

## FY22 Benefits Counseling Training Feedback

# The Nuts and Bolts of SSI and SSDI, Public Health Insurance and Other Public Benefits

Number of Responses: 69

### SURVEY RESPONSES

**The training met my needs and expectations.**

Strongly Agree/Agree **100%**

**The training answered questions I had coming into the session.**

Strongly Agree/Agree **100%**

**The format and delivery of the content was effective.**

Strongly Agree/Agree **100%**

**The training content was appropriate for the audience.**

Strongly Agree/Agree **100%**

**The presenters were knowledgeable and engaging.**

Strongly Agree/Agree **100%**

**I would recommend this training to my co-workers.**

Strongly Agree/Agree **100%**

**I feel more confident in my ability to distinguish between SSI and SSDI and how they are impacted by work.**

Strongly Agree/Agree **99%**

**There was enough time for questions.**

Strongly Agree/Agree **98%**

### COMMENTS

**What other disability-related information could you benefit from learning about?**

Deeper dive into insurance and how to complete MassHealth reviews.

More in depth about Medicare Part C and how it affects those with MassHealth/Medicare but also those with just Medicare.

**What did you like best about the training?**

The pacing was good, the ability to ask questions, activity sheets/ breakout rooms helped to drive home the information.

This topic is really confusing, but the instructor really knew about what he was talking about and had many years of experience.

This training gave me that "aha moment" and everything clicked.

**What were the key takeaways?**

It's important to understand the Social Security language and do not ignore Social Security letters.

Work is possible on SSI/SSDI.

Just a great training to understand some very complex things that can be quite dry. I never lost interest and the trainer could answer any question asked. His knowledge base is tremendous.

**What did you like least about the training?**

The health insurance part was A LOT of information at once. Maybe that would be better as it's own presentation?

I did not like that it was three days but it's understandable because it's a lot of information.

**What could be done better?**

Independent work sheet scenarios would be helpful for my style of learning to ensure understanding.

More interactive activities or small-group opportunities, for those who learn through doing.

**Any additional feedback you would like to provide?**

Having the printed materials to review the session is invaluable.

This training helped me put the pieces together and I feel so much better in my ability to navigate the system.