

FY25 Public Benefits Training Feedback

196 Attendees | 145 Responses

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

SURVEY RESPONSES

The training met my needs
and expectations.

Strongly Agree/Agree **99%**

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 **99%**

The training content was
appropriate for the audience.

Strongly Agree/Agree **97%**

The presenter was knowledgeable
and engaging.

Strongly Agree/Agree **99%**

I would recommend this training
to others.

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 **99%**

COMMENTS

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

Examples of Social Security letters and how to read
them/understand what is required.

More in-depth dive into public housing.

More information about Rep Payee.

What did you like best about the training?

Comprehensive slides! Much easier to follow along
with visuals. Also, examples from actual cases are
super helpful!

There was lots of time for questions - it was interactive.
The excel spreadsheet - doing it together in real time
was also helpful.

I really enjoyed learning to use the SSI calculator.

Very organized and systematic. Tests and break out
groups were great to back up learning.

The exercises help apply what we are learning to real
life which then helps to better understand and put it
into practice.

Little known helpful tips, knowledge assessments,
learning the calculator.

Information was easy to understand, there was
an appropriate amount of participation, and the
presenters were clear.

What did you like least about the training?

I think there should be 2 separate trainings - one of SSI
and MassHealth and the other on SSDI MassHealth/
Medicare. There is so much information to absorb.

Math!

FY25 Public Benefits Training Feedback

196 Attendees | 145 Responses

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

MORE COMMENTS

What were the key takeaways from this session?

Working on SSI and SSDI is possible! Report everything to Social Security.

Learned you can apply for EAFDC for presumptive disability while waiting for SSI - Special condition work incentive is paid by the employer - Understood a lot more in the insurance section after hearing it for a second time (I attended last year).

SSDI and SSI are not as similar as they initially appear.

SSI calculator shows what happens in different work scenarios.

What could we have done better?

Spelling out the abbreviations a little more. Alphabet soup gets confusing.

Identifying and breaking up the trainings as Beginner/Intermediate/Advanced. I would have liked to see an example of how to report wages to SS using the app in order to be able to assist an individual.

Add a day, slow down and offer more opportunities to practice with the representative.

Any additional feedback?

I learned more than I thought I would!

I wish that agencies who contract with DDS for employment support services had a member of their team who had this knowledge.

It was a great opportunity to see how big the system is. Given the size of the system, you did a great job summarizing the information.