

IM Training Update

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March 16th, 2017

Income Maintenance Advisory Committee (IMAC) Meeting



Agenda

- IM Training Focus Areas
- IMAC Training Subcommittee
- 2016 Accomplishments
- Looking Ahead for 2017
- Questions

IM Training Focus Areas

- Training Call Center
- Curricula Maintenance
- Enhanced New Worker Training Sessions
- Training for New Projects
- Refresher Trainings

Training Call Center

- Provide scenario reviews and support for new workers
- Increase of 500+ phone calls received from 2015 to 2016
- Average talk time on Training Call Center calls was 17:44 in 2016

Curriculum Maintenance

- Update IM NWT, Clerical, LTC, & FSET curricula based on policy & process changes
- Regularly reviewed for needed updates
- Upcoming NWT updates for April include:
 - EBD Module (April)
 - FS Module (April)
 - LTC Module (April)

Enhanced New Worker Training Sessions

- Offer Ten Enhanced New Worker Training topics including:
 - Application Entry & Effective Case Comments (Recording)
 - Prospective Budgeting
 - Proper Use of Dates
 - Reviewing & Understanding Eligibility Run Results
 - Change Processing & Impacts of Changes
 - Interviewing Skills
 - Variety (Querying, CWW Field Entries, & Person Add/Delete)
 - Introduction to Alerts & Discrepancies
 - Processing ACCESS Applications (Linking & Merging)
 - EBD MA
- Presented 44 Enhanced NWT sessions in 2016

Training for New Projects

- Training for CARES releases & other projects
- Upcoming Trainings include:
 - Transition Benefit Issuance from Mainframe to CWW (April)
 - Telephonic Signature Refresher Training Updates (April)

Refresher Trainings

- Nine refresher trainings available on the DHS Learning Center
- Topics determined through feedback from IMAC Training Subcommittee, Trainers, CARES Call Center Staff, QC Areas, and training surveys
- 2017 Refresher Trainings include:
 - Self Employment
 - Proper Use of Dates
 - Assets

IMAC Training Subcommittee

- Roundtable Discussions as part of meeting
- Training previews when able to obtain feedback
 - Advanced Long Term Care
 - Self-Employment
- Prioritizes refresher training topics
- Feedback on recently published trainings

2016 Accomplishments

- Coaching & Mentoring Corner (December 2016)
- Advanced LTC Curriculum (November 2016)
- Increase NWT Curriculum engagement and learning through interactive quizzes
- Joint effort with CARES Call Center to develop revised SEI worksheets & development of Self-Employment Sole-Proprietorship training.

Looking Ahead in 2017

- NWT Curriculum Review
- Virtual Classroom
- EBD Initial vs. Advanced
- Interactivity and Engagement in curricula

Questions