

Disability Benefit Specialist Program

Aging and Disability Resource Center of Chippewa County

CLIENT SERVICES AGREEMENT

The Disability Benefit Specialist Program provides information, assistance and advocacy regarding public and private benefit programs to people between the ages of 18 and 59 in any of the following target groups: physical disability, developmental disability, mental illness and/or substance use disorders. A Disability Benefit Specialist can counsel people regarding eligibility for benefit programs, and may be able to provide assistance in the application and/or appeal procedures for these benefits.

Scope of Services

The Disability Benefit Specialist of the Aging and Disability Resource Center of Chippewa County is authorized to provide the following services to: _____, as indicated by a checked box below:

- Information on benefits and services.
- Assistance with filing application(s) or appeal(s) for public and private benefits and services.
- Advocacy services, which may include gathering and reviewing supporting medical and vocational documentation to assist with accessing benefits and services.
- Acting as appointed representative for purposes of application(s) and/or appeal(s) for benefits.
An appointed representative is an individual who has been authorized to act on an individual's behalf for purposes of accessing public benefits. For example, with the Social Security Administration or the County Human Services Agency.

Unless the Disability Benefit Specialist has formally agreed to act as the Client's appointed representative, the Client is responsible for filing all applications, appeals and other relevant documents.

- Representation in appeals of denials of benefits.
- Referral to private or program attorney for potential legal representation.
- Other:

The scope of services may be changed by verbal or written agreement between the Disability Benefit Specialist and the Client. A change in the scope of services will be indicated by initial and date next to appropriate box(es) above by the Disability Benefit Specialist after consulting with the Client.

Confidentiality

Disability Benefit Specialist services are confidential. The Disability Benefit Specialist will not disclose information about a Client without the informed consent of the Client, unless allowed by law: DHS 10.23(2)(d)2.

By signing this document, the Client understands that part of receiving Disability Benefit Specialist services involves the sharing of information between the Disability Benefit Specialist and his/her local supervisor, technical assistance provider, and the Wisconsin Department of Health Services DBS Program Manager for purposes of case oversight, data reporting and quality assurance. The local supervisor, technical assistance provider, and DBS program manager are bound by confidentiality and do not share Client information with anyone other than the Disability Benefit Specialist without informed consent of the Client.

The Disability Benefit Specialist will obtain all necessary releases of information to further the agreed-upon advocacy goals. In addition, the Client gives permission for the Disability Benefit Specialist to share information on a need-to-know basis with the following individuals:

- Resource Center Staff: Benefit Specialist Assistant who has completed Confidentiality Training
- Other:

Responsibilities of Disability Benefit Specialist and Client

Responsibilities of Disability Benefit Specialist to Client

- Maintain Client confidentiality as explained above;
- Keep Client informed of the status of his/her case;
- Return phone calls in a timely fashion; and
- Make available to the Client documentation gathered by Disability Benefit Specialist upon request by the Client.
- Upon request, provide information on grievance procedure for Disability Benefit Specialist services.

Responsibilities of Client to Disability Benefit Specialist

- Inform Disability Benefit Specialist of changes in contact information, health status and any other relevant issues;
- Provide Disability Benefit Specialist with copies of relevant documents upon request, as well as information regarding any relevant filing and appeal deadlines and hearing dates;
- Inform Disability Benefit Specialist of receipt of documents from benefit agencies or any developments in the client's situation; and
- Cooperate with Disability Benefit Specialist to advance agreed-upon goals.

Responsibilities of Client, or Authorized Representative, to Social Security

- Fully inform Social Security about all of the information client is aware of related to disability claim;
- Provide Social Security with all evidence client has received related to disability claim.

<p>Client's Signature _____</p> <p><i>Kay Hebert</i></p> <p>Disability Benefit Specialist's Signature</p>	<p>Date _____</p> <p>_____</p> <p>Date</p>
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