

2019 Training Catalog

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DuPage Federation on Human Services Reform

The Federation was formed in 1995 by a governor's office initiative as one of five 'learning laboratories' whose role was to demonstrate a new approach to collaboration between government and community in the implementation of welfare reform.

Since that time, our role has evolved far beyond those origins. The focus has appropriately shifted to developing broad systems of supports for the working poor, and to improving the capacity of the human services system to meet increasingly complex needs.

Today, the Federation is a non-profit planning and change management organization that has been intimately involved in the development of the health care safety net and has helped expand the health



and human service system to better meet the needs of the area's changing population.

Navigating public benefit programs is often frustrating due to the different eligibility rules and complex application processes.

Understanding more about benefit programs (including topics such as who can qualify and how to solve problems) helps case

managers and other advocates provide more effective and targeted assistance to people in need.

Training programs are usually offered twice a year. Federation trainers are also available to present the programs at individual agencies.

*“Any fool can know. The point is to understand.”
 ~Albert Einstein*

Benefits of Training

Navigating public benefit programs is often frustrating due to the different eligibility rules and complex application processes. Understanding more about benefit programs (including topics

such as who can qualify and how to solve problems) helps case managers and other advocates provide more effective and targeted assistance to people in need. The focus of the Making the

Connection training programs is to improve advocacy for the people served through increased knowledge of these complex programs.

Making the Connection Training Series

Making the Connection is a Public Benefits training series delivered over three separate sessions. Attendance at all three sessions is not required, but highly recommended.

Thanks to generous funding from DuPage Foundation, registration is free for organizations serving DuPage County.

Essentials of State Benefits

Receive an overview of core eligibility rules and processes to access state public benefits. We will review the cash, food and medical programs available through the State of Illinois.

January 9, 2019
1:00PM – 5:00PM

Navigating Social Security and Medicare

Learn about the programs administered by the Social Security Administration, including Retirement, Survivors, Disability Insurance (RSDI) and Supplemental Security Income (SSI). You will also receive an overview of Medicare and its various parts (Part A, B, C, D).

January 23, 2019
1:00PM – 5:00PM

Essentials of Medicaid

Hear a detailed discussion of the Medicaid program, including Spenddown and the Dual Eligible population (Medicaid & Medicare) population. A review of the Medicaid Managed Care Program will also be included.

February 6, 2019
1:00PM – 5:00PM

All above sessions will be held at Peoples' Resource Center.
104 Chestnut, Westmont, IL 60559

Public Benefits Learning Circles

New in 2019. The Learning Circles are designed for individuals experienced with public benefits applications. Participants will be invited to bring complex scenarios from work for case conferencing. An instructor will lead participants through troubleshooting scenarios, policy, and best practices.

Participants are required to attend all three sessions.

Thanks to generous funding from DuPage Foundation, registration is free for organizations serving DuPage County. Space is limited to 10 persons.

March 20, 2019
1:30PM – 4:00PM

April 3, 2019
1:30PM – 4:00PM

April 17, 2019
1:30PM – 4:00PM

All sessions will be held at the Federation.
246 E. Janata Blvd., Suite 265, Lombard, IL 60148

Community Favorites

The Federation offers a number of trainings which may be adapted to address your organization's specific needs. Presentations on additional topics may be developed and customized upon request. Contact the Training Program at Training@dupagefederation.org for more information about fees and content design.

Accessing Medical Benefits: Medicare, Medicaid and the Marketplace (6 hours)

Available by Request

This program provides an overview of Medicare, the health insurance program for people aged 65 or older and persons with disabilities. We will discuss how Medicare works with other insurance coverage, including Medicaid, and address the impact of the Affordable Care Act for seniors and persons with disabilities. This program will provide a detailed overview of the Medicaid program, a health insurance program for low-income individuals and families jointly run by states and the federal government.

The program will include discussion about the shift to a Care Coordination model (e.g. Medicaid Managed Care). This course will also provide a brief overview of the Health Insurance Marketplace, including the application process, eligibility for subsidies, plan selection and tax implications.

After attending this session participants will be able to:

- Clarify the impact of the Affordable Care Act on various medical benefit programs
- Identify eligibility

requirements for a number of medical benefit programs.

- Describe the various parts of Medicare and enrollment periods, including original Medicare (Parts A & B), Medicare Advantage (Part C), and Prescription Coverage (Part D)
- Examine how tax filing status impacts income eligibility for Medicaid and the Marketplace
- Understand the application process for various medical benefit programs

Essentials of Medicaid (4 hours)

Available by Request

Access to public benefits often depends on categorical eligibility. There are a number of special populations that have access to specific public benefits based on the category to which they belong. This program will address public benefits available to non-citizens, victims of Domestic Violence, and Veterans. It will also examine special factors to consider when working with Seniors and Persons with Disabilities,

including Long Term Care, Home Based Services, and more.

After attending this session, participants will be able to:

- Explain impact of categorical eligibility upon public benefit programs.
- Understand the rules relative to non-citizen status.
- Describe the impact of Domestic Violence on

access to a number of Federal and State public benefit programs and the protections afforded under the Violence Against Women Act.

- Identify variety of cash and health benefits available through the Veterans Administration.
- Discuss programs and rules specific to Seniors and Persons with Disabilities.

Essentials of Public Benefits (6 hours)

This session will provide a broad overview of a number of public benefits. We will begin with a review of core eligibility criteria for non-citizens and then address cash benefit programs such as Social Security (including disability) and TANF (Temporary Assistance for Needy Families), and food benefit programs such as SNAP (Supplemental Nutrition Assistance

Program) and WIC. The program will also include an introduction to medical benefits such as Medicaid.

After attending this session, participants will be able to:

- Describe a number of public benefits programs
- Understand basic eligibility and application processes
- Identify the core eligibility rules relative to immigrant status
- Define who is a qualified non-citizen for accessing public benefits
- Discuss local resources and referrals for additional information

Available by Request

Immigrants and Public Benefits (2.5 hours)

This course covers the public benefits eligibility requirements for non-citizens. The program identifies which benefits are available to non-citizens based on immigration status. This course includes discussion of the issues that affect non-citizens and immigration status, including but not limited to human

trafficking, domestic violence, deferred action, public charge, sponsor liability and mixed status households.

After attending this session, participants will be able to:

- Understand rules relative to immigrant status
- Define who is a qualified immigrant for accessing public benefits
- Describe the public benefits available to non-citizens and their families
- Explain the protection provided to immigrants under the Violence Against Women Act
- Discuss verification documents and processes

Available by Request

Navigating Benefits for Persons with Disabilities (6 hours)

The application process for disability benefits is complicated and difficult to navigate. This course will review best practices for navigating this process. We will discuss a number of programs related to disability and cover the Social Security disability application process as well as Medicaid Aid to the Aged, Blind and Disabled (AABD).

After attending this session, participants will be able to:

- Learn how to navigate the Medicaid and Social Security disability application process
- Understand how disability determinations are made
- Learn how to compile a better disability report, increasing the odds of approval on first application
- Know how to troubleshoot if there is a problem
- Effectively explain the Medicaid Spenddown program
- Understand Pay-In Spenddown
- Know the basics of the impact work has on disability benefits
- Discuss the impact of ACA on long-term care, waiver services and disability application process
- Discuss client options for Marketplace coverage as opposed to AABD Spenddown

Available by Request

Navigating Benefits for Special Populations

Available by Request

There are a number of special populations that have access to specific public benefits based on the category to which they belong. This program addresses public benefits available to non-citizens, victims of Domestic Violence, Veterans and justice-involved populations. The program will also examine special factors to consider when working with seniors and persons with disabilities, including long-term care, home based services and more.

Veterans Benefits (2 hours)

Available by Request

There are a number of benefits available to eligible veterans of the United States Armed Forces. This program will provide an overview of cash and health benefits available through the Veterans Administration (VA) and discuss State

specific programs available to veterans.

Participants will be able to:

- Discuss the difference between VA Compensation and VA Pension benefits

- Identify the variety of benefits available through VA Healthcare
- Describe the application process for veterans benefits
- Identify State of Illinois resources and programs for Veterans

Introduction to Cultural Competency (2-3 hours)

Available by Request

This presentation provides a basic overview of cultural competency terms and concepts. It will discuss demographics and populations specific to the local region.

After attending this workshop, participants will be able to:

- Define key terms related to cultural competency
- Explore their own cultural beliefs

- Identify how their cultural beliefs may influence interactions with customers, clients and members of the community
- Discuss cross-cultural communication

Developing a Linguistic and Cultural Competency Plan

Available by Request

This workshop will help leaders of non-profit organizations, schools, governmental agencies and businesses to develop a linguistic and cultural competency (LCC) plan for their organizations. We will explore how to increase an organization's ability to meet the needs of increasingly diverse constituency.

After attending this workshop, participants will be able to:

- Understand legal and regulatory climate that affects organizations regarding linguistic and cultural competency
- Understand current status of funders' efforts to move agencies toward linguistic and cultural competency.

- Develop an individualized plan for their agencies to improve their ability to provide linguistically and culturally competent services

Participants will have an opportunity to conduct an agency assessment, identify demographics of their current and potential consumers, and draft a plan for their organization.

Mental Health First Aid (8 hours)

Mental Health First Aid is an interactive public education program that introduces risk factors and warning signs of mental illnesses, builds an understanding of their impact. Participants engage in role-playing and simulations to learn how to offer initial help in a mental health crisis. The program

also covers common risk factors and warning signs of specific types of illness such as anxiety, depression, substance abuse, eating disorders, schizophrenia, etc.

Participants will learn how to:

- Assess for risk of suicide or harm

- Listen nonjudgmentally
- Give reassurance and information
- Encourage appropriate professional help
- Encourage self-help and other support strategies

Available by Request

Interpreter Training (100 hours)

The Federation offers Interpreter Training through its Language Access Resource Center (LARC). Graduates of our Interpreter Training course are distinguished from other training programs because we provide substantially higher number of training hours than typical accepted standards.

Our Interpreter Training program consists of 60 hours of classroom instruction and 40 hours of supervised externships.

All potential students must take a language assessment before being accepted as a student.

Interpreter Training topics include, but are not limited to:

- Ethics and techniques
- Importance of culture and its impact on interpreting
- Basic medical terminology
- Interpreting in various settings
- Legislation and regulations

Available by Request

Interpreter Continuing Education Workshops

LARC conducts continuing education workshops for interpreters interested in expanding their knowledge.

In the Mental/Behavioral Health Care Setting workshop and the Education ABC workshop, participants learned how to:

- Identify commonly used terminology and concepts
- Reinforce interpreting needs in these settings
- Become more comfortable interpreting and navigating in these settings.

Future topics include:

- Preparing for National Certification
- Skill Building (Interpreter Techniques)
- Using Resources Developing Glossaries

Available Quarterly

To schedule a language assessment or for more information on Interpreter Training courses and Interpreter Continuing Education Workshops please visit our website at dupagefederation.org, by email at larc@dupagefederation.org or call 630-782-7544.



DuPage Federation on Human Services Reform
246 E. Janata Blvd., Ste. 265
Lombard, IL 60148

P: 630.530.7802
E: training@dupagefederation.org



We're on the Web!
www.dupagefederation.org

Coming Soon

Public Benefits for Adults with Developmental Disabilities

Online e-Learning Modules

Continuing Education Credits (CEs)

Continuing Education Units are available for attendance upon request. Total CEs per program is dependent on the number of contact hours of each program. For more information please contact the Training program at training@dupagefederation.org or by phone at 630-530-7802.

Registration

To register for available classes please visit us at dupagefederation.org.

Payments can be made online or by mail:

DuPage Federation on Human Services Reform
246 E. Janata Blvd., Suite 265, Lombard, IL 60148

Name _____ Phone _____

Organization _____

Email _____

Method of Payment: Cash Check Credit Card **Total Due \$** _____

Credit Card: Visa MasterCard Discover Amex

Card Number _____ Exp. _____ CVV _____

Cardholder Signature _____

Cancellation Policy

- Full refund less \$10.00 processing fee when cancelled 30 days or more prior to class.
- 50% refund when cancelled less than 30 days prior to class.
- No refund for cancellations/non-attendance on day of class.

Program Modification

Occasionally the Federation must modify fees, content and faculty without additional notice. If a program is cancelled, the Federation will attempt to notify registered participants at least five days prior to the scheduled start date.