

Oregon Department of Human Services

Core Training Outline for Self-Sufficiency Staff

Revised 1/22/10

Italicized training has related NetLink, VCON, or online modules.

Role	When	Required Training
All Staff (OS1/OS2, HSS1/HSS3/HSS4, PSR1/PSR2, Case Manager, CRC, Line Manager, etc.)	Complete within 30 days of hire*	<input type="checkbox"/> Privacy, Security, DHS and You (30 min online 1 & 2) <input type="checkbox"/> Payroll for New Employees NetLink <input type="checkbox"/> SS Confidentiality (30 min online) <input type="checkbox"/> Mandatory Reporter (1 hr) <input type="checkbox"/> Civil Rights (30 min–online, annually)
	Within 60 days*	<input type="checkbox"/> DV 101 (1 day) (Taken locally preferred) <input type="checkbox"/> Dr Ford Fundamentals – (1 day)
	Within 3 months	<input type="checkbox"/> <i>New Employee Orientation (NEO)</i> (1 day) <input type="checkbox"/> Transformation Awareness (1 hr online)
	Within 6 months	<input type="checkbox"/> <i>CAF Core Values Training</i> (1/2 day) (Offered locally) <input type="checkbox"/> Core Values (1 hr online) <input type="checkbox"/> Cultural Competency & Diversity at DHS (1 day)
Receptionists, Phone/Support Staff, Screeners, Staff with Client Contact (HSS1's / PSR1's / PSR2's and HSS3s new to SSP)	Complete within 60 days*	<input type="checkbox"/> Mainframe Screens Basics for SSP Staff (4 hrs)** <input type="checkbox"/> “Essentials” Skills for SSP Reception/Support Staff (3 days) <input type="checkbox"/> Expedited SNAP (depending on assignment)
Role	When	Program Training as Job Duties Assigned
FS/ERDC/TANF/Case Workers (HSS3's)	Within 6 mo. *Recommended sequence is SNAP, OHP, MAA /MAF, TANF Wk 1 if needed, and ERDC with at least 2 weeks in branch OJT/ practice between courses.	<input type="checkbox"/> TRACS Basics for Self-Sufficiency (8 hrs)** <input type="checkbox"/> <i>SNAP Basics</i> (4 days) <input type="checkbox"/> OHP (3 days) <input type="checkbox"/> MAA/MAF Medical (4 days) <input type="checkbox"/> Services to Noncitizens (1 ½ -2 days. For staff determining Noncitizen eligibility)
	Within 1 year*	<input type="checkbox"/> ERDC (3 days) <input type="checkbox"/> Strategies for Interviewing & Narration(1 day)

FS/ERDC/TANF/ Case Workers (HSS3's) ...continued	Within 6 months if duties include TANF/TA-DVS intakes. Otherwise within 1 st year & prior to TANF/TA-DVS intakes.	For HSS3s with TANF responsibility <input type="checkbox"/> American Disabilities Act and TANF (For staff including contractors with direct TANF client contact (online-in development)) <input type="checkbox"/> <i>TANF Week 1- Eligibility (one week)</i> <input type="checkbox"/> <i>DV Policy and Case Planning in SSP (1 day)</i> (DV 101 & TANF Wk 1 are prerequisites)
	Case Managers	<input type="checkbox"/> In addition to training for FS/ERDC/TANF Case Workers
	Complete within 1 year*	<input type="checkbox"/> TANF Week 2- JOBS Program (one week) ** <input type="checkbox"/> Making Case Management Work (adapted from Dr. Ford, 2 days) <input type="checkbox"/> Recognizing and Accommodating Learning Disabilities (1/2 day. Offered as part of TANF Wk 2. Required for DHS & contractor staff who provide the learning needs screening to TANF clients.)

* This is a recommended timing/sequence for training although it may vary depending on need and availability of training. Program training should be added according to job assignment.

** TRACS Basics for SSP Staff is required to be taken prior to TANF Week 2. DV 101 is also required prior to TANF Week 2. TRACS Basics and DV101 are generally offered on adjoining days to DV101, as well as the half-day trainings, Mainframe Screen Basics for SS Staff and Hummingbird Basics for SS Staff, for the convenience of staff who have not yet taken these trainings.

Online = Computer Training, self paced

Who	When	Highly Recommended Training
Staff who use the mainframe	Within 60 days	<input type="checkbox"/> Hummingbird Basics for SSP Staff (4 hrs. Offered same day as Mainframe Basics for SSP Staff)
SSP staff & partners who narrate on TRACS	Within 90 days	<input type="checkbox"/> Effective Narration for TRACS (1/2 day)*
	Within 1 year	<input type="checkbox"/> Strength-Based Narration (1/2 day)
SSP and partner staff who see clients	Within 1 year	<input type="checkbox"/> Risk Assessment for SSP Staff (1/2 day) <input type="checkbox"/> Transforming Vicarious Trauma (1 day)
HSS3 and Case Managers	Within 1 year	<input type="checkbox"/> QMB for SSP Eligibility Staff (NetLink) <input type="checkbox"/> OSIP/OSIPM Eligibility for SSP (NetLink)
Case Managers and partner staff	Within 1 year	<input type="checkbox"/> Addressing Substance Abuse and Mental Health Issues (1 day)
Lead Workers	Within 1 year	<input type="checkbox"/> SPD 101 (2 ½ days) and SPD 201 (4 days)