

August 2026 MIPPA & BEC TA Call

Navigating Difficult Conversations in Benefits Enrollment

Wednesday, August 12th, 2026
2:00-3:00pm ET

Older adults seeking benefits enrollment support are often experiencing stress and overwhelm related to navigating income gaps, rising costs, and difficulty meeting basic needs. These pressures can make it hard to ask for help, express needs clearly, or engage in conversations without discomfort. This interactive session explores three main components of effective communication through the lens of benefits access work. Participants will learn practical strategies to navigate emotionally complex conversations, build trust, and respond with empathy and clarity. Through guided practice scenarios, attendees will strengthen their confidence and skills in effectively supporting clients with compassion.

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Meet Our Presenter



Amanda Krisher, MSW, LCSW brings over 15 years of direct practice and program management experience to the National Council on Aging, where she serves as the Associate Director for Behavioral Health in the Center for Healthy Aging. A seasoned professional in the older adult care industry, she previously was the Senior Director for a live virtual training program for older adult care professionals and a clinical social worker for a community health program and hospice organization. She received her Master of Social Work degree from the University of Maryland School of Social Work in Baltimore and is a Licensed Certified Clinical Social Worker in Maryland and Virginia. As a leader in older adult care, she has presented at national conferences and statewide meetings.

