THE OFFICE OF FAMILY INDEPENDENCE TRAINING HANDBOOK

A Guide to Office of Family Independence Training in DFCS

Education and Training Services Section
OFI Curriculum and Training Unit

July 2006

OFI Handbook Index

INTRODUCTION TO OFI TRAINING

The development of a competent, quality workforce is an ongoing process. It begins with the selection of individuals who have an aptitude for the job and continues through the orientation process of new worker training and ongoing training throughout one's career.

Federal regulations specify that a case manager must be trained prior to accepting responsibility for cases. More importantly, a knowledgeable worker ensures that public funds are spent correctly and that clients served by the agency receive benefits and services for which they are eligible.

In the Office of Family Independence (OFI), our ultimate purpose is to help applicant and recipient families become self-sufficient, able to support themselves financially apart from having to rely on government assistance, able to make their own decisions and to accept responsibility for the decisions they make.

We believe that dependence on government assistance is not good enough for any family. No family ever became self-sufficient, able to function on its own and make positive contributions to the community in which it lives, by being completely dependent on government assistance for its survival. Consequently, the goal of the programs for which OFI is responsible is for the families that come to us for help to make the kinds of changes that will enable them to stand on their own and no longer need our help.

We are all responsible for acting as the change agents who can help the families that need our help achieve the goals we've established for our assistance programs. Therefore, OFI training is focused not only on making sure that our staff know the right policies and procedures to follow, but that they do the right work in the right way.

We want all able-bodied adults to become gainfully employed, earning a living wage and receiving from us the necessary support services for themselves and their families. When given specific opportunities and knowledge, we believe that most individuals are able to make the right

choices that will support their well-being and the well-being of their families. OFI training equips our staff to be able to provide our clients with the knowledge and assistance they need in order to make the right decisions for themselves and their families.

In order to meet the goals OFI has established for itself and for Georgia's families, our training program is dynamic and ever-changing, guided by the principles of ongoing evaluation and continuous improvement.

The focus of OFI training is shifting from being predominately policy-driven to include a greater emphasis on the division's philosophy and vision, not only for OFI but for the division as a whole. OFI case managers will learn how the jobs they do in their home offices impact other areas in DFCS such as Social Services and child protection. OFI training in all program areas will incorporate innovations from the field, taping into the expertise of those who actually put into practice on a daily basis the knowledge and principles acquired in training.

We provide a variety of training experiences, including classroom and internet-based training, videos, and train-tracks (a step-by-step curriculum and participant guide for supervisors and other county staff) in order to meet the needs of new and veteran staff.

Our vision for Georgia's families is that they will be strengthened, living in safe, stable and nurturing communities. We support this vision and make it possible by equipping our staff so that they are able to engage and educate our clients, providing them with the correct benefits and highest quality services in a timely manner.

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INSTRUCTOR-LED COURSES

Food Stamp (FS) New Worker Training
Phase I (course code FS1310)

A thirteen-day FS policy course that includes application processing, assistance units, basic eligibility criteria, resources, income, budgeting, deductions, notification, changes, reviews and interview skills.

Participants are required to complete an in-county orientation prior to attending the training.

The assessment for this class consists of three open-book FS exams.

This course is part of a sequence that includes FS training followed by Family Medicaid training, or FS training in combination with the ABD Medicaid track.

Food Stamp (FS) New Worker Training
Phase II (FS1320)

A nine-day FS SUCCESS course for workers who complete FS Phase I training.

The assessment for this class consists of a SUCCESS skills demonstration.

Participants must complete a two-week OJT/Field Practice to receive a certificate.

FS Phase III Training
(FS1330)

A five-day course for workers who successfully complete the FS new worker training.

Participants are automatically assigned to attend this session. The training is generally scheduled three months after workers have completed Phases I and II.

Phase III training includes additional, more advanced policy as well as training in interview skills, caseload management and error reduction techniques. Veteran staff may also register for the class.

The assessment for this training is one open-book proficiency exam.

Prior to attending the Phase III training, all trainees **MUST** complete the Shelter Training Internet module, and attain a score of at least 80% on the final assessment.

Family Medicaid New Worker Training
Phase I (FM1210)

An eight-day session designed for new workers who have completed the FS Phase I and Phase II training.

The class includes an overview of Family Medicaid, basic Medicaid consideration (non-financial, financial, and budgeting), classes of assistance (with emphasis on Low Income Medicaid, Newborn, Work Transitional Medicaid, Four Months MAO, and RSM) and completion of changes and reviews on Medicaid cases.

The assessment for this training consists of two open-book exams.

Prior to attending, participants must complete a two-week OJT/Field Practice following completion of the FS track. Students may complete this training via the Internet rather than attend the classroom training.

This course may also be taken as a stand-alone, Family Medicaid-only sequence.

Family Medicaid New Worker Training
Phase II (FM1220)

An eight-day SUCCESS course for workers who successfully complete Family Medicaid Phase I training.

This course includes training in registration, intake, and case maintenance.

The assessment for this class consists of a SUCCESS skills demonstration.

Temporary Assistance to Needy Families (TANF) Training
Phase I (TA1110)

A ten-day course covering TANF policy and procedures, designed for workers who have completed the FS training sequence for new workers, that sequence also including Phases I and II for Family Medicaid.

The class includes an introduction to TANF, PRP requirements, application processing, basic eligibility requirements, assistance units, income, resources, budgeting, completion of changes and reviews on TANF cases, penalties and sanctions/conciliation.

This class does not include training for SUCCESS procedures, but participants do receive a self-study packet on additional SUCCESS screens and fields unique to TANF. County management staff should review this material with participants upon their return from training.

The assessment for this training consists of two open-book exams.

Students may complete this training via Internet rather than attend the classroom training.

TANF training has no Phase II/SUCCESS component.

TANF Training
Phase III (TA1130)

This is a five-day course for workers who successfully complete TANF Phase I training. Participants are automatically assigned to attend this session. The training is generally scheduled three months after workers have completed Phase I.

Phase III training includes more in-depth policy in assistance units, special budgeting and sanctions, an overview of employment services, caseload management and error reduction techniques and interviewing skills.

Veteran staff may also register for the class.

The assessment for this training is one open-book proficiency exam.

Aged, Blind or Disabled (ABD) Medicaid Training
Phase I (ABD1210)

This is a nineteen-day ABD Medicaid policy course designed for new and veteran workers with no prior ABD Medicaid experience. Participants are required to complete an orientation prior to attending the training.

The course includes application processing, basic eligibility criteria, income, financial responsibility, basic eligibility budgeting, Q-track, Adult Medically Needy, Waivered and other Medicaid Cap, Patient Liability/Cost Share budgeting, and resources. An overview of FBR COAs is also provided.

For case managers with a dual ABD Medicaid/FS caseload, counties have the option of combining the ABD Medicaid training with the FS track either prior to or following completion of the ABD track. FS courses may be taken online or in the classroom.

The assessment for this training consists of three open-book exams.

ABD Medicaid Training
Phase II (ABD1220)

This eight-day course provides training in SUCCESS for ABD Medicaid and Food Stamps. The course includes registration, intake, and case maintenance.

For case managers with a dual ABD Medicaid/FS caseload, counties have the option of combining the ABD Medicaid training with the FS track either prior to or following completion of the ABD track. FS courses may be taken online or in the classroom.

The assessment for this course consists of a SUCCESS skills demonstration.

ABD Medicaid Training
Phase III (ABD1230)

A five-day course for workers who successfully complete the ABD training. Participants are automatically assigned to attend this session. The training is generally scheduled three months after workers have completed Phase I and II.

Phase III training includes more advanced policy, including FBR COAs, Patient Liability and spend down budgeting in the Medically Needy program. This course is also recommended for veteran refresher training.

The assessment for this training is one open-book proficiency exam.

TANF Employment Services (ES) Training – Phase I (ES1110)

A five-day session on TANF employment services (ES) policy and procedures designed for new and veteran workers who have no ES background.

Participants are required to complete an orientation prior to attending the training. The orientation focuses on an introduction to the agency and resources available in each county.

This course is offered following completion of the online (IOTIS) ES course and the IOTIS TANF Sanctions course. Participants are required to complete an OJT/Field Practice prior to attending the training.

The course consists of skill-based, instructor-led classroom training. This includes a review of the ES program with a focus on case management, establishing productive worker-client relationships, participation requirements, applicant services, work activities, support services, assessment, development of a Personal Work Plan, and conciliation.

The assessment for this training is one open-book proficiency exam.

TANF Employment Services (ES) Training – Phase II (ES1120)

A five-day ES SUCCESS course for workers who successfully complete ES Phase I training.

The assessment for this course consists of a SUCCESS skills demonstration.

Food Stamp Employment and Training (E&T) Training (FSET1304)

An eight-day class on FS Employment and Training (E&T) designed for new or veteran workers who have no background in FS E&T.

The first five days of the class provide an overview of the E & T program, case management, participation requirements, training and employment activities for ABAWDs, support services, establishing productive worker client relationships, assessments, development of a work plan, non-compliance and reports.

The last three days consist of instructor-led training in a computer lab covering FS E&T SUCCESS procedures.

The assessment for this training is one open-book proficiency exam.

SUCCESS Screening and Case Registration (SU1400)

A three-day session in a computer lab intended for new support staff. Because the course has recently been extensively revised, veteran support staff may also benefit from participation.

The course includes a section on initial screening in the Client Registration System (CRS), with an emphasis on correctly identifying and re-using existing client IDs. Also covered are basic SUCCESS concepts and skills, including screening, inquiry, and registering FS, TANF, LIM, RSM and ABD Medicaid applications.

The assessment for this training consists of a skill demonstration that examines the proficiency of participants in independently completing certain tasks.
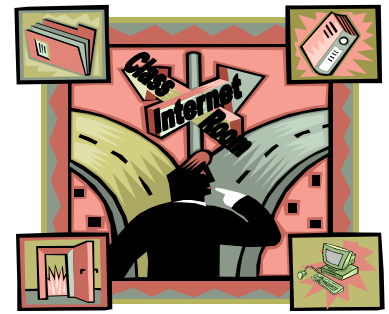
OFI Training Path
New Worker Training Sequence

Food Stamps and Family Medicaid

New OFI CM

Orientation Packet
(completed in the county prior to training)

⬇

Food Stamp Phase I Policy (Classroom or Internet*)

⬇

Food Stamp Phase II (SUCCESS)

⬇

Field Practice
Activities that are an integral part of the training program course requirements will be completed in the county office. Food Stamp training certificates for Phases I and II are awarded upon completion of Field Practice

⬇

Family Medicaid
All Medicaid Programs including RSM

⬇

Family Medicaid Success

⬇

Food Stamp Phase III
(after 3 months on the job)

*FS New Worker Internet with Online Instructor
A certificate will be awarded upon successful completion of course.

A case manager who has completed the initial New Worker Training may then be trained in additional programs of Family Medicaid or TANF.

Veteran CM →

TANF Training (10 Days)

TANF Instructor-Led
or
TANF Internet with an Online Instructor

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TANF Phase III
(after 3 months on the job)

Veteran CM →
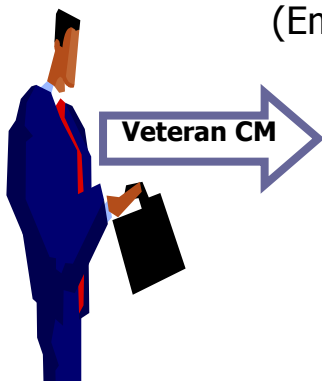
Employment Services (ES) Training (10 Days)

ES Instructor-Led – 5 Days

↓

ES SUCCESS – 5 Days

Employment & Training (E&T) Training (8 Days)

(Employment and Training is the Employment Services component for Food Stamps)

Veteran CM →

ABAWD (Policy on the Internet)

For new DFCS staff hired as an Aged, Blind or Disabled Medicaid case managers, three different training sequence options are available.

New Worker Training Sequence

Aged, Blind or Disabled Medicaid

New OFI CM

Orientation Packet
(completed in the county prior to training)

⬇

ABD Policy

⬇

ABD Field Practice
Activities that are an integral part of the training program course requirements are completed in the county office.

⬇

ABD SUCCESS
An ABD Training Certificate is awarded upon completion of Phase II training.

⬇

ABD Phase III

New Worker Training Sequence

Aged, Blind or Disabled Medicaid

New OFI CM →

Orientation Packet
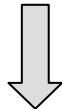(completed in the county prior to training)
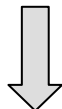
↓

ABD Policy

↓

ABD Field Practice
Activities that are an integral part of the training program course requirements are completed in the county office.

↓

ABD SUCCESS
An ABD Training Certificate is awarded upon completion of Phase II training.

↓

Food Stamp sequence
(optional – either prior to or following the ABD Sequence*)

↓

ABD Phase III
(After 3 months on the job)

↓

FS Phase III
(After 3 months on the job)

FS New Worker Internet Training with Online Instructor
A certificate will be awarded upon successful completion of the course.
(*Under Development - Food Stamps for ABD Medicaid Internet Course)

TRAINING SCHEDULE FOR FY 2007

Access the current training schedule at http://gadfcs.org/documents/ofi_traincal.pdf.

REGISTRATION FOR TRAINING

Registering for Instructor-Led Classroom Training

Registering for instructor-led courses requires use of the DFCS Online Registration System. Access the site at http://www.gadfcs.org/ofi/ofi_reg.html#. Detailed instructions for registering an employee are provided.

The registration system uses the 8-digit PeopleSoft Employee ID Numbers (this number may be obtained from your personnel officer) as account usernames. Randomized passwords are assigned automatically and are sent to the email address provided during registration. Supervisors and training coordinators establish all worker accounts.

Registering for Online Training

A password must be assigned to a worker in order for the worker to participate in DFCS Online Training (refer to the overview of online training that begins on p. 34). The password may be obtained by filling out the Online Training Password Request form, which may be accessed at https://www.gadfcs.org/password/index.html.

The trainee must keep the password private as all scores recorded by the training system will be tied to the ID. Please bookmark the online training site (https://www.gadfcs.org/training/index.html) for future reference.

First-time users of the online training should click on the *Information for First-Time Users* button on the DFCS Online Training login page and then click the *Computer Concepts* button immediately upon logging in, as it contains information on how to use the training system properly.

STANDARDS AND EXPECTATIONS

The trainee will be expected to follow the standards of training and behavior guidelines as outlined below:

UGA/DFCS TRAINING CLASSROOM RULES

Participants will behave in ways that do not disrupt class or interfere with others' ability to learn and the instructor's ability to teach.

Examples of behaviors that are disruptive to the class and will **not** be tolerated are:

- ☺ using offensive language
- ☺ rudeness
- ☺ personal attacks against other participants or trainers
- ☺ using class time for activities other than learning
- ☺ excessive talking during lectures or exercises
- ☺ being argumentative

Participants who engage in any of these or other behaviors judged by the trainer to be disruptive will be subject to the following consequences:

1ˢᵗ offense: Conference with trainer(s) and notation in a participant's file

2ⁿᵈ offense: Project Coordinator and county notified; notation in participant's file

3ʳᵈ offense: Participant is expelled from class; Project Coordinator and county notified by telephone, with follow-up DFCS form sent to county. The student cannot return to class until the matter is resolved to both the trainers' and the employer's satisfaction.

In a situation regarded by the trainers as an emergency, the trainers have the authority to expel a participant from class immediately (go straight to consequences for 3rd offense). Examples include cheating on an exam, an act of violence or a threat of violence.

Trainers are not allowed to accept exams handed in after the time limit specified for that exam. When exams are not turned in on time, participants will receive a zero for the incomplete portion of the exam.

UGA/DFCS TRAINING INFORMATION

TRAINING SCHEDULE: Training will begin at 9:00 a.m. and end at 4:00 p.m., with one hour for lunch, and including both morning and afternoon breaks. In addition to class time, the trainers are available one hour before and after class to answer questions and allow extra practice in the SUCCESS computer lab (if applicable). If several people need assistance, they will need to make an appointment with the trainer.

LEAVE POLICY: t is important that you attend training every day. The trainer does not have the authority to approve or deny leave. Sick leave, in case of an emergency, must be approved by your supervisor. Your supervisor will be responsible for notifying the UGA Training Unit at 706/542-5438 by 10:00 on the morning of the absence. **Annual leave should not be requested or approved during training. Any exceptions must be discussed <u>prior to the training</u> with the UGA Training Project director.**

INCLEMENT WEATHER: In case of inclement weather, the decision of whether to hold training will depend on the facility where the training is held. If the weather is inclement in your area, please let your county and the trainer know that you will be absent.

FLSA TIME SHEETS: During training, the trainers will not sign your time sheets. Your county will instruct you on completion of the time sheets. Please make sure you annotate all absences on your time sheet. Please read the memo "FLSA non-Exempt Employees Attending Required Training."

EXAMS: Exams are open-book and oriented to real-life situations. All resources (policy manual, training manual, notes, etc.) may be used. The exams are timed; there will be a review before each exam. Study hints and suggestions are found in the Training Manuals.

MINIMUM STANDARD: An 80% overall grade average is required in order to successfully complete the course and receive a certificate.

SKILLS DEMONSTRATION: There may be a SUCCESS Skills Demonstration for courses that include a SUCCESS component. Feedback is provided, but no numeric grade is assigned.

EVALUATION: A Progress Report and a Final Evaluation will be sent to your county director. Copies of these reports will be given/mailed to you as well.

July 20, 2006

May 1, 1995

MEMORANDUM

TO: County Directors of Family and Children Services
                 Field Managers

FROM: Robert Riddle, Acting Director
                 Human Resources Section

RE: FLSA Non-Exempt Employees Attending Required Training

The purpose of this memo is to provide further directions in reference to what is considered work time while attending required training.

The time spent in training is the actual hours training is in session. (For example: If training is from 9:00 a.m. to 4:00 p.m. with an hour for lunch, the actual work time is six hours.) Breaks are included as work time. However, lunch is not work time unless the employee is performing work during the lunch period. The fact that there is a planned luncheon does not necessarily mean that the lunch period is work time. A planned luncheon or reception after training is not work time unless the employee is specifically required to attend. Homework is not work time unless it's assigned. Trainers should designate a specific time frame for employees to do homework after class. (For example: The trainer ends class at 3:30 p.m. and states for the class to spend one hour after class reading the next day's assignment. This one hour is considered work time.)

Time spent to travel to training and back is considered work time regardless if the employee is driving or traveling with someone. The time it takes the employee to travel from home to the regular work site may be deducted.

FLSA is not concerned with work periods when less than 40 hours of work is performed. If hours spent in training, traveling to and from training and assigned homework add up to less than 40 hours, pay the full salary for that work period. Unless the employee habitually works less than 40 hours or the hours of work become a disciplinary matter, consider that the State requirement for a 40 hour week may be averaged over a three-month period. If the employee actually works over 40 hours in a work period after all adjustments for leave or time off are made, then overtime must be paid.

Time sheets should be kept by each employee attending training and signed by the employee and the employee's supervisor, not the trainer. The time sheet is an agreement between the employee and their supervisor, not the employee and trainer.

This information should be shared with all staff before they are required to attend training. If you have any questions regarding this matter, please contact the DFCS Employee Relations Unit.
RR:spa

cc: Joan Couch, Acting Chief
       Employee Development Unit – Human Resources Section

ORIENTATION IN THE COUNTY

The purpose of case manager orientation, which is a minimum of three days, is to become familiar with basic information about the Division of Family and Children Services.

During orientation, the case manager will become aware of the different programs within DFCS, the various partner agencies that are closely connected to DFCS, resources within and outside the DFCS agency, and the manuals that will be used in training as well as when the case manager is back on the job.

The Training Unit provides the county with an orientation video, "An Introduction to Training," and is in the process of providing orientation guides for each program area.

The "An Introduction to Training" video is to be viewed by all new case managers prior to training. The video informs the trainee of training expectations, how to prepare for training and advice and suggestions from recent trainees. The orientation guides will provide the supervisor and trainee with a step-by-step guide of activities and reading materials in preparation for training.

ON-THE-JOB TRAINING

New Workers can never learn everything they need to know in a classroom. Regardless of how effective or even how long new worker training is, there will be topics that need to be trained in the county. We have carefully chosen the topics to train in each of our classes based on several questions:

How often will this topic be needed in the county? Research in adult learning indicates that if the trainee will not use the information within the first month on the job, the policy knowledge will be lost regardless of how extensively the topic is trained.

Is this a topic that varies in treatment from county to county?
An example of this would be completion of worker logs and reports and communication procedures.

Is this a topic that varies in frequency from county to county?
Alien policy and student policy are examples of cases that arise more frequently in some counties than in others.

In some cases, we have provided tools to help you train these topics such as the Internet or video training sessions. On the following pages, you will find a full description of these training tools.

At the end of FS Phase I and II training, the new worker will participate in a two-week on-the-job training in the worker's home office. The activities completed during OJT are recorded on the OJT Task Log, a copy of which is retained in the worker's productivity file. Based on circumstances in the trainee's home county, some tasks listed on the log may not need to be completed during OJT.

On the next two pages are listed the topics NOT covered in classroom training for FS, TANF, Family Medicaid, SUCCESS, and ABD Medicaid.

Topics not covered in FS classroom training:

- working with ABAWDs
- alien policy
- hearing requests
- students
- special AU situations
- voluntary quit
- jointly-owned resources
- educational income
- self-employment income
- medical deductions – how to read and interpret verification
- shelter deductions
- calculating year-to-date pay when a check stub is missing
- untimely reported changes
- processing changes when verification is not provided or is provided untimely.

Note: Some of these items will be covered in Phase III training.

Topics not covered in TANF training:

- alien policy
- jointly-owned resources
- self-employment income
- calculating year-to-date pay when a check stub is missing
- untimely reported changes
- processing changes when verification is not provided or is provided untimely
- family cap
- child support budgeting
- interviewing for domestic violence
- good cause claims for CSE
- conciliation/staffings
- $TARS
- SUCCESS

Topics not covered in Medicaid training:

- Medically Needy
- Peach Care for Kids
- alien policy

SUCCESS procedures not covered:

- scheduling appointments
- EBT
- alerts
- Clearinghouse
- claims
- penalties and sanctions—imposing or removing
- handling duplicate ID s
- transferring cases
- documentation
- ADTs
- reinstatement

Topics either not covered or not emphasized in ABD Training:

- bonds and mutual funds
- safe deposit boxes
- accrued dividends
- household goods and personal affects
- home repair/replacement funds
- burial funds for FBR COAs
- Public Law 92/603, 1984 Widow(er). CHSS, ICWP, QDWI, Former SSI-Disabled Child, Laurens County Head Injury Model Waiver
- Model Waiver
- reconciliation and averaging
- trust prior to OBRA (this does not include trusts from a will).

IOTIS
INTERNET-BASED TRAINING

Introduction

OFI policy training is available through the Internet via the Institute for Online Training and Instructional Systems (IOTIS). Development of training modules and management of the Help Desk is done through a contract with Athens Technical College. Training is interactive, with a brief presentation of policy material followed by scored exercises that teach the application of policy and assess students' knowledge. In addition, there are assessments that provide students with more comprehensive feedback on their learning.

Internet training has been designed for new and veteran worker training as well as for quick reference or refresher on a particular topic.

Website – http:// www.gadfcs.org/training

Helpdesk

Athens Technical College staffs a helpdesk from 8:00 a.m. to 4:00 p.m., Monday through Friday (except Holidays) and can be contacted at 706-355-5144 or e-mailed at dfcshelp@aati.edu.

Registering for Online Training

A password must be assigned to a worker in order for the worker to participate in DFCS Online Training. The password may be obtained by filling out the Online Training Password Request form, which may be accessed at https://www.gadfcs.org/password/index.html. This password will allow access to all programs and training tracks on the Internet training site.

The trainee must keep the password private as all scores recorded by the training system will be tied to the ID. Please bookmark the online training site (https://www.gadfcs.org/training/index.html) for future reference.

First-time users of the online training should click on the *Information for First-Time Users* button on the DFCS Online Training login page and then click the *Computer Concepts* button immediately upon logging in, as it contains information on how to use the training system properly.

When the worker completes the training successfully (with an 80% or better score on the Final Assessment), she will receive a certificate for the program from Athens Technical College and a report of the scores will be mailed to the supervisor.

A worker who wishes to use Internet-based training as a tool to review a policy or program area may use IOTIS at any time.

The worker's password (received by one of the two methods above) will allow access to any program at any time and in any order.

If you are a supervisor and you want to know that your veteran worker reviewed the policy and the assessment result

- You may have the worker print her score at the end of each module and at the end of the assessments, **or**

- You may request the workers' score by submitting the "Request a Score" letter on the internet.training bulletin board or by contacting the Athens Technical College (ATC) help desk.

If you lose your password, contact the ATC help desk.

INTERNET-BASED TRAINING TRACKS AND MODULES
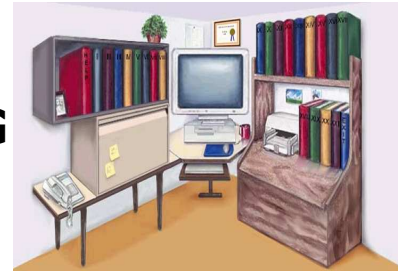
Food Stamp Case Manager Training (Available with an Online Instructor)

FS Introduction

Assistance Units

Basic Eligibility

Work Requirements

Resources

Income

Mid Self-Assessment

Budgeting

Deductions

Completing a Food Stamp Budget

Application Processing

Changes

Reviews

Final Self-Assessment

This track takes approximately 12-15 hours to complete.

Food Stamp Shelter Policy Training

Basic Shelter Policy

Utility Deductions

Documenting on SUCCESS

Changes in Shelter

Final Self-Assessment

This track takes approximately 4-5 hours to complete.

Internet-Based Training Tracks and Modules (cont.)

Food Stamp Student Policy Training

FS Student Non-Financial Policy

FS Student Financial Policy

> This track takes approximately 3-5 hours to complete.

FS ABAWD Policy Training

Certification

Orientation

Work Activities

Support Services

Compliance

Sanctions

Self-Assessment

> This track takes approximately 5-7 hours to complete.

Family Medicaid Policy Training
(Available with an Online Instructor)

Medicaid Introduction

Assistance Units

Application Processing

Basic Eligibility

Resources

Income

Budgeting

Mid Self-Assessment

Related Medicaid Types

RSM

CMD

Final Self-Assessment

> This track takes approximately 12-15 hours to complete.

Internet-Based Training Tracks and Modules (cont.)

Right from the Start Medicaid
Basic Eligibility
Assistance Units and Budget Groups
Budgeting and Application Processing
Mid Self-Assessment
LIM Screening
Other Medicaid Types and CMD
Final Self-Assessment

> This track takes approximately 10-12 hours to complete.

IV-E Policy
IV-E Introduction
Application Processing
Assistance Units
Basic Eligibility
Deprivation
Self-Assessment #1
Resources
Income
AFDC Budgeting
Deductions
Deeming and Allocation
Self-Assessment #2
IV-E Budgeting
IV-E Eligibility
Reimburseability
Other Programs
Self-Assessment #3

> This track takes approximately 10-12 hours to complete.

Internet-Based Training Tracks and Modules (cont.)

TANF Case Manager Training (Available with an Online Instructor)
TANF Introduction

Assistance Units

Application Processing

Basic Eligibility

Deprivation

Mid Self-Assessment

Resources

Income

Budgeting

Deductions

Final Self-Assessment

Changes

Reviews

> This track takes approximately 10-12 hours to complete.

TANF Employment Services Training (Available with an Online Instructor)
Work Requirements

Work Participation

Case Management

Applicant Services

Developing the TANF Family Service Plan

Work Activity Assignments

Work Activity Descriptions

TANF Employment Support Services

Self-assessment

> This track takes approximately 10-12 hours to complete.

TANF Stand-Alone Modules
Sanction Policy

Child Support Budgeting Policy

TANF and the ADA

> These modules take approximately 3-5 hours to complete.

# Internet-Based Training Tracks and Modules (cont.)

Under Development:
TANF Alien/Citizenship Policy

FS Alien/Citizenship Policy

Under Revision:
ABD Medicaid Policy

In addition to these training modules, the IOTIS site provides a valuable resource tool through a Reference Menu. The Reference Menu can be accessed from any point in the training and contains numerous references for all programs.
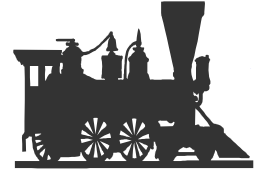
VIDEOS AND TRAIN TRACKS

In addition to classroom and Internet training, both training videos and train tracks are available to meet staff training needs.

An Introduction to Training

A video and written guide for supervisors and trainees that provides an orientation to the agency and prepares the student for training.

The Road to Effective Interviews

A series of three videos, a participant guide, and a leader guide to teach staff appropriate interview skills to use in a variety of situations. The first tape in the series focuses on basic skills such as attending, asking open questions and summarization. The second tape focuses on more advanced skills such as identifying strengths and setting goals. The third tape in the series demonstrates the application of basic and advanced skills in working in difficult situations such as confrontation, anger and apathy. The first tape is included in the orientation activities to be completed prior to beginning training.

Interviewing on SUCCESS

A fourth installation in the "Interview Skills" series, this tape demonstrates using good basic interview skills when conducting a FS/Medicaid interview using the SUCCESS computer system.

Low Income Medicaid

Video and Train Track (written material) that reviews all the basic information about establishing eligibility for Low Income Medicaid.

Management—Comparing Income to Expenses

Video training that covers policy and interview skills needed to address management with applicants or recipients.

ISM in the ABD Program

Combination video and written package that covers in-kind support and maintenance (ISM) policy in the ABD Medicaid program.

Transitional Medical Assistance (TMA)

Train Track (written material only) that provides a complete review of TMA.

FLSA in the TANF Program

Train track (written material only) reviews the application of federal employment guidelines to the work activities of TANF participants.

OFI Training Advisory Committee

The Training Advisory Group is a committee consisting of about 20 OFI supervisors, workers and field staff from throughout the state. The committee includes urban and rural county staff as well as individuals from both the northern and southern portions of the state. The committee meets quarterly.

A member of the OFI Training and Curriculum Unit chairs the committee. Communication and dialogue with the committee is a critical part of the Unit's goal to address the training need of the Office of Family Independence.

The OFI Training Advisory Committee serves as a forum to:

- discuss new OFI training ideas and issues

- introduce new training developed by the unit

- disseminate training information to the field

- gather information from the field about what new training is needed

- allow staff to give feedback and input into the training curriculum

- reinforce current training that is available to assist with new worker or corrective action needs from the field.

Training Advisory Committee Membership

As of February 2006, the current membership includes:

Counties/ Regions Represented	Representative
Region I	
Floyd County	Jessica Adams
Whitfield County	Connie Long
Region II	
Hall County	Vanessa Pace
Region III	
Clayton County	Albenjamin Parks
Cobb County	Casey Raiford
DeKalb County	Monica Aderhold
Fulton County	Jacqueline Mitchell
Gwinnett County	Kristi Bell
Region IV	
Meriwether County	Myra Alexander
Region VI	
Bibb County	Melissa Belk
Crawford County	Terry Corbett
Region VII	
McDuffie County	Tim Chalker
Richmond County	Wanda Poindexter
Region VIII	
Muscogee County	Corey Neal
Crisp County	Velesia Grant
Region IX	
Toombs County	Sandra Williams
Region X	
Thomas County	Nancy Herring
Worth County	Angie Deese
Region XI	
Lowndes County	Shauneen Moss
Lowndes County	Nan Zinger
Region XII	
Chatham County	Edith Ward
State Office	
OFI	Lynne Boring
CAPS Program Specialist	Willie Carter
FS Program Specialist	William Wallace