

Arlene Rike, FS Program Manager

Authorized Signature

Number: SS-IM-04-025

Issue Date: 07/28/2004

Topic: Training

Subject: Food Stamp Training for Non-FS Workers

Applies to (check all that apply):

- | | | | |
|--------------------------|-------------------------------|--------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| X | Children, Adults and Families | <input type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Message:

As you know, work has begun on redesigning Food Stamp training. Part of the redesign focuses on ensuring that staff get the appropriate training for their level of experience and for the job they do. Creating the training and coordinating the various partners – including other program and branch staff – will take several months.

In the interim, the 3-day Food Stamp Basics class is the only option for staff wanting an introduction to the program. Even though we have already offered 9 sessions of FS Basics this year, we continue to have waiting lists.

A big contributor to the problem is that 30-60% of every session includes staff who are not appropriate for this training. This includes front-desk staff who are not determining eligibility, central office personnel and people possibly interested in working with FS in the future. **Food Stamp Basics is new worker training.** It provides a structure and hands-on applications for FS caseload-carrying staff. Having inappropriate people in class is frustrating for field staff who need the instruction as well as for staff who attend class without the work skills/experience to benefit from it.

In an attempt to eliminate the waiting list, we are creating and offering a 1-day training for non-FS-case carrying staff. There will be two sessions:

Thursday, August 12

Tuesday, August 17

8:30 - 4:30

Keizer Training Center, Deschutes Room

4494 River Rd N

Keizer, OR

This class will cover:

- Filing date vs date of request; application processing timeline
- Screening for expedited FS
- Verification
- Alien status
- Eligibility groups
- Student eligibility
- OFSET and job quit
- Client reporting systems; how to identify, which forms to use
- Decision notices/effective dates
- Finding a person on-line; WEBM,FIND; case status on CMS and FSMIS.

With just one day of training, we will not be going into depth. This is designed as an overview of eligibility, with emphasis on the up-front process.

We need your cooperation to serve your staff with appropriate training. Within a few days, support staff from the FS Program Unit will call every person registered for the August and September FS Basics classes, including those on the waiting list, to find out what their job duties are. *Staff who do not carry a caseload or set up expedited cases will be cancelled from FS Basics and given a link to register for the 1-day class.*

This is only a stop-gap solution. Work will continue on designing separate classes for staff who have different roles in administering the FS Program. For now, we are asking that you work with us to ensure that your staff who need new worker training have quick access to it.

If you have any questions, please contact Sandy Ambrose (503-945-6092) or Lydia Dale (503-945-5826). Thank you for your continued patience as we partner to make this happen.

If you have any questions about this information, contact:

Contact(s):	Please see above		
Phone:		Fax:	
E-mail:			