



National  
Multiple Sclerosis  
Society

# Connections Volunteers Drop-In Call September 17, 2020

Hosted by:



**Mollie Burns**

Manager  
Implementation & Engagement

**Open Chat box**

**Camera and Audio settings**  
Audio options: **1)** Select 'Computer' to use computer mic, or headset with mic plugged into computer, or **2)** Select 'Phone' and dial number shown on screen with access code and audio pin

**Mute/Share webcam/Leave**

Mic Camera Screen Leave

## Q&A: There will be time for questions after presentation

- Option #1: Pop on camera using your webcam; unmute
- Option #2: Type your question in the Chat box

A recording of this call (without webcam) will be posted on our website at:

<https://www.nationalmssociety.org/Resources-Support/Find-Support/Connect-with-Peers-One-on-One/For-Connection-Program-Volunteers>

# Today's Time

- **NEWS:** Going digital through December 31<sup>st</sup>
- We are here to support you! - New support email: [peerconnections@nmss.org](mailto:peerconnections@nmss.org)
- Connections Program Volunteer Website: <http://nationalmssociety.org/ConnectionsVolunteers>



**National  
Multiple Sclerosis  
Society**

**MS Navigator®**

# Abigail Vacca, MSW

## Manager, MS Navigator Services Delivery

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# Basis for MS Navigator®

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MS Navigator exists  
because people with  
MS face challenges  
everyday



# MS Navigator Team

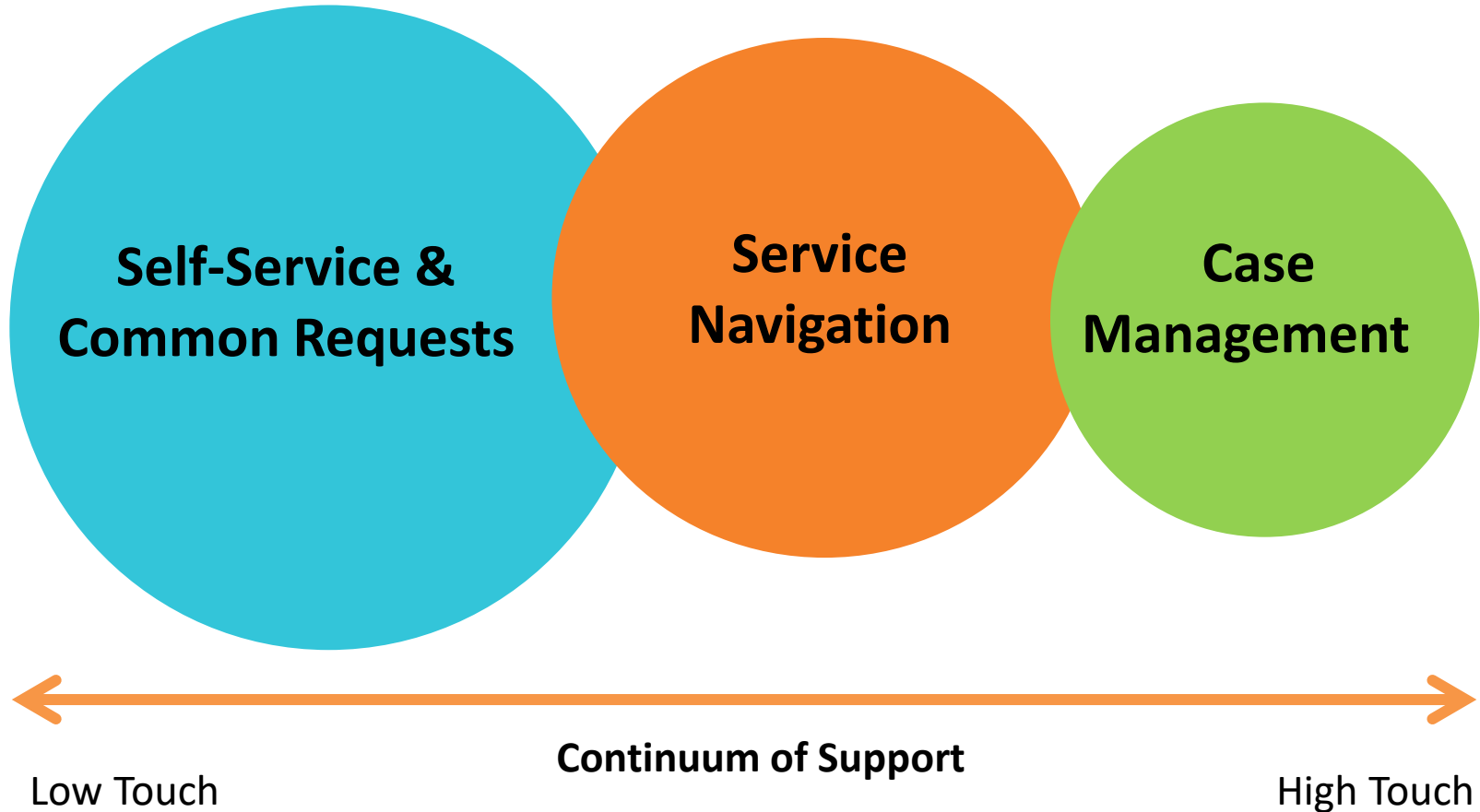
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Our nationwide team works  
one-on-one with people  
affected by MS

# Continuum of Support

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# Serving as Supportive Partners

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- Assess current needs and emotional status
- Goal-oriented support, connection to services and resources
- Exploration, support and progress when there are no solutions



Angela, MS Navigator



# Top 5 Areas of Support

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MS Navigators provide connections to resources, expert support and access to funds in the areas of:

- Benefits, insurance and employment
- Social and emotional support
- Housing
- Neurologist referrals
- Home care

# Case Management

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Goal: Increase independent living and quality of life for people affected by MS whose health and safety are compromised



# Crisis Support

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MS Navigators are trained and equipped to actively identify and take immediate action on urgent, harmful concerns



# Benefits, Employment & Health Insurance

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- Private and public insurance
- Disability benefits
- Disclosure decisions
- Legal protections
- Employment guidance

# Pathway to Access MS Navigator

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- Phone: 1-800-344-4867
  - 7:00 am – 5:00 pm MT (M – F)
- Email: [ContactUsNMSS@nmss.org](mailto:ContactUsNMSS@nmss.org)
- Web Chat
- Partners in MS Care referral form

# Closing thoughts

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MS Navigators help people navigate life with MS





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**Questions?**



**National  
Multiple Sclerosis  
Society**

**Society Resources  
We are Here**



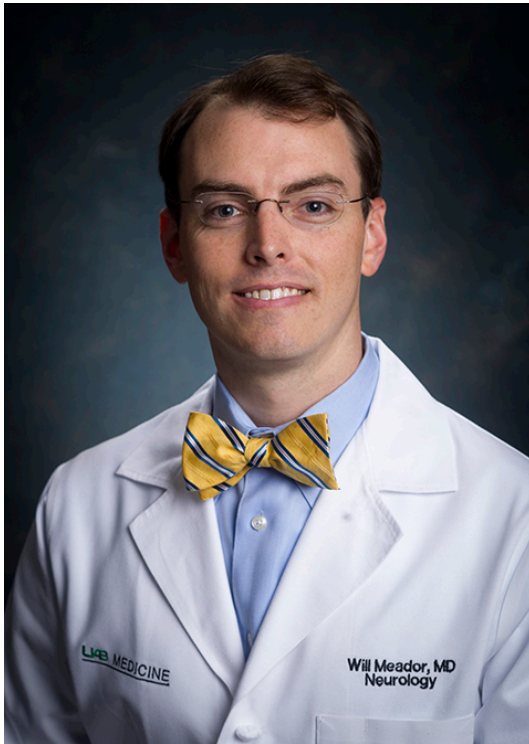
# Support for Leaders and Groups

- **We are going digital through December 31<sup>st</sup>**
- **Ongoing Drop In Calls**
  - Thursdays at noon PST/3EST
  - September 24: Nuts and Bolts of a Virtual Group Meeting
- **MS Navigator is available to help!**
- **Find Doctors and Resources Online**

# Ask the Expert:

## Telemedicine and Multiple Sclerosis

September 18 at 1:00 p.m. ET/10:00 a.m. PT



### **William R. Meador, MD**

Associate Professor  
Department of Neurology  
Co-Director Transverse Myelitis  
Association Clinic

UAB | The University of Alabama  
at Birmingham 

# Spanish Ask the Expert

## Vaccines and Disease Modifying Treatments in the era of COVID-19 – What you need to know

Roberto A. Cruz Saldana, MD. Neurologist. DHR Health Neuroscience Institute.

Wednesday, September 30, 2020 at 4:00 pm PST; 5:00 pm MST; 6:00 pm CST; 7:00 pm EST

Register at: <https://www.nationalmssociety.org/Resources-Support/Library-Education-Programs/Ask-an-MS-Expert-Webinar-Series>



Black MS *Experience*  
Summit

September 22-24, 2020

2:00 p.m.-4:00 p.m. ET / 11:00 a.m.-1:00 p.m. PT

To learn more about this program,  
explore the agenda and register, please visit  
[nationalmssociety.org/BlackMSExperience](https://nationalmssociety.org/BlackMSExperience).

# CAFÉ CON LECHE

## Conversation and Support in Spanish for People Living with Multiple Sclerosis

In the National MS Society, we want to make sure that everyone affected by MS can connect with others, feel supported, and receive reliable information regardless of where they are. In this opportunity, we invite the Hispanic/Latino MS community to join us for the video conference/phone call **Café con Leche** group.

Meetings are the 2<sup>nd</sup> Tuesday of each month at 4:00 p.m. ET. First meeting is October 13

For more information or to register call 1-800-344-4867, option 3, or [nationalMSSociety.org/Espanol](http://nationalMSSociety.org/Espanol).

# Connection Volunteer Website

## For Connection Program Volunteers

Peer Connections:  
One-on-One

> For Connection  
Program Volunteers



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Share

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### IN THIS ARTICLE

- > Resources for volunteers
- > Recorded All Society Leader Calls
- > MS 101 Webinars
- > Group meeting discussion guides and toolkits

# Emotional Support Resources

- [Happy the App](#)
- [Find Doctors and Resources Tool](#)
- [Facebook Group: National MS Society Community](#)
- [MS Navigator is available to help!](#)
- [HelpPRO](#)
  - Online search tool
- [Behavioral Health Treatment Services Locator](#)
  - Nationwide behavioral health services & resources
- [NeedyMeds.org](#)
  - Mental Health clinic locator

# Need Support Connecting Your Group?

## Resources are Available!

- ✓ Skype
- ✓ Zoom
- ✓ FaceTime
- ✓ Google Hangout
- ✓ Facebook Messenger
- ✓ Free Teleconference Tools
- ✓ Support Group finder on Society Website

***Connect with your Society Staff Partner  
to discuss your needs***



# ***SELF-HELP GROUP MEETING DISCLAIMER***

The National MS Society respects the rights of people with MS to obtain any and all information they want related to MS including information on wellness, medical treatments or complementary therapies, products and services. The information presented at this meeting does not necessarily reflect the views or official position of the National Multiple Sclerosis Society, nor carry the endorsement or support of the Society. To protect your privacy and the privacy of other members, please do not record, take screenshots, or share information about other members of this group outside of this meeting. For specific medical advice, contact your physician. For the opinion of the National Medical Advisory Committee of the National MS Society on any therapy, treatment or product, please contact your chapter at 1-800-344-4867 (1-800-FIGHT-MS), or visit our website at [nationalMSSociety.org](http://nationalMSSociety.org)

# CONNECTING LEADERS TO LEADERS

- What questions do you have?
- What questions are you getting from others?
- What resources or support would be helpful?
- Share helpful tips for other leaders