

Eligibility Staff

Oregon Department of Human Services
 Core Training Outline for Self-Sufficiency Staff
 Revised 2011

Staff Member Name:					
Manager Name:					
	SSP CORE Program Training	Date Completed	Timeframe to Complete	Course Name	Course Number
				CORE Required Training	
			Within 30 days	Online: Privacy, Security, DHS and You - Part 1 (self paced)	C00238
			Within 30 days	Online: Privacy, Security, DHS and You - Part 2 (self paced)	C00287
			Within 30 days	NetLink: Payroll Reporting for New Employees (3 hrs)	C01886
	CORE		Within 30 days	Online: Self-Sufficiency Confidentiality Training Overview (30 min)	C00242
			Within 30 days	Classroom: Mandatory Reporter Training (1 hr)	OR2762
			Within 30 days / annually there after	Online: SNAP Civil Rights - (30 min, Annually)	C02543
			Within 60 days	Netlink: TRIPS for Travelers	OR3360
	CORE		Within 60 days	Classroom: DV 101 (1 day) (Offered by local provider)	C00230
	CORE		Within 60 days	Classroom: SSP Essentials (3 days)	C02114
	CORE		Within 60 days	Classroom: Computer Connections (3 days - includes former Hummingbird, Mainframe Screens and TRACS Basics courses along with Internet, FSM and Staff Tools)	C02555
	CORE		Within 60 days	Classroom: Expedited Supplemental Nutrition Assistance Program Service (Expedited SNAP) (attending SNAP Basics may replace this course)	C02115
	CORE		Within 60 days	Classroom: SNAP Basics (Supplemental Nutrition Assistance Program) (5 days - includes former Interviewing and Narration course. Has related NetLink VCON or online modules)	C02522
			Within 3 months	Classroom: DHS New Employee Orientation (NEO)	OR3684
			Within 3 months	Online: Transformation Awareness e-Learning Course (C01465) (self paced)	OR1465
	CORE		Within 6 months	Classroom: SSP Medical Eligibility (9 days - includes former OHP, MAA/MAF and OSIP/QMB courses)	C02521
	CORE		Within 6 months	Classroom: ERDC (3 days)	C02109
	CORE		Within 6 months	Classroom: TANF Eligibility (6 days)	C02506
	CORE		Within 6 months	Classroom: TANF Case Management (6 days - includes DV Case Planning and Policy, TRACS for Case Managers and Recognizing and Accommodating Learning Disabilities)	C02505
			Within 6 months	Classroom: Core Values Training (1/2 day) Offered Locally	OR3668
			Within 6 months	Online: DHS Core Values (1 hour)	C00756
			Within 6 months	Classroom: Cultural Competency & Diversity at DHS and OHA: Valuing, Embracing and Implementing (1 day)	C00333

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	CORE		Within 6-12 months	Classroom: Services to Noncitizens (1-1/2 to 2 days) <i>If doing TANF eligibility take after TANF Eligibility</i>	C02118
				Sequence is: SSP Essentials, Computer Connections SNAP Basics, SSP Medical Eligibility, ERDC, TANF Eligibility, TANF Case Management and Services to Noncitizens. Recommend OJT/practice time in between each course)	
Eligibility Staff with doing TANF eligibility (Initial case plans only) or DV					
	CORE		Within 6 months	Classroom: TANF Eligibility (6 days)	C02506
	CORE		Within 6 months	Classroom: TANF Case Management (6 days - includes DV Case Planning and Policy, TRACS for Case Managers and Recognizing and Accommodating Learning Disabilities)	C02505
Highly Recommended Training					
			Anytime	Classroom: SSP Reception: Customer Service (1 day) (formerly Dr. Ford Fundamentals)	C01350
			Anytime	Classroom: Narration Through a Strengths Based Perspective - A PSU/SSP Collaborative Offering (1/2 day - may also be requested locally)	C00841
			Anytime	Classroom: Transforming Vicarious Trauma - A PSU/SSP Collaborative Offering (1 day-may also be offered locally)	OR279
			Anytime	Classroom: Creating a Culture of Service	C00270
			Anytime	NetLink: Qualified Medicare Beneficiaries (QMB) for Self Sufficiency Eligibility Staff	OR3367
			Anytime	NetLink: OSIP/OSIPM Eligibility for Self Sufficiency	OR3641