

## DHS IM Training Updates

### September 1<sup>st</sup>, 2021:

The following courses have been updated on the DHS Learning Center (General Updates):

- Long Term Care Curriculum:
  - Initial Long Term Care
  - Advanced Long Term Care

### September 17<sup>th</sup>, 2021:

The following COVID-19 micro learning videos are now available:

- FoodShare Renewals
- FoodShare Interview Requirements
- Six Month Report Form (SMRF) Processing

Here is where the videos can be accessed on the DHS Learning Center:



An additional resource that workers may find useful is the existing training titled Changes to Six Month Report Processing that was published in October 2020.

## September 22<sup>nd</sup>, 2021:

The following trainings are now available on the DHS Learning Center:

- **Genesys Trainings:**
  - **Note:** These trainings are designed based on individual roles. Please see each description below to identify which training(s) you and/or your staff should complete based roles.
    - **Genesys for Agents Training**
      - This training is designed for IM workers who will be utilizing Genesys in a call center capacity (i.e. receiving incoming calls, making outbound calls, etc).
    - **Genesys for Supervisors Training**
      - This training is designed for Supervisors who will be utilizing Genesys to monitor agents (IM workers in Genesys). It is recommended that Supervisors also complete the Genesys Training for Agents.
    - **Genesys for Administrators Training**
      - This training is designed for the small amount of staff in your agency who will be Genesys Administrators. Administrators may also choose to complete the Genesys Training for Supervisors and Genesys Training for Agents.
    - **Genesys for Supervisors and Administrators Training**
      - This training is designed for both Supervisors and Administrators and focuses specifically on reporting as that crosses both of these roles.
  - **Genesys Automated Telephonic Signature**
    - This training focuses on the Automated Telephonic Signature process in CWW and Genesys.

Both the Genesys Training and the Automated Telephonic Signature training can be found under the course search tab by on the DHS Learning Center by searching for the keywords “Genesys”, “Telephonic”, or “Signature.”

