

**DEPARTMENT OF HEALTH SERVICES
DIVISION OF MEDICAID SERVICES
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 17-07

DATE: 9/1/17

DISPOSAL DATE:
Ongoing

**RE: Income
Maintenance Training
Roles and
Responsibilities**

To: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

From: Michael Heifetz, Medicaid Director 
Division of Medicaid Services

PURPOSE

The purpose of this memo is to outline training responsibilities and expectations for the Department of Health Services (DHS), Income Maintenance Consortia, Milwaukee Enrollment Services (MilES) and the Tribal IM agencies. This memo replaces Admin Memo 11-05

BACKGROUND

Wis Admin Code 254.03 requires DHS to support a centralized Income Maintenance (IM) training unit and provide training support services to the Income Maintenance Consortia. Training collaboration and support services are also provided to MilES staff and to Tribal IM agencies.

Since implementation of the Consortia model in January of 2012, some Consortia have chosen to supplement DHS training activities through the efforts of a training coordinator or other designated staff. This memo describes the various expectations for all parties and includes training requirements and expectations for Income Maintenance staff as referenced in the Income Maintenance Contract between DHS and the agency.

DHS TRAINING RESPONSIBILITIES

DHS is responsible for providing or supporting the following training related activities:

1. Training Subcommittee. DHS IM Training will create and support the activities of an IM training subcommittee composed of DHS staff and representation from IM Consortia, Tribal IM agencies and MiES. The committee will meet at least quarterly. In addition to the training liaison, each Consortium will be asked to identify a back-up representative to this committee.

2. Training Support

a) **New Worker Training Curriculum.** DHS IM Training will create, maintain and administer a new worker training series for IM staff. The majority of this training is currently provided using a distance learning model.

A diagram of the New Worker Training Plan can be found at:

<https://wss.ccdet.uwosh.edu/stc/dhs/documents/IMNewWorkerTrainingModel.pdf>

b) **New Worker Assessments.** DHS IM Training will monitor and support new IM staff as follows:

- 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 or her ability to correctly and accurately determine benefits using these practice cases.
- Trainees must pass a quiz for each module with a score of 80% or better.
- DHS training staff will communicate with Consortia, Tribal IM agencies and MiES staff regarding any major concerns that surface with a new worker as he or she progresses through the required training curriculum.

c) **New Worker Training Support.**

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

DHS IM Training will also lead regularly scheduled roundtable meetings through Webcasts that will be made available to workers that have recently finished new worker training or are currently in new worker training but are looking for additional support.

3. Training for Experienced IM Workers. On an ongoing basis, DHS IM Training will identify and develop additional trainings for experienced workers based on changes in policy, system design or process.

Ongoing training needs will be identified through:

- Planning for new policy and process implementations.
- Questions sent to the CARES Call Center or IM Training.

- Suggestions from Consortia, Tribal IM agencies and MiIES workers and supervisors.
- Suggestions received from Agency Training Liaisons.
- FoodShare and Health Care QC findings.
- Feedback from the Training Subcommittee

4. Training Materials and Delivery

DHS has developed and will maintain a standardized curriculum for training. IM agencies may submit suggestions for additional trainings that they would like to see offered or would like to offer within their agency to the DHS IM Training inbox at DHSIMTraining@wisconsin.gov.

CONSORTIA, MIIES AND TRIBAL IM AGENCY TRAINING RESPONSIBILITIES

New Worker Training Requirements

Each IM agency will ensure that all incoming IM workers complete the new worker training during the first 6 months of employment and that the new worker receives their New Worker Training certificate. 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
- Managing and mentoring of staff
- Ensuring that all IM and related staff complete the prescribed training
- Ensuring that new and experienced IM staff 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
- Ensuring 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 Webcast trainings

Note: Completion of the Income Maintenance New Worker Training curriculum fulfills the 12 hours of annual training requirement for the first year of employment.

Experienced Worker Training Requirements

The Income Maintenance contract requires experienced IM staff to complete a minimum of 12 hours of IM related professional development training annually.

- a) Mandatory trainings. DHS may identify a certain training session or course as mandatory for IM staff and managers. If a training session or course is identified as mandatory, DHS will also identify which IM staff are required to complete this training. Mandatory trainings can be counted towards the 12 hour annual training requirement. DHS also has the right to require training that exceeds the 12 hour annual training requirement.

The following trainings must be completed by IM staff and managers annually:

- i) the Introduction to Civil Rights training that is available on the DHS Learning Center;
- ii) one (1) session of cultural competency training. The Consortia, Tribal IM agencies and Miles staff have the flexibility to determine what training content and format is used to meet this requirement. DHS will make training content options available for this purpose;
- iii) at least one (1) DMS-BEPS Refresher training. In addition to the DMS-BEPS Refresher trainings that are available on the DHS Learning Center, the Advanced Long Term Care curriculum may be used to satisfy this requirement. If an agency would like to use a refresher training that is not offered by DHS towards meeting the 12 hours of professional development training requirement, the IM agency must email DHSIMTraining@wisconsin.gov with the following information:
 - Title of the training
 - Length of the training
 - Expected Completion Date of the training
 - High level training outline

b) Tracking Training Compliance.

Agency Training Liaisons are expected to monitor compliance with the 12 hour professional development training requirement and the mandatory training completion for their IM staff.

To do so, the Agency Training Liaison should create and maintain a record of the following information for each staff member:

- Name
- Date of the Training
- Duration of Training
- Topic of Training
- Entity providing the Training

Annually, the IM agency is expected to email the DHS IM Training inbox at DHSIMTraining@wisconsin.gov attesting that all of their staff have completed the required training requirements which include:

- Annual completion of the Civil Rights training
- One Cultural Competency training
- At least one annual refresher training
- Additional hours of professional development training to ensure that at least a total of 12 hours of training is completed by each worker during the calendar year.

Below is an example of what an email attestation could look like:

Send	To...	DHS IMTraining
	Cc...	
	Bcc...	
	Subject:	Training Completion Records

All staff in my county have completed 12 hours of professional development training including the following:

- Civil Rights Training
- One Cultural Competency Training
- One Refresher Training

Actual training records do not need to be submitted, however, an attestation must be submitted. This should be submitted upon completion of the training requirements and by no later than January 15th of the following year.

Finally, compliance with staff training requirements will be included as part of each IM agency's Management Evaluation Review (MER). The IM agency should have documentation available and be prepared to present the documentation as part of that process.

IM Agency Training Liaison

Each consortium shall designate an Agency Training Liaison as a point of contact for IM training issues and to serve on the training subcommittee. In addition to the training liaison, each consortium will be asked to identify a back-up representative to this subcommittee. For the Tribal IM agency, the IM Tribal Director will serve in this role. The role of the liaison is to work with DHS IM Training to coordinate IM training activities and issues and to support their IM staff 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 responsibility of each agency to report changes in the staff person serving in this role.

REGIONAL OFFICE CONTACT: DHS Area Administrators

CENTRAL OFFICE CONTACT: Debbie Waite
Division of Medicaid Services
Deborah.Waite@wisconsin.gov