Congratulations on an outstanding purchase and welcome to our new Disability Advocate Business and Training program. By purchasing this program, you've gained access to the most comprehensive advocate training program available.

This new version of our training program is designed around our new Olivia case management software. The Olivia system is designed to address a number of common problems that reduce the efficiency of case processing and hinder the growth of an advocacy service.

(Module One) will introduce you to the fundamentals of Social Security disability case processing. You'll learn the detailed procedures used by Social Security to determine if an applicant meets the definition of total disability as defined by law. Upon completion of this training module, you'll understand the basic criteria required to successfully represent a disability claim.

Suggestions for New Students

Disability advocacy is different from most other services. How you practice is not completely under your control. Social Security created this opportunity and they make the rules. Follow their rules and you'll do fine. Purposefully break a Social Security regulation and you'll find yourself barred from further participation in the program.

It's important that you relax during your advocacy training and allow the course to guide you through the process. Don't try to memorize. We repeat important segments in multiple lessons to assure your understanding of the process. Even if you're an experienced advocate who's just curious about how we succeed, it's still a good idea to follow the cause schedule. Who knows, you might just discover an operational procedure that can improve your advocacy service.

As you begin structuring your service, it's important to keep in mind that a business is like a newborn child. Like a newborn, a company is most vulnerable at birth. Your business must be carefully nurtured in order to assure survival. To experience growth, you must supply the company with proper intellectual and financial nutrition.

This cannot be achieved by simply taking a single training course. You continue your education for as long as you practice in this field. If you're serious about business ownership the actions you take should be driven by contemplation, imagination and research. While funding is important, don't try to buy your way to business success!

Personalize Your Service

No two businesses are alike even if they offer the exact same products and services! Once you understand the fundamentals of this business you're free to reinvent it in your own image. You can personalize a company by allowing it to reflect your goals, values and personality.

Mistakes Will Happen!

"If it can go wrong, it will go wrong." Murphy's Law is a threat to the success of all businesses large and small. Murphy's Law is also a threat to life so don't worry about it. Unfortunately, inevitable mistakes can be more painful and difficult to recover from. This is especially true in a in a recovering economy. It's helpful to be conservative in your financial decision and learn to forgive your mistakes.

Mistakes in business can act as your best source of operational feedback. The most valuable feedback will almost always come from your primary customers who are the people you represent. Pay close attention to your customers needs and you'll learn to serve them better. If you listen to your client's and heed their good advice, you'll have no problem succeeding as a disability advocate despite your inevitable mistakes.

Olivia Can Help!

Many of the functional elements in the new Olivia software were designed with the input of our loyal Olivia users. Many of our best ideas came from our users. Ideas like an easier, faster and more secure method of communicating with clients on the Internet. In this instance, we responded by creating a secure assignable online **Customer Control Panel.**

No other advocate software enables you to offer your customers this level of personal convenience and reassurance. The client can also use his control panel to track the progress of his case, providing even more confidence. Those of you who choose our new **Olivia Prime** software will be able to offer these same powerful capabilities to your clients.

Student Update e-Newsletter

Using the link below, please sign-up for our Social Security Student Update e-Newsletter. This Newsletter will enable us to contact you when there are significant changes in the Social Security process or updates to our training materials.

[Student Newsletter Sign-up Here](#)

Purchase a Generic Business Text

If you have never started a business before, it's a good idea to purchase a generic business start-up text. There are many of these Start-up texts available. We suggest "The Small Business Start-up Kit" offered by Nolo at www.nolo.com. Start-up for Dummies or the Idiots" series is also nice. Learning basic business principles can help you to avoid many common pitfalls during the development phase of your new company.

Get Started

Start your training by clicking on the "Document" link. You will enter the documents segment of the course. Click on the course schedule for basic guidance. If you have any problems or questions, please contact us at stussa@daincpm.net. You may also call us at 303-766-1111.