

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

**NOTICE: 17-07
(Amended)**

DATE: 12/19/2022

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: Lisa Olson, 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 (MiES) and the Tribal IM agencies.

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 MiES staff and to Tribal IM agencies.

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 and 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 MilES. 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 curriculum for IM staff. This training will be provided in a blended learning model consisting of both virtual instructor led training and computer based training.

The new worker training model can be found in the Cornerstone DHS Learning Center by searching for “DHS IM New Worker Training Model.”

b) 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 Worker Web (CWW) training environment. These practice cases will be built and processed based on customer profiles presented within the training material.
- Trainees must attend and actively participate in all virtual instructor led training sessions and complete all computer based work to receive a completion certificate.
- Trainees must pass formal knowledge and skill validations within the IM New Worker Training program.
- DHS training staff will communicate with the IM Consortia, Tribal IM agencies and MilES staff regarding any major concerns that surface with a new worker as they progress 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 and within the virtual instructor led training sessions. Support will be provided by the DHS IM Training at: DHSIMTraining@wisconsin.gov or 608-261-6378 (option 2).

3. Training for Experienced IM Workers. On an ongoing basis, DHS IM Training will identify and develop additional trainings for new and 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 Problem Resolution team or DHS IM Training

- Suggestions from the IM Consortia, Tribal IM agencies and MiES workers and supervisors. Suggestions received from Agency Local Coaches.
- FoodShare and Health Care QC findings
- Feedback from the IMAC Training Subcommittee
- Results from Quality Assurance reviews to target areas that need support

4. Training Materials and Delivery

DHS has developed and will maintain a standardized curriculum for training. IM agencies work with their IMAC Training Subcommittee representative to share feedback and suggestions on trainings. Feedback and suggestions received will be discussed during IMAC Training Subcommittee meetings.

CONSORTIA, MIES AND TRIBAL IM AGENCY TRAINING RESPONSIBILITIES

New Worker Training Requirements

Each IM agency will ensure that all incoming IM workers complete all required elements of IM New Worker Training including attending virtual instructor led trainings within the cohort model, completing all required computer based trainings, and will provide local support elements to new workers within the training. New workers must complete their IM New Worker Training within the first six 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
- Completing local support tasks with new workers as outlined in Local Coach's Guide.
- Ensuring that all IM and related staff complete the prescribed training including required pre-requisites prior to training cohort start.
- 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 that new workers have an environment conducive to learning
- Ensuring that new workers are using the CWW and ACCESS Training Environments and not Production Environments to complete training activities
- Providing all equipment and technology needed (headphones, microphone, webcam/video capability) to allow participation in 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 and managers to complete a minimum of 12 hours of IM related professional development training annually. Note: IM clerical staff need to complete a total of 6 hours of IM related professional development training annually along with any required trainings for IM clerical staff. The annual required trainings including Civil Rights training and cultural competency training count toward the 6 hours of IM related professional development training for IM clerical staff.

- 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 annually by IM staff, IM managers who directly supervisor IM staff or complete IM work, and IM clerical staff:

- i) the Introduction to Civil Rights training that is available on the Cornerstone DHS Learning Center;
- ii) one (1) session of cultural competency training. The IM Consortia, Tribal IM agencies and MILES staff have the flexibility to determine what training content and format is used to meet this requirement.
- iii) at least one (1) DMS-BEOT Refresher training or Learning Library topic. In addition to the DMS-BEOT Refresher and Learning Library trainings that are available on Cornerstone, the Advanced Long Term Care curriculum may be used to satisfy this requirement.
- iv) the SSA Training that is available on the Cornerstone DHS Learning Center

Note: The DMS BEOT refresher training requirement does not apply to clerical staff or IM managers not completing casework. Only staff who have access to SSA database information are required to complete the SSA training.

b) Tracking Training Compliance.

An agency designee is expected to monitor compliance with the 12 hour professional development training requirement and the mandatory training completion for their IM staff.

Note: Cornerstone will track some course completions that Local Coaches are able to access.

The agency designee 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:

Subject: Training Completion Records

Send

From - [Redacted]

To... DHS IM Training

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
- SSA Training
- One Refresher Training

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

- Civil Rights Training
- One Cultural Competency Training
- SSA 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 no later than January 15 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 shall have documentation available and be prepared to present the documentation as part of the MER process.

Local Coach Role

Each IM consortium shall designate a Local Coach as a point of contact for IM training issues.

The role of the Local Coach is to work with DHS IM Training to coordinate IM training activities and issues to support IM staff. The Local Coach 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.

In addition to the Local Coach, each IM consortium will be asked to identify a primary representative to serve on the IMAC Training Subcommittee group and a back-up representative. Note: This person could be the same as the Local Coach but does not need to be.

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