

Tommy G. Thompson
Governor

Linda Stewart
Secretary



**OFFICE OF THE
SECRETARY**

201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
Fax: (608) 266-1784
<http://www.dwd.state.wi.us/>

JUL 16 REC'D

State of Wisconsin

Department of Workforce Development

July 15, 1999

President of the Senate
220 South, State Capitol
Madison, Wisconsin 53702

Speaker of the Assembly
211 West, State Capitol
Madison, Wisconsin 53702

Notice of Administrative Rules in Final Draft Form

Clearinghouse rule number: 98-203

Rule number: DWD 17

Relating to: Training of Income Maintenance Workers

Dear Senator Risser and Representative Jensen:

I have enclosed proposed rules and a rule report for referral to the appropriate legislative standing committees. The report consists of a summary of the public hearing comments and the agency response, Legislative Council Rules Clearinghouse Report and the agency response, a fiscal estimate, and a regulatory flexibility analysis.

If you have any questions regarding this matter, please do not hesitate to contact us.

Respectfully submitted,

A handwritten signature in cursive script that reads "Linda Stewart".

Linda Stewart, Ph.D.
Secretary



State of Wisconsin
Department of Workforce Development

Rules in Final Draft Form

Rule No.: DWD 17

Relating to: Training of Income Maintenance Workers

DWD 17

TRAINING OF INCOME MAINTENANCE WORKERS

The Wisconsin Department of Workforce Development proposes an order to repeal ch. HSS 217 and to create ch. DWD17.

Analysis

Authority for rule. §§49.143(2) and 49.33, Stats.

Statutes interpreted. §§49.143(2) and 49.33, Stats.

The purpose of this proposed rule is to update the existing rule on the training of income maintenance workers to reflect current policies of the Wisconsin works (W-2) program and remove references to Aid to Families with Dependent Children (AFDC).

Definitions for the terms automated systems, CARES, case management, financial and employment planner, W-2, and W-2 agency are added and the definition of department is changed from health and family services to workforce development. References to Relief to Needy Indian Persons (RNIP) are deleted due to statutory changes.

Training topics have been broadened to reflect the employment-based, holistic nature of the W-2 program. Training topics now include IM policy and procedure, automated systems, interpersonal skills, employment and training opportunities for W-2 participants, special needs of the W-2 participant or family members that impact the W-2 participant's employability, and community resources and supportive services available to assist W-2 participants.

This proposed rule repeals provisions which previously allowed local agencies to present alternative training curriculum. Local agencies may still implement the training requirements, but they must use the DWD standardized curriculum. Training is now by DWD staff or contractors or local agencies implementing the DWD curriculum with department approval.

Local county, tribal, and W-2 agencies will be responsible for training IM workers on policy and procedure and automated system updates issued by the department.

Finally, the provisions relating to the obligations of the agencies to track and keep records of the training of new and experienced IM workers are updated to reflect the current statutes.

SECTION 1. Ch. HSS 217 is repealed.

SECTION 2. Ch. DWD 17 is created.

DWD 17.01 Introduction. (1) **AUTHORITY AND PURPOSE.** This chapter is promulgated under authority set forth in ss. 49.33 (3) and 49.143 (2) (c), Stats., to ensure that each income maintenance worker employed by a county agency, tribal agency, or W-2 agency has successfully completed a training program to achieve acceptable IM worker job performance. Successful completion of prescribed training is required for all new IM workers. The department shall make ongoing training available for experienced IM workers.

(2) **APPLICABILITY.** This chapter applies to county income maintenance agencies, tribal income maintenance agencies, W-2 agencies, and the income maintenance workers employed by those agencies.

DWD 17.02 Definitions. In this chapter:

(1) “Automated system” means a computer-supported process used by the department, including CARES.

(2) “CARES” means the department’s automated client assistance for re-employment and economic support.

NOTE: CARES is the automated system used by DWD to determine eligibility, calculate benefits, and retain data for income maintenance programs.

(3) “Case management” means the family-centered and goal-oriented process for assessing the needs of a W-2 group member and his or her family for employment, training, and supportive services and assisting the W-2 group member in obtaining services to achieve self-sufficiency.

(4) “County agency” means the agency established under ss. 46.215, 46.22, or 46.23, Stats.

(5) “Department” means the Wisconsin department of workforce development.

(6) "Eligibility determination" means the act or process by which the situation of a person or a group is compared to a set of standards to determine whether the person or group meets the criteria for receiving a specific type of income maintenance.

(7) "Experienced IM worker" means an IM worker employed by a county, tribal or W-2 agency before the effective date of this subsection...*[revisor inserts date]*, or an IM worker who has completed initial income maintenance training.

(8) "Financial and employment planner" or "FEP" has the meaning given in s. 49.141(1)(d), Stats.

NOTE: "Financial and employment planner" or "FEP" is defined in s. 49.141(1)(d), Stats., as "a caseworker employed by a Wisconsin works agency who provides financial or employment counseling services to a participant."

(9) "Food stamps" means the federal food stamp program under 7 USC 2011 to 2036.

(10) "IM handbooks, manuals, and instructional materials" means department-issued income maintenance handbooks, manuals, and memos that are addressed to county agencies, tribal agencies, and W-2 agencies and set forth eligibility and benefit criteria and case maintenance and case processing information for Wisconsin works, food stamps, and Medicaid.

(11) "Income maintenance" or "IM" means Wisconsin works, food stamps, or Medicaid.

(12) "Income maintenance worker" or "IM worker" has the meaning given in s. 49.33 (1)(c), Stats.

NOTE: Section 49.33 (1)(c), Stats., defines "income maintenance worker" as "a person employed by a county, a governing body of a federally recognized American Indian tribe or a Wisconsin works agency whose duties include determinations or redeterminations of income maintenance program eligibility."

An income maintenance worker in a particular agency may have a different job title depending on his or her job functions, such as economic support specialist, supportive service planner, resource specialist, or financial and employment planner.

(13) "Medicaid" or "MA" means a medical assistance program operated by the department of health and family services under Title XIX of the Social Security Act of 1935, as amended, and ss. 49.43 to 49.497, Stats.

(14) "New IM worker" means a person who is employed by a county agency, tribal agency, or W-2 agency as an IM worker on or after the effective date of this subsection...*[revisor inserts date]*, including a permanent employe who transfers into an IM worker position and who has not completed initial income maintenance training.

(15) "Tribal agency" means an agency designated by the elected tribal governing body of a federally-recognized Wisconsin Indian tribe or band and contracted by the department to administer Wisconsin works, Medicaid, or food stamps.

(16) "Wisconsin works" or "W-2" has the meaning given in s. DWD 12.03(37).

NOTE: "Wisconsin works" or "W-2" is defined in s. DWD 12.03(37), Wis. Adm. Code, as "the assistance program for families with dependent children, administered under ss. 49.141 to 49.161, Stats.

(17) "Wisconsin works agency" or "W-2 agency" has the meaning given in s. DWD 12.03(38).

NOTE: "Wisconsin works agency" is defined in s. DWD 12.03(38), Wis. Adm. Code, as "a person, county agency, tribal governing body, or a private agency contracted under s. 49.143, Stats., by the department to administer the Wisconsin works program under ss. 49.141 to 49.161, Stats., and DWD 12. If no contract is awarded under s. 49.143, Stats., "Wisconsin works agency" means the department."

DWD 17.03 Initial income maintenance training. (1) The department shall make initial IM worker training available to new IM workers directly or through contractors. The county agency, tribal agency, or W-2 agency shall ensure that each new IM worker completes the department's initial training during the first 6 months of employment.

(2) The new IM worker shall not make independent decisions related to eligibility for income maintenance programs or perform case management functions until the initial income maintenance training is successfully completed. Successful completion requires attendance for all class hours and involvement and participation in all instructional activities. The county agency, tribal agency, or W-2 agency shall develop evaluation strategies to ensure that the new IM worker achieves a minimum standard of competence.

(3) **STANDARDIZED CURRICULUM.** (a) All New IM Workers. The department shall develop a standardized curriculum for training new IM workers. The approved curriculum shall include courses, independent study, and closely supervised practical

experience that total at least 100 hours and shall ensure that learning objectives support an acceptable standard of competency at completion. The curriculum may vary depending on job function and may include program philosophy, policy and procedure, eligibility determination, case management, interpersonal skills, and automated systems.

(b) Financial and Employment Planners. The standardized curriculum for new IM workers serving as financial and employment planners shall include:

1. Policy and procedure in IM handbooks, manuals, and instructional materials.
2. Automated systems used in IM programs.
3. Interpersonal skills needed to perform IM functions.
4. Case management information and skills, including:
 - a. Employment and training information for W-2 participants, including job readiness assessment, training opportunities, job search activities, labor market information, and job retention skills.
 - b. Special needs of the W-2 participant or a family member that affect the W-2 participant's employability, including substance abuse, domestic abuse, and physical or mental disabilities.
 - c. Community resources and supportive services available to assist W-2 participants.

(4) COMPARABLE TRAINING. A county agency, tribal agency, or W-2 agency may develop its own training to implement the DWD standardized curriculum under sub. (3), with approval by the department. A county agency, tribal agency, or W-2 agency that chooses not to participate in the initial training for new IM workers offered by the department or its contractors shall submit a training implementation plan to the department for approval at least 45 days before the planned start date of training. Training plans shall be submitted to the department on an annual basis. The plan shall:

- (a) Specify the number of hours of classroom training, independent study, planned exercises, and activities.
- (b) State how IM handbooks, manuals, and instructional materials will be used.
- (c) Explain how training will address the interpersonal and case management skills needed to perform the IM function.

(d) Specify the number of hours of supervised practical experience, including the use of automated systems, IM program policy and procedure application, and case management techniques.

(e) Indicate the length of the training program.

(f) Describe how learning will be evaluated.

(g) Include the name, address, position title, and qualifications of each trainer.

Note: Send the proposed IM training implementation plan to: Training Section, DWD Division of Economic Support, P.O. Box 7935, Madison, WI 53707-7935.

A copy of the department's training schedule for new and experienced workers may be obtained by writing the above address.

DWD 17.04 Ongoing training for experienced IM workers. (1) The department shall develop an ongoing course or courses for experienced IM workers and shall make the course or courses available each year directly or through contractors. The department shall annually define required training courses and develop a standardized curriculum for each job function as needed. The curriculum shall include the following:

(a) Policy and procedure in IM handbooks, manuals, and instructional materials.

(b) Automated systems used in IM programs.

(c) Interpersonal skills needed to perform IM functions.

(d) Enhanced case management information and skills, including:

1. Employment and training information for W-2 participants, including job readiness assessment, training opportunities, job search activities, labor market information, and job retention skills.

2. Special needs of the W-2 participant or a family member that affect the W-2 participant's employability, including substance abuse, domestic abuse, and physical or mental disabilities.

3. Community resources and supportive services available to assist W-2 participants.

(2) **COMPARABLE TRAINING.** A county agency, tribal agency, or W-2 agency may develop its own training to implement the DWD standardized curriculum under sub. (1), with approval by the department. A county agency, tribal agency, or W-2 agency that chooses not to participate in training offered by the department or its contractors shall

submit a training implementation plan to the department for approval at least 45 days before the planned start date of training. Training plans shall be submitted to the department on an annual basis. The plan shall:

- (a) Specify the number of hours of classroom training, independent study, planned exercises, and activities.
- (b) Indicate the length of the training program.
- (c) Describe how learning will be evaluated.
- (d) Include the name, address, position title, and qualifications of each trainer.

Note: Send the proposed IM training implementation plan to: Training Section, DWD Division of Economic Support, P.O. Box 7935, Madison, WI 53707-7935.

A copy of the department's training schedule for new and experienced workers may be obtained by writing the above address.

DWD 17.05 Trainer qualifications. The department shall ensure that the person doing the training has:

- (1) Knowledge of the programs and procedures in which the person will conduct training as evidenced by prior experience or education.
- (2) Experience or education in training techniques or adult education.

DWD 17.06. Local responsibility for implementing updates. Each county agency, tribal agency, and W-2 agency shall ensure that new and experienced IM workers are trained in a timely manner on all IM policy and procedure and automated system updates that are issued by the department.

Note: These updates include Handbook and Manual releases, DES Administrator's Memos, and Operations Memos.

DWD 17.07 Reports and records. (1) ANNUAL REPORT OF ALL IM WORKER TRAINING. Each county agency, tribal agency, and W-2 agency shall submit to the department by February 1 of each calendar year a report that documents training completed by all new and experienced IM workers during the previous calendar year.

(2) REPORT OF INITIAL IM WORKER TRAINING. Each county agency, tribal agency, and W-2 agency shall submit to the department by the first day of each month a list of IM workers who are required to complete initial IM worker training.

(3) PERSONNEL FILE. Each county agency, tribal agency, and W-2 agency shall include in the personnel file of all new and experienced IM workers information needed to document successful completion of training, including the title of the training program, dates of training, trainer's or sponsoring organization's name, number of hours of training, and location of training. The county, tribal, or W-2 agency shall make the training records available to the department upon request.

Note: Send the monthly list of IM workers who are required to complete initial IM worker training and the annual report on training to: Training Section, Division of Economic Support, P.O. Box 7935, Madison, WI 53707-7935.

EFFECTIVE DATE. This rule shall take effect on the first day of the month following publication in the Wisconsin administrative register as provided in s. 227.22(2)(intro.), Stats.

(End)

Tommy G. Thompson
Governor

Linda Stewart
Secretary



OFFICE OF THE SECRETARY
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
Fax: (608) 266-1784
<http://www.dwd.state.wi.us/>

State of Wisconsin
Department of Workforce Development

Response to Legislative Council Clearinghouse Report

Clearinghouse Rule Number: 98-203

Rule Number: DWD 17

Relating To: Training of Income Maintenance Workers

Agency contact person for substantive questions.

Name: Dianne Reynolds
Title: DWD Legislative Liaison, Division of Economic Support
Telephone Number: 266-0988

Agency contact person for internal processing questions.

Name: Elaine Pridgen
Title: DWD Administrative Rules Coordinator
Telephone Number: 267-9403

Legislative Council report recommendations accepted in whole.

Yes No

1. Review of statutory authority (s.227.15(2)(a))
 - a. Accepted
 - b. Accepted in part
 - c. Rejected
 - d. Comments attached

2. Review of rules for form, style and placement in administrative code (s.227.15(2)(c))

a. Accepted

c. Rejected

d. Comments attached

3. Review rules for conflict with or duplication of existing rules (s.227.15(2)(d))

a. Accepted

b. Accepted in part

c. Rejected

d. Comments attached

4. Review rules for adequate references to related statutes, rules and forms (s.227.15(2)(e))

a. Accepted

b. Accepted in part

c. Rejected

d. Comments attached

5. Review language of rules for clarity, grammar, punctuation and plainness (s.227.15(2)(f))

a. Accepted

b. Accepted in part

c. Rejected

d. Comments attached

6. Review rules for potential conflicts with and responsibilities related to...

7. Review rules for permit action deadline (s.227.15(2)(h))

- a. Accepted
- b. Accepted in part
- c. Rejected
- d. Comments attached

Comments

1. We have redrafted the rule to describe the training requirements that apply to entry level staff and experienced staff. The rule is written to specify the subject areas that are mandatory for training but the rule also provides that the course curriculum in each area will be reviewed and potentially changed on an annual basis.

2. a. The rule has been clarified to indicate that local agencies can conduct ongoing training courses implementing the department's curriculum.

Tommy G. Thompson
Governor

Linda Stewart
Secretary



State of Wisconsin

Department of Workforce Development

OFFICE OF THE SECRETARY

201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
Fax: (608) 266-1784
<http://www.dwd.state.wi.us/>

Response to Public Comment on Proposed Rule DWD 17

The only public comments received were from Carol Medaris of the Wisconsin Council on Children and Families. A copy of her comments are attached.

Ms. Medaris makes several suggestions for topics to be included in the training curriculum for financial and employment planners. These topics were included in the hearing draft of the proposed rule by the use of the term “case management.” The department defines case management as “the family-centered and goal-oriented process for assessing the needs of a W-2 group member and his or her family for employment, training, and supportive services and assisting the W-2 group member in obtaining services to achieve self-sufficiency.”

In response to hearing comment, the department redrafted the rule to include more detail. The revised draft provides that the curriculum for new workers at DWD 17.03(3)(b) and experienced income maintenance workers at DWD 17.04(1) includes the following topics:

1. Policy and procedure in IM handbooks, manuals, and instructional materials.
2. Automated systems used in IM programs.
3. Interpersonal skills needed to perform IM functions.
4. Case management information and skills, including:
 - a. Employment and training information for W-2 participants, including job readiness assessment, training opportunities, job search activities, labor market information, and job retention skills.
 - b. Special needs of the W-2 participant or a family member that affect the W-2 participant’s employability, including substance abuse, domestic abuse, and physical or mental disabilities.
 - c. Community resources and supportive services available to assist W-2 participants.

These topics are already included in the actual curriculum that is taught to financial and employment planners and other income maintenance workers. Copies of recent training schedules for new and experienced are attached. Future issues of the periodic training schedule may be obtained by writing Training Section, DWD Division of Economic Support, P.O. Box 7935, Madison, WI 53707-7935.



"For these are all our children . . .
we will all profit by, or pay for,
whatever they become." James Baldwin

January 28, 1999

FAXED and Mailed

Elaine S. Pridgen
Department of Workforce Development
Office of Legal Counsel
P.O. Box 7946
Madison, WI 53707-7946

Re: Proposed rule relating to training income maintenance workers, Ch.
DWD 17, Wis. Adm. Code

Dear Ms. Pridgen,

This letter constitutes my comments on the proposed rule described above. The purpose of the rule is stated: "to update the existing rule on the training of income maintenance workers to reflect current policies of the W-2 program and remove references to AFDC." But the rule is very little changed, considering the substantial redirection of Wisconsin's welfare plan toward a work-based program designed to remove the barriers which hamper employment by Wisconsin's poorest families.

It primarily substitutes "W-2 agency" for "AFDC agency," changes statute numbers, and reflects the change in the name of the state agency in charge of the program to the Department of Workforce Development. There is a provision adding a definition of "case management," and providing that training will include that, as necessary. But beyond the definition, there is no detail regarding what the training will include to transform IM workers into "financial and employment planners," or FEPS: now the key to self-

Comment: IM training rule
January 28, 1999
Page 2

the 10 to 12 hours of education that is allowed under the W-2 plan for those that lack high school diplomas.

Neither is there any mention of training in the needs of special populations: those with issues of domestic violence, those with language and cultural barriers to employment, those with mental, emotional, physical, and learning disabilities or AODA problems which hamper employment efforts. Workers need to be well-trained in recognizing these special needs, in working with people who have them, and in seeking resources to aid in their self-sufficiency efforts. It has been the experience of advocates working with these groups that sensitivity in dealing with these populations and careful and intensive assessments of family needs has been sorely lacking.

In summary, the rule needs to be redrafted to provide the basic framework for IM training in order to help W-2 participants obtain employment in which they can be successful and from which they can support their families.

Respectfully submitted,



Carol W. Medaris
Project Attorney

Tommy G. Thompson
Governor

Linda Stewart
Secretary



State of Wisconsin

Department of Workforce Development

OFFICE OF THE SECRETARY
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
Fax: (608) 266-1784
<http://www.dwd.state.wi.us/>

Final Regulatory Flexibility Analysis

Clearinghouse rule number: 98-203

Rule number: DWD 17

Relating to: Training of Income Maintenance Workers

Final regulatory flexibility analysis not required. (Statement of determination required.)

Privately-run W-2 agencies will be affected by the rule change, but the rule will not have a significant economic impact on a substantial number of small businesses.

1. Reason for including or failing to include the following methods for reducing impact of the rule on small businesses: Less stringent compliance or reporting requirements; less stringent schedules or deadlines for compliance or reporting requirements; simplification of compliance or reporting requirements; establishment of performance standards to replace design or operational standards; exemption from any or all requirements.
2. Issues raised by small businesses during hearings, changes in proposed rules as a result of comments by small businesses and reasons for rejecting any alternatives suggested by small businesses.
3. Nature and estimated cost of preparation of any reports by small businesses.
4. Nature and estimated cost of other measures and investments required of small businesses.
5. Additional cost to agency of administering or enforcing a rule which includes any of the methods in 1. for reducing impact on small business.
6. Impact on public health, safety and welfare caused by including any of the methods in 1. for reducing impact on small businesses.

LRB or Bill No./Adm. Rule No.

DWD 17

Amendment No. if Applicable

- ORIGINAL
- CORRECTED
- UPDATED
- SUPPLEMENTAL

FISCAL ESTIMATE
DOA-2048 E (R 07/97)

Subject
Training of Income Maintenance Workers

Fiscal Effect

State: No State Fiscal Effect

Check columns below only if bill makes a direct appropriation or affects a sum sufficient appropriation.

Increase Costs - May be possible to Absorb Within Agency's Budget Yes No

- Increase Existing Appropriation
- Decrease Existing Appropriation
- Create New Appropriation
- Increase Existing Revenues
- Decrease Existing Revenues

Decrease Costs

Local: No local government costs

- 1. Increase Costs
 - Permissive
 - Mandatory
- 2. Decrease Costs
 - Permissive
 - Mandatory

- 3. Increase Revenues
 - Permissive
 - Mandatory
- 4. Decrease Revenues
 - Permissive
 - Mandatory

5. Types of Local Governmental Units Affected:

- Towns
- Villages
- Cities
- Counties
- Others _____
- School Districts
- WTCS Districts

Fund Sources Affected

- GPR
- FED
- PRO
- PRS
- SEG
- SEG-S

Affected Ch. 20 Appropriations

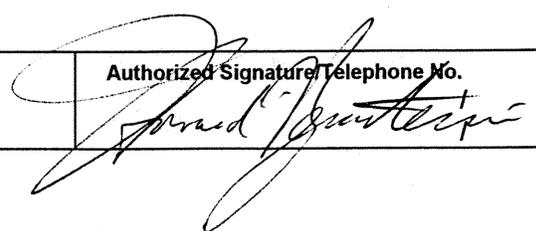
Assumptions Used in Arriving at Fiscal Estimate

All costs to the Department and local governments for the training of income maintenance workers were included in the 1997-1999 biennial budget act, 1997 Wisconsin Act 27. There are no additional costs for state government or local governments as a result of the promulgation of these administrative rule changes.

Long-Range Fiscal Implications
None.

Agency/Prepared by: (Name & Phone No.)
DWD/ASD Howard Bernstein 266-9427

Authorized Signature/Telephone No.



Date
12/11/97

FISCAL ESTIMATE WORKSHEET

1997 Session

Detailed Estimate of Annual Fiscal Effect
DOA-2047 (R 07/97)

ORIGINAL UPDATED
 CORRECTED SUPPLEMENTAL

LRB or Bill No./Adm. Rule No.
DWD 17

Amendment No.

Subject
Training of Income Maintenance Workers

I. One-time Costs or Revenue Impacts for State and/or Local Government (do not include in annualized fiscal effect):
\$0

II. Annualized Costs:	Annualized Fiscal impact on State funds from:	
A. State Costs by Category	Increased Costs	Decreased Costs
State Operations - Salaries and Fringes	\$0	\$ -0
(FTE Position Changes)	(FTE)	(- FTE)
State Operations - Other Costs		-
Local Assistance		-
Aids to Individuals or Organizations		-
TOTAL State Costs by Category	\$0	\$ -0
B. State Costs by Source of Funds	Increased Costs	Decreased Costs
GPR	\$	\$ -
FED		-
PRO/PRS		-
SEG/SEG-S		-
III. State Revenues -	Increased Rev.	Decreased Rev.
<small>Complete this only when proposal will increase or decrease state revenues (e.g., tax increase, decrease in license fee, etc.)</small>		
GPR Taxes	\$	\$ -
GPR Earned		-
FED		-
PRO/PRS		-



Wisconsin
Department of Work
Development
Division of Eco
Training

Quality Training Program

April
May
June

19



DES Training Section Quarterly Preview
April, May, June 1999

Table of Contents

<ul style="list-style-type: none"> <ul style="list-style-type: none"> Welcome Registration Procedure Training Preview Calendar Child Support <ul style="list-style-type: none"> KIDS DocGen KIDS Financial Account Statements UIFSA UIFSA Forms Training UIFSA Statutes and Procedures Child Support New Worker CR&D Financial Management Overview Paternity Locate Managing Change for Child Support Workers Wisconsin Works (W-2) <ul style="list-style-type: none"> KIDS Basics for Non W-2 Staff Miscellaneous Interpersonal Skills Enhanced Case Management Categories Enhanced Case Management Courses <ul style="list-style-type: none"> Interpersonal Skills <ul style="list-style-type: none"> Stress Management Understanding Motivation: Skills and Strategies for W-2 Programs Special Needs <ul style="list-style-type: none"> Criminal Justice Issues Programmatic <ul style="list-style-type: none"> Case Management Strategies Customer Services Strategies for W-2 Job Development and Employer Relations Strategies for W-2 Job Readiness Assessment Strategies for W-2 Job Retention for Self-Sufficiency Job Search - Using the Internet Managing Work Program Data-Monitoring CARES Understanding and Using Labor Market Information Supervisory <ul style="list-style-type: none"> Agency Discretion and W-2 Policy Managing Data for Supervisors Developing Leadership for Supervisors 	<p>3 4 29-30 5 6 6 7 7 8 8 9 9 10 10 11 12 13 14 15 15 16 16 16 15 17 17 15 18 19 19 20 20 21 21 21 22 22 23 23 24</p>
---	--

<ul style="list-style-type: none"> Food Stamps <ul style="list-style-type: none"> Food Stamp Error Reduction/Refresher Training Overview of Food Stamps Food Stamps Special Topics Food Stamp Program and Food Stamp Employment and Training Program (FSPT) Medicaid (Medical Assistance) <ul style="list-style-type: none"> Overview of Medical Assistance Medicaid-The Basics AFDC-MA Medicaid AFDC-Related Medicaid Family Fiscal Unit Healthy Start and ORRA90 Medicaid Deductibles Medicaid Extensions SSI-Related Medicaid Institutional Medicaid CARES <ul style="list-style-type: none"> W-2 Policy Clarification and Processes CARES Work Programs Subsystem Economic Support CARES Processes Introduction to CARES/Client Registration EOS Reports Child Care <ul style="list-style-type: none"> Overview of Child Care Policies Child Care Eligibility Child Care Certification New Worker <ul style="list-style-type: none"> Fundamentals of Case Management W-2 New Worker Child Support New Worker Nursing Home Training for New Workers New Worker Training for Economic Support Equal Opportunity - Civil Rights Compliance Orientation <ul style="list-style-type: none"> Equal Opportunity - Civil Rights Compliance Orientation Computer Based <ul style="list-style-type: none"> Learningspace CARES Orientation Child Support Training Orientation Civil Rights Compliance Client Scheduling Work Programs Bulletin Board CARES Production Calendar Food Stamp Error Reduction-Household Composition Food Stamp Error Reduction-3 Month Certification Food Stamp Error Reduction-Income/Prospective Budgeting Earned Income Credit Basic Medicaid 	<p>25 26 26 27 27 28 31 31 31 32 32 33 33 33 34 34 35 35 36 37 37 38 39 39 40 41 41 42 43 44 44 44 45 45 46 47 48 49 50 50 51 51 52 52 53 53 54 54 55 55</p>
---	--

Request for Training Announcement Form

Welcome to the DES Training Section

Quarterly Preview

This Preview provides local agencies' managers, supervisors, and staff the opportunity to view upcoming DES sponsored training. The Quarterly Preview will enable you to choose the most relevant training for each worker and guide your planning activities.

In choosing the most appropriate courses for each worker, keep in mind DES training requirements. At this point in time, no training requirements exist for child support workers. Administrative Rule 217 is still in place for Economic Support workers. Administrator Memo 97-19 listed requirements for both new and experienced W-2 workers. An Administrator's Memo will be issued shortly detailing training requirements for 1999.

Most sessions will be conducted according to the details provided; however, some program locations or dates may change. Final dates and locations will be communicated through DES.

If you have any questions and/or suggestions regarding any information contained in this preview, please contact the following people: Please note that these contacts have changed since the last Quarterly Preview

Lynda Fischer-Worden, Green Bay/Madison/Waukesha Regions, 608-266 2016
fischly@dwd.state.wi.us

Gerry Mayhew, Milwaukee Region, 608-267-5056 mayhege@dwd.state.wi.us

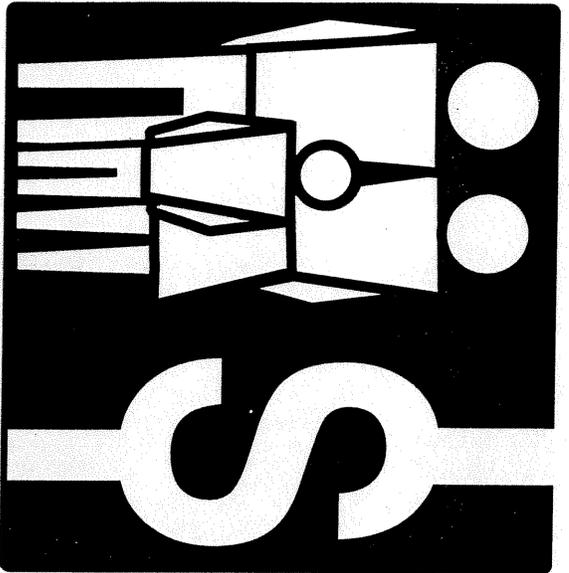
Troy Meyer, Child Support, Statewide, 608-267-7398 meyertr@dwd.state.wi.us

Cheri Niemczyk, Ashland/Eau Claire/Rhineland Regions, 608-266-3664
niemcch@dwd.state.wi.us

Tony Veeder, DES Training Supervisor, 608-267-6717 veedean@dwd.state.wi.us

CHECK US OUT ON THE WEB!

The DES Quarterly Preview is now located on the DES Training Web page.
The address is: www.dwd.state.wi.us/des/trainsec.htm



CHILD SUPPORT

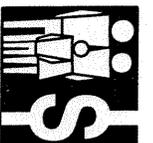
Registration For Child Support Training Is As Follows:

Registration: Specific course and registration information will become available:

1. By U.S. mail. Watch for a DWD/DES program announcement
2. Via Office Vision
3. On the KIDS Bulletin Board

If you do not receive information from the above sources, a Request for Training Announcement can be found at the back of this booklet.

KIDS DocGen



Who Should Attend

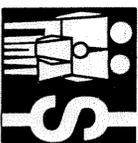
Child Support Agency workers for whom KIDS document generation is an important part of their job, as well as child support agency workers who need to increase their document generation skill level, are encouraged to attend.

Course Content

The course was previously presented as "KIDS Document Generation." It is a six-hour, hands-on workshop that reviews the basic skills of KIDS document generation.

Date	City
June 22, 1999	Oshkosh

KIDS FINANCIAL ACCOUNT STATEMENTS



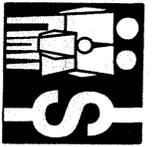
Who Should Attend

Child Support Agency and Clerk of Court staff who need to learn to read KIDS account statements should attend this course.

Course Content

This is a full-day hands-on course designed to enable participants to read the KIDS Case Account and Participant Account Statements.

Date	City
April 6, 1999	Eau Claire



IIFSA

Who Should Attend

Child Support Agency staff who work with interstate cases should attend.

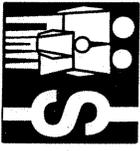
Course Content

This course delivers a general overview of policy and procedure related to interstate cases. Topics covered in the course include:

- * basic principles of IIFSA
- * what fields in KIDS need updating for an interstate case
- * how to determine what type of action is needed
- * which KIDS docs should be used based on the type of action required
- * ways to avoid an interstate action
- * registration of orders under IIFSA
- * modification of orders under IIFSA
- * what to do when the other state isn't IIFSA
- * tips for dealing with "difficult" states

Date	City
May 26-27, 1999	Superior
June 8-9, 1999	Madison

IIFSA FORMS TRAINING



Who Should Attend

This course is intended for staff who must initiate and enforce interstate actions, and generate the required documentation for that work.

Course Content

This course presents a comprehensive explanation of the use and completion of the new standardized interstate forms.

Date	City
April 20, 1999	Mosinee
April 21, 1999	Madison
May 19, 1999	Oshkosh

IIFSA STATUTES AND PROCEDURES



Who Should Attend

This course is intended for attorneys, agency directors, and other professional staff interested in the State and Federal regulations and case law governing the management and enforcement of interstate cases.

Course Content

This course is a spin-off of our two-day IIFSA course. It highlights the statutes and federal regulations that govern the interstate case law.

Date	City
April 21, 1999	Mosinee
April 22, 1999	Madison
May 20, 1999	Oshkosh

CHILD SUPPORT NEW WORKER



Who Should Attend

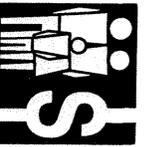
This course is intended for new CSA staff, who have been in the agency for four months or less.

Course Content

The Child Support New Worker Course has been revised. It is now a 2-track course. One track covers financial management functions; the other track covers case management functions (including an overview of financial accounts). The course begins with a 3-day overview that all new workers should attend. The second session is a 3-day introduction to financial management for workers who will be managing financial accounts in KIDS. The third 3-day session is an introduction to case management for new child support specialists. All trainees must attend the first week. Each trainee then has the option of attending the financial management session or the case management session. If the trainee wishes, she/he may attend all three sessions.

Date	City
April 28-30, 1999 (Essentials)	Mosinee
May 12-14, 1999 (Case Mgmt.)	Mosinee
June 9-11, 1999 (Essentials)	Oshkosh
June 23-25, 1999 (Case Mgmt.)	Oshkosh

CR&D FINANCIAL MANAGEMENT OVERVIEW



Who Should Attend

This training is intended for Child Support staff who will assume responsibility for new functions as a result of the transition of financial tasks from the Clerk of Courts Offices to Child Support Agencies during 1999. Supervisors should attend the entire session with their staff.

Note: This course will be conducted during the last two weeks of each month throughout the 1999 CR&D rollout. Staff who need the training should plan to attend in the month prior to their county's implementation. For a complete list of all the offerings, see the 9/15/98 announcement from the CR&D Project Team.

Course Content

This three-day hands-on course will provide students with the conceptual background and guided practice needed to perform the basic financial functions in the KIDS system such as maintaining court orders, working the suspense file, performing adjustments, and providing customer service. The last half-day of the course also provides instruction for financial unit supervisors.

Date	City
April 21-23, 1999	Eau Claire
April 28-29, 1999	Madison
May 19-21, 1999	Eau Claire
May 26-28, 1999	Eau Claire
June 16-18, 1999	Superior
June 23-25, 1999	Eau Claire

PATERNITY



Who Should Attend

Child Support Agency staff who have worked in the agency for several months and are responsible for working with Paternity cases.

Course Content

This is a new course for paternity workers that covers the following topics:

- * Introduction & Overview of PA
- * PATH and its purpose
- * Assessing the PA interview
- * Step through the policy and procedure of PA processing, including timelines and worklists
- * Genetic testing
- * Taking legal action
- * Unusual cases

Date	City
April 1, 1999	Eau Claire



WISCONSIN WORKS (W-2)

Registration For Wisconsin Works (W-2) Training Is As Follows:

Registration: Specific course and registration information will become available:

1. By U.S. mail. Watch for a DWD/DES program announcement
2. Via Office Vision

If you do not receive information from the above sources, a Request for Training Announcement can be found at the back of this booklet.



MISCELLANEOUS INTERPERSONAL SKILLS

The following Interpersonal Skills workshops cover a range of topics from money management to self-care. Each topic offers information, introduces skills, and generates insight useful in working with W-2 customers, as well as in personal and professional development. These workshops can be counted toward professional development required of those staff performing FEP functions. Each topic counts as 6 hours of professional development. (They are not considered Enhanced Case Management Courses.)

Miscellaneous Interpersonal Skills Topics Include:

Advanced Power of Money

Introduction to Financial Planning

Managing Change for Child Support Workers

Mediation in the Workplace

Supervision: Improving Performance

Train the Trainer 101: Providing Unforgettable Training

Train the Trainer 201: Advanced Training Skills

Who's on First - Maximizing Yourself

All Interpersonal Skills topics are offered as In-house workshops at any time. Call Judy Lloyd (920) 424-3035 for course content and further information.

ENHANCED CASE MANAGEMENT CATEGORIES



Enhanced Case Management is a part of the required training outlined in the Administrator's Memo Series on W-2 Training Requirements for calendar year 1999. New and experienced workers are required to attend training in two topics from the Enhanced Case Management list. Enhanced Case Management topics fall into the four main categories: Interpersonal Skills, Special Needs, Programmatic and Supervisory. New and experienced workers may select topics from one or more categories.

Workers are also required to complete 12 hours of Professional Development Training within the calendar year. Professional Development hours may be met by completing additional Enhanced Case Management topics or other agency approved training.

INTERPERSONAL SKILLS:

These workshops will assist staff in developing skills and strategies for effective communication, teamwork, customer service and personal growth and development.

SPECIAL NEEDS:

These workshops will assist staff in understanding behavioral, physical and situational challenges which may require outside intervention and impact the W-2 customer's employability.

PROGRAMMATIC:

These workshops will focus on developing knowledge and skills that will enhance interaction with customers, improve caseload management and promote strategies for meeting program requirements.

SUPERVISORY:

These courses are designed for current supervisors and those preparing for supervisory roles. The workshops will help them to work effectively with staff to meet program and agency goals through practical applications and sharing of best practices.



INTERPERSON

- Achieving I
- Building Te
- Conflict Re:
- Dealing Wit
- Diversity: M
- Effective Le
- Empowerin
- Gentle Art
- Interviewin
- Managing C
- Stress Man:
- Understand

SPECIAL NEED

- Alcohol and
- Criminal Ju
- Domestic A
- Families wi
- Learning D:
- Physical Hea
- Mental Hea

All Interperson
* Topics only
Call Judy Lloy

PROGRAMMATA

- Career Adv
- Customer S
- Job Develop
- Job Readin
- Job Retenti
- Job Search
- Managing T
- Understand

SUPERVISORY

- Agency Dis
- Developing
- Managing I



**W-2 Enhanced Case Management Courses
(Special Needs)
CRIMINAL JUSTICE ISSUES**

Who Should Attend

All workers that have a case management role in their agency are encouraged to attend. This course counts as one of the Enhanced Case Management Courses for FFPs, SSPs, RSts, Job Coach/Employment Team Specialists and Supervisors or 6 hours professional development.

Course Content

Workshop participants will develop an understanding of criminal justice issues including how criminal justice issues affect the customer's contacts with the case manager, how the case manager can relate to the customer, how criminal justice issues affect employment within the context of W-2 and ways case managers can effectively work with resources.

Date	City
April 14, 1999	Milwaukee
April 20, 1999	Oshkosh
May 3, 1999	Madison
May 17, 1999	Milwaukee
June 14, 1999	Waukesha

**W-2 Enhanced Case Management Courses
(Programmatic)
CASE MANAGEMENT STRATEGIES
"Practical Approaches to Integrating W-2 Policy With Case
Management Strategies"**



Who Should Attend

Financial Employment Planners (FEP) and other staff who provide case management services to W-2 participants (including minor parents and non-custodial parents). This session satisfies W-2 training requirements either as an Enhanced Case Management course or as the 12-hour annual Professional Development requirement.

Course Content

This course is designed to provide W-2 staff with suggested case management strategies to use within the parameters of the W-2 program. While reviewing current W-2 policy, the focus of this course is on how to provide quality case management services to individuals on each rung of the W-2 employment ladder and those participants who may be eligible only for case management. Special emphasis is placed on creative problem-solving, critical thinking and understanding the role of FEP and/or other W-2 worker.

A unique 3-day approach will be used for this course. Days one and two will take place consecutively while day three will be presented approximately one month later. Days one and two will focus on W-2 case management problem solving techniques and best practices. On day three, workers will share with the group how they applied material discussed on days one and two.

Date	City
April 5-6, 1999	Madison
April 6-7, 1999	Waukesha
April 20, 1999	Eau Claire
April 27, 1999	Madison
April 28-29, 1999	Green Bay
May 4, 1999	Waukesha
May 19, 1999	Green Bay
June 8-9, 1999	Rhineland
June 22-23, 1999	Milwaukee
July 6, 1999	Rhineland
July 20, 1999	Milwaukee



W-2 Enhanced Case Management Courses
(Programmatic)
CUSTOMER SERVICE STRATEGIES FOR W-2

Who Should Attend

Anyone concerned with learning techniques to provide excellent customer service. This session satisfies W-2 training requirements either as an Enhanced Case Management Course or as 6 hours toward the 12-hour annual Professional Development requirement.

Course Content

This workshop is offered on an in-house basis and allows participants to develop customer service strategies for themselves and their organization. After learning key concepts for the provision of excellent customer service, participants will identify areas of service improvement and create personal action plans for implementation in their work environment.

To schedule an In-house Training Session, please contact:

Chad Ritchey
Kaiser Group, Inc.
(414) 374-9922 Ext. 3157



JOB DEVELOPMENT AND EMPLOYER RELATIONS STRATEGIES FOR W-2

Who Should Attend

This session is open to all interested staff involved in the W-2 program. It is designed for staff involved in the employment search and placement efforts of the W-2 customer. This may include agency directors and supervisors, Job Developers, coaches, and Financial and Employment Planners. This session satisfies W-2 training requirements either as an Enhanced Case Management Course or as 6 hours toward the 12-hour annual Professional Development requirement.

Course Content

This session will look at an investment approach to working with employers that focus on productive relationships and partnerships.

- * A Ten-Step Marketing Approach will be presented and explored
- * The business climate of high performance work organizations will be presented
- * Specific approaches for (W-2) Wisconsin Works, including: incentives, screening and referral, support services and job retention will be reviewed.

Date May 5, 1999
City Milwaukee



W-2 Enhanced Case Management Courses
(Programmatic)
JOB READINESS ASSESSMENT STRATEGIES FOR W-2

Who Should Attend

This session is designed for all staff responsible for the decision making and planning that comes from assessing the customer's needs and wants, background/history, and experiences. This may include: receptionist/clerical, Resource Specialist, Supportive Service Planners, Financial and Employment Planners, and other interested staff. This session satisfies W-2 training requirements either as an Enhanced Case Management Course or as 6 hours toward the 12-hour annual Professional Development requirement.

Course Content

- * Understanding the definition of Assessment
- * Gain understanding of Assessment Strategies that can assist in determination of Job Readiness
- * Discussion on use of formal testing and informal assessment such as data collection, interviewing and observation
- * Understanding the levels of Job Readiness as they relate to placement on the W-2 ladder

Date April 27, 1999
City Stevens Point



JOB RETENTION FOR SELF-SUFFICIENCY

Who Should Attend

This session is appropriate for all staff who are responsible for case management. It is designed for staff involved in the employment search and placement efforts of the W-2 job seeker. This may include Supervisors, Financial and Employment Specialists, Job Developers and any other interested staff. This course can be counted toward the Enhanced Case Management requirement.

Course Content

Successful job retention, and its importance as the next step in self-sufficiency is the current challenge facing job placement personnel. This one day workshop will discuss approaches to placement and retention techniques for even the most challenging W-2 participants. Topical areas include: understanding Emotional Intelligence and its impact on job performance; maximizing job-seeker strengths in job placement; understanding employer expectations; and mentoring.

Date April 28, 1999
May 25, 1999
June 9, 1999
City Milwaukee
Madison
Eau Claire

Note: Additional sessions may be added in response to waiting lists and regional demands



Who Should

This course is
implemented
who answer
procedures.

Course Coi

The purpose
communicati
problems.

After attendi
agencies, ide
information i
ing local pol
recognize poi
avoid these p

D
A
M
Jr



Who Shoul

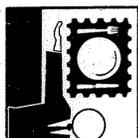
This course is
with the CAR
understandin
Management

Course Coi

This internec
entered by st
assurance sta
work program
internally mo

D
A

FOOD STAMP ERROR REDUCTION/REFRESHER TRAINING



Who Should Attend

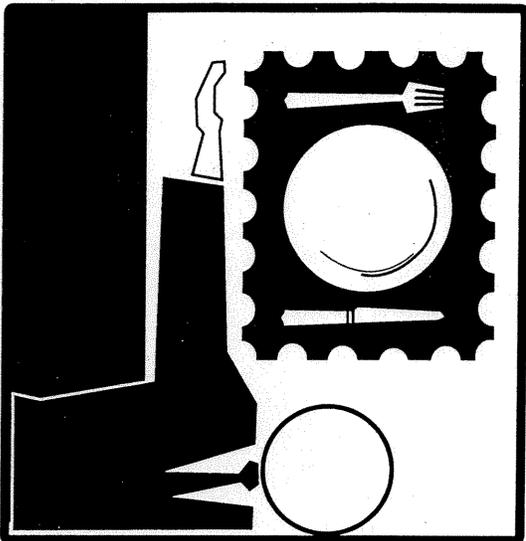
This training is designed for all staff who perform any functional role in determining eligibility for Food Stamps. This includes supervisors as well as line staff. This training is required for staff who perform Food Stamp eligibility/certification functions.

Course Content

This one-day training is designed to provide a review of Food Stamp policy for staff who determine eligibility for Food Stamps. The training will target the segments of the Food Stamp program which cause the most errors in Wisconsin, as determined by Quality Assurance case reviewers and federal reviewers. The training will include case studies to illustrate correct application of Food Stamp policy in error prone cases.

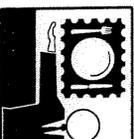
Registration: Contact your local Regional Training Manager to schedule this course.

FOOD STAMPS



Registration: Contact Your Regional Training Manager

OVERVIEW OF FOOD STAMPS



Who Should Attend

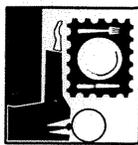
Agency training liaisons, reception staff, client registration staff and other appropriate staff are encouraged to attend.

Course Content

The objective of this one-day session is to familiarize staff with the policies and procedures that direct the Food Stamp program. This course is not designed to teach staff eligibility determination, but to help them gain a basic understanding of the program, which will continue to be available as entitlement when W-2 is implemented.

Registration: Contact your local Regional Training Manager to schedule this course.

FOOD STAMPS SPECIAL TOPICS



Who Should Attend

Workers and supervisors who determine Food Stamp eligibility and are interested in learning more in depth policy and processes on these special topics.

Course Content

This course will address policies and procedures pertaining to the scheduled topics. This course may include some or all of the following topics:

- * Mixed Households
- * Deeming
- * Shelter
- * Unearned Income
- * Prospective Budgeting
- * Alien Eligibility
- * ABAWDS, as related to FS (not FSET)

The following 1/2 - 1 day training sessions are planned:

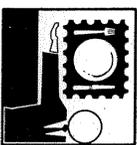
Prospective Budgeting, Unearned Income, Deeming, and Shelter #1

Mixed Households, Alien Eligibility and ABAWDS #2

Each topic is a 1-2 hour session and may be requested for in house training by contacting your Regional Training Manager.

Registration: Watch for Regional Training Announcements.

FOOD STAMP PROGRAM and FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM (FSET)



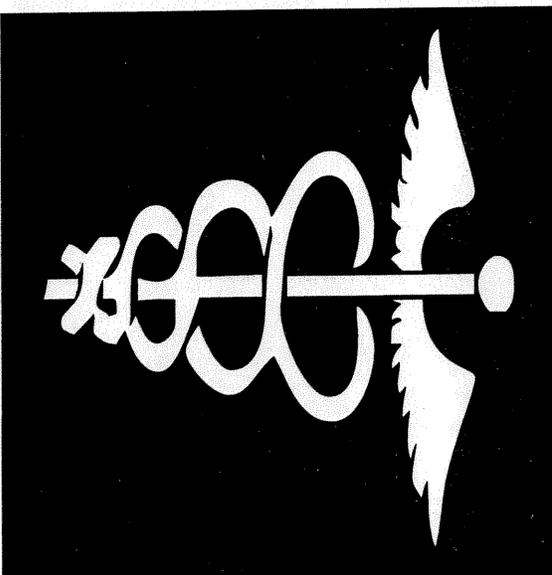
Who Should Attend

Line staff and supervisors who are responsible for administering and providing services to participants in the Food Stamp Employment and Training Program (FSET).

Course Content

A one-day policy and procedure training for the Food Stamp Employment & Training (FSET) program is being offered statewide this quarter. This course will cover all of the new and existing policies of the FSET program and will teach workers everything they need to know to operate the program, from processing a new FSET referral, to working with ABAWDS, to closing an FSET case. Although this is not required training, it is recommended for any worker or supervisor who is involved with the FSET program including FEPs, SSPs, and service providers.

Registration: Contact your Regional Training Manager to schedule this course.



MEDICAID (Medical Assistance)

Registration: Contact Your Regional Training Manager

DES Training Calendar

April, May, June 1999

Locations by Region

Ashland Eau Claire Green Bay Madison Milwaukee Rhinelander Wauskesha

Child Support

KIDS DocGen - Basics			June 22			
KIDS Financial Account Statements		Apr 6				
Locate	June 29	July 20	July 8		May 20	May 5
Managing Change for Child Support Workers		June 7		June 21	June 10	May 21
UISFA	May 26-27			June 8-9		
UISFA Forms Training			May 19	Apr 21		Apr 20
UISFA Statutes and Procedures			May 20	Apr 22		Apr 21
Child Support New Worker			Ess June 9-11			Ess Apr 28-30
			CM June 23-25			CM May 12-14
CR&D Financial Management Overview	June 16-18	Apr 21-23 May 19-21 May 26-28 June 23-25		Apr 28-29		
Paternity		Apr 1				

Wisconsin Works W-2

Case Management Strategies						
KIDS Basics for Non IV-D Staff		May 4	June 7			Apr 13

W-2 Enhanced Case Management Courses

Interpersonal Skills

Stress Management	May 5	Apr 6	May 12	June 4		Apr 14
Understanding Motivation		June 17				

Special Needs

Criminal Justice Issues			Apr 20	May 3	Apr 14 May 17	June 14
-------------------------	--	--	--------	-------	------------------	---------

Programmatic

Case Management Strategies		Apr 20	Apr 28-29 May 19	Apr 5-6 Apr 27	June 22-23 July 20	June 8-9 July 6	Apr 6-7 May 4
----------------------------	--	--------	---------------------	-------------------	-----------------------	--------------------	------------------

Customer Service Strategies for W-2 Contact Chad Ritchey

Job Development and Employer Relations Strategies for W-2 Contact Chad Ritchey

Job Readiness Assessment Strategies W-2 May 5

Job Retention for Self Sufficiency June 9

Job Search - Using the Internet Contact Kaiser Group, Inc. May 25

Managing Work Program Data - Monitoring CARES May 20

Understanding and Using Labor Market Information June 9

Supervisory

Agency Discretion and W-2 Policy Apr 21 May 20

Managing Data for Supervisors Apr 13

Developing Leadership for Supervisors May 17

Food Stamps

Food Stamp Error Reduction/Refresher Training	Contact Your Local Training Manager
Food Stamp Program & Food Stamp Employment & Training Program (FSET)	Contact Your Local Training Manager
Overview of Food Stamps	Contact Your Local Training Manager
Food Stamp Special Topics	Contact Your Local Training Manager

Medicaid (Medical Assistance)

Overview of Medical Assistance	Regionally As Needed
Medicaid-The Basics	Regionally As Needed
AFDC-MA Medicaid	Regionally As Needed
AFDC-Related Medicaid	Regionally As Needed
Family Fiscal Unit	Regionally As Needed
Healthy Start & QBRA90	Regionally As Needed
Medicaid Deductibles	Regionally As Needed
Medicaid Extensions	Regionally As Needed
SSI-Related Medicaid	Regionally As Needed
Institutional Medicaid	Regionally As Needed

CARES

Economic Support CARES Processes	Contact Regional Training Manager
CARES Work Programs Subsystem	Contact Regional Training Manager
W-2 Policy Clarification and Processes	Contact Regional Training Manager
Introduction to CARES/Client Registration	Contact Regional Training Manager
(EOS) Reports	Contact Regional Training Manager

Child Care

Child Care Certification	Apr 13	Apr 6	Apr 29
Overview of Child Care Policies	Contact Regional Training Manager		
Child Care Eligibility	Contact Regional Training Manager		

New Worker

Fundamentals of Case Management	Contact Regional Training Manager
W-2 New Worker	Contact Regional Training Manager
Child Support New Worker	See Child Support Section
Nursing Home Training for New Workers	Contact Regional Training Manager
New Worker Training for Economic Support	Contact Regional Training Manager

Equal Opportunity-Civil Rights Compliance

Equal Opportunity-Civil Rights Compliance Orientation	Offered Regionally as Requested
---	---------------------------------

Computer Based

See Registration Information
All Computer Based Training is Available on Computer Terminal 24 hrs/day, 7 days/week

OVERVIEW OF MEDICAL ASSISTANCE



Who Should Attend

Agency Training Liaisons, reception staff, client registration staff and other appropriate staff should attend.

Course Content

The objective of this one-day session is to familiarize staff with the policies and procedures that direct the Medical Assistance program. This course is not designed to teach staff eligibility determination, but to assist them in a basic understanding of the program, which still will be available as entitlement when W-2 is implemented.

Regionally as Needed

Registration: Contact your Regional Training Manager to schedule this course

AFDC-MA MEDICAID

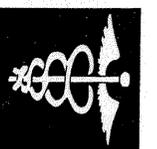
Who Should Attend
Supervisors, and all staff who determine Medicaid eligibility, as well as all staff who answer questions for the public on Medicaid should attend.

Course Content

This half-day session will explain how to determine Medicaid eligibility for the MA Group based upon AFDC non-financial and financial criteria as of July 16, 1996, as well as review the AFDC-Related Medicaid eligibility determination policies and procedures. The differences in eligibility criteria between AFDC-Medicaid and AFDC-Related Medicaid will be reviewed.

Regionally as Needed

Registration: Contact your Regional Training Manager to schedule this course.



MEDICAID - THE BASICS



Who Should Attend

This session is designed for all staff who perform any functional role in determining eligibility for Medicaid. This includes supervisors as well as line staff. The course is designed for staff at all levels of experience and is required training for all staff who perform Medicaid functions.

Course Content

Wisconsin has a significant number of health care related programs that support low income families, children, pregnant women, and the elderly and disabled. This two-day course will provide the basic requirements and overview of each of the low-income health care programs offered under Medicaid. Participants will be provided with instruction regarding the fundamentals for determining eligibility for Medicaid. The training will include case studies to illustrate the various elements of the Medicaid cascade.

Regionally as Needed

Registration: Contact your Regional Training Manager to schedule this course

AFDC-RELATED MEDICAID

Who Should Attend
Supervisors, and all staff who determine Medicaid eligibility, as well as all staff who answer questions for the public on Medicaid should attend.

Course Content

This half-day session will explain how to determine Medicaid eligibility for the MA Group based upon AFDC non-financial and financial criteria as of July 16, 1996, as well as review the AFDC-Related Medicaid eligibility determination policies and procedures. The differences in eligibility criteria between AFDC-Medicaid and AFDC-Related Medicaid will be reviewed.

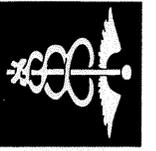
Regionally as Needed

Registration: Contact your Regional Training Manager to schedule this course.

NOTE: It is recommended participants register for both AFDC-Related Medicaid and AFDC-MA Medicaid sessions as the topics are related.



FAMILY FISCAL UNIT



Who Should Attend

All Financial Employment Planners, Supportive Service Planners, Resource Specialists, Economic Support Workers, Supervisors and any other staff who determine Medicaid eligibility should attend.

Course Content

This half-day session will explain how Medicaid eligibility is determined for each individual in the Assistance Group.

Regionally as Needed

Registration: Contact your Regional Training Manager to schedule this course.

HEALTHY START and OBRA90



Who Should Attend

Supervisors and all staff who determine Medicaid eligibility, as well as all staff who answer questions from the public on Medicaid.

Course Content

This half-day training will focus on the determination of Medicaid eligibility for a specific group of individuals who meet criteria related to age and income.

Regionally as Needed

Registration: Contact your Regional Training Manager to schedule this course.

NOTE: It is recommended participants register for both Family Fiscal Unit and Healthy Start and OBRA90 as the topics are related.

MEDICAID DEDUCTIBLES



Who Should Attend

Supervisors and all staff who determine Medicaid eligibility, as well as all staff who answer questions from the public on Medicaid.

Course Content

The meaning of the term Deductible will be discussed in this half-day training. Eligibility requirements, how to establish a deductible, tracking medical bills, and how to confirm a deductible will also be explained and demonstrated.

Regionally as Needed

Registration: Contact your Regional Training Manager to schedule this course.

MEDICAID EXTENSIONS



Who Should Attend

Supervisors and all staff who determine Medicaid eligibility, as well as all staff who answer questions from the public on Medicaid.

Course Content

In this half-day training the meaning of the term Extensions will be defined. There will be discussion and examples of situations, which result in an individual or group receiving a Medicaid Extension.

Regionally as Needed

Registration: Contact your Regional Training Manager to schedule this course.

NOTE: It is recommended participants register for Medicaid Deductibles and Medicaid Extensions as the topics are related.

SSI-RELATED MEDICAID



Who Should Attend

All Financial Employment Planners, Supportive Service Planners, Resource Specialists, Economic Support Workers, Supervisors and any other staff who determine Medicaid eligibility should attend.

Course Content

This half-day session will review the non-financial and financial eligibility criteria used to determine eligibility for SSI-related Medicaid. Topics covered will include:

- Non-financial Eligibility Criteria
- Financial Eligibility Criteria
- Special Status Cases
- CARES Processes
- OMB
- SLMB/SLMB+
- ALMB
- Begin Dates
- Adversely Affected Eligibility

Registration: Contact your Regional Training Manager to schedule this course.

INSTITUTIONAL MEDICAID



Who Should Attend

All Financial Employment Planners, Supportive Service Planners, Resource Specialists, Economic Support Workers, Supervisors and any other staff who determine Medicaid eligibility should attend.

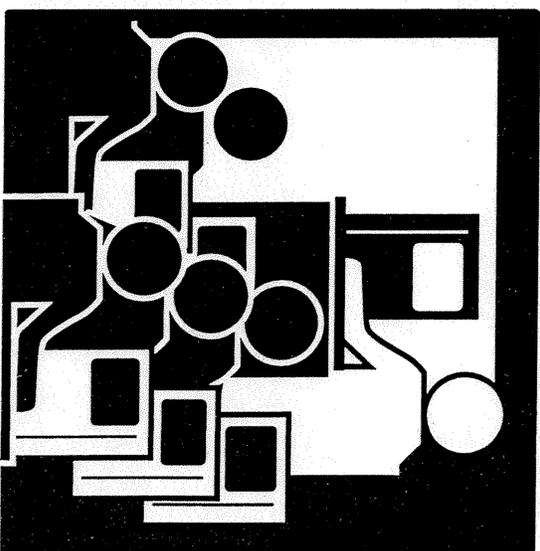
Course Content

This half-day session will review the non-financial and financial eligibility criteria used to determine eligibility for SSI-related Medicaid. The Institutions and Waivers portion will focus on the non-financial and financial criteria used when determining eligibility for institutional care or community waiver cases. Topics covered will include:

- Non-financial Eligibility Criteria
- Financial Eligibility Criteria
- Community Waivers
- Spousal Impoverishment
- Divestment
- Estate Recovery
- CARES Processes

Registration: Contact your Regional Training Manager to schedule this course.

NOTE: It is recommended participants register for SSI Related Medicaid and Institutional Medicaid as the topics are related.



CARES

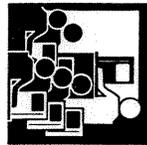
Registration Information For CARES Training Is As Follows:

Registration: Specific course and registration information will become available:

1. By U.S. mail Watch for a DWD/DSS program announcement
2. Via Office Vision

If you do not receive information from the above sources, a Request for Training Announcement can be found at the back of this booklet.

W-2 POLICY CLARIFICATION AND PROCESSES



Who Should Attend

Workers or supervisors who are interested in refresher/update training about W-2 CARES processes should attend.

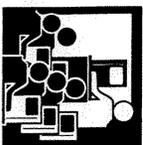
Course Content

This one-day course is a refresher training on CARES procedures for Wisconsin Works. It includes clarifications on policies that have been implemented/changed since W-2 began. Topics included in this course will include:

- W-2 Eligibility - Determination and common errors
- Two Parent Policies - Determination and activity levels
- Non-Participation - Tracking, reporting and post BIP changes
- W-2 Clocks - Reading, adjusting and reviewing with customers
- W-2 Placements - CARES entry and eligibility
- Child Support Demonstration Project - Random assignment and reviewing with the customer

Offered Regionally as needed. Contact your Regional Training Manager

CARES WORK PROGRAMS SUBSYSTEM



Who Should Attend

All staff who need a review or base knowledge of the Work Programs subsystem in CARES should attend.

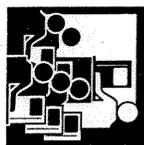
Course Content

This course is designed for individuals who need experience working with the Work Programs subsystem of CARES. This one-day training will provide an overview of all CARES screens in the WP subsystem, the WP processes, and the data to be collected on each screen. The following CARES processes will be included:

- Referral and referral listings
- Assessment
- Enrollment
- Employment Plans
- Activity Posting
- Employment Information
- Employment follow-through
- Disenrollment

Offered Regionally as needed. Contact your Regional Training Manager

ECONOMIC SUPPORT CARES PROCESSES



Who Should Attend

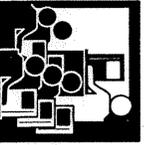
Workers and supervisors interested in obtaining a basic understanding of various economic support CARES processes related to benefit determination and issuance.

Course Content

This one-day course will provide information on CARES processes dealing with the following subsystems:

- Standard Filing Unit (SFU) -
 - * How does CARES determine who is included in the assistance group?
 - * What types of benefits may they be eligible for?
- Benefit Calculation -
 - * How does CARES determine eligibility and calculate benefits?
 - * Which CARES screens can be accessed to query eligibility and benefit calculation?
- SFED -
 - * What is SFED?
 - * When should SFED be run?
 - * How are changes entered?
 - Person add/delete
 - Income
 - Address
 - Household expenses
 - How is simulation used and when is it appropriate?
- Benefit Issuance -
 - * Which CARES screens can be accessed to determine what benefits will be/have been issued?
 - * How is an override done and when?
 - * When should benefits be stopped and how is it done?
 - * How is a supplement generated and when is it appropriate?
- Client Notices -
 - * When are notices generated by CARES?
 - * How are standardized letters accessed and used?
 - * How are notices suppressed?
 - * How is history accessed?

INTRODUCTION TO CARES /CLIENT REGISTRATION



Who Should Attend

Workers and supervisors, who need a basic understanding of CARES, but have little or no previous training or experience using the CARES system.

Course Content

The CARES system determines client eligibility, issues benefits and manages support for W-2 (Wisconsin Works), Food Stamps (FS) Medical Assistance (MA) and Child Care (CC). Attendees of the course will get a basic overview of the CARES system, including navigation techniques, alerts, client registration, and customer assistance. This training session will be "hands-on" based. Each attendee will be assigned a computer terminal.

Registration: This program will be offered regionally as needed. Contact your Regional Training Manager to schedule.

EOS REPORTS



Who Should Attend

All staff that regularly access EOS Reports and have questions regarding EOS and/or CARES reports.

Course Content

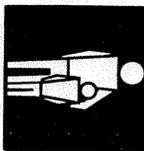
The main focus of this course will be to answer questions regarding EOS Reports and how to read them. Topics will include:

- * Data Extraction - CARES fields from which data is extracted
- * Important reports to access
- * Where/how to find needed information

This course is designed to be an interactive lab. Please bring questions and the names of the reports you wish to view to this training. Trainers will be prepared to provide information on reports most frequently used, however, the primary focus is to answer questions and address the topics requested by the participants. This is a hands-on training and will include some basics of EOS navigation. Although a few basics will be discussed as a refresher, the focus of the day will be on questions and discussion brought up by the group.

Registration: This program will be offered regionally as needed. Contact your Regional Training Manager to schedule.

OVERVIEW OF CHILD CARE POLICIES



Who Should Attend

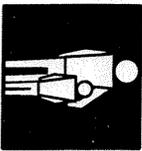
PEPs, SSPs, county and tribal Child Care staff, supervisors, and those individuals who need general information should attend.

Course Content

This one-day session is a high level survey of overall Child Care policies: eligibility regulation, co-pays, reimbursement rates, authorizations, payments, etc. There is no prerequisite for this course.

Available Regionally - Contact your Regional Training Manager.

CHILD CARE ELIGIBILITY



Who Should Attend

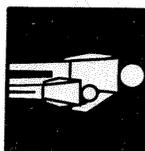
SSPs and PEPs should attend.

Course Content

This two-day course is a detailed review of financial and non-financial Child Care eligibility and CARES implementation. This program is a hands-on experience. Prerequisite: Basic CARES training.

Available Regionally - Contact your Regional Training Manager.

CHILD CARE CERTIFICATION



Who Should Attend

This course is designed for persons responsible for certifying child care providers.

Course Content

This course reviews the new Caretaker Background Procedures and Forms. The course also provides information and opportunities for best practice sharing in the following areas:

- Licensing versus Certifying
- What is Clean and Safe?
- Standard Procedures (Confidentiality, Child Abuse and Neglect Reporting, Complaint Investigation and Revoking)
- Home Visits
- Re-certification
- Provider Questions and Concerns

Date	City
April 6, 1999	Mosinee
April 13, 1999	Eau Claire
April 29, 1999	Waukesha

FUNDAMENTALS OF CASE MANAGEMENT



NOTE: The course material is included as a part of the New Worker Training Program. Experienced staff required to complete Fundamentals of Case Management (FEP, SSP, RS) should contact their Regional Training Manager.

Who Should Attend

All new workers who have a case management role in their agency are encouraged to attend. This course is required for FEPs, SSPs, RSS and highly recommended for others involved in W-2.

Course Content

This three-day course provides an interpersonal and professional foundation for successful W-2 case management. It introduces strategies for time, task, and self-management in our changing work environment. You will examine the case manager's role as professional monitor, resource person, and team member and will practice the skills case managers need to interview, confront and problem-solve. You will leave with tips for assessing skills, needs, and resources necessary for creating workable employment strategies and making appropriate referrals.

This is NOT a Policy/CARES training session.

Registration: Contact Your Regional Training Manager

W-2 NEW WORKER

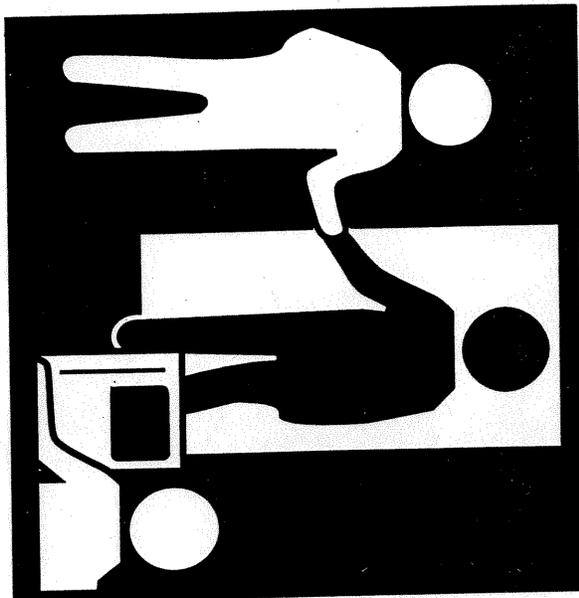


Registration Information For New Worker Training Is As Follows:

Registration: Specific course and registration information will become available by U.S. mail. Watch for a DVD/DES program announcement.

If you do not receive information from the above sources, a Request for Training Announcement can be found at the back of this booklet.

NEW WORKER



FUNDAMENTALS OF CASE MANAGEMENT



NOTE: The course material is included as a part of the New Worker Training Program. Experienced staff required to complete Fundamentals of Case Management (FEP, SSP, RS) should contact their Regional Training Manager.

Who Should Attend

All new workers who have a case management role in their agency are encouraged to attend. This course is required for FEPs, SSPs, RSS and highly recommended for others involved in W-2.

Course Content

This three-day course provides an interpersonal and professional foundation for successful W-2 case management. It introduces strategies for time, task, and self-management in our changing work environment. You will examine the case manager's role as professional monitor, resource person, and team member and will practice the skills case managers need to interview, confront and problem-solve. You will leave with tips for assessing skills, needs, and resources necessary for creating workable employment strategies and making appropriate referrals.

This is NOT a Policy/CARES training session.

Registration: Contact Your Regional Training Manager

W-2 NEW WORKER

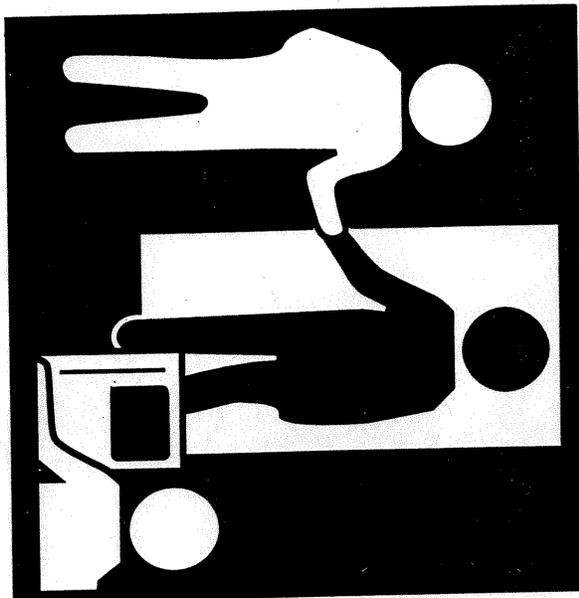


Registration Information For New Worker Training Is As Follows:

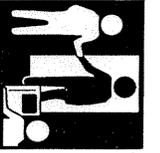
Registration: Specific course and registration information will become available by U.S. mail. Watch for a DVD/DES program announcement.

If you do not receive information from the above sources, a Request for Training Announcement can be found at the back of this booklet.

NEW WORKER



CHILD SUPPORT NEW WORKER



Who Should Attend

This course is intended for new CSA and GOC staffs that have been in the agency for four months or less.

Course Content

The Child Support New Worker Course has been revised. It is now a 2-tracked course. One track covers financial management functions; the other track covers case management functions (including an overview of financial accounts). The course begins with a 3-day overview that all new workers should attend. The second session is a 3-day introduction to financial management for workers who will be managing financial accounts in KIDS. The third 3-day session is an introduction to case management for new child support specialists. All trainees must attend the first week. Each trainee then has the option of attending the financial management session or the case management session. If the trainee wishes, she/he may attend all three sessions.

Date	City
April 28-30, 1999 (Essentials)	Mosinee
May 12-14, 1999 (Case Mgmt.)	Mosinee
June 9-11, 1999 (Essentials)	Oshkosh
June 23-25, 1999 (Case Mgmt.)	Oshkosh

NURSING HOME TRAINING FOR NEW WORKERS



Who Should Attend

New hires that have completed the MA (Medical Assistance) module of new worker training are encouraged to attend.

Course Content

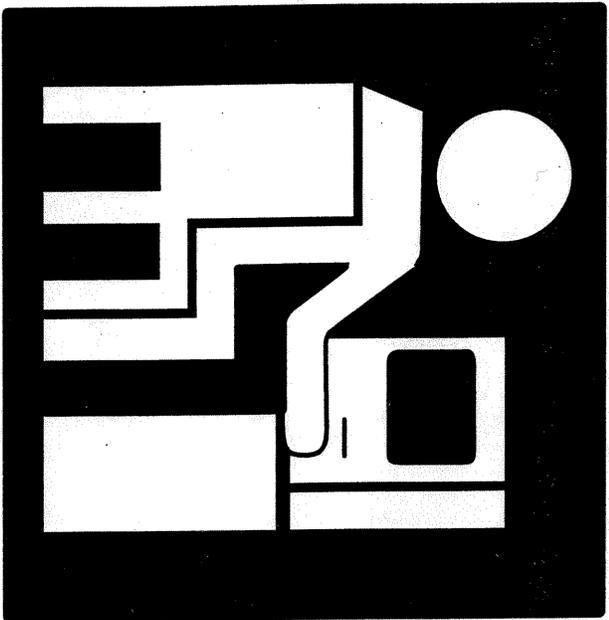
This 4-day session covers the following topics:

- Basic Medical Assistance Eligibility Review
- Cost of Care Liability/Eligibility Date Computations
- Spousal Impoverishment Policies
- Estate Recovery
- OMB (Qualified Medicare Beneficiary)
- SLMB (Specified Low-Income Medicare Beneficiary)
- Special Status MA
- Community Waivers
- MMIS (Medicaid Management Information System) Interface
- MA Hierarchy
- CARES Procedures
- Divestment

Scheduled Regionally as needed - Contact your Regional Training Manager.



**EQUAL OPPORTUNITY - CIVIL RIGHTS
COMPLIANCE ORIENTATION**



COMPUTER BASED

**Computer Based
CHILD SUPPORT TRAINING ORIENTATION
(LearningSpace)**



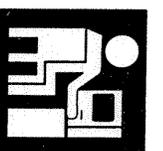
Who Should Attend

This orientation is for all staff who will be using the Child Support KIDS computer system.

Course Content

The Child Support Training Orientation is an interactive practice course for students to learn the terminology and intricacies of the KIDS computer system.

**Computer Based
CLIENT SCHEDULING
(Phoenix)**



Who Should Attend

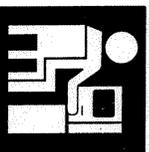
Client Scheduling is offered to staff who need to use the client scheduling feature of the CARES system.

Course Content

This course instructs staff on the use of the CARES Client Scheduling system.

Registration: This course is available from any terminal which accesses the mainframe 24 hours a day, seven days a week.

**CIVIL RIGHTS COMPLIANCE
(LearningSpace)**



Who Should Attend

This course on Civil Rights Compliance is offered to all state, county, tribal and W-2 agency staff. Many agencies have mandated it for all of their staff.

Course Content

This course is designed as an introduction to civil rights laws. The goal of this course is to ensure equal opportunity in the delivery of services.

Registration: Instructions for this course will be available.

**WORK PROGRAMS BULLETIN BOARD
(Phoenix)**



Who Should Attend

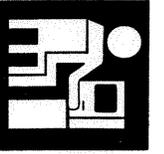
The Work Programs Bulletin Board is intended for anyone who uses or needs to understand Work Programs CARES screens and Work Programs policy and procedures issues and updates.

NOTE: The CARES Production Calendar has moved to PROCAL on Phoenix.

Course Content

This course is a bulletin board, which is updated with the most recent Work Programs CARES and policy/procedure issues.

Registration: Instructions on how to register can be found by pressing F4.



**Computer Based
CARES PRODUCTION CALENDAR
(Phoenix)**

Who Should Attend

Anyone needing CARES Production Calendar dates and times availability information may register and then freely access the monthly calendar. This calendar is moving from the Work program Bulletin Board to PROCAL (CARES Production Calendar).

Course Content

CARES Production Calendar (CARES PROCAL)

Registration: This course is available 24 hours a day, 7 days a week, from any terminal or PC which accesses the mainframe.



**FOOD STAMP ERROR REDUCTION HOUSEHOLD COMPOSITION
(Learningspace)**

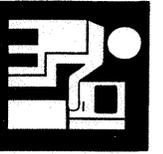
Who Should Attend

This course is designed as a refresher course for conscientious, seasoned food stamp (FS) eligibility workers, FS Lead Workers and FS Supervisors who want to (or need to) improve the accuracy rate of their food stamp cases. It is a mini-course, which takes one hour or less to complete and can be revisited as needed. This course is built on the premise that review of policy and procedure is always beneficial. Falling into poor work habits and misinterpreting policy can happen to any worker. This is a great opportunity to get a good review and sharpen your skills so you can become a more effective worker!

Course Content

This mini-course addresses the basics and specifics of household composition, such as who is included in the assistance group, and how to enter and process the information utilizing CARES screens. After taking this course, students will have a clear understanding of whom is included in the assistance group and why that person is included.

Registration: Instructions on how to register for Learningspace are now available



**Computer Based
EARNED INCOME CREDIT
(LearningSpace/Phoenix)**

Who Should Attend

This CBT course is designed for both new and seasoned food stamp (FS) eligibility workers, FS Lead Workers, and FS Supervisors.

Course Content

This course focuses on the Earned Income Credit (EIC) and how this can affect your cases with the benefit of additional moneys on each paycheck. It features on-line brochures and EIC application forms, which may be printed out in your agency! This course is sure to keep your attention as you learn all about the benefits and guidelines of EIC.

Registration: Instructions on how to register for this course are found on the CBT1 screen by pressing F4 for the Phoenix (older) version. LearningSpace registration instructions are now available



**BASIC MEDICAID
(LearningSpace)**

Who Should Attend

This course is for new Medicaid Workers, seasoned Medicaid Workers, and other workers who will benefit from an understanding of basic Medicaid.

Course Content

This course will explain the basics of Medicaid and also offers fun self-assessments (gardening and crossword puzzles) to access the learner's retention. This is a great way to have fun while you learn.

Registration: Instructions on how to register for LearningSpace are now available.

Medicaid (Medical Assistance)

- ___ Overview of Medical Assistance
- ___ Medicaid - The Basics
- ___ AFDC-MA Medicaid
- ___ AFDC-Related Medicaid
- ___ Family Fiscal Unit
- ___ Healthy Start and OBRA90
- ___ Medicaid Deductibles
- ___ Medicaid Extensions
- ___ SSI-Related Medicaid
- ___ Institutional Medicaid

CARES

- ___ W-2 Policy Clarification and Processes
- ___ CARES Work Programs Subsystem
- ___ Introduction to CARES/Client Registration
- ___ EOS Reports
- ___ Economic Support CARES Processes

Child Care

- ___ Overview of Child Care Policies
- ___ Child Care Eligibility
- ___ Child Care Certification

New Worker

- ___ Fundamentals of Case Management
- ___ W-2 New Worker
- ___ Child Support New Worker
- ___ Nursing Home Training for New Workers
- ___ New Worker Training for Economic Support

Equal Opportunity - Civil Rights Compliance Orientation

- ___ Equal Opportunity - Civil Rights Compliance Orientation