

DEPARTMENT OF WORKFORCE
DEVELOPMENT
Secretary Roberta Gassman
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
FAX: (608) 266-1784
www.dwd.state.wi.us



State of Wisconsin
Governor Jim Doyle

DEPARTMENT OF HEALTH SERVICES
Secretary Karen E. Timberlake
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.wisconsin.gov

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: Amy Mendel-Clemens, Chief
Technical Assistance and Training Section
Bureau of Enrollment Management
Division of Health Care Access and Accountability

BEM/DFS OPERATIONS MEMO		
No: 09/09		
DATE: 2/24/2009		
FS <input checked="" type="checkbox"/>	MA <input checked="" type="checkbox"/>	BC+ <input checked="" type="checkbox"/>
SC <input type="checkbox"/>	CTS <input checked="" type="checkbox"/>	FSET <input checked="" type="checkbox"/>
CC <input type="checkbox"/>	W-2 <input type="checkbox"/>	EA <input type="checkbox"/>
CF <input type="checkbox"/>	JAL <input type="checkbox"/>	JC <input type="checkbox"/>
RAP <input type="checkbox"/>	WIA <input type="checkbox"/>	Other <input type="checkbox"/> *
EP		
PRIORITY: HIGH		

SUBJECT: IM New Worker Training

EFFECTIVE DATE: Immediately

PURPOSE:

The purpose of this memo is to inform agencies that the Income Maintenance (IM) New Worker Training will now be delivered using a distance format.

BACKGROUND

The Income Maintenance Advisory Committee (IMAC) and other IM representatives at regional meetings and through other methods of feedback requested that we deliver IM New Worker Training in a way that would:

- Save on travel costs
- Occur more frequently
- Reduce the amount of time required to complete the course(s)
- Provide assessment tools that would assess not only the effectiveness of the materials, but also the skills and abilities of the trainees

In response to these requests, DHS convened a Training Advisory Committee, comprised of regional and state training staff, as well as local agency training staff to gather feedback and discuss the feasibility of delivering new worker training in a way that would accomplish all the

goals. It was agreed that pursuing a self-paced online curriculum would allow us to accomplish these goals.

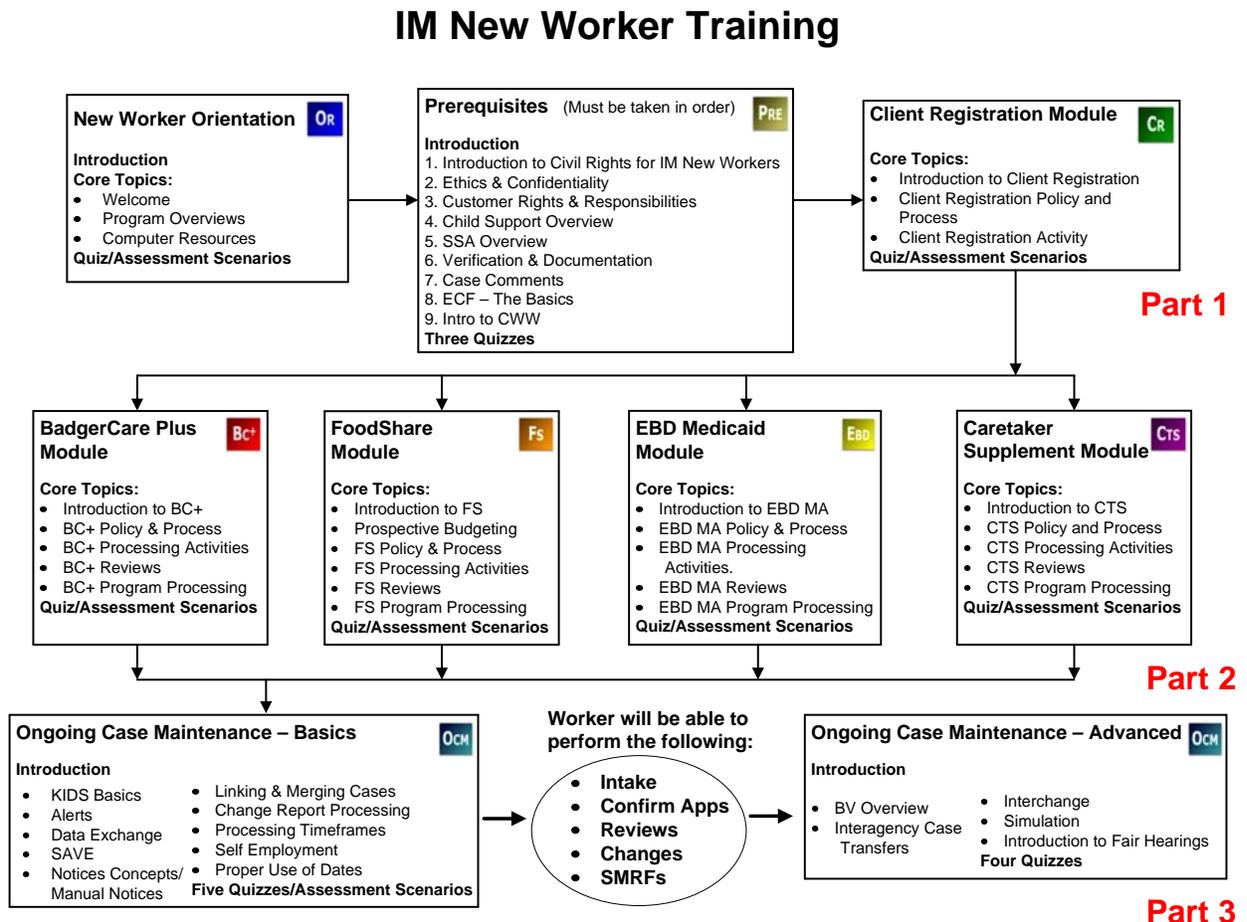
The advisory committee revisited the content of the existing new worker curriculum. Topics were added, expanded or removed based on their advice.

The new self-paced distance curriculum developed in conjunction with the Training Advisory Committee will provide greater flexibility for agencies and their new IM workers because it is designed to allow trainees to complete their training requirements independently and begin processing BadgerCare Plus (BC+), FoodShare (FS), Elderly, Blind, Disabled Medicaid (EBD - MA) and/or Caretaker Supplement (CTS) applications and cases upon completion of the corresponding training module designed for each of those programs.

At registration, each trainee will be assigned a curriculum that will include a combination of courses that will best meet the needs of his/her job function. Completion of the assigned curriculum within six months of hire is still mandatory before a new IM worker is certified to confirm benefits.

NEW WORKER TRAINING MODEL

The New Worker Training Model for IM workers consists of the nine separate modules shown in the diagram below:



A larger version of this document is at dhs.wisconsin.gov/em/pdf/nwdl-model.pdf

New Worker Training Requirements

The new distance course modules include the following:

PART I

1. New Worker Orientation
2. Prerequisites
3. Client Registration

Part I course modules are mandatory for all trainees and must be completed before taking the program specific course modules in Part II.

PART II

- BadgerCare Plus
- FoodShare
- EBD/Medicaid
- Caretaker Supplement

Part II modules are program specific and can be taken in any combination according to the worker's profile and assigned curriculum. For example, a new worker could take either the FS course module only (if processing FoodShare only cases) or a combination of course modules such as BC+, FS and EBD-MA modules (if processing a combined caseload). After the new worker has completed the program specific course modules required for his/her job position, s/he can begin taking the modules in Part III.

PART III

1. Ongoing Case Maintenance (OCM) - Basics
2. Ongoing Case Maintenance (OCM) - Advanced

Completion of all Part III courses/modules is required. After a new worker successfully completes the OCM Basics course module, s/he will be able to process intakes, reviews, changes, Six Month Review Forms (SMRFs) and confirm cases. OCM Advanced course modules must be completed successfully within six months of hire.

TAKING MORE THAN ONE COURSE MODULE

If a new worker has completed his/her assigned New Worker Training curriculum and wishes at a later time to take an additional program specific module, s/he will **NOT** be required to retake the Orientation, Prerequisites, Client Registration or Ongoing Case Maintenance modules. S/he will need to take only the desired program specific course module and assessments.

ASSESSMENTS

QUIZZES

There is a quiz after each course. The trainee must complete each quiz and must answer at least 80% of the questions correctly.

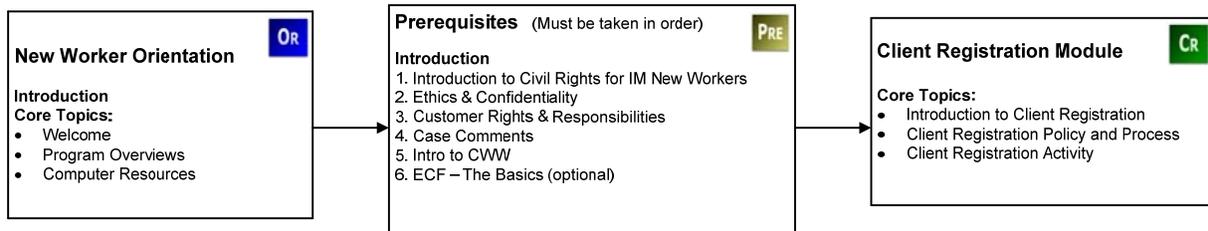
ASSESSMENTS

Trainees will be provided opportunities throughout this model to process cases in CARES. These practice cases will be built and processed based on information provided in the training material. Processing these practice cases is required, and the trainee will be assessed on his/her ability to correctly and accurately determine benefits using these practice cases.

New Worker Curriculum for Clerical Staff

In response to several requests from agencies, we have provided a suggested training model for new clerical staff. The New Worker Training Model for Clerical Staff includes the three modules shown in the diagram below:

IM New Worker Training for Clerical Staff



A larger version of this document is at dhs.wisconsin.gov/em/pdf/nwdl-model-cs.pdf

This training is not mandatory and there are no required assessments.

TRAINING SUPPORT

Training materials will be delivered and tracked through the DHS Learning Center (www.uwosh.edu/ccdet/DHFS/lc/default.htm). Support will be provided by the Income Maintenance (IM) Training Call Center at: dhsimtraining@wisconsin.gov or 608-261-6378 (Option 2).

The IM Training Call Center will be staffed and available to all trainees participating in the New Worker curriculum and will assist the trainee if s/he is encountering any difficulties with navigating the curriculum, understanding instructions and, most importantly, troubleshooting the practice cases.

- **Note:** This online New Worker Training is designed to replace only the classroom portion of New Worker training. This is not designed to replace any of the agency training that was provided as a supplement to the classroom training.

AGENCY SUPPORT

During a recent Training Advisory Committee meeting, agency representatives shared their experiences with piloting this New Worker Training model. They provided valuable feedback and offered ways to best support, encourage, and help new workers succeed in training and as an IM worker. Their recommendations include:

1. Agencies should take an active role in their new workers training experience. This includes:
 - a. Finding ways to enhance the training to best support their workers and help them succeed on the job.
 - b. Pairing new workers with an in-house mentor, lead or experienced worker during and following training.
 - c. Meeting with new workers regularly to review their understanding and progress throughout the training.
2. New workers are required to successfully complete assessments (quizzes and case scenarios) throughout this training. Supervisors, Leads, and Agency Training Liaisons may walk through scenarios with their new workers to review policy and processes and answer questions prior to workers submitting answers.
3. New workers need to review training materials in an environment conducive to learning. The worker should be away from noise and distractions.
4. Make sure that new workers are using the CWW and ACCESS Training Environments and not production to complete training activities.

REGISTRATION INFORMATION

To register staff for the training, supervisors will need to complete the Learning Center New Employee Profile located at:

www.uwosh.edu/ccdet/DHFS/lc/documents/NWRegistration_ProfileNov08.pdf.

This profile provides the Learning Center with information about the trainee and his/her agency, and allows the supervisor to select the appropriate curriculum(s) for New Worker Training that reflect the duties the trainee will be expected to perform after s/he has completed training. Guidelines for assigning the correct curriculum are located on page 3 of the profile form. Trainees will be assigned a Logon ID for the Learning Center. The trainee and his/her supervisor will receive an email from ptsreq@uwosh.edu with this information. After this information is received, the trainee will be able to begin New Worker training and access his/her curriculum by logging into the Learning Center, clicking on "My Information" and then on "Curriculum."

FUTURE ENHANCEMENTS

The assessments (quizzes and practice cases) incorporated in these materials will allow DHS IM Training staff to determine the effectiveness of the materials and make adjustments in content, delivery methods, etc. as needs are identified.

TECHNICAL REQUIREMENTS

SOFTWARE REQUIREMENTS

DHS IM Training uses a wide variety of tools to produce and distribute distance training materials. Some of the tools require the user to have an additional piece of software to enable them to function properly. This type of software is used throughout the industry for delivering information over the Internet. To maximize participation in the distance learning initiatives, it is recommended that computers are equipped with all of the following players, plug-ins and viewers. These free downloads are available at the Training Resources link on the DHS Learning Center (<http://www.uwosh.edu/ccdet/DHFS/lc/default.htm>). Software includes:

Adobe Acrobat Reader

Used for viewing and printing online pdf documents.

Macromedia Authorware Web Player

Used for accessing Authorware CBTs through Internet Explorer.

NOTE: Use the Netscape Player if you are using Netscape to access the Authorware CBTs.

Macromedia Flash Player

Used to access and view online Flash presentations.

Microsoft PowerPoint Viewer

Used to view online PowerPoint presentations.

Microsoft Word Viewer

Used to access online Word documents.

Internet Explorer 6.0 or above is also recommended for accessing the DHS IM Learning Center and all web-based content.

- **Note:** Workers should check with a supervisor or local IT department prior to downloading or installing anything on a computer.

HARDWARE REQUIREMENTS

1. **Sound card and PC headsets** - A sound card is required for Departmental distance learning. All new worker trainees should have a soundcard on their PC and a PC headset with a microphone (this is different than a phone headset). For most current trainings, audio is not used. In the near future, all distance learning will have an audio component as part of the Adobe Flash-based training. Eventually, refresher training will be offered using similar methods, so this equipment will be needed to access all training materials in the future.

Also, the Department has been experimenting with new technologies that will allow for better training and communication at the individual and group level. Using VOIP (Voice Over Internet Protocol) technology will allow staff to communicate with audio, video, and

desktop sharing using a high-speed internet connection and without using a phone line for audio. This will save a substantial amount on the cost of phone conferencing.

Trainees having audio problems with the current Flash-based trainings should contact their local agency IT staff to troubleshoot. Anyone with questions about sound card or PC headset requirements should contact the DHS Training Call Center (see below).

2. **RAM and Processors** - PC RAM amounts and processor speeds capable of streaming audio and video.
3. **Monitors** - Monitor resolution should be set at 1024 x 768.

Small monitors will not allow trainees to see the entire video window. When purchasing future monitors, they should be 19 inches or larger and preferably widescreen.

The following tips will assist trainees to get more viewing area:

- **Maximize The Window**

- **Close Toolbars At The Top**

Right click at the top of the browser window and uncheck boxes to temporarily hide toolbars. When done, re-check the toolbars that are desired.

- **Temporarily Hide The Taskbar**

Right click in the the bottom bar of Windows. This is called the taskbar. Left click on Properties (if the user does not see this option, s/he is not on the taskbar). Next check "Auto-hide the taskbar." When done, go back and uncheck "Auto-hide the taskbar" to see the taskbar again.

CONTACTS

DHS Training Call Center
(608)261-6378 (option 2)
dhsimtraining@wisconsin.gov

*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, 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/BEM/