ESC New Worker Training Model

Orientation for ESC IM New Workers (OR)

Introduction
Core Topics:
- Welcome
- Program Overviews
- Computer Resources
- Quiz
- Assessment Scenarios

Prerequisites for ESC IM New Workers (PRE)
(Must be taken in order)

1. Introduction to Prerequisites
2. Introduction to Civil Rights for IM New Workers
3. Ethics & Confidentiality
4. Customer Rights & Responsibilities
5. Child Support Overview
6. SSA Overview
7. Verification & Documentation
8. Case Comments
9. ECF – The Basics
10. Intro to CWW
11. Proper Use of Dates Overview

Three Quizzes

Part 1 – Prereq for Part 2

FoodShare for ESC IM New Workers (FS)

Core Topics:
- Introduction to FS
- Prospective Budgeting
- FS Policy
- ESC Service Delivery for FS
- Quiz

Family Planning Waiver For ESC IM New Workers (FPW)

Core Topics:
- FPW Policy
- ESC Service Delivery for FPW
- Quiz

BadgerCare Plus for ESC IM New Workers (BC+)

Core Topics:
- Introduction to BC+
- BC+ Policy
- ESC Service Delivery for BC+
- Quiz

BC+ Core Plan for ESC IM New Workers (BC+ core plan)

Core Topics:
- Introduction to Core Plan and Policy
- Quiz

ESC Application Processing for ESC IM New Workers (ESC)

Core Topics:
- Phone App Process (CWW)
- Paper App Process
- Assessment Scenarios

EBD Medicaid for ESC IM New Workers (EBD)

Core Topics:
- Introduction to EBD MA
- EBD MA Policy & Process
- EBD MA Processing Activities
- EBD MA Reviews
- EBD MA Program Processing
- ESC Service Delivery for EBD

Quiz/Assessment Scenarios

Part 2 – Prereq for Part 3

Ongoing Case Maintenance - Basics (OCM)

Core Topics
- Alerts
- Processing Timeframes
- KIDS Basics
- Data Exchange
- SAVE
- Notices Concepts / Manual Notices
- Change Report Processing
- Self Employment
- Linking & Merging Cases
- Proper Use of Dates
- Basic Phone Interviewing Skills
- IM Phone Interviewing Skills
- **Five Quizzes**

Part 3