Core Training Outline for Self-Sufficiency Staff

Purpose: 1) To provide an outline of minimum core trainings required for all Self-Sufficiency staff. 2) To identify training in development, as well as training that has been proposed.

<table>
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<th>Role</th>
<th>When</th>
<th>Required Training</th>
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| **All Staff**  
(OS1/OS2, HSS1/HSS3/HSS4, PSR1/PSR2, Case Manager, CRC, Line Manager, etc.) | Complete within 30 days* |  - New Employee Orientation (NEO) (1 day)  
- DHS Privacy / Security (3 hr NetLink, soon to be CBT)  
- SS Confidentiality (1/2 hr CBT)  
- Mandatory Reporter (1 hr VCon or in person)  
- ADA (2 hr NetLink)  
- Civil Rights (1/2 hr CBT)  
- DV 101 (1 day) |
| **Receptionists, Phone Staff, Support Staff, Screeners, Staff with Client Contact**  
(HSS1’s / PSR1’s / PSR2’s) | In addition to above, complete within 60 days* |  - Mainframe Screens (4 hrs)  
- Reception/Support Staff – Client Rights/Your Role (proposed)  
- TRACS / Narration (4 hrs)  
- DV Policy & Practice for Screeners and Up-front staff (4 hrs) |
| **FS/ERDC/TANF/Case Workers**  
(HSS3’s) | In addition to above, complete within 90 days* |  - FS Basics (3 days)  
- OHP (3 days)  
- MAA/MAF Medical (3 days)  
- TANF Week 1- Eligibility (one week)  
- ERDC (3 days)  
- DV Policy and Case Planning in SSP (1 day) |
| **Case Managers** | In addition to above, complete within 180 days* |  - TANF Week 2- JOBS Program (one week)  
- Case Management (adapted from Dr. Ford, 2 days)  
- JOBS Child Care Billing |

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

CBT = Computer Based Training, self directed