New Worker Training Orientation

DHS/DHCAA/BEPS Training

April 2015

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Contact Information
Questions regarding this training material should be directed to the
Training Call Center

(608) 261-6378 Option 2

Or

DHSIMTraining@wisconsin.gov

This contact is available to answer questions related to this training material, assist you in completing any activity that you are having difficulty with, and/or provide explanation of anything else about this training material.

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Learner Goal

To establish a general foundation of Income Maintenance (IM) programs and gain a familiarity with the systems and resources that are used by IM workers.

Objectives

Upon completion of this topic, you will be able to:

- Interpret and understand DHS mission and goals

- Understand the training process and expectations

- Describe the different Income Maintenance (IM) programs in Wisconsin and differentiate between the programs

- Explain the various ways customers can access services

- Demonstrate how to access the different systems (used by IM workers) using the System Gateway page

- Demonstrate how to effectively use the resources on the Eligibility Management Home page

- Generate examples of good customer service

- Discuss different interviewing and questioning techniques

Welcome

New Worker Training

Welcome to Income Maintenance (IM) New Worker Training! New Worker Training is required for all new IM workers. This orientation will outline the IM New Worker Training process from beginning to end and provide you with key information about IM Programs, Systems, and Internet Resources.

New Worker Training is offered to you by the Bureau of Enrollment Policy and Systems (BEPS) in the Division of Health Care Access and Accountability (DHCAA) in the Department of Health Services (DHS).

Income Maintenance (IM) programs are state supervised by DHS and administered by individual IM Tribal Agencies, MilES and Consortia made up of groups of local county agencies.

DHS

DHCAA

BEPS
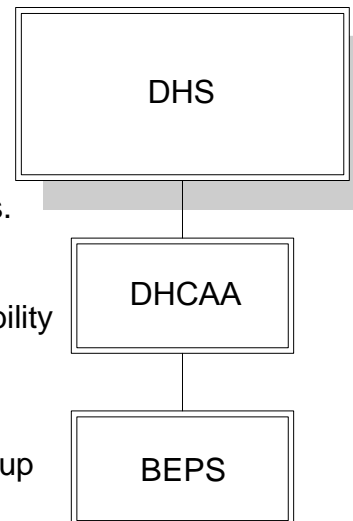
DHS Mission

Protecting and promoting the health and safety of the people of Wisconsin.

DHS Goals

DHS goals are to:

- Assure the health, safety, and well-being of Wisconsin citizens while emphasizing prevention

- Make Wisconsin a national leader in reforming health care

- Improve the lives of Wisconsin seniors and people with disabilities

- Increase opportunities for children to grow up safe, healthy, and successful in strong families

Training

The intent of this orientation is to provide you with training information, a general foundation of the IM programs (FoodShare, BadgerCare Plus, Medicaid, and Caretaker Supplement), and an introduction to IM systems and IM internet resources you will use as an IM worker. We hope that this orientation meets your basic needs and offers you a unique online orientation experience that will carry you beyond New Worker Training!

Online Training Format

Taking an online training course is different than taking a "regular" training course in a classroom. Distance education/training uses technology to facilitate learning without the limitations of time or place and allows the learner flexibility. Distance training will allow you to incorporate the online training with "on the job" training, which will provide you with more flexibility in your schedule and be more time efficient.

Learning online can be overwhelming initially; however, DHS Trainers goal is to provide you with the necessary supports and tools to make this learning experience a positive one. Below are some helpful tips for taking this online training:

A successful online student/learner...

- is **self-motivated**
  does not need a lot of direction or motivation from a trainer

- is **self-disciplined**
  budgets time wisely and does not procrastinate often

- **enjoys the challenge** of learning on her or his own
  finds interest in the related material and likes to read and learn

- is **comfortable using a computer**
  Searches the Web, downloads e-mail attachments, saves files

- is ready for **hardware** or **software problems**
  knows who to contact at his/her agency for computer problems

- **takes charge** of her/his own learning
  asks questions and gets help when necessary
  sets a schedule of days and times to study the course materials

- **communicates well** in writing
  writes in complete sentences
  carefully follows written course directions

- ▪ may need a **flexible schedule** but understands that flexibility does NOT mean the course will be easy or lacks importance

- ▪ is **prepared** before the course starts
  has necessary hardware equipment, software programs and necessary computer access (proper IDs and passwords)

Technology and Tools Needed

The DHS Trainers, in collaboration with IM agencies, develop training programs based on new service delivery needs and policy development. The DHS Trainers then determine the most appropriate distance learning methodologies and tools to meet the training needs.

DHS Learning Center

All IM related training materials and training opportunities are available through the DHS Learning Center.

All IM New Worker Training information and material will be available through the DHS Learning Center. You must complete all the assigned course training(s) (also called curriculums and courses) and prerequisites in order to be considered fully trained as an IM worker.

Note: A Demonstration and brief tour of the DHS Learning Center is available here in the online training version.

Other Training Tools

The computer you are using for New Worker Training must have internet access and the following software programs installed:

Note: Please check with your Supervisor or IT staff prior to making any changes to your computer settings.

Adobe Acrobat Reader
Used for viewing and printing online pdf documents.

Macromedia Authorware Web Player
Used for accessing Authorware CBTs through Internet Explorer.

NOTE: Use the Netscape Player if you are using Netscape to access the Authorware CBTs.

Macromedia Flash Player
Used to access and view online Flash presentations.

Microsoft PowerPoint Viewer
Used to view online PowerPoint presentations.

Microsoft Word Viewer
Used to access online Word documents

NOTE: Google Chrome may negatively affect your ability to open up any courses in the DHS Learning Center.

See the DHS Learning Center and Training Resources link for more information about the software programs listed above.

Syllabus

You must complete all required curriculum(s), assigned program specific curriculum(s) (such as BadgerCare Plus or FoodShare), quizzes, and assessments to successfully complete the IM New Worker Training. To increase your success we strongly encourage:

- running mock cases in the CWW training environment for additional practice,

- being proactive in seeking information and asking questions,

- displaying motivation through a positive attitude,

- tracking issues/problems/questions while completing your independent learning,

- maintaining ongoing communication with your trainer or supervisor, and

- being responsible for the progress and completion of all your required training topics.

Course Curriculums

It is mandatory for all new workers to complete the Orientation, the Prerequisites, and the Client Registration Curriculums before moving on to program specific curriculum(s). Once those requirements are completed, you will take one or any combination of the following curriculums:

- FoodShare Curriculum

- BadgerCare Plus Curriculum

- EBD Medicaid (MA) Curriculum

- Caretaker Supplement (CTS) Curriculum
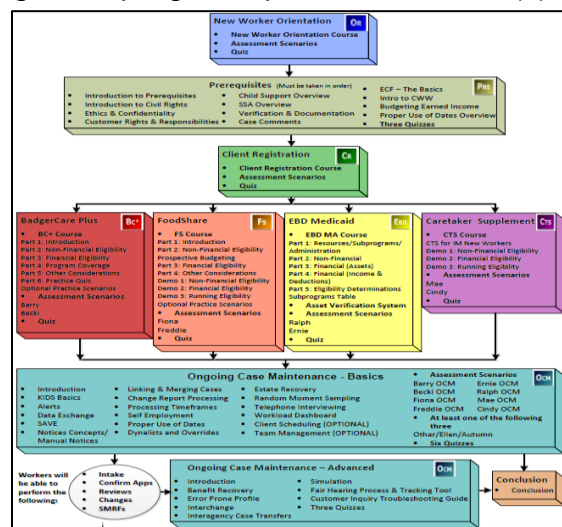
After all necessary program specific curriculums are completed; you will be required to complete the OCM Basic curriculums and the OCM Advanced curriculums. The entire IM New Worker Course must be completed within six months of your hire date. The diagram on page 6 shows the order in which the modules should be completed.

Assessments

The goal of assessments is to accurately measure new workers comprehension of new worker training materials. Activities and Self-Checks will be offered throughout training to check your comprehension of the material. If you feel you may need more practice in specific areas, we encourage you to go back and review information or contact the Training Call Center with questions and/or concerns.

Quizzes

Quizzes will be given to test your knowledge on the training material you have already completed. The quizzes are scored and you must attain a score of 80% or better in order to move on to the next curriculum.

Assessment Scenarios

Assessment Scenarios are different cases that you will key in based upon information learned in the training. The Assessment Scenarios will be provided to you in each of the different courses or modules. In order to fulfill all New Worker Training requirements, you must pass both parts of the assessments: the quizzes and the scenarios. These assessments will allow you to demonstrate your ability to apply what you have learned in training as well as help you identify important aspects of your future job duties as an IM worker.

Programs

General Overview of Each Program

Your main role as an IM worker will be to interpret policy and determine eligibility for the FoodShare, BadgerCare Plus, Medicaid or Caretaker Supplement Programs or any combination of those programs. This job will require you to refer to a number of resources to ensure correct eligibility determinations. Handbooks are one of those resources. Following are brief overviews for each of the different programs.

FoodShare

FoodShare (FS) Wisconsin was created to help stop hunger and to improve nutrition and health. Supplemental Nutrition Assistance Program (SNAP) is the federal name of the program. This program was formerly known as "Food Stamps," however, the program name was changed at both the state and federal level to more accurately reflect the intent to provide nutritional assistance, and the delivery of the program. There are no longer "stamps". FoodShare helps people with limited money buy the food they need for good nutrition and health.

Individuals who receive FS are:

- of all ages who are employed, but have low incomes
- living on a small or fixed income
- may have lost his/her job, retired or are disabled and not able to work

An individual or family does not need to be eligible for, or apply for, W-2 to qualify for FoodShare benefits. U.S. citizens and certain citizens of other countries who live in the United States legally and permanently may qualify for FoodShare benefits.

People affected by natural disasters may be eligible for FoodShare benefits. If a natural disaster (flood, tornado, etc.) occurs, special procedures and a simplified application process are used to issue FoodShare benefits quickly to victims of the disaster. FoodShare Wisconsin can replace food purchased with the FoodShare benefits that were destroyed in a household misfortune or disaster.

Once an individual is determined to be eligible for FoodShare and the case has been processed, the member receives a QUEST card to buy nutritious food. FoodShare benefits are put on the card monthly via Electronic Benefits Transfer (EBT).

FoodShare benefits **can** be used to buy foods such as:
- Breads and Cereals
- Fruits and Vegetables
- Meats, Fish and Poultry
- Dairy Products
- Seeds and plants which produce food for the household to eat

FoodShare benefits **cannot** be used to buy items such as:
- Nonfood items, such as pet foods, soaps, paper products, and household supplies, grooming items, toothpaste, and cosmetics;
- Beer, wine, liquor, cigarettes or tobacco;
- Food that will be eaten in the store; or
- Hot foods

To view additional information regarding Food and Nutrition, visit the Food and Nutrition Service (FNS) website at: http://www.fns.usda.gov/.

HealthCare

The goal of DHS is to provide access to affordable health care to at least 98% of the population in Wisconsin. BadgerCare Plus and Medicaid are health care programs but serve separate populations and have separate eligibility requirements.

BadgerCare Plus

BadgerCare Plus (BC+) is a state/federally funded program that provides health coverage for Wisconsin families. BadgerCare Plus was implemented in February 2008.

Potential members for BadgerCare plus are the following:

- Childless Adults ages 19-64

- Children under 19 years of age

- Pregnant women

- Parents and caretakers of children under 18 and dependent 18 year olds

- Former foster care youth under age 26 who were in out-of-home care when they turned 18

- Parents and Caretaker relatives whose children have been removed from the home and placed in out-of-home care

To meet conditions of eligibility, the applicant must:
- Be a Wisconsin resident
- Be a U.S. citizen or qualified immigrant (Note: This is not a requirement for non-qualifying immigrants receiving Emergency Services or women applying for the BC+ Prenatal Program)
- Provide documentation of citizenship and identity or immigration status
- Cooperate with establishing medical support and third party liability (TPL)
- Sign over to the state his/her rights to payments from a third party for medical expenses
- Meet BC+ Social Security requirements
- Cooperate with verification requests when information is mandatory or deemed questionable
- Meet Health Insurance Access and Coverage Requirements

BadgerCare Plus is simple. It is not designed to replace private insurance. For that reason, specific rules have been established that do not allow most people to drop their private insurance to participate in BadgerCare Plus.

The following policies should not be considered as major medical health insurance:
- HMOs for which the state pays all or part of the premium
- Health Insurance Risk Sharing Plans (HIRSP)
- Medicare
- General Assistance Medical Program
- Indian Health Service (IHS)
- Policies that may be described as health insurance, but which pay only weekly or monthly based on the insured's disability
- Limited insurance plans that pay only if there is a specific diagnosis, such as cancer policy. Report them only if the person insured has been diagnosed as having the disease s/he is insured against and if the benefits are assignable
- Life insurance
- Other types of insurance types that do not cover medical services

An individual who meets all of the eligibility criteria, will be enrolled in the Standard Health Care plan. This plan will be covered in more detail in the BadgerCare Plus training.

Click the link below for more information regarding covered services:
http://www.dhs.wisconsin.gov/badgercareplus/standard.htm.

Medicaid

Medicaid is a state/federal program that provides health coverage for Wisconsin residents that are elderly, blind, or disabled. Medicaid is also known as Medical Assistance, MA, and Title 19.

There are different subprograms of Medicaid:

- SSI –related Medicaid

- Medicaid Purchase Plan (MAPP)

- Institutional Long Term Care

- Home and Community Based Waivers Long Term Care

- Family Care Long Term Care

- Partnership Long Term Care

- Program of All-Inclusive Care for the Elderly (PACE)

- Katie Beckett

- Tuberculosis (TB)

- Medicare Premium Assistance (MPA, QMB, SLMB, SLMB+, QDWI)

- Emergency Medicaid

- SeniorCare

A person may "fit into" (or be eligible) for more than one of the above subprograms. These programs will be covered in more detail in the Medicaid training. For more information Review MEH Chapter 1.1.4.

Caretaker Supplement

Wisconsin's Caretaker Supplement (CTS) is a cash benefit for parents who are eligible for Supplemental Security Income (SSI) payments. Caretaker Supplement is not a Medicaid benefit. It pays cash only to eligible parents.

Parents, with limited income and assets, receiving SSI who are living with and caring for their minor children can apply for this benefit. If the primary person in a case does not have any dependent children, or when all of the primary person's children receive SSI, it is not possible for a household to receive CTS. This program will be covered in more detail in the CTS training curriculum.

Other Programs

Customers receiving benefits through the Income Maintenance programs may also be receiving other assistance benefits such as Wisconsin Works (W-2) and Child Care which are administered through the Wisconsin Department of Children and Families (DCF).

Wisconsin Works

Wisconsin Works (W-2) began September, 1997. W-2 is based on work participation and personal responsibility. The program is available to low-income parents with minor children. The W-2 Program provides employment preparation services, case management and cash assistance to eligible families. To be eligible, an applicant must meet a list of criteria. For more information Review W-2 Handbook Chapter 2.2.1.

Each W-2 eligible participant meets with a Financial and Employment Planner (FEP), who helps the individual develop a W-2 participation plan. The main Functions of the FEP are:
- Eligibility determination;
- Assessment;
- Employability planning;
- Service referral; and
- Ongoing case management.

This program is not covered in your IM New Worker Training. If you want more information on W-2, you can take the W-2 Overview course available in the DHS Learning Center or visit the W-2 website: http://dcf.wisconsin.gov/w2/wisworks.htm.

Wisconsin Shares – Child Care Subsidy

Wisconsin's Child Care Subsidy program, Wisconsin Shares, (sometimes referred to as "W-2 Child Care") helps families pay for child care.

The purpose of the Wisconsin Shares Child Care program is to provide child care assistance for working low-income families, working foster parents, kinship care relatives providing care under a court order and receiving kinship care benefits, subsidized guardians/interim caretakers in Milwaukee County and for individuals who are preparing for employment through Wisconsin Works, Food Share Employment and Training Program, Tribal Temporary Assistance for Needy Families (TANF), or are in high school and working on obtaining their high school diploma.

For eligible customers, child care can be subsidized for children under the age of 13 (or up to 19 for children with special needs).

This program is not covered in your IM New Worker Training. If you want more information on the Child Care program, you can take the Child Care course available in the DCF Learning Center or visit the Wisconsin Shares website: http://dcf.wisconsin.gov/childcare/wishares/default.htm

Training for these programs is created by DCF staff. For questions regarding the training materials for W-2 and Child Care, Email: PTSTrainingSupp@wisconsin.gov.

Service Delivery

Individuals can request benefits and complete an application using a variety of methods. The business flow for each method varies from agency to agency. A customer may use the following methods to contact or initiate an application:

A. Phone Calls

B. Walk-In (face to face)

C. Online through ACCESS.wi.gov

D. Mail-in application

To learn more about how your agency processes requests, talk to your agency trainer or supervisor.

The Guide to Applying

The Guide to Applying is a helpful informational resource that can be given to applicants or members. The Guide to Applying provides information on:

- Who Can Enroll
- How to Apply
- What Information Needs to be Provided
- What Information Needs to be Proved and How
- Benefits and Services Available

- Rights and Program Rules
- Fair Hearing Information

Click the link below to view the Guide to Applying:
http://www.dhs.wisconsin.gov/publications/p1/p16091.pdf

Customer Service

Customer Service is a key component of the IM programs. Providing good service to your customers can actually make your job easier. Customer Service is usually defined as those things you do to make the customer pleased with the product or service you provide. It can also be defined as simply "meeting customer needs." Our customers come from a variety of situations, and it is important to be aware of the following:

- Each customer's situation is unique, do not stereotype or make assumptions about individual groups

- It may be difficult for the customer to share his/her information

- The customer may be angry with his/her personal situation

- It may be embarrassing for the customer to ask for assistance

Professionalism

It is necessary to maintain a professional relationship and have professional boundaries with customers. Conversations with customers should always be factual. Customer information should always be confidential and discussed only at the agency with the primary person or spouse (Note: There are times that information should not be discussed with a spouse such as when they are not living together).

Another issue that could arise while working as an IM worker is if a friend or a relative comes into the agency to apply for benefits. If you are assigned to his/her case, be sure to notify a supervisor right away since this would be considered a conflict of interest.

Safety is an additional issue to be aware of when working with customers. To create or arrange a more safe work environment, follow these suggestions:

- Be sure your office is arranged in a way that you are closest to the door.
- Know emergency phone code phrases in your office (such as "Ask for Mr. Ruby").
- Know where panic buttons are located, if available.
- Alert supervisor or coworker if an individual with a history of inappropriate behavior or violence is coming in for an appointment.

▪ If needed, have an "excuse" to leave your office, such as getting a form, if you need to get your supervisor.

Interviewing Skills

Interviewing is a critical skill you need to have in order to obtain the most accurate and thorough information as possible from an interview. Sometimes a customer may become uncomfortable or defensive when s/he has to answer personal questions such as living arrangements or household income. To make a customer feel more comfortable and willing to share information in an interview, try using some of the following techniques:

▪ Be respectful

▪ Shake hands

▪ Explain the process as you go

▪ Answer questions

▪ Do not talk down to the customer

▪ Listen

▪ Collect information

▪ Control the interview

▪ Be prepared

Questioning Techniques

A good opening line to use in an interview is:

"Tell me a little bit about what brings you in here today".

This is an indirect question that allows the customer to tell his/her story freely and encourages the customer to talk or share information. Once a question is asked, listen and evaluate the responses given. Then ask more questions based upon the customer's responses. This will help you conduct an efficient and successful interview.

See the following table that shows some additional effective questioning techniques to use throughout an interview as well as some ineffective practices:

Effective Questions		
Type	**Description**	**Examples**
Direct	Focus on obtaining information	How many children do you have? Where are you employed?
Open	Requires person to formulate	How have you managed to

	a thoughtful response. May be used to clear up inconsistencies or follow up on information.	make ends meet? What brings you here today?
Closed	Usually requires only a "Yes" or "No" answer. Use to clarify information when a specific reply is needed.	Do you have a job? Is your spouse living with you?
Indirect	Implies a question, but does not have a question mark at the end.	Tell me about your children. I am interested in hearing about your job.
Ineffective Questions		
Double	Asking two questions at the same time.	Is child support your only income or do you have a job?
Statement	Expressing your own opinion in the form of a question.	Don't you think it's about time you got a job?
Loaded	Asking direct questions about a sensitive issue in an accusatory way. Includes asking personal questions unrelated to the purpose of the interview.	Do you think that it is smart to have another baby right now?
Leading	Guiding the respondent to give the answer expected, whether accurate or not. These questions are based on assumptions.	You still do not have a job, do you?

If an interview is conducted properly, there is higher likelihood of a positive and informative interaction taking place between you and the customer. The information in this section should have provided you with some general guidelines to follow in order to establish and maintain a professional and open relationship with your customers.

Time Tracking

Random Moment Sampling (RMS) is the system that is used to gather information from staff in the local agencies to document their time spent/work being done in support of federal, state, and local programs. The information collected through this system is used by the state to claim federal funding for the effort provided at the local level.

A computer system randomly sends out e-mails to individual workers, requesting information about what they are working on at a specific moment in time. The federal

funds that support your position are claimed through this process. Because of this, it is critical that you report accurately and timely to these RMS "observation requests".

Computer Resources

As an IM worker, you will spend a large portion of time working on a computer to accomplish a variety of tasks. Following are brief descriptions for the main web pages you will use to access either different computer systems or computer resources:
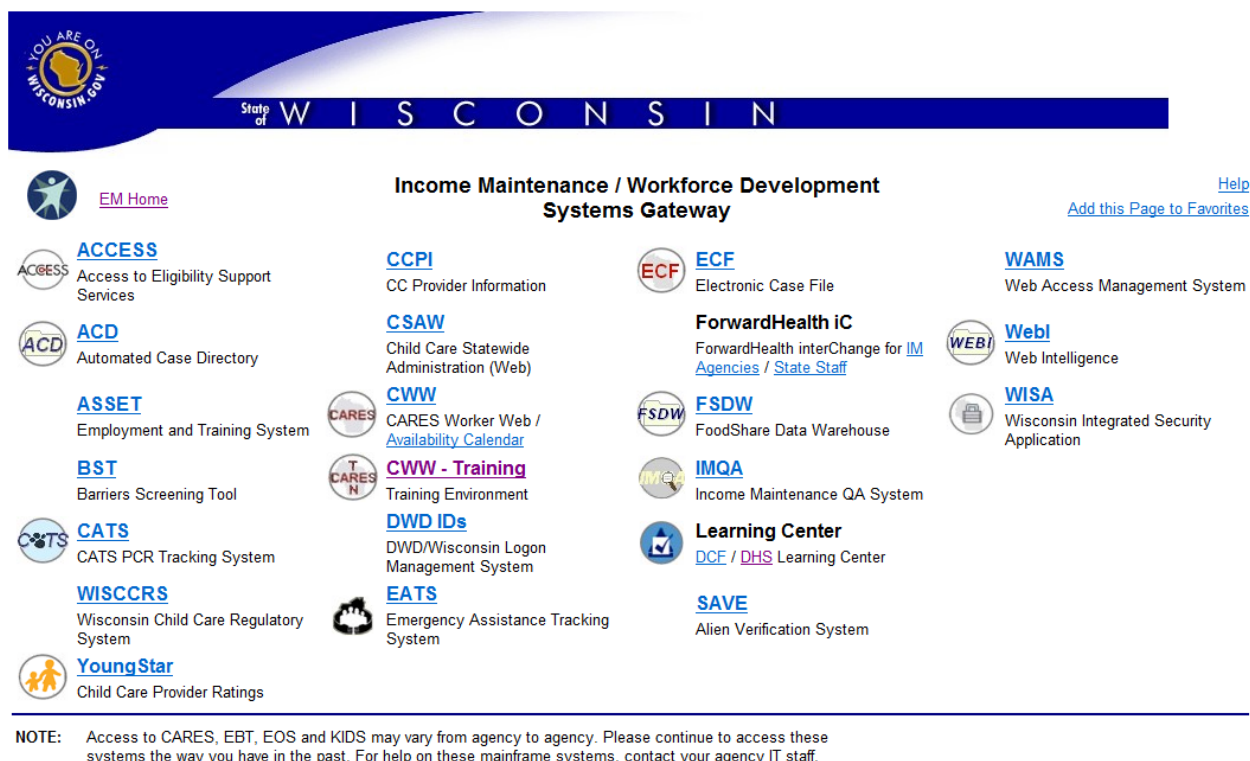
1) Systems Gateway Page (systems)

2) Eligibility Management Home page (resources)

Systems Gateway Page

You will use a number of different computer systems in order to fulfill your IM worker job duties. The Systems Gateway page is intended to:

1) Provide an easy to use, single location for users to access frequently used state provided applications/systems.

2) Be a systems "desk top" that will be kept current as applications change, move or are updated.

3) Provide users with a single sign-on (one user ID and password to get to most state provided applications).

The System Gateway page is used to access the CARES Worker Web (CWW). After opening the gateway page, it is suggested you leave the page open throughout the day as you work. This will allow for quicker access into CWW and for ease of navigation between other applications. Save this web page to your favorites. Click on: https://prd.cares.wisconsin.gov/ to see the web page or view image.

Gateway Page – Help Feature

The link to the Help Page is found in the upper right hand corner of the Gateway page or at: http://dhs.wisconsin.gov/em/gw/gateway-help.htm. The Help Page gives the full name of each system, explains its purpose, its users, and lists contacts to call for assistance in each system or password reset requests.

Frequently Asked Questions (FAQ) is also available as a link from the Help Page and may provide more specific information. The FAQ page can also be accessed directly at http://dhs.wisconsin.gov/em/gw/gw-faqs.htm.

WAMS

The Web Access Management System (WAMS) ID is a single "sign-on" (one user ID and password to get to most state provided applications).

When you are on the Gateway Page and select any of the icons that are displayed on this page, a web page will appear and ask you for your WAMS ID and password. Be sure to memorize this ID and password. Do not save, if asked, this information on your computer since this would be considered a security risk and/or violation.

CARES Worker Web (CWW)

CARES Worker Web (CWW) is the web-based interface system which is used to determine eligibility for public assistance programs. CWW initiates pages to gather specific information for a case based on the program(s) that have been requested. This information is then used to determine eligibility for the requested programs. Below is a screenshot of the CWW Home page which you will first see upon logging on to CWW.

CARES Worker Web (CWW) Training Environment

The CWW training environment, which is a mock environment of the CWW production environment, is also available to workers. Throughout your new worker training, you will use the CWW training environment to complete exercises and assignments. The CWW training environment does not affect "live" cases making it a good place to experiment and "play" with training cases.

The CWW Training Environment is also accessible via the Gateway page.

Note: A Demonstration of CWW will be available at this point in the online version of NWT.

DEMO INFORMATION
Information that will be used in the Demo and "callout" boxes.
LOG-IN PROCESS
To login to CWW, you will go to the Gateway Page and click on CWW. This will take you to the Login Page (the first page you see when entering CWW) where you enter your WAMS ID and password.
HOME PAGE
The Header
- User ID and User Name which should identify you as the worker entering or working on the case.   - Quick Select Function which has a drop down menu and serves as one of the searching tools in CWW.   If you want to search for a specific case or an individual, click the down arrow for the drop down menu. This will provide you with five quick select options. Select an option, key in the corresponding number, and click Go.   - Help – If you need help, click on the Help button, which is located at the top of all CWW Page.
Recent Cases:
This section displays the type: Case, RFA, ACCESS or Change Report, the case number and Primary Person associated for each type as well as the date each was accessed by your ID.
NAVIGATION MENU
As you learn about CWW navigation, remember that there are multiple ways to navigate in CWW that accomplish the same task. You can access case specific pages in CWW using the Navigation Menu on the left. The Navigation Menu allows you to move within a specific case by clicking on links on the menu.

| HELP |
|---|
| System Help is a tool that assists a worker when s/he is using the CARES Worker Web Screens.
 Policy Help gives you the links to seven different handbooks or manuals.
 Process Help is a tool that assists workers with entering data into CWW correctly. This tool provides tips and best practices for workers on how to process cases and maintain caseloads properly and effectively. |

CARES Mainframe

Information gathered in the interview and ongoing case maintenance actions will be recorded in CWW. However, working your alerts, and writing free format letters, to name only a few of the functions, must be accomplished within the CARES Mainframe. The Mainframe may be accessed via CWW in two ways:

1. Clicking on the "CARES Mainframe Access" link on the CWW navigation menu.
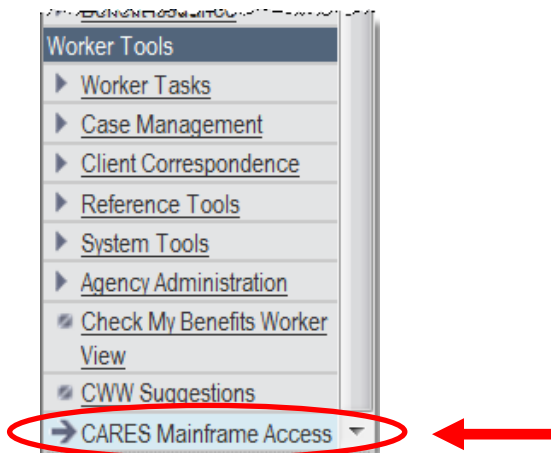
2. Clicking "Next" on the Confirmation Access Page in CWW.
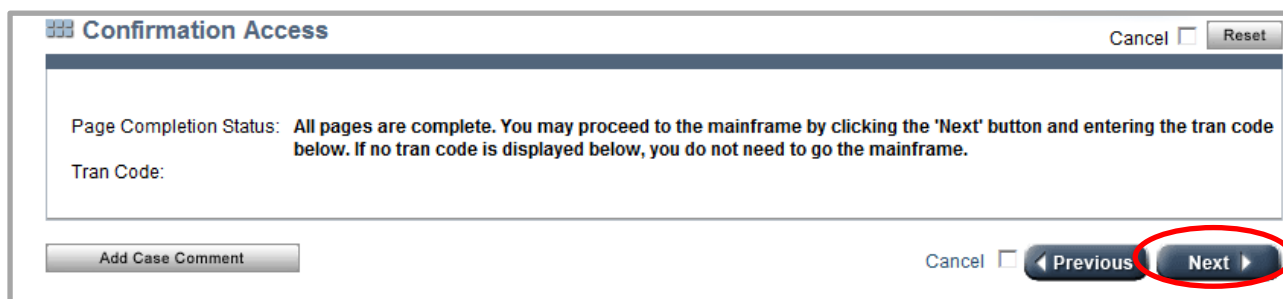
This is what the Mainframe via CWW looks like (see image). The Mainframe and some of its functions will be covered in more detail later in training.

The Mainframe may also be accessed through Host on Demand (HOD) through a web link: https://hodsec0h.it.state.wi.us/wilogoni.html.

Eligibility Management Home Page

DHS offers a number of internet resources to assist you in performing your IM job duties effectively and successively. These resources are a fingertip away and are easy to access. The Eligibility Management (EM) Home Page is one of the most important tools that you will use consistently as an IM Worker.

This page provides links to all of the websites available to assist IM workers. Here, you will frequently access Program Handbooks providing policy information, Process Help providing processing information, and Operations Memos providing information on updates and changes to either policy or processes. These are only a few of the resources that are available, but the ones most commonly used. Be sure to add the EM Home page to your favorites. To access the EM Home page, click on: http://dhs.wisconsin.gov/em/index.htm.

NOTE: A Demonstration of the EM Home Page is available at this point in the online NWT version.

DEMO INFORMATION
Information that will be used in the Demo and "callout" boxes.
IM Forms: The IM Forms link is broken down by program. As you may notice, you can look for a form by either number, title, language, or other form type.
Operation Memos: Operations Memos (Ops Memos or OM) provide information on policy and process updates. It is important to subscribe to the operations memo notification list in order to receive a notice each time a new memo is released. The Operations Memos are indexed by most recent release date. You can subscribe to the Ops Memo notification list by going to the Policy Notification Sign-up web page. Click on: https://www.dhs.wisconsin.gov/em/signup.htm
Policy Notification Sign-Up: To be added or deleted from a notification email list for different policy information releases, fill in your information on this page. Important! Remember to read all the handbook and operation memo updates while you are in training.
Training: The Training link directs you to different training resources, but most importantly to the DHS Learning Center.

ACCESS

The link to ACCESS is on the Systems Gateway page. It is a fast, easy-to-use internet tool that potential and existing customers can use to perform a variety of functions anywhere at anytime. Some of these functions include the following:

- Find out in which low or no-cost health, nutrition and other programs they might be able to enroll.

- Apply online for FoodShare, Medicaid, BadgerCare Plus (including Family Planning Only Services) and Child Care.

- Determine if eligible for enrollment in state nutrition, health care, or other state programs.

- Get up-to-date information about the status of their FoodShare, Medicaid, BadgerCare Plus (including Family Planning Only Services), SeniorCare or Caretaker Supplement benefits.

- Report changes online to their local IM agency.

- Request a replacement Forward Health card.

- Request an Enrollment and Benefits brochure

- Perform a review (called a "renewal" in ACCESS) for open programs.

- Complete a Six Month Report Form (SMRF).

ACCESS is broken down into four tools for getting and managing health and nutrition benefits as you can see in the image below:

Am I Eligible?

Am I eligible asks basic questions about a customer's family, money and bills. Based on a customer's answers, it will tell him/her if s/he might be able to get help with the any of the programs administered by DHS.

Apply For Benefits

Apply For Benefits is an online application for FoodShare, Medicaid, BadgerCare Plus (including Family Planning Only Services), and Child Care. It will ask detailed questions about a customer's family, money, and bills.

Check My Benefits

Check My Benefits allows the customer to get up-to-date information about his/her FoodShare, Medicaid, BadgerCare Plus (including Family Planning Only Services), SeniorCare and Caretaker Supplement benefits.

This section can also be used to find out:

- which benefits a customer may be receiving,

- the date of the next review,

- why benefits have changed, and

- whether a worker is waiting for information from the customer.

It can also be used to request a replacement Forward Health card and EOMB (Explanation of Medical Benefits).

Report My Changes

This easy-to-use tool lets a customer report changes to his/her local county or tribal agency. A customer can report changes online instead of having to call or go to the local agency or completing and sending a Change Report form. Report My Changes makes it easier to report changes for all programs with one easy-to-use website, and it helps the customer keep track of the changes s/he may have reported.

ACCESS Training Environment

The ACCESS Training Environment, which is a mock environment of the "live" ACCESS website, is also available to workers.

Throughout your new worker training, you will use the ACCESS Training Environment to complete exercises and assignments. The ACCESS Training Environment does **not** create a valid application.
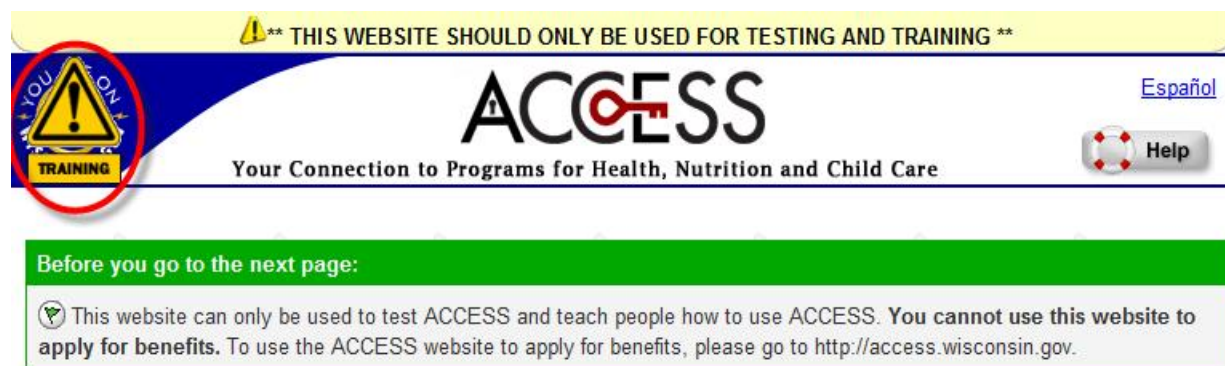
Review

Scavenger Hunt

Red = Answers
Blue = How to find the answers

1. Where do you go to find the address for Brown County Human Services?
   From Gateway click on "EM", from EM page click on Directories, from Directories click on <u>Directory of Income Maintenance</u> <u>Agencies</u>, and from here click on Brown County from the selection of Counties listed and the address is
   111 N. Jefferson Street,
   PO BOX 22188,
   Green Bay, WI 54305
   Directories→Directory of Income Maintenance Agencies→ Brown County

2. Where do you find Iron County Human Services and business hours?
   Same direction as above and address is
   300 Taconite Street, Suite 201,
   Hurley, WI 54534
   Business hours from 8:00 am – 4:00 pm. Monday - Friday
   Directories →Directory of Income Maintenance Agencies →Iron

3. Find the following information about a Wisconsin Quest Card:
   If the 8th digit of your SSN is 6, when will you get your benefit into your account?
   On the 11th of each month
   Programs & Services→FS Wisconsin→Gray Navigation area on left → Quest Card→ Quest Card-Using Your Quest Card

4. What menu on the EM Home Page are the Operations Memos found under?
   Memo Series
   Memo Series →DHS Operations Memos

5. What system are you taken to when you want to apply for BadgerCare Plus?
   <u>ACCESS</u>
   Programs & Services →ACCESS

6. What menu on the EM Home Page is CWW Process Help found under?
   <u>CARES</u>
   CARES→CWW Process Help

7. Where would you find information on how to complete an Absent Parent page in CWW?
    Process Help Chapter 65

8. What is the form number for the Food Share Wisconsin Application form, including the Registration, Important Information and Application?
    F-16019B
    Publications →FS Wisconsin→Applications (2nd)

9. How many languages is that form available in?
    3- English, Hmong, Spanish
    Pertains to question 8

10. The Operations Memos are indexed by what? Year

11. Name three "subprograms" found in the Medicaid Eligibility Handbook.
    1. SSI Related Medicaid and Deductibles
    2. Special Status Medicaid
    3. Medicaid Purchase Plan (MAPP)
    4. Institutional Long Term Care (ILTC)
    5. Home and Community Based Waivers Long Term Care (HCBWLTC)
    6. Family Care Long Term Care (FCLTC)
    7. Partnership Long Term Care
    8. PACE (Program of All-Inclusive Care for the Elderly)
    9. Medicare Savings Programs (MSP)
    10. SeniorCare (SC)
    11. Emergency Services
    12. Long Term Care Insurance Partnership (LTCIP)
    13. Well Woman Medicaid (WWMA)
    14. IRIS
    Handbooks and Manuals→MEH→Subprograms (Chs. 24-38)

12. What does IMAC stand for?
    Income Maintenance Advisory Committee
    Other Links→IMAC

13. Where do you find the address for vital records for the state of Arkansas and the cost information?
    Under Directories and from directories click on Directory of States' Vital Record Contact.
    Directories→Directory of States' Vital Records Contacts→Arkansas

14. Name three fact sheets found under BadgerCare Plus Publications?
    (see list in BC+ Publications)
    Publications→BC+→Fact Sheets

15. What does FPOS mean and what services does it cover?
    Family Planning Only Services
    • Contraceptive services and supplies
    • Natural family planning supplies
    • Family planning pharmacy visits
    • Pap tests
    • Tubal ligation for women or voluntary sterilizations for men
    • Tests and treatment for Sexually Transmitted Diseases (STD)
    including Chlamydia, gonorrhea, herpes and syphilis as well
    as certain other lab tests
    • Routine preventive primary services only if related to family planning.
    Programs & Services→ Family Planning Only Services

16. In the forms section, what form would you use if someone wanted to designate another person to be able to call in to get/give information on their case?

    Form name: Authorization of Representation
    Form number: F-10126
    What languages is the form available in: English, Hmong, Spanish
    Forms and Publications→DHS Forms Library→ search authorized rep

17. Look in the Enrollment & Benefits Brochure to find 3 things that you cannot use your Quest Card for.

    • Any nonfood item, such as pet foods; soaps, paper products, and household supplies; grooming items, toothpaste, and cosmetics
    • Alcoholic beverages and tobacco
    • Any food that will be eaten in the store
    • Food that is hot at the point of sale

    Publications→FoodShare Wisconsin→ForwardHealth Enrollment and Benefits handbook→FoodShare Wisconsin→Using Your Quest Card

18. What is the computer system called that determines customer eligibility?

    CARES Worker Web

19. What is the card called that a customer receives if found eligible for FoodShare?

    QUEST Card

20. What chapter of the FoodShare Wisconsin Handbook talks about application processing timeframes?
    Chapter 2.1.2

    Handbooks and Manuals→FS Wisconsin Handbook→Applications & Reviews→2.1 Applications→Application Processing 2.1.2

21. What chapter of the BadgerCare Plus Handbook talks about BadgerCare Plus Assistance Groups?
    Chapter 2.5

    Handbooks→BagderCare Plus Eligibility Handbook→BC+ Assistance Groups 2.5

22. What are the 4 reasons someone would be considered a gross deemer on a FS case?
    1. IPV
    2. Fleeing Felon
    3. Probation & Parole Violations
    4. Drug Felony sanctions

    What does this mean to the FS group?
    That the person's income counts, but they are not a part of the food unit – can't get benefits.

    Handbooks and Manuals→FS Wisconsin Handbook→ Gross Deeming 4.7.6

23. Name 3 types of income that are disregarded when determining FoodShare eligibility?
    (see list in handbook)

    Handbooks and Manuals→FS Wisconsin Handbook→Earned Income 4.3.2

24. Where can you find the CARES Coordinators for each county agency?

    Directories→IM Agency Lists→CARES Coordinators

25. What does EBD stand for? Elderly, blind, disabled

    a. What age is an individual considered elderly? 65 years of age or older
       Handbooks and Manuals→MEH→Elderly 5.1

Training Support and Assessments

While going through New Worker Training, you may feel overwhelmed and/or experience difficulties understanding content at times. Remember, the Training Call Center is available to support and answer any questions you may have about the training materials or address any specific area of difficulty you may encounter.

The Training Call Center is available for assistance at:
Telephone number is: 608-261-6378 (Option 2) or
Email: DHSIMTraining@wisconsin.gov.

Congratulations, you have completed the Orientation for IM New Workers course! In order to fulfill all requirements of the Orientation Curriculum and move on to the next curriculum, complete the following:

1. Quiz: Orientation for IM New Workers
2. Print out the Assessment Scenarios for New Workers: Part 1 document. This document will provide you with directions for your first assignment.