



**Iowa Work Incentives
Planning and
Assistance**

www.iowawipa.org

Role Description--WIPA Benefits Liaison

The purpose of the Benefits Liaison is to connect Iowans who are Social Security beneficiaries with information and resources. This role has a benefit to all Iowans with disabilities, and will have the impact of improved employment outcomes for agencies that provide the services for them. By becoming a part of this enhanced statewide network, citizens and professionals will improve the overall health of their communities and services through including more people with disabilities in employment. To make this possible, these individuals will operate as follows:

Role Examples:

Enter beneficiary information (e.g., personal, employment history, income history) in electronic case management through the web portal or pen/paper format.

Demonstrate how use of work incentives can support a beneficiary in pursuing a career.

Connect job seekers with employment services available in community.

Connect beneficiaries with CWIC for comprehensive financial analysis, benefits planning and long term assistance as needed.

Participate in long term assistance and follow-up for customers with CWIC.

Assist job seekers or employed persons with disabilities in use of Medicaid for Employment Persons with Disabilities (MEPD – Iowa's Medicaid Buy-in program).

Provide information to job seekers on advocacy or legal assistance on return to work issues.

Functions:

1. Complete Benefits Liaison Orientation and participate in all Quarterly Benefits Liaison Meetings.
2. Connect with CWICs as needed to provide individualized information in a timely manner.
3. Share information with the CWIC in order to create a network of resources for beneficiaries.
4. Relay information about work incentives to beneficiaries in an understandable manner.
5. Accessing information in a variety of ways (including the ability to be able to recognize when additional information is needed).
6. Knowledge of Employment Network (EN) in their area and Ticket to Work information.
7. Demonstrate knowledge of ethics (e.g., confidentiality, conflict of interest).
8. Manage beneficiaries' information case files and information electronically.
9. Work cooperatively with CWIC to educate public about work incentives that are available to beneficiaries.
10. Work closely with CWIC to gain a system that will provide seamless services to the beneficiaries.