



DEPARTMENT OF CHILDREN  
AND FAMILIES  
Secretary Eloise Anderson  
201 East Washington Avenue, Room G200  
P.O. Box 8916  
Madison, WI 53708-8916  
Telephone: 608-266-8684  
Fax: 608-261-6972  
www.dcf.wisconsin.gov

DEPARTMENT OF HEALTH SERVICES  
Secretary Dennis G. Smith  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882  
www.dhs.wisconsin.gov

**State of Wisconsin  
Governor Scott Walker**

**TO: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators**

**FROM:** Rich Albertoni, Bureau Director  
Bureau of Enrollment Policy & Systems  
Division of Health Care Access and Accountability

|                                 |                                     |                 |                                     |             |                                     |            |                                     |            |                                     |
|---------------------------------|-------------------------------------|-----------------|-------------------------------------|-------------|-------------------------------------|------------|-------------------------------------|------------|-------------------------------------|
| <b>BEPS/DFS OPERATIONS MEMO</b> |                                     |                 |                                     |             |                                     |            |                                     |            |                                     |
| <b>No: 11-58</b>                |                                     |                 |                                     |             |                                     |            |                                     |            |                                     |
| <b>DATE: 11/03/2011</b>         |                                     |                 |                                     |             |                                     |            |                                     |            |                                     |
| <b>FS</b>                       | <input checked="" type="checkbox"/> | <b>MA</b>       | <input checked="" type="checkbox"/> | <b>BC+</b>  | <input checked="" type="checkbox"/> | <b>SC</b>  | <input checked="" type="checkbox"/> | <b>CTS</b> | <input checked="" type="checkbox"/> |
| <b>BC+ Basic</b>                | <input checked="" type="checkbox"/> | <b>BC+ CORE</b> | <input checked="" type="checkbox"/> | <b>FSET</b> | <input checked="" type="checkbox"/> | <b>CC</b>  | <input type="checkbox"/>            | <b>W-2</b> | <input type="checkbox"/>            |
| <b>CF</b>                       | <input type="checkbox"/>            | <b>JAL</b>      | <input type="checkbox"/>            | <b>JC</b>   | <input type="checkbox"/>            | <b>RAP</b> | <input type="checkbox"/>            | <b>WIA</b> | <input type="checkbox"/>            |
|                                 |                                     | <b>Other</b>    | <input type="checkbox"/>            | <b>EP</b>   |                                     |            |                                     |            |                                     |

**SUBJECT: Income Maintenance Training Responsibilities**

**CROSS REFERENCE:** [Operations Memo 09-09](#); [Administrative Memo 11-02](#)

**EFFECTIVE DATE:** JANUARY 1, 2012

**PURPOSE:**

The purpose of this memo is to outline training responsibilities and expectations for the Department of Health Services, IM Consortia, Milwaukee Enrollment Services (MiES) and the Tribal IM agencies.

**BACKGROUND:**

As part of the 2011-2013 biennial budget the Legislature directed the Department to contract with no more than 10 multi-county consortia to provide income maintenance services along with (MiES) and Tribal IM agencies. The Department is also responsible for certain IM administration support which includes a centralized IM training unit.

**NEW WORKER TRAINING:**

The Department will continue to administer new worker training for IM workers via the distance based learning model. This training will include regular roundtable meetings through Webcast or Adobe Connect to provide additional discussion, explanations and an enhanced level of support for workers. The consortia, Tribal IM agencies and MiES shall ensure that each new IM worker complete the initial training during the first 6 months of employment.

**ASSESSMENT OF NEW WORKERS:**

- Trainees will be provided opportunities throughout the training to process cases in the CARES/CWW training environment. These practice cases will be built and processed based on scenarios presented within the training material. Processing these scenarios is required and the trainee will be assessed on his/her ability to correctly and accurately determine benefits using these practice cases.
- Trainees must pass the assessments for each module with a score of 80% or better.
- The DHS training staff will communicate with consortia, Tribal agencies and MiES staff regarding any major concerns that surface with a new worker as they progress through the required training curriculum.
- A diagram of the New Worker Training Plan can be found at: [http://www.uwosh.edu/ccdet/DHFS/lc/documents/IM\\_NW\\_Model.pdf](http://www.uwosh.edu/ccdet/DHFS/lc/documents/IM_NW_Model.pdf)

**ONGOING TRAINING:**

The Department will develop ongoing courses for experienced IM workers. Each year, the Department will define required training and develop a standardized curriculum for each job function as needed. Experienced workers will continue to have a 12 hour per year ongoing training requirement. If a training session/course is identified as mandatory, the Department will also identify the local staff required to attend this training. Six out of the required 12 hours of professional development training may be met by attending mandatory training(s). If a training session/course is not identified as mandatory training, training hours may count as part of the professional development requirements. The required annual Civil Rights training may be applied towards the required 12 hours per year. The Department will look to the Training Liaisons to monitor compliance with this requirement.

State trainers will lead regularly scheduled roundtable meetings through Webcasts or Adobe Connect that will be made available to workers that have finished new worker training but are looking for additional support.

Ongoing Training Needs will be identified through:

- New policy and process implementations.
- Questions sent to the CARES Call Center.
- Suggestions from Consortia, Tribal IM agencies and MiES workers and supervisors.
- Suggestions received from Consortia Training Liaisons.
- FoodShare and Health Care QC findings.

**DEPARTMENT OF HEALTH SERVICES TRAINING SUPPORT:**

Based on training requirements, DHS will work with Consortia, MiES and Tribal IM agencies to support the development and delivery of quality training services.

Training materials will be delivered and tracked through the DHS Learning Center. Support will be provided by the IM Training Call Center at: [dhsimtraining@wisconsin.gov](mailto:dhsimtraining@wisconsin.gov) or 608-261-6378 (option 2). The Training Call Center is available to all trainees participating in the new worker curriculum and will assist the trainee if s/he encounters any difficulties with the curriculum, understanding instructions and troubleshooting the practice cases.

The Department will offer additional support to new and experienced workers. Regular webcast meetings will be scheduled for new workers to review common problem areas, respond to questions and get feedback. The Department will offer web based and in person training opportunities for ongoing workers.

***IM TRAINING ADVISORY COMMITTEE:***

The Department will be convening a quarterly IM Training Advisory Committee that will be staffed by DHS Training staff and the Training Liaison from each Consortium, Tribal IM agencies and MiES. This committee will be limited to the identified Consortia, MiES and Tribal training liaisons and one alternate for continuity and decision making.

***CONSORTIA SUPPORT:***

The IM agency will ensure that all incoming IM workers complete the new worker training during the first 6 months of employment. It is the local agency's responsibility to ensure that staff have all the necessary training and skills to perform their job functions. This includes:

- Reviewing agency specific processes and procedures with the new workers
- Management and mentoring of workers
- Ensuring that all IM and related staff complete the prescribed training
- Ensuring that new and experienced IM workers are trained in a timely manner on all IM and related programs policy, procedure and automated system updates that are issued by DHS
- Ensuring staff is computer literate in personal computers and word processing software
- Ensure that new workers have an environment conducive to learning
- Making sure that new workers are using the CWW and ACCESS Training Environments and not Production Environment to complete training activities
- Providing all equipment and technology needed (headphones, microphone) to allow participation in Adobe Connect trainings

***IM AGENCY TRAINING LIAISON:***

Each consortium and Tribal IM agency must designate a Consortium/Tribal Training Liaison as a point of contact for IM training issues. The role of the Liaison will be to work with the DHS to coordinate IM training activities and issues. The liaison will work with member counties on training issues. The liaison is not required to be a trainer nor are they required to be the single internal resource supporting workers. It is the consortia responsibility to report changes in personnel that affect this designation.

***TRAINING MATERIALS:***

The Department has developed a standardized curriculum for training. All trainings offered must be State approved. Local agencies may not implement regionally developed training on policies and procedures beyond local operations and processes. We invite consortia to submit all ongoing trainings that they would like to see offered or would like to offer within their consortium.

***CARES:***

There are no CARES changes associated with this implementation.

***CONTACTS:***

BEPS CARES Information & Problem Resolution Center

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/SF