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## **Narrative Training**

### **Case Plan Narration**

**Type:** Classroom  
**Available:** 1/5/2009  
**Cost:** \$0.00  
**Sponsor:** CAF Child Welfare Training 503 945-6681

With the implementation of the Oregon Safety Model, the elements in the case plan narrative have changed. In addition, the forms used to record the Case Plan in FACIS (the 333) needed changes. Case Plan Narration illustrates the current case plan for the family giving a complete picture of the case as it currently stands. It's a thoughtful document and part of the statewide plan for consistency among branches and workers. This training will go through the critical elements of the new 333 form and reporting requirements that all will be expected to adhere to. It is a Multi-Purpose Document that meets our own requirements for case plans and additionally meets the requirements for various reviews including court and CRB. All case carrying staff and supervisors are required to attend, while CMC's, other support staff, and paralegals are strongly encouraged to attend.

### **Effective Narration for TRACS**

**Type:** Classroom  
**Available:** Now available  
**Cost:** \$0.00  
**Sponsor:** CAF Technical Training Unit 503-378-2772

How do you write a complete and accurate narrative that captures elements of client eligibility, assessments, day to day contact and case planning? This half day session focuses on using tools and best practices that will create effective and appropriate on-line narration. Techniques on how to draw pertinent and appropriate information from an interview or assessment; clear understanding of legality and confidentiality, to ensure appropriate narratives by avoiding personal judgment or opinions, or making assumptions. What the meaning of clear, concise, behavioral, descriptive narratives and how to write enough detail to explain who, what, when, where and why? What "Does it Make Sense?" means when talking about narrations. The course will assist in the how to avoid double entries and acronyms and use of the shortcuts to assist in repetitive typing. This training is designed for Self-Sufficiency's Staff and the Community Partners using TRACS as their primary narrative tool. Students must have a RACF ID, current password, have signed Confidentiality and Security paper, and clearance to systems taught is mandatory for this training.

## **Food Stamp Basics**

**Type:** Classroom  
**Available:** Now available  
**Cost:** \$0.00  
**Sponsor:** CAF - SSP 503-373-1786

This course covers the basics of FS eligibility. Topics include the application process, interviewing, verification, eligibility groups, categorical eligibility, budgeting income, income deductions, reporting systems, use of decision notices, narratives, processing the SRS Interim Report. This class also includes an introduction to and the use of verification screens, use of the FS mainframe and emphasis on using online policy/rule resources. There are separate modules available on Medical Deductions, Noncitizens and Student Eligibility/OFFSET Requirements for staff who will primarily handle those client populations. Target Audience: This class is for all AAA and CHS FS case-load carrying staff who have at least one month on the job experience.

## **Narrative Guide Training**

**Type:** Classroom  
**Available:** Now available  
**Cost:** \$0.00  
**Sponsor:** CAF - SSP 503-373-1786

This training introduces the narrative recommendations/guide that will be used to narrate SSP eligibility determinations in place of templates. It will also demonstrate the use of SpeakWrite via headphones connected to one's computer as a time-saving tool. The goal of using the Narrative Guideline and the goal of this training is to simplify narratives, improve their quality, determine if and when items are needed, and reduce time spent. This will free up staff to do other work while maintaining accuracy rates and quality narratives. **IMPORTANT:** Bring an application or a copy of an application of a case for which you recently determined eligibility. It should be a case of average complexity, e.g., not a denial nor the easiest or most complex case.

**There are currently no scheduled sessions for this course. To request that a session be scheduled, please contact the course provider at 503-373-1786 or [ssptraining.caf@state.or.us](mailto:ssptraining.caf@state.or.us)**

## **NetLink: DV Program Computer Coding & Narration**

**Type:** Netlink  
**Available:** Now available  
**Cost:** \$0.00  
**Sponsor:** Domestic Violence Collaboration

This course covers basic computer coding in DV cases. Attendees will review mainframe and TRACS screens and proper coding related to Domestic Violence situations. They will also receive information on narrating DV cases on line. Instruction in the proper use of the TRACS TA-DVS addendum and domestic violence assistance agreement narrative supplement is also included.

### **TRACS Basics for Self-Sufficiency Staff**

**Type:** Classroom  
**Available:** 1/14/2009  
**Cost:** \$0.00  
**Sponsor:** CAF Technical Training Unit 503-378-2772

This class is a comprehensive one day class for staff that need the full version of TRACS. It includes the basics on narrative writing, reading, adding, searching and narrative short cuts; how to customize views, use of the toolbar, search screens, person and case detail screens, the messaging system, sticky notes and tickler dates, changing and sorting view list and users and how to develop POI list. The late afternoon is an overview of the Case Management screens. This includes how to use, add and change the employment and testing screens and updating attendance and working JAS alert list and how to read the Personal Development Plans (PDP), Conciliation and Disqualification screens and Accommodation and Limitations screens. Everything you need to know about TRACS to get started. This class is designed towards staff that are about to attend TANF, Medical, Food Stamp or ERDC training and have not taken TRACS Getting Started training before or need refresher training. This prerequisite is highly recommended before students attend TANF Week 1 and a must before attending TANF Week 2 training. This class is generally offered on adjoining days to DV 101 and to the Mainframe Screens Basics for SS Staff and Hummingbird Basics for SS Staff, for the convenience of staff that also need or are required to take these trainings. Students must have a RACF ID, current password, have signed Confidentiality and Security paper, and clearance to systems taught is mandatory for this training.

### **TRACS Getting Started**

**Type:** Classroom  
**Available:** Now available  
**Cost:** \$0.00  
**Sponsor:** CAF Technical Training Unit 503-378-2772

A comprehensive, full day class for the staff that needs to use most or all the features of TRACS has to offer. Focused for Self-Sufficiency Staff, Case Managers, DHS Staff and Community Partners that need the full version of TRACS that includes TRACS basics how to customize views, use the toolbar, search screens, check person and case detail screens, understand policy, read and write narratives; narrative short cuts, messaging system, sticky notes and tickler dates change and sort list views, users and develop POI list. (Note: Non

Case Management staff will finish approximately 2:30 PM and be released). Late afternoon is focused on Case Management Staff and partners. Staff will have a chance to work their own case load or branch cases during this portion. This includes Personal Development Plans (PDP) development, how to create new Personal Development Plans (PDP), add steps, set-up schedules, print, update attendance and close plans, working and updating attendance and working JAS alert list. How to create and update Conciliation and Disqualification screens, Accommodation and Limitations screens, PDP's will include adding steps, setting-up schedules, print, and closing plans. Everything you need to know about TRACS to get started. Students must have a RACF ID, current password, have signed Confidentiality and Security paper, and clearance to systems taught is mandatory for this training. NOTE: Case Management staff will work their own Case Load in afternoon.