overly involved once I know the work has begun with my client.	Break down results into very basic terms for client understanding	Not sure, very satisfied with the work. The trepidation among consumers is somewhat ubiquitous so actual data relating to a consumer's case is the only defense against the misinformation that is rampant.
When working with a new client be sure to copy counselors on emails so that they know you are reaching out. Be sure to use multiple means of communication to make first phone contact (phone, email and post.)	More programs and assistance (training, grants, education) for young people who received SSI as a child but with support and training can build the skills needed to work to support themselves as an adult.		

5. Please share a story or an instance of how Work Without Limits Benefits Counseling services helped one or more of your clients move toward achieving their employment goals.

<p>Work without Limits instructed my Consumer in how much he can earn, and his anxiety was lowered. He is working and managing his benefits well.</p>	<p>There have been many instances over the years where the CWICs have provided important information and ongoing support. One customer was walked through the process of benefits counseling to achieving his dream job. The Work Without Limits CWIC stays in contact with him to answer questions. This customer is now working full time in the career of his choice, knowing that he can succeed and if there are issues, there are programs (SSA) that provide a safety net if his illness becomes debilitating.</p>	<p>During COVID I was informed by our counselor, Brian about how unemployment changes affect claimants' benefits. He sent information on the stimulus checks affecting benefits. The Blog he posted was emailed to all Ticket Holders at the MassHire Lowell Career Center.</p>	<p>I had a consumer who was able to work after his parents better understood that his social security and medical insurance would not be affected. They were not allowing him to work until that happened.</p>
<p>Helped with resources and confidence.</p>	<p>Solid team. Great communication. Good partners with the Department. Fast turnaround. Willing to work with anyone capable of working. Over the years I have had several individuals utilize Work Without Limits. They listen to the individuals and make efforts to place individuals where they want to work. They are creative!</p>	<p>I referred two clients to the service, both were able to make an informed decision about their employment situation. One decided to go for the new higher paying job, and one decided to remain in his current employment situation. In both instances the client was empowered to make that decision without reservation which is ideal in a person-centered planning model.</p>	<p>Work Without Limits talked with a consumer who was working on a small business plan and helped answers all her questions. This consumer is now in the process of starting her business.</p>
<p>My client learned he was not receiving all the benefits he was due and was able to follow up after the Work Without Limits benefits counseling and increase his income which made a huge impact on his daily living.</p>	<p>There are so many - how could I pick one? I do have a good story, but I cannot for the life of me remember the client's name. This client went from hospital, SSDI, Clubhouse Transitional Employment, MRC and was hired on fulltime and was able to learn all about how returning to work would affect his benefits if at all. Work Without Limits was so supportive!!!</p>	<p>I was working with an individual who had previously lost his benefits due to working. He was ambivalent about work. We decided to start with a benefits counseling referral. After meeting with Brian Forsythe, my client felt informed and decided he feels confident to pursue employment.</p>	<p>Helps my clients better understand the benefits and what they need to do to maintain them while working.</p>
<p>Person was able to utilize the work incentive program.</p>			

6. Please provide any other comments or suggestions you have for us:

Great people.	Winnie Siano has been working with my customers for the last 5 years. She is always available to answer their questions as well as mine.	Answers all questions in a timely manner. Is always there to answer my questions as well.	Increase contact with counselors who make the referral. I feel this is an essential service to support individuals.
Thank you...keep up the good work.	I attempted to leave several items under questions 1 & 2 blank as I'm not sure that they've applied beyond what I specifically encouraged an individual to discuss with the benefits specialist. I went back & put agreed simply because this has been historically true, though not specifically for 2020.	THANK YOU FOR YOUR DEDICATION TO OUR CLIENTS!!!	I appreciate the services offered.