Disability

Heart of Case Management 2026: Colleague Division Winner, Jenny Fieberg

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Jenny Fieberg, MA, CRC, CEAS

Disability Case Manager of the Year

Image
Jenny Fieberg

After nearly six years away from the workforce, returning to a career can feel almost impossible. Jenny began working with a disabled individual through the Social Security Administration (SSA) Ticket to Work program. He experienced significant mental health challenges that affected his confidence, concentration and ability to search for and maintain employment. Jenny understood that getting back to work would require more than finding a job. Through individualized coaching, benefits guidance, advocacy and ongoing encouragement, she helped him navigate the barriers in front of him while continuing to support his mental health and changing needs. Step by step, a return to work that once seemed out of reach began to feel possible.

That support ultimately helped him return to his career as a systems engineer, where he maintained competitive employment for more than three years. When his circumstances later changed and mental health challenges again affected his ability to work, Jenny remained there to help him understand his options and access the support he needed. Her impact wasn't defined by a single moment, but by years of guidance through progress, setbacks and change. Jenny’s story demonstrates the power of meeting someone where they are, believing in what's possible and helping them build a path toward greater independence and a renewed sense of purpose.

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