November 10, 2019

Disability Determination Services

2550 Prospect Avenue

Helena, Montana 59601

To Whom it May Concern:

My name is Margaret Keener and I am a Site Manager for North Central Independent Living Services Inc. (NCILS). This letter to express my support for Janie Doe in her application for Supplemental Security Income (SSI) based on her disabilities. I have known Janie for three years and worked with her on a weekly basis helping her to identify and address her Transitional Living needs. Janie has been diagnosed with a Cognitive Disorder as well as some Mental Health issues including Severe Depression and Anxiety.

In my work with Janie, I have observed her having difficulties with many of the aspects of day to day living. Some of these aspects include: difficulty with understanding and comprehension, struggles with reading comprehension and writing, difficulty focusing and completing tasks, memory issues, as well as isolation issues. Janie has a hard time understanding what she has been told or what she needs to do. Typically, Janie has to have instructions explained to her several times. For example, when Janie was told that she needed to bring information about her school schedule to her next appointment, I had to explain why five times before she understood that it was to help her qualify for a special program that is for her benefit. When filling out forms or applications, Janie is easily overwhelmed as she has difficulty understanding the questions being asked and how to respond. Janie needs hands on help to complete any forms or applications successfully. She is easily distracted which makes it difficult for her to focus and stay on task. When given verbal instructions, Janie is able to do tasks that have 1 - 2 steps, but for more difficult tasks with more than 2 steps, she needs constant reminders and redirection. Janie often struggles with her memory. She often forgets names, dates, appointments, what happened yesterday and what she is suppose to do for the current day. Again she needs constant reminders. Janie reports that she does not like being around others. It makes her feel uncomfortable and nervous which has lead to verbal altercations in the past with other students in school. Janie prefers to be in her room and not leave it for days at a time, often it can be difficult to get her to school and appointments.

After working with Janie for the past three years, I believe that she is unable to work at Substantial Gainful Activity. With the amount of support that she needs, even schooling or a part time job would be very difficult. If there are any questions, please feel free to contact me at (406) 452-9834.

Respectfully,

Margaret Keener

NCILS Site Manager