IM New Worker Training

New Worker Orientation

Introduction
Core Topics:
- Welcome
- Program Overviews
- Computer Resources

Quiz/Assessment Scenarios

Prerequisites

(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

Client Registration Module

Core Topics:
- Introduction to Client Registration
- Client Registration Policy & Process
- Client Registration Activity

Quiz/Assessment Scenarios

Part 1

Part 2

BadgerCare Plus Module

Core Topics:
- Introduction to BC+
- BC+ Policy & Process
- BC+ Processing Activities
- BC+ Reviews
- BC+ Program Processing

Quiz/Assessment Scenarios

BC+ Core Plan Module

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

FoodShare Module

Core Topics:
- Introduction to FS
- Prospective Budgeting
- FS Policy & Process
- FS Processing Activities
- FS Reviews
- FS Program Processing

Quiz/Assessment Scenarios

EBD Module

Core Topics:
- Introduction to EBD MA
- EBD MA Policy & Process
- EBD MA Processing Activities
- EBD MA Reviews
- EBD MA Program Processing

Quiz/Assessment Scenarios

Caretaker Supplement Module

Core Topics:
- Introduction to CTS
- CTS Policy and Process
- CTS Processing Activities
- CTS Reviews
- CTS Program Processing

Quiz/Assessment Scenarios

Part 3

Ongoing Case Maintenance - Basics

Introduction
- KIDS Basics
- Alerts
- Data Exchange
- SAVE
- Notices Concepts/ Manual Notices
- Telephone Interviewing
- Linking & Merging Cases
- Change Report Processing
- Processing Timeframes
- Self Employment
- Proper Use of Dates

Five Quizzes/Assessment Scenarios

Worker will be able to Perform the following:

- Intake
- Confirm Apps
- Reviews
- Changes
- SMRFs

Ongoing Case Maintenance - Advanced

Introduction
- BV Overview
- Interchange
- Case Transfers
- Simulation
- Introduction to Fair Hearings

Four Quizzes