

Organizational and Skill Development Catalog of Courses

The Connecticut Department of Social Services/The University of Connecticut School of Social Work



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Courses listed in this catalog are periodically offered for registration in the DSSLearnCenter

Course Number	Course Name	Course Description		Method	Duration(Hrs)
Eligibility Series (EL)					
Basic Courses (ELBA)					
DSS-ELBA-S100	CORE Basics Track	This This Program provides the new DSS eligibility or resource employee with foundational courses to administer DSS programs. This course is recommended for all new eligibility workers prior to entering either the Adult or Family CORE series. The following courses are included in the Basics series: ELBA 100 (Basics of Eligibility), ELEM 100 (EMS Inquiry for Eligibility Staff), ELBA 160 (Reasonable Accommodation and Client Rights Under the ADA), ELEM 130 (Application Entry), ELFS 110 (Introduction to Food Stamps), ELEM 15# (Introduction to Alerts), ELBA 130 (Introduction to Case Maintenance), and ELBA 140 (Introduction to Medical Programs).		ILT	65
DSS-ELBA -S100.1	CORE Basics Track - SNAP Durational	This program provides the new DSS SNAP Durational employee with foundational courses to administer the SNAP program. The following courses are included in the Basics series: ELBA 100 (Basics of Eligibility), ELEM 100 (EMS Inquiry for Eligibility Staff), ELBA 160 (Reasonable Accommodation and Client Rights Under the ADA), ELEM 130 (Application Entry), ELFS 110 (Introduction to the Supplemental Nutrition Assistance Program), ELBA 130 (Introduction to Case Maintenance), ELFS 313 (Food Stamps and the Quality Control Process), and ELFS 207 (Conducting Effective Telephone Interviews for SNAP).		ILT	45
DSS-ELBA-100	Basics of Eligibility	An introduction to the process of determining program eligibility, including eligibility tests, verifications, and due process.		ILT	2.5

Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
DSS-ELBA-101	Overview of Public Assistance Programs	An overview of the major Public Assistance programs including who they serve, benefits provided and eligibility requirements.		ILT	2.5
DSS-ELBA-110	Gatekeepers	This course explores workers' power to grant or withhold benefits and the importance of using that power equitably.		ILT	2.5
DSS-ELBA-115	NVRA	Procedures to comply with the National Voter Registration Act		ILT	2.5
DSS-ELBA-116	Managing the Application Process	An overview of the application process for DSS programs as well as a review of best practices.		ILT	2
DSS-ELBA-120	Basic Interviewing Skills	Introduces basic interviewing skills and helps participants consider the interview process from the client's point of view. This course can be delivered alone or integrated into course ELFS 110: FS Basic Policy and Processing, with interviewing skills presented prior to a FS role play exercise.		ILT	2.5
DSS-ELBA-130	Intro to Case Maintenance	This 2.5 day session provides instruction on basics of Case Maintenance. Participants in this session will receive instruction on the following topics: the redetermination process, NVRA, Language Line Services, case reinstatement, adding people to cases, removing people/discontinuing cases, and other interim functions (including new employment, change of address, and six month reporting in the FS program). Participants will also receive instruction on using notice history and benefit history.		ILT	12.5
DSS-ELBA-140	Intro to Medical Programs	This 1.5 day session provides participants with a review of coverage groups, non-financial eligibility requirements, income and asset requirements, disregards, deductions, deemors, and managed care.		ILT	7.5
DSS-ELBA-140.1	Intro to Medical Programs for Social Workers			ILT	3

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELBA-150	Intro to Resources	In this session, participants are provided an introduction to the functions and responsibilities of the resources investigators.	ILT	2.5
DSS-ELBA-155	Intro to Client Fraud and FRED	Defining client fraud and providing an overview of the functions and responsibilities of the client fraud investigators.	ILT	2.5
DSS-ELBA-160	Eligibility Basics: Reasonable Accommodation and Clients Rights & Responsibilities under ADA	Eligibility criteria under ADA for clients with disabilities -- reasonable accommodation, client interactions - mandatory for new hires - included in CORE	ILT	2.5
DSS-ELBA-161	EMS Coding for Disabilities and Reasonable Accommodations Under Raymond v. Rowland	DSS has implemented an ADA policy that requires all eligibility staff to offer reasonable accommodations to clients with disabilities. This policy was put in place in response to Raymond v. Rowland, which was settled on September 10, 2007 in United States District Court. This web-based course offers eligibility workers refresher training on EMS coding of disabilities and reasonable accommodations. A review of at disability terminology and what consists of a reasonable accommodation is also provided.	WBT	1.5
DSS-ELBA-170	Interactive Eligibility Interview	In an Interactive Interview, staff obtain eligibility data by questioning the client and entering the data directly into EMS, eliminating the duplication of a paper application or redetermination form. It is sometimes a quicker and more efficient alternative to transferring data from paper to EMS. This course explores the pros and cons of Interactive Interviews and will help you obtain accurate information directly from clients.	ILT	2



Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELBA-230	Managing Case Maintenance - best Practices	This half day session focuses on skills needed to better manage Case Maintenance work. There will be an open discussion, along with tips from veteran eligibility workers and supervisors. This session is geared to recently hired eligibility workers, but it may also be helpful to any EW who is looking to better manage his/her caseload.	ILT	2.5



EMS Courses (ELEM)

DSS-ELEM-100	EMS Inquiry	Introduction to EMS, primarily for new DSS Eligibility staff. Concentration on AMEN functions A (name inquiry, B (AU/Client Inquiry), C (Client Participation). Introduces MMEN (Benefit History), OMEN.	ILT	5
DSS-ELEM-100.1	EMS and HUT Inquiry for Security Deposit Guarantee Program	This course is designed for lead Homelessness Prevention, Rapid Re-housing Program staff and their subcontractors, who will work with the Security Deposit Guarantee (SDG) Program. This course provides training on DSS' Eligibility Management System (EMS) concentrating on client inquiry, conducting a name inquiry, client participation and locating basic data, such as income and benefit amount. Participants will also inquiry the Security Deposit Program (HUT) system to conduct a client inquiry, view SDG Program status, benefit amount and issue dates.	ILT	3
DSS-ELEM-100.6	EMS Inquiry for Child Support Staff	Introduction to EMS, primarily for new users that work as Child Support Investigators. Concentration on AMEN functions A (Name Inquiry), B (AU/Client Inquiry) and C (Client Participation). Staff will also be introduced to MMEN (Benefit History) and OMEN (File Inquiry).	ILT	2.5


Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELEM-100.7	EMS Inquiry for Non-Eligibility Staff	Introduction to EMS, primarily for EMS users that work in Child Support, Social Work, Alternate Care, Medical Operations or any other area of the department that requires EMS look-up capabilities. This session will concentrate on logging on and off of EMS, basic navigation within a case, using select AMEN functions, such as Name Inquiry, Assistance Unit and Client Inquiry and Client Participation, as well as learning how to look-up an eligibility worker's name and phone number (via the File Inquiry Submenu - OMEN).	ILT	15
DSS-ELEM-100.75	EMS Inquiry for Social Work Staff	This course will provide Social Work staff with an introduction to EMS. It concentrates on using AMEN functions (Name Inquiry, AU/Client inquiry and Client Participation), viewing and reading data screens, including Medicaid Spenddown data. This course will also provide an overview of pertinent submenus, such as SMEN (Misc. Activities), MMEN (Benefit History), PMEN (Vendor Files), OMEN (File Inquiry) and VMEN (Managed Care).	ILT	2.5
DSS-ELEM-110	Introduction to the Eligibility Management System (EMS).	This course will provide Learners with an introduction and overview of the Eligibility management System (EMS). Learners will be introduced to general system concepts, explore screen design and functions and learn how to navigate within EMS.	WBT	1.5
DSS-ELEM-115	EMS CAP	How to use the "EMS CAPTURE" system	ILT	2.5
DSS-ELEM-120	Assigning Client Ids	For ACS staff who will be assigning client Ids to HUSKY B	ILT	2.5
DSS-ELEM-130	Application Entry	Introduction to 4 step processing of cases on EMS with Food Stamp program as a model	ILT	5



Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELEM-150	Introduction to Alerts: CORE Basics	This course is delivered as part of CORE Basics and provides an introduction to alerts and will provide an overview of how the alerts process supports case maintenance activities. You will learn how to create an alert, display alerts, what it means to properly disposition an alert and how to navigate to submenus directly from the Alerts display screen. In addition, staff will be introduced to the on-line Alerts Processing Guide.	ILT	2.5
DSS-ELEM-151	Basics of Alerts	You will learn how to create an alert, display alerts, what it means to properly disposition an alert and how to navigate to submenus directly from the Alerts display screen. In addition, staff will be in a lab environment in which they can access their individual alerts and learn how to investigate and properly disposition DOL Wage and UCB, Enumeration and SDX alerts. An introduction to the on-line Alerts Processing Guide will also be introduced. This course is designed for new Eligibility staff who have completed CORE within the last year.	ILT	5
DSS-ELEM-152	Basics of Alerts - Resources	Alerts processing for resource staff to manage caseload.	ILT	2.5
DSS-ELEM-210	Processing BEGS Alerts	This course is intended to assist Eligibility staff to increase their proficiency in processing Alerts related to Benefit Errors. The course will consist of: <ul style="list-style-type: none"> • A discussion of how benefit errors occur and recognition of invalid benefit errors set up by EMS. • Review of procedures for referral and recoupment. • Review of desk reference materials, reports and BEG related alerts. 	ILT	2.5
DSS-ELEM-310	EMS Alerts - LAB	This 1 hour lab is designed to provide staff a working environment to process alerts in specific categories; i.e. BEGS, DOL, SDX, BENDEX, Enumeration, etc.	ILT	1



Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
Adult/Elderly Courses (ELAE)					
DSS-ELAE-S100	CORE Adult Track	This program provides the new DSS eligibility employee with foundational courses to administer DSS adult programs. The following courses are included in the Adult series: ELAE 210 (State Supplement), ELAE 220 (Adult Medical S02 - S99), ELAE 225 (Adult S05 Medical), ELAE 292 (Waiver Programs), ELAE 240 (Medicare Savings), ELAE 250 (SAGA), and ELAE 230 (Adult Medical Reviews).		ILT	35
DSS-ELAE-S150	Long Term Care CORE	LTC CORE is designed specifically for individuals newly assigned to Long Term Care units. For newly hired DSS employees LTC CORE courses will follow Adult Medicaid CORE (also mandatory for LTC staff) as soon as reasonably possible. Currently LTC CORE is covered over a three day period. The basic LTC offerings are Spousal Assessment of Assets ELAE 280, Transfer of Assets ELAE 281, LTC Case Processing ELAE 270, CHCPE ELAE 275 and Boarding Home Processing ELAE 215.		ILT	24
DSS-ELAE-205	Adult Programs for Non-Adult Specialists	This 1-day overview of adult cash and medical programs is geared to the Eligibility Worker who does not generally handle adult cases. It is an alternative in CORE to the full Adult track. Recommended for staff such as Family program specialists, LTC workers, Resources and fraud staff. Covers key eligibility tests and information about State Supplement for the Aged, Blind and Disabled, SAGA cash, S-track Medicaid and SAGA medical. Does not provide as much detail on eligibility and EMS processing as the full Adult track.		ILT	5
DSS-ELAE-210	State Supplement	Policy and EMS Processing of AABD cases.		ILT	5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELAE-215	Boarding Homes Case Processing	 <p>This session will cover the policy provisions, requirements, and EMS entries needed to authorize a BH case. Training includes instruction and discussion on the following: Differences from regular AABD, pre and post payments, four critical EMS entries, BEGS, bed-hold days, and changes in living arrangements (including a desk guide) covering admissions and discharges from a LTC facility, hospital, and community situations. SAGA BH processing is reviewed.</p>	ILT	2.5
DSS-ELAE-220	Adult Medical	Policy and procedures, which govern the MAABD (State Supplement) Coverage groups and EMS data entry. All S-track coverage groups will be reviewed in terms of similarities and the specific provisions that set each group apart. Extra time will be devoted to S-99 spend-down cases, policies and EMS considerations. Concepts such as categorical eligibility and medical eligibility will be highlighted. EMS practice will include granting S02 cases and structured practice, such as having cases correctly trickle to the correct coverage group based upon client circumstances.	ILT	10
DSS-ELAE-222	Spenddown Processing	Income tests, the two basic spenddown periods (retrospective and prospective). Offsetting excess income by the proper utilization of insurance, medical bills, and the correct chronology will be demonstrated	ILT	2.5
DSS-ELAE-225	Medicaid for the Employed with Disabilities (S05)	Training will consist of a thorough explanation of the S05 coverage group, it's intended client populations, and the financial and non-financial requirements of the program. Specialized treatment of specific assets will be discussed, as will specialized treatment of spousal income. The session will review the premium paying process and the important screen entries on the "WORK" screen. Adult Medicaid coverage including S04 will be reviewed to be certain S05 is appropriately granted to avoid a possible premium payment. Specific worker generated codes for denial will be covered.	ILT	2.5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELAE-230	Adult Medical Reviews (formerly "Disability Determination")	The medical review process for determining disability for Medicaid and Social Security programs and Unemployability for SAGA	ILT	2.5
DSS-ELAE-240	Medicare Savings	The three groups comprising the Q-track are reviewed both in terms of their commonalities and their differences. EMS processing differs for each and this area will be highlighted. The Q-Track group will be distinguished from other Buy-In programs. The concept of "self-declaration" will be discussed and Connecticut's " <i>recovery from an estate</i> " general provisions will be presented.	ILT	2.5
DSS-ELAE-241	Medicare RX	This course will present information regarding the effects of the new Medicare prescription drug program on eligibility processing.	ILT	2.5
DSS-ELAE-245	MIPPA Programs and Application Forms	The Medicare Improvements for patients and Providers Act requires outreach and assistance in applying for programs that help cover prescription drug costs for low income elderly. This course is presented to Outreach staff of CHOICES, ADRC and other interested agencies as a "Train the Trainer" so that they can train others in the community to identify and help the targeted population apply for these programs. The training covers the Medicare Savings Programs, Medicare Part D Low-Income Subsidy Programs and ConnPACE.	ILT	2.5
DSS-ELAE-246	Cost-sharing Considerations for Medicare Part D and DSS Programs for Adults	This course explores the cost-sharing considerations for DSS clients enrolled in ConnPACE, the Medicare Savings Programs (Q-track), Medicaid and the programs' interface with Medicare Part D (prescription drugs) and the Part D additional benefits received through the Part D "Low Income Subsidy" or "Extra Help" program.	ILT	3
DSS-ELAE-250	SAGA	Policy, procedures and EMS processing for the SAGA cash and medical programs.	ILT	5



Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
DSS-ELAE-255	SAGA and Medical Reviews	Policy, procedures and EMS processing for the SAGA cash and medical programs; includes the medical review process for determining unemployable status for SAGA & disability for Medicaid.		ILT	10
DSS-ELAE-256	The SAGA Employability Test	The most difficult, but important part of processing SAGA cash assistance is determining the client's employability category and taking all the necessary steps associated with that category. In this session you will learn how to use desk guides to do that quickly and accurately.		ILT	2
DSS-ELAE-257	Recognize Potential Non-Apparent Disabilities: In-Depth Interview Skills	The Raymond v. Rowland settlement agreement stipulated that eligibility staff would be trained on targeted interviewing. Training has been provided to all staff on skilled needs assessment for the Eligibility Services Specialist, Client Services Specialist, and BRS staff. This training addressed targeted interviewing as it pertains to their particular job responsibilities. The universal design training that all DSS staff receives also addresses targeted interviewing. This curriculum specifically targets the SAGA population, recognizing that the eligibility staff who service this clientele are able to improve their skills to better recognize barriers which include physical and cognitive disabilities, as well as substance abuse.		ILT	3
DSS-ELAE-258	Medicaid for Low - Income Adults (Medicaid LIA)	Medicaid for Low - Income Adults is the newest addition to Medicaid and replaces the SAGA Medical program. In this 2 hour training session we will examine the policy and procedures for Medicaid LIA including who is eligible, EMS processing, and the relationship of Medicaid LIA to other Medicaid coverage groups and to the Charter Oak Medical Program.		ILT	2
DSS-ELAE-260	Adult Lump Sums	How to treat lump sums, such as retro SSI checks, in the AABD, SAGA and Adult Medicaid programs		ILT	2.5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELAE-270	Long Term Care Processing	Steps involved in processing a LTC case, INST screen, coverage groups, calculating Applied Income, admissions and discharges, level of care, facility types, calculating the pick up date, and the CT Partnership for long term care.	ILT	7.5
DSS-ELAE 271	CT partnership for Long Term Care	The CT Partnership for Long-Term Care. The Partnership is the State's public/private alliance with the insurance industry developed to help CT residents avoid impoverishing themselves paying for their long-term care while also saving Medicaid long-term care funds. The Partnership has saved Medicaid over \$8 million with larger savings projected in the future. With more Partnership policyholders going onto claim and the expansion of Partnership programs to 36 other states, most of whom have reciprocity with CT, more and more individuals will be applying to Medicaid in the future after using their Partnership long-term care insurance policies. Therefore, it's important to learn how the Partnership impacts Medicaid eligibility rules	ILT	2.5
DSS-ELAE-275	CT Home Care Program for the Elderly	The basics of the W01 coverage group, eligibility requirements, the Alternate Care Unit, CCCI, and EMS processing. The 2 state funded components will also be discussed.	ILT	2.5
DSS-ELAE-280	Assessment of Spousal Assets	This course will teach individuals how to complete an Assessment of Spousal Assets, including discussion reviewing accessible, inaccessible, and excluded assets. Participants will be able to compute a spousal share and a Community Spouse protected amount. All necessary and related forms will be provided. Staff will also be able to compute income diversions for a spouse and/or family. Closely related topics such as <i>fair hearings</i> and <i>transfers of assets</i> will be reviewed to the extent they impact the assessment process.	ILT	2.5



Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
DSS-ELAE-281	Transfer of Assets	This course will review the steps workers should take when evaluating if a transferred asset was made in order to qualify for Medicaid. A general review of UPM 3029 including discussion on 'Transfer concepts' such as: Intent to Transfer, Other Valuable Consideration, and Undue Hardship. A review of annuities, self settled trusts, rebuttals and administrative hearings. Updates on tactics employed to circumvent transfer policies established under the Deficit Reduction Act.		ILT	2.5
DSS-ELAE-290	The Social Work Link - PSE/COP	The difference between conservator of the estate and conservator of the person, PSE, and more.		ILT	3
DSS-ELAE-292	Medicaid Waiver Programs	Procedural eligibility requirements, income and asset limits, and covered services for the DMR, Katie Beckett, CHCP-Elderly, ABI, and PCA waiver programs.		ILT	2.5
DSS-ELAE-310	Final Evaluation for Adult Track CORE	A final skill check that covers all the topics included in the Adult Track of CORE.		ILT	2.5

Family Courses (ELFA)

DSS-ELFA-S100	CORE Family Track	This five-day series provides the new DSS eligibility employee with foundational courses to administer DSS family programs. The following courses are included in the Family series: ELFA 240 (Family Medical Assistance Overview), ELFA 260 (Child Support for Eligibility Workers), ELFA 265 (Voluntary Paternity Establishment), and ELFA 100 (Introduction to Temporary Family Assistance).		ILT	50
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Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELFA-100	Intro to TFA	Introduction to TFA (Temporary Family Assistance) including financial and non-financial elig. tests, EMS processing, intro to time limits, participation requirements, exemptions and extensions.	ILT	2.5
DSS-ELFA-200	Time Limited TFA for Eligibility Services Specialists	This 3 day program is designed for Eligibility Services Specialists newly assigned to work with time limited TFA cases. Coursework includes policy, EMS issues, review of CTWBS system, and JFES requirements.	ILT	15
DSS-ELFA-205	Family Programs for Non-Family Specialists	This is a 1-day overview of family cash and medical programs geared to the EW who does not generally handle family cases. Is an alternative in CORE to the full Family track. Recommended for Adult program specialists, LTC workers, Resource staff etc	ILT	5
DSS-ELFA-210	TFA Exemptions	This half day course covers the exemptions from time limits in TFA. We will review situations where counters need to be adjusted due to changes in clients' exemption status. We will also discuss determinations of exemptions due to the care of incapacitated household members. (Staff have been encouraged to make these decisions at the regional level when appropriate.) This course is recommended for eligibility staff who work with TFA cases.	ILT	2.5
DSS-ELFA-211	TFA Client Flow	This course is a review of the Jobs First Orientation rules - who to send, how to handle no shows and Universal Engagement rules.	ILT	5
DSS- ELFA-212	TFA Employment Services	This course covers the policy of TFA Employment services including: Good Cause, Conciliation rules, Sanctions, Voluntary Quit and Willful Misconduct rules, IPC (Individual Performance Contract), and Safety net. The session also identifies the procedures to load sanctions on EMS.	ILT	5




Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELFA-213	TFA Extensions	This course covers the rules to qualify for a 1st and 2nd extension - Payment Standard and Good Faith Effort tests including good cause reasons, and also four additional rules to qualify for a 3rd or greater extension.	ILT	3
DSS-ELFA-214	TFA Exit Interviews	This course covers how to conduct an exit interview prior to an extension at certain intervals: at the end of 20 months, at the end of each extension and also the special rules for 60-month exits. It also identifies how to code extensions or denials of extensions on EMS, the necessary forms and paperwork to use for extensions and exit interviews and the resources available for people who will not continue on TFA.	ILT	3
DSS-ELFA-215	TFA Minor Parent Rules	Minor parents are technically exempt from TFA time limits however they must meet certain rules to qualify. This course will identify those rules and also EMS processing; disqualifying a minor who is not cooperating, when minor parents lose their exemption and when they go to Employment Services.	ILT	3
DSS-ELFA-216	TFA Domestic Violence Verification and Monitoring	This course covers the three tired verification rules, monitoring of domestic violence cases and general information for understanding domestic violence and its impact on clients.	ILT	3
DSS-ELFA-217	TFA Counters	This course is an in depth explanation of the three TFA counters; why they are different, how to read them, how they impact eligibility and extensions, how to find and correct errors on counters.	ILT	3
DSS-ELFA-218	TFA Conciliations And Sanctions	This course covers the policy of TFA Employment services including: Good Cause, Conciliation rules, Sanctions, Voluntary Quit and Willful Misconduct rules, IPC (Individual Performance Contract), and Safety net. The session also identifies the procedures to load sanctions on EMS.	ILT	3



Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELFA-218.1	Updates to the Conciliation Process	As part of the Raymond vs Rowland settlement, DSS is offering recipients the option of a screening for mental health, substance abuse, or learning disability as part of the conciliation process. These screening are to be completed BRS staff. This half day course includes a review of the conciliation rules, an overview of the screening, and an explanation of the referral process and work flow, with a discussion of the roles of the BRS Vocational rehabilitation Counselor, the ESS, and the JFES staff.	ILT	2
DSS-ELFA-219	TFA & Employment Services for Hartford RO	This two day program provides the DSS eligibility employee with a review of TFA basics including TFA policy, counters, CAP children, extensions, exemptions/domestic violence, and JFES requirements including 2 parent households, voluntary quits/fires, extensions/barriers, EMS screens requirements, sanction process, and IPC's.	ILT	10
DSS-ELFA-220	Application Processing	Overview of TFA policy for Family Case Maintenance workers: Assistance Unit Composition, Family Cap, Time Limits, Exemptions, Extensions, Minor Parents, Income and Asset Limits.	ILT	3
DSS-ELFA-230	TFA Case Maintenance Activities	Add a program, add a person, change of address, redetermination, reinstating, reopening, change of address, diversion, family alerts, change of status from exempt to time limited.	ILT	10



Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-ELFA-240	HUSKY Medical	<p>This three day session teaches the new eligibility worker how to determine eligibility for the HUSKY medical program. All F-track HUSKY medical coverage groups are covered and practiced on EMS. Participants learn the difference between HUSKY A and B, the eligibility requirements for HUSKY A and when and how to make a referral to HUSKY B. Participants will review the HUSKY application, learn verification requirements for HUSKY, review the managed care options available to clients and use DSSWeb and Internet resources to obtain helpful information. In addition, participants will be shown demonstration of SAVE system, Care 4 Kids system. Child Support and Non-Citizen requirements for HUSKY are covered. Additional EMS practice may include use of CARE screen for day care deductions, grandmother scenarios, scenarios with undocumented parents, minor parent cases. Charter Oak Health will be covered as determined necessary.</p>		ILT	2.5
DSS-ELFA-240.05	HUSKY Medical - Cross-training	<p>This two-day session teaches the experienced eligibility worker how to determine eligibility for the HUSKY medical program. All F-track HUSKY medical coverage groups are covered and practiced on EMS. Participants learn the difference between HUSKY A and B, the eligibility requirements for HUSKY A and when and how to make a referral to HUSKY B. Participants will review the HUSKY application, learn verification requirements for HUSKY, review the managed care options available to clients and use DSSWeb and Internet resources to obtain helpful information. In addition, participants will be shown demonstration of SAVE system, Care 4 Kids system. Child Support and Non-Citizen requirements for HUSKY are covered. Additional EMS practice may include use of CARE screen for day care deductions, grandmother scenarios, scenarios with undocumented parents, minor parent cases. Charter Oak Health will be covered as determined necessary.</p>		ILT	10

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELFA-241	HUSKY Presumptive Eligibility for children	This course for community partners describes the Presumptive Eligibility for Kids process. PE for kids allows qualified entities across the state to initiate Medicaid applications for children under 19 yrs old. Eligibility is determined presumptively by the qualified entity to connect the child with Medical coverage that same day. Eligibility requirements and referral requirements are explained.	ILT	2.5
DSS-ELFA-242	Deeming in FMA	This course covers the intricacies of deeming within the family medical coverage groups. Deeming of both income and assets (where appropriate for some coverage groups) will be practiced along with correct coding in EMS. Various deemor groups and the deeming calculation methodology each of them utilizes will be the focus of the course.	ILT	2.5
DSS-ELFA-243	Developing Expertise in FMA Deeming	Brief Description Participants will spend a half hour learning about the art of deliberate practice. The following hour will be spent practicing FMA deeming scenarios. Participants will commit to three follow up sessions over the next three months. Over time, the participant will practice non-parent caretaker relative cases, step-parent cases, sponsor of non-citizen cases, parent of minor parent cases and mixed status households of citizen/qualified non-citizen and undocumented members.	ILT	1.5
DSS-ELFA-245	An Overview of the HUSKY Program	The HUSKY Program is described as an overview for outreach professionals. Focus is on coverage for children under age 19. Eligibility for both HUSKY A and HUSKY B are examined including how family size is determined, how income is counted, how the application process works and what verifications are necessary.	ILT	2.5



Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELFA-250	CCMIS for Eligibility Staff	This course outlines all of the procedures necessary to access the Care 4 Kids computer system (CCMIS). CCMIS contains data about a family's child care expenses and child care provider income paid through the Care 4 Kids program.	ILT	5
DSS-ELFA-260	Child Support for Eligibility Workers	This course provides participants with an in-depth look at Connecticut's child support program, including its purpose/history; responsibilities regarding client cooperation; the EMS/CCSES Interface, and a detailed overview of the child support process from location to collection & distribution of payments.	ILT	3
DSS-ELFA-265	Family Lump Sums	How to treat lump sums, such as retro SSI checks, in the HUSKY, TFA, and SNAP Programs	ILT	3
DSS-ELFA-270	CTWBS - The CT Works Case Management Information System	Logging on, profile, internet issues, monitoring caseloads, transferring cases, entering the Service Needs Assessment, Scheduling orientations, recording information communication with Case Manager, recording sanctioning information.	ILT	3
DSS-ELFA-271	TFA Service Needs Assessment	This course covers the completion of the service Needs assessment , a structured evaluation that is used to identify the social, educational, and employment status of participants in the TFA program. Particular attention is paid to the identification of barriers to employment and referrals to address these barriers.	ILT	2.5
DSS-ELFA-280	HUSKY forums	Topics for discussion include 1) New self-declaration verification rules: Regular employment vs. self-employment 2) How income is counted from parents who are undocumented compared to parents who are citizens or permanent residents 3) Citizenship and identification verification 4) HUSKY A ↔ B: Issues and resolutions 5) Continued discussion of past forum issues: coverage for 18-year- olds; processing emergency medical for labor and delivery; use of new child support forms and child care deductions.	ILT	3



Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELFA-310	Delinking cash & Medicaid	PROWRA 1996 separated cash and Medicaid. Eff. 6/1/05 the separation will occur via a mass modification on EMS. This training is to prepare staff for the changes to active cases and new cases.	ILT	3



SNAP Courses (ELFS)

DSS-ELFS-100	Overview of the SNAP Program	This course provides an overview of the Supplemental Nutrition Assistance Program including a brief history of the program as well as the eligibility requirements	ILT	1.5
DSS-ELFS-105	Understanding SNAP for CFIU Staff	This two day course will teach the CFIU member the basics of the SNAP program. Topics include expedited processing, assistance unit composition, gross and net income tests, and how the SNAP benefit is impacted by income, child care, shelter expenses, assets, and specific deductions.	ILT	10
DSS-ELFS-110	SNAP Basic Policy and Processing	Integrates basic Food Stamp Policy with EMS processing. Participants learn how to do an eligibility interview, apply policy and accurately process simple FS cases on EMS.	ILT	15
DSS-ELFS-205	SNAP Back to Basics	This course will provide a back-to-basics overview of SNAP policy and procedures. Topics to be covered include; application and recertification processing, household composition rules, and a review of categorical, technical, procedural and financial eligibility requirements.	ILT	2.5
DSS-ELFS-207	Conducting Effective Telephone Interviews for SNAP	This course will provide guidance for conducting an effective telephone interview for SNAP and incorporating the process into day-to-day operations. Participants will learn the skills necessary to conduct a telephone interview, preparation techniques and shared best practices that will lead to an effective and efficient telephone interview.	ILT	2.5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELFS-232	SNAP Income Deductions	This course discusses the various disregards and deductions that are commonly presented when processing SNAP cases.	WBT	1
DSS-ELFS-260	SNAP Shelter and Utility Allowances	Reviews policies and procedures for properly utilizing EMS in entering Shelter amounts and Utility Allowances on SNAP cases. Reviews verification policy.	ILT	2
DSS-ELFS-270	SNAP Employment & Training	Work Participation requirements and ABAWD rules	ILT	1.5
DSS-ELFS-275	Negative Errors in the Supplemental Nutrition Assistance Program	This two hour course will provide an explanation of what Negative Errors are in the SNAP program, how they are caused and how we can work to keep the Negative Error Rate within acceptable limits.	ILT	2
DSS-ELFS-285	Simplified Reporting	This course provides an overview Simplified Reporting in the Supplemental Nutrition Assistance Program (SNAP). Concepts including "Verified Upon Receipt" as well as what changes must be acted on between certifications are reviewed in detail.	ILT/WBT	2
DSS-ELFS-286	State Funded SNAP	This session reviews the steps involved in determining eligibility and EMS processing of State Funded Food Stamp cases as well as the eligibility requirement regarding citizenship for the Federal Food Stamp Program.	ILT	2.5
DSS-ELFS-287	State Funded SNAP for Supervisors and Managers	This three hour course will provide supervisors and managers with an overview of the State Funded Supplemental Nutrition Assistance Program (SFSNAP) program, who it is for, and a comprehensive review of the steps involved when completing a SFSNAP case. Special attention will be given to supervisors and managers on reviewing these cases for accuracy and providing support and coaching to staff in completing these complicated cases correctly.	ILT	3
DSS-ELFS-288	Disaster SNAP Program	This course reviews the eligibility requirements and departmental procedures for the Disaster SNAP Program.	ILT	2




Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELFS-313	SNAP and the Quality Control Process	The course reviews the Quality Control process and the common error elements that drive the SNAP error rate, with an emphasis on corrective measures in the eligibility process. It is designed for eligibility workers who have completed CORE in the last year or for more experienced eligibility staff who would like a refresher on this topic.	ILT	2.5




Special Topic Courses (ELST)

DSS-ELST-110.1	The Application Process for Adult Public Assistance Programs - for ADRC staff	How to assist clients in completing applications for adult programs, specifically, SNAP, Medicaid, Medicare Savings Programs, Connpace and Long Term Care. Training will cover completing application forms for these programs, especially problem fields on forms, and process considerations such as verification requirements and application time frames.	ILT	2.5
DSS-ELST-120	The Citizenship/Identity Verification System	DSS Staff, a t times, are required to access the Citizenship/Identity Verification System (Citizenship Web Application) to view documents that verify a client's citizenship and/or identity for the Medicaid program. This Web-based Training course reviews the citizenship/Identity Verification System, what it is and demonstrates how to access client verifications. The user will also be given the opportunity to view documents through a system simulation.	WBT	0.25
DSS-ELST-210	Non-citizens	This session reviews the rules for citizenship requirements for non-citizens, including a discussion of sponsors as deemors and the calculations of State Funded Food Stamps.	ILT	2.5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELST-212	Citizenship/ID Review	 <p>Course will consolidate and review OSD/DSS information related to documenting citizenship and identification for applicants/recipients of Medicaid effective 7/1/06. Participants will receive OSD guidelines with updated codes and review the more salient points contained in the DSS Information Bulletin. Specific treatment of SSI individuals and DCF clients will be discussed. Procedures will be reviewed and all previously issued question and answer documents will be consolidated and reissued.</p>	ILT	2.5
DSS-ELST-213	Overview of DSS Programs for Refugees	This course will help staff determine which DSS programs a refugee may be eligible for.	ILT	1
DSS-ELST-217	Non-Citizens - SAVE	This session will review the web-based SAVE system and review the DSS policy and procedures associated with Non-citizen cases.	ILT	2.5
DSS-ELST-218	Historical and Political Analysis- Non-citizen policy	Utilizing a number of training methods and techniques, will discuss non-citizen policies resulting from the prevailing political perspectives at specific points in time	ILT	1.5
DSS-ELST-221	Overview of HUSKY B and Charter Oak	Participants will learn about eligibility requirements, application process, cost sharing and benefits for HUSKY B program and the Charter Oak program.	ILT	2.5
DSS-ELST-227	Explaining Spenddown Options to Your Client	This course will provide materials and an opportunity to practice explaining the medically needy (excess income) spenddown. Participants will review options for clients whose options are meeting the spenddown vs enrolling in Charter Oak or HUSKY B.	ILT	2.5
DSS-ELST-230	The Fair Hearing Process	Preparing effective fair hearing summaries and preparing for the hearing.	ILT	3
DSS-ELST-240	CCSES (Connecticut Child Support Enforcement System)	FMA and FS cases with children - accessing the CCSES system to determine the amount and date of child support payments made to FMA and FS recipients.	ILT	3

Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
DSS-ELST-241	Child Support Payments and the Eligibility Worker	For the Eligibility worker, obtaining the correct child support payments and disbursements is critical to determining eligibility and benefit amounts for SNAP and HUSKY assistance. For households not associated with TFA, this information is not updated in EMS. This course is designed to assist staff with using the CT Child Support Enforcement System (CCSES) and the CCSES Reports and entering the correct amount of child support income in EMS. This course will also go over how to locate and enter into EMS child support payments for the SNAP recipient who may be eligible for the SNAP child support deduction.		ILT	2.5
DSS-ELST-250	CCMIS (Child Care Management Information System) for Eligibility Staff	This course outlines all of the procedures necessary to access the Care 4 Kids computer system (CCMIS). CCMIS contains data about a family's child care expenses and child care provider income paid through the Care 4 Kids program.		ILT	2.5
DSS-ELST-260	CCMIS (Child Care Management Information System)	The Care for Kids computer system - how to obtain information needed to process cash, medical and Food Stamp cases.		ILT	3
DSS-ELST-270	Non-citizens: Which Immigrants are Eligible for DSS Programs?	Overview of immigrant communities in CT, Immigrant status documentation, SAVE system, Non-financial eligibility including which categories are eligible for DSS programs, sponsorship, non-citizen chart, emergency medical program.		ILT	3
DSS-ELST-271	Non-Citizens: How to compute eligibility of Non-citizens for DSS Programs	Sponsor deeming and recovery, deeming from undocumented parents, EMS processing		ILT	3
DSS-ELST-272	Non-citizens: State funded programs	Eligibility for Federal vs. State-funded programs, EMS processing.		ILT	3

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-ELST-273	U.S History, Analysis and Citizenship Issues	Using varied training methods, this freewheeling session includes select immigration policies and history, beginning with the African migration to the United States. Along the way, questions will be answered such as, how and when were U.S territories added? "Where the heck" are the Marianna Islands? How is a Refugee different than a Parolee? Who really discovered America? Columbus' second visit to the New World and how much fun everyone had. How Native Americans were thanked by those attending the first Thanksgiving brunch. Some of the more common categories of non-citizens will be reviewed and a poignant case study in immigration is presented and critiqued. Our goal is to foster critical thinking (even just plain thinking), while understanding that history is written by victors, not those vanquished. Participants should bring an open mind to this informal session and should leave more fully attuned to the non-citizen populations we serve.		ILT	1.5
DSS-ELST-280	Settlement Series: Alvarez vs. Aronson	This course will offer the DSS employee a thorough look at the Alvarez vs. Aronson settlement. This 1990 court stipulation is the foundation for our processes and procedures surrounding outstanding verifications.		ILT	1.5
DSS-ELST 292	Workload Management	Participants learn time management skills, EMS specific caseload management skills, and interviewing skills.		ILT	2.5
DSS-ELST 295	Using the DSSWeb (formerly PC Tips)	Teaches use of DSSWeb tools such as Worker Tool Kit, electronic forms and on-line UPM search.		ILT	2.5
DSS-ELST-315	Medical Programs Update	This half day course will cover updates to the Medicaid Citizenship and Identity rules including procedures. It will also provide an overview to DSS staff on the Charter Oak Health Plan and its relationship with other DSS medical programs, as well as an awareness of the upcoming transitioning of HUSKY families to the 3 managed care organizations servicing both Charter oak and HUSKY.		ILT	3


Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-ELST-380	DSS Programs and Verifications for HIS	An overview of DSS programs for CAP agencies and Infoline so they can make referrals and help clients gather verifications	ILT	2.5
DSS-ELST-385	DOC/PREU Application Process	This course, for Discharge Planners at DOC, covers the application process for obtaining medical benefits for inmates about to be discharged from DOC: The process that will be used facilitate activities between DOC planners and the Pre-release Entitlements Unit, Which forms to use, how to complete and submit the forms, and instructions to give the inmate.	ILT	2




Computer Series (CS)

Access Courses (CSAC)

DSS-CSAC-110	Microsoft Access: Introduction	This 3 ½ day course is intended to get you up and working on Microsoft's popular database. Using a hands-on approach throughout the three days, users will build their own database with associated field properties, change and edit entries, find specific records, and store their data. Users will create select queries, update queries and parameter queries using Access's Query by Example feature. In addition, participants will perform a select query using a related database so that Access's relational database features can be exhibited. Participants will also learn how to merge a Word document with the database they have created. Using Access's Wizards and builders, users will create mailing labels, simple forms, data entry screens and calculated expressions. This course is designed for experienced Windows users who need to create and analyze a database.	ILT	3
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Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-CSAC-201	Microsoft Access: Forms	The Forms feature in ACCESS is used to design data entry screens so that data input could be simplified. In this 3 hour class, students will learn how to build a basic data entry screen, with color, shading and various formats. Controls such as a drop-down list box and a check box will be added to the form. The student will also learn how to put a special button, like a "print this screen" function on the form. Students will also learn how to customize the menu bar using a macro. This course will be particularly useful to ACCESS users who will be developing applications where other users will be entering data.		ILT	3
DSS-CSAC-210	Microsoft Access: Reports	This course is designed for ACCESS users who need to design reports or fine-tune existing reports. Extensive use of the Design Window in ACCESS will be used. Topics include: components of the design view, grouping and sorting information on reports, aggregate functions, such as COUNT, SUM and AVERAGE, immediate if statements, fine tuning layouts and defining and changing report properties. This course is designed for experienced ACCESS users who need to create reports from existing ACCESS databases.		ILT	3
DSS-CSAC-220	Microsoft Access: Macros	Many Access commands and operations can be automated through the use of macros. For example, instead of selecting commands from layers of menus and dialogue boxes, you can click a button and the macro will instantly execute the commands. This class will show users how to create and run a macro, create an AutoKey macro, execute menu commands in macros, create decision making macros, run macros at startup, run macros within macros, assign macros to events and create a macro button.		ILT	3

Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
Excel Courses (CXSL)					
DSS-CSXL-101	Microsoft Excel: Introduction	This course will provide Excel basics such as cells, cell addresses, cell entry and saving. Also covered will be an introduction to the spreadsheet, database and graphic functions of Excel. Participants will create their own worksheet files, sort data, filter data and print the worksheet they create.		ILT	3
DSS-CSXL-201	Microsoft Excel: Intermediate	This 3 hour session is intended for experienced users of Excel who want to learn more about Excel's data analysis and problem solving features. Topics include creating and using range names, working with multiple worksheets, conditional testing using the =If function, using the AND() and OR() functions to permit testing of complex situations, using LOOKUP tables, and an introduction to macros. This course focuses on more advanced features of Excel such as the creation of charts and graphs; developing macros and using formulas and functions.		ILT	3
DSS-CSXL-202	Microsoft Excel: Functions and Formulas	This course focuses on using functions and creating formulas in Microsoft Excel 2003. Students will use a variety of functions to perform automated tasks. Examples include the various COUNT functions, CONCATENATE, TODAY and TRANSPOSE. Students will also learn how to combine functions to create nested formulas.		ILT	3
DSS-CSXL-203	Microsoft Excel: Charts and PivotTables	This course focuses on creating charts and pivot tables in Microsoft Excel 2003. Students will create a variety of charts of different types. Pivot tables will also be created using a pre-existing data set. Students will also learn about the various formatting options available to customize charts and pivot tables.		ILT	2

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-CSXL-204	Microsoft Excel: Advanced Formulas	This course focuses on creating advanced formulas in Microsoft Excel 2003. Students will create a variety of functions for purposes of time and date analysis, locating data in lists, and data entry validation. Students will also learn how to combine functions and operators to create nested formulas.		ILT	2
DSS-CSXL-205	Microsoft Excel: Macros	Do you have common tasks that you perform over and over in Microsoft Excel? For instance, do you receive data every week or month that you organize and analyze the same way every time? You can use a macro to combine all of the steps in a task into a single command. In this session you will learn how to create a simple macro that will memorize the steps involved in a simple repetitive task.		ILT	2
DSS-CSXL-301	Microsoft Excel: Advanced	This 3 hour session is intended for experienced users of Excel who want to learn more about Excel's data analysis and problem solving features. Topics include creating and using range names, working with multiple worksheets, conditional testing using the =If function, using the AND() and OR() functions to permit testing of complex situations, using LOOKUP tables, and an introduction to macros.		ILT	3

Course Number	Course Name	Course Description	Method	Duration(Hrs)
Outlook Courses (CSOL)				
DSS-CSOL-100	Microsoft Outlook: Introduction	This Half Day Session will explore some of the features in Microsoft Outlook including Calendars, Sharing Calendars, Meeting Requests, Contacts, Tasks and Notes. The Email Component will also be covered in lesser detail. DSS Staff with Microsoft Outlook installed and operating on their computers will be given consideration before staff not yet setup for Microsoft Outlook. It is important to note that staff must be logged off of their computers in order to sign-on to MS Outlook in the Training Session	ILT	3
DSS-CSOL-115	Microsoft Outlook: Email			
DSS-CSOL-210	Microsoft Outlook: Calendar & Tasks	This fast-paced 2 ½ hour session will focus on some of the Outlook features intended to automate and save time. The tasks feature, an automated to-do list records the tasks you want to accomplish and reminds you to complete them on time. Tasks can also help for the level of staff that delegates projects. The calendar feature in Outlook will be looked at from the perspective of unit sharing. The meeting planner in Outlook can reduce time spent planning meetings - you can almost instantly check availability with this feature.	ILT	2.5
DSS-CSOL-210.1	Microsoft Outlook: Calendar & Tasks Features: Level B	This 3-hour session will focus on some of the Outlook features intended to automate and save time. The tasks feature, an automated to-do list, records the tasks you want to accomplish and reminds you to complete them on time. Tasks can also help for the level of staff that delegates projects. The calendar feature in Outlook will be looked at from the perspective of unit sharing. The meeting planner in Outlook can reduce time spent planning meetings - you can almost instantly check availability with this feature.	ILT	3



Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-CSOL-210.2	Microsoft Outlook: Calendar	This 3 hour session will explore some of the features in Microsoft Outlook Calendar including creating appointments, editing, calendar views, scheduling meetings with the meeting planner, sharing calendars and granting permissions. Recommended for All DSS staff. . It is important to note that staff close their Outlook before attending the training.		ILT	3
DSS-CSOL-220	Microsoft Outlook: Meeting Planner and Group Schedules	For those wanting to schedule a meeting in 3 seconds flat! Outlook can instantly show you the availability of your group, send the invitation, cancel or reschedule on the drop of a dime. This three hours session is highly recommended for staff that attend, plan or organize meetings and those that haven't started using their Outlook Calendar. Don't be left in the dark or worse yet, not invited! This session is intended for staff that attend and schedule meetings - a must for Management & their Administrative Assistants!		ILT	3
DSS-CSOL-220.2	Microsoft Outlook: Meeting Planner and Group Schedules for CO	For Central Office 11th Floor Staff wanting to schedule a meeting and reserve the room electronically in 3 seconds flat! Outlook can instantly show you the availability of your group, send the invitation, cancel or reschedule on the drop of a dime. This three hours session is highly recommended for staff that attend, plan or organize meetings and those that haven't started using their Outlook Calendar. Don't be left in the dark or worse yet, not invited! This session is intended for staff that attend and schedule meetings - a must for Management & their Administrative Assistants!		ILT	3

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-CSOL-230	Microsoft Outlook: Time and Information Management	This course provides skills to be more effective and efficient by combining a more comprehensive understanding of Outlook in conjunction with time management concepts. Outlook will be used as a time and information management tool. The class is designed to teach the user Inbox management, management of information and management of other users' tasks and calendars.	ILT	3



PowerPoint Courses (CSPP)

DSS-CSPP-101	Microsoft PowerPoint: Introduction	This one day training session will turn you into an electronic presentation expert! Covered will be the basics of creating a PowerPoint presentation, Views, Slide Layout, inserting graphics, slide customization & Animation. Recommended for staff that will be making presentations as part of their job responsibilities.	ILT	5
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Word Courses (CSWD)

DSS-CSWD-101	Microsoft Word: Introduction	This course focuses on introductory skills for new Word users. Explore basic features in Word including character formatting, font changes, saving, opening, selecting, navigating and printing. Emphasizes paragraph formatting techniques such as indenting, line spacing, bullets and numbering, toggling in and between applications and cut, paste and copy operations and using Forms.	ILT	3
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Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-CSWD-201	Microsoft Word: Intermediate	This fast paced two half-day session of Intermediate Word '97 will include Customizing Toolbars, Assigning Simple Macros to a Button, accessing existing Templates, Creating New Templates, Editing Templates, the "Tables" Feature and Merging to letters and labels.	ILT	3
DSS-CSWD-205	Microsoft Word:Tables	This half day session explores one of the most popular features in Microsoft Word to organize and display data - the "table". Learn the three methods to create tables, insert rows & columns, sort and navigate quickly.	ILT	3
DSS-CSWD-210	Microsoft Word: Desktop Publishing	This two half-day session will explore the different methods possible to create newsletters. Heavy emphasis will be on page layout and text boxes. The drawing tools, wizards and columns will also be explored.	ILT	3
DSS-CSWD-301	Microsoft Word: Advanced	This fast paced half-day session will include the advanced features of headers, footers, page numbering, the concept of section breaks, styles and the table of contents feature.	ILT	3




Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
Special Topics (CSST)					
DSS-CSST-101	Overview of Geographic Information Systems	A Geographic Information System (GIS) is an organized collection of computer hardware, software, geographic data, and personnel designed to efficiently capture, store, update, manipulate, analyze, and display all forms of geographically referenced information. As an example, caseload data can be displayed by town or zip code and office locations can be digitally pinpointed to their exact street address. This session will provide an overview of how GIS is being used in the Department of Social Services for planning, analysis and grant-writing support. Examples of projects will be shown and possibilities for future use will be explored with the session participants.		ILT	3
DSS-CSST-102	Maximizing the Internet	This course seeks to provide a better understanding of how to use the Internet effectively. Topics to be covered include using search engines and working with Internet plug-ins.		ILT	3
DSS-CSST-103	Computers & Identify Fraud	This session will bring to light some of the scams that you should be aware of and how to protect yourself from having " <i>your</i> " identify stolen in regards to computer usage and life in general. Also discussed will be the steps you should take immediately after discovering discrepancies in your own life.		ILT	2.5
DSS-CSST-104	Intro to the Data Warehouse	This course provides "hands-on" training experiences to begin to use the Data Warehouse to build your own reports. By the end of the course, participants will be able to select a universe to build a report, build the report, perform basic report formatiing and send and retrieve documents from users, broadcast agent and corporate documents.		ILT	3
DSS-CSST-110	Intro to the DSS Learn Center	This instructor led course will introduce you to the DSSLearnCenter - a Learning Management System that will allow you to register, track and monitor your individual training.		ILT	2

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-CSST-111	(LMS) DSSLearnCenter User Functions	This Course will illustrate key features and functions that any user will perform in the new DSSLearnCenter which is now part of a Statewide Learning Management system. You will learn how to: Sign on, Change Your Password, How to Register for Training, View your Enrollments, Drop an Enrollment, and View Your Transcript.	ILT/WBT	20 min
DSS-CSST-112	The New DSSLearnCenter - User/Supervisor and Manager Functions	This Instructor-Led training session will illustrate key features and functions that any supervisor or manager will perform in the new DSSLearnCenter. This session will cover both User and Supervisory functions. You will learn how to: Sign on, Change Your Password, How to Register for Training, View your Enrollments, Drop an Enrollment, and View Your Transcript. You will also learn how to: Assign Learners to Training, Approve and Deny Enrollments, Run Reports and Assign a Proxy User.	ILT	2
DSS-CSST-112.1	DSSLearnCenter Supervisor and Manager Functions	This Web-Based Course will illustrate key features and functions that any supervisor or manager will perform in the new DSSLearnCenter. You will learn how to: Assign Learners to Training, Approve and Deny Enrollments, Run Reports and Assign a Proxy User.	WBT	20 min
DSS-CSST-115	DSS Learn Center: OSD Roles & Responsibilities	This course will provide OSD trainers with information and skill building regarding processing course and student data in the DSSLearnCenter. You will learn how to to View enrollment data, print rosters, confirm student attendance, enroll students and approve students enrollments for your ILT courses.	ILT	2




Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-CSST-120	Introduction to Portal	DSF Portal Software training is offered to IT authorized Portal Content Users and Managers only. This one day session covers accessing and editing DSS Internet Pages for first time users or as a refresher session for those needing it. Topics covered include creating a new page, editing existing pages, Stripping text in a text editor, Internal & External Hyperlinks, Inserting graphics & PDFs, the Web File Manager, Bookmarks & Tables.		ILT	2.5
DSS-CSST-120.1	Portal Training	The DSF Portal clinic is offered to newly trained Portal Content Users and Managers for the purpose of making live changes to Portal Content. Participants are expected to bring updated content with them to the clinic which will be staffed with Training and IT personnel. The setting will be informal with staff helping staff.		ILT	2.5
DSS-CSST-130 (WBT)	Random Moment Sampling	This course will describe the steps DSS staff will need to follow in order to process an RMS sample when they are prompted to complete one by receiving an email in their Outlook Email inbox.		WBT	0.5
DSS-CSST-140	Overview of Work Request Tracking System	This course is designed to present the end user with an overview of the PC-based Information and Technology Unit Work Request System. Topics include: the ability for a user to complete and submit an online work request (as opposed to an electronic WORD document); the ability for a user to easily view existing work requests; the ability for ITS to quickly route the request to the appropriate work queue; the ability to capture and track work requests on all facets of ITS projects, i.e. EMS, Microsystems, LAN, Operations, etc.		ILT	1.5

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-CSST-150	Office Ergonomics	This course provides an introduction to Ergonomics, the study of an individual's work environment as it relates to the typical DSS work setting. The focus will be to provide workers with information on work techniques, equipment, and injury prevention and exercises as they relate to a worker's office environment and workstation. Topics will include: Head/Neck placements, Eye effects, Monitor placement, Document Holders, Hand/Wrist Effectsasics, Keyboard and Mouse placement, Back and Posture techniques, Chair Setup, Work Surface and simple Exercises and Work Breaks. Self assessment tools will also be provided.		ILT	3

Windows Courses (CSWI)

DSS-CSWI-101	Windows Refresher	Do you wish you could remember the stuff you forgot the first time you went to "Windows" training? Does your "Desktop" have your PC on it or does your PC have your "Desktop"? Are you one who remembers the "File Manager" function? Still not "right-clicking", "Multitasking"? Never heard of the "My Computer & Windows Explorer" features? Wondering where they hide the "Windows Explorer" feature anyway? Remember the difference between the two? Need some refreshing on Directory Structure, creating folders, copying & moving? This session is designed for new old Windows Users or those who never wanted to attend in the first place, but wish you did.		ILT	3
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Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-CSWI-102	Windows XP	 <p>Do you wish you could remember the stuff you forgot the first time you went to “Windows” training? Does your “Desktop” have your PC on it or does your PC have your “Desktop”? Are you one who remembers the “File Manager” function? Still not “right-clicking”, “Multitasking”, moving & resizing windows? Know how to change the default printer? Never heard of the “My Computer & the DSS Windows Explorer” features? Need some refreshing on Directory Structure, creating folders, copying & moving? This session is designed for new Windows Users or those who never wanted to attend in the first place, but wish you did.</p>	ILT	2.5

General Studies Series (GS)

Employee Fundamentals (GSEF)


DSS-GSEF-111 (WBT)	Intro to Public Welfare Policy - Past and Present	Required for all new DSS employees. This course consists of two units - <i>History of Welfare</i> and <i>Where Does Policy Come From</i> . Employees will learn about the beginnings of welfare from the English Poor Houses through current welfare legislation and its impact on DSS policy. Employees will also learn how welfare policy is promulgated and as well as how to use the Department's Uniform Policy Manual.	WBT	1
DSS-GSEF-112	Welcome to DSS - Vision, Mission, Values and Your Role	This session looks at the Mission, Vision and Core Values of the DSS. Employees will explore how their jobs contribute to the delivery of DSS Programs and Services.	ILT	1

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-GSEF-113	Sexual Harassment	This session explores the behaviors and attitudes that create a Hostile Workplace. Participants are provided with the laws guidelines and complaint procedures for responding to any form of Sexual Harassment at work in DSS.	ILT	2.5
DSS-GSEF-114	Affirmative Action	This session offers participants a historical perspective of Affirmative Action. In addition it provides employees with the laws, guidelines and complaint procedures to follow if one believes they are the victim of a discriminatory employment practice at DSS.	ILT	2.5
DSS-GSEF-115	Workplace Diversity and Cultural Responsiveness	This session allows new employees to learn the commitment DSS has to assuring that all clients, staff and service providers to DSS are valued and respected equally.	ILT	5
DSS-GSEF-116	Preventing Workplace Violence	Employees are presented with the Rights and Responsibilities to which they must adhere. The Laws cover both Federal and State guidelines that protect against committing or being the victim of violence in the workplace.	ILT	1
DSS-GSEF-117	Overview of DSS Programs and Services	Employees are given an introduction to all programs administered by the DSS. In addition, employees will gain insight regarding their individual role in the agency.	ILT	1
DSS-GSEF-118	Intro to Interpersonal Skills	This 1/2 day course introduces participants to basic communication skills; Topics include: how to interact with and relate to others, assertiveness, sensitivity, consensus building, and conflict management.	ILT	2.5
DSS-GSEF-119	Team Building	This 1/2 day course will exam how people learn to function in teams. Participants will understand the components of a team and the stages through which a team evolves to achieve success. Participants will look at the nuances of personality, competency, compatibility and difference, each of which has a direct impact on the role of the team to become cohesive, respectful and productive.	ILT	2.5



Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-GSEF-120 (WBT)	Confidentiality	Required DSS Confidentiality Course for all staff. This course presents the regulations required of all DSS employees to safeguard information.	WBT	1
DSS-GSEF-120.1 (WBT)	IRS Confidentiality and Security Training	The IRS (Internal Revenue Service) mandates that all DSS staff that access IRS information complete an annual review of the IRS rules. All information received from the IRS must be strictly safeguarded in accordance with IRS rules and it is your responsibility to protect all IRS information and return information. This WBT course highlights the information about IRS Information Security Guidelines and the Penalty Provision under the Internal Revenue Code.		0.5
DSS-GSEF-121	Interviewing Skills for Communicating in Social Services	This half day session is a four step interview training where workers are shown techniques for Setting a Climate, Setting a Contract, Conducting the Interview and Closing. Within these components, there is a review of what perceptions, beliefs, expectations, and accountabilities employees have. There will be a focus on getting the most accurate information possible, while maintaining professionalism and retaining the dignity of the client. In addition, there will be a discussion on how to use Conflict Resolution, Concession, etc. to manage problematic interviews.	ILT	3
DSS-GSEF-130	ADA	Required for all new DSS employees. This course will review your role regarding the Americans with Disability Act.	ILT/WBT	1
DSS-GSEF-131	Universal Design and Rights and Responsibilities Under the ADA and Rehabilitation Act	Provides an overview of DSS staff responsibilities regarding the Americans with Disabilities Act and the Rehabilitation Act. The session addresses the Department's responsibility to ensure that all clients have equal access to services, including their right to a reasonable accommodation. This is an interactive training that serves as a platform for the Universal Design principles which are integral to the way DSS operates.	ILT	2.5





Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSEF-131 (WBT)	Universal Design and Rights and Responsibilities Under the ADA and Rehabilitation Act	This course provides an overview of DSS staff responsibilities regarding the Americans with Disabilities Act and the Rehabilitation Act. The session addresses the Department's responsibility to ensure that all clients have equal access to services, including their right to a reasonable accommodation. This is web-based training that serves as a platform for the Universal Design principles which are integral to the way DSS operates. This course is part of the new employee mandatory orientation training program and details the Department's ADA policy and its expectations for all of its employees.		WBT	1
DSS-GSEF-140 (WBT)	HIPAA Privacy	Rules regarding disclosure of private health information required by the Health Insurance Portability and Accountability Act		WBT	1.5
DSS-GSEF-141 (WBT)	HIPAA Security	This course will provide you with heightened awareness of the Health Insurance Portability and Accountability Act final rule which explains the state of Connecticut HIPAA compliance policy regarding securing protected health information (PHI) with regard to the Department computer systems.		WBT	2
DSS-GSEF-142 (WBT)	HIPAA HITECH: Breach Notification Requirements	The Health Information Technology for Economic and Clinical Health Act (HITECH Act) was enacted as part of the American Recovery and Reinvestment Act of 2009. It amends the Privacy Rule and expands the applicability of these amended rules and the Security Rule to business associates. This WBT course will address the specific Breach Notification Requirements contained in this Act.		WBT	0.5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-GSEF-145	Universal Precautions & Infectious Disease	This training provides an overview of blood borne and airborne pathogens, transmission modes, prevention, and DSS policies. This one-hour training is required for all DSS staff who have direct client contact. At the end of this course, participants will be able to: 1.) identify the 4 most common blood borne pathogens and the 1 most common airborne pathogen; 2.) identify exposure risk and mode of transmission; 3.) identify medical effects; 4.) identify methods of prevention; 5.) define universal precautions; 6.) restate DSS Protocol.	ILT	1
DSS-GSEF-145 (WBT)	Universal Precautions & Infectious Disease	This training provides an overview of blood borne and airborne pathogens, transmission modes, prevention, and DSS policies. This one-hour training is required for all DSS staff who have direct client contact. At the end of this course, participants will be able to: 1.) identify the 4 most common blood borne pathogens and the 1 most common airborne pathogen; 2.) identify exposure risk and mode of transmission; 3.) identify medical effects; 4.) identify methods of prevention; 5.) define universal precautions; 6.) restate DSS Protocol.	WBT	1
DSS-GSEF-150	Ethics	Employees are provided the Rights and Responsibilities that they must adhere to in order to not violate the State Ethics Laws.	ILT	1
DSS-GSEF-150 (WBT)	Ethics	Employees are provided the Rights and Responsibilities that they must adhere to in order to not violate the State Ethics Laws.	WBT	1




Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSEF-155	Service to Make A Difference	This course utilizes excerpts from Tim Gard’s DVD “Interviewing with Style” in order to highlight various interviewing techniques that will enhance both the face-to-face and telephone interview exchange between workers and clients. It reinforces the concept of Universal Design and its principles as they guide the work of DSS. In addition, it addresses the singular concerns associated with the telephone interview and offers some guidance and standards for making them effective and customer-friendly.		ILT	2.5
DSS-GSEF-156	Service to Make A Difference for managers & supervisors	This course is an introduction and overview session designed for managers and supervisors so that they will be familiar with the content and objectives of the “Service to Make A Difference” sessions that front line staff and agency employees who have either direct face-to-face or telephone contact with DSS clients will be receiving. That particular curriculum utilizes excerpts from Tim Gard’s DVD “Interviewing with Style” in order to highlight various interviewing techniques that will enhance both the face-to-face and telephone interview exchange between workers and clients. It reinforces the concept of Universal Design and its principles as they guide the work of DSS. In addition, it addresses the singular concerns associated with the telephone interview and offers some guidance and standards for making them effective and customer-friendly.		ILT	2.5
DSS-GSEF-170	Theoretical Explanations of Poverty	This 3 hour session is intended to explore the current status of those in poverty both in Connecticut and the United States. Several theoretical explanations of poverty are presented and discussed. These explanations include social Darwinism (Malthus/Darwin), moralization, victim-blaming (Ryan), the culture of poverty (Lewis) and the feminization of poverty (Abramowitz). Additionally, a discussion of the environmental issues related to poverty will be undertaken.		ILT	2.5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSEF-180	Welcome to the DSSWeb	Tour the DSSWeb and learn how to use DSSWeb tools such as the Worker Tool Kit, electronic forms, on-line phone book and UPM search.		ILT	2.5
DSS-GSEF-191	Situational Awareness: Foundational Skills and In the Office Application	Personal safety is not a subject most people enjoy thinking about because it makes us feel vulnerable. However, knowledge and preparation can reduce the risk of violent escalations. Participants will learn how to assess their environmental safety, increase their situational awareness, and recognize the potential for emotional/behavioral escalation and de-escalate threatening behavior. At the end of this 1/2 day workshop, participants will be able to: a. Identify risk factors predictive of violence b. Note verbal and nonverbal skills leading to the de-escalation of violent behavior c. Identify skills necessary for managing stress and adrenaline response.		ILT	2.5
DSS-GSEF-192	Situational Awareness: In the Field	This program is the follow-up to GSEF 191 - Situational Awareness: In the Office. This course is specifically intended for staff that are required to conduct field work activity. At the end of this 1/2 day program, participants will be able to: a. Identify skills necessary for the management of home and field visits. b. Identify skills necessary to manage automobile safety and parking. c. Identify skills necessary to manage non-human risks, i.e. animals. Note: attendance in GSEF 191- Situational Awareness: In the Office is required for attendance in this program.		ILT	2.5


Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-GSEF-193	Situational Awareness: Preventing and Defusing Hostile Exchanges	 <p>People have “good days and bad days”. Sometimes those bad days can impact the quality of another person’s day and on occasion those bad days can escalate to the point that they pose a risk to self and other. Understanding the etiology of the commonly seen types of escalation and utilizing skills often reserved for therapeutic intervention can reduce the risk of such escalations. Participants will learn the clinical predictors of violence; recognize the potential for emotional/behavioral escalation and de-escalate these.</p>	ILT	2.5


Supervisory/Management Courses (GSSM)


DSS-GSSM-101	Key Challenges to Supervision	You will learn about the 12 common challenges of Supervision and Leadership and what you can do about it. You will be given a workbook to help you plan your tailored made approach to these challenges.	ILT	2.5
DSS-GSSM-102	Overview of Supervision	Reviews definition and functional responsibilities of supervisors, the essential factors behind productivity, the four “fundamentals” of supervision, as well as common pitfalls and errors. This course is designed for new supervisors, assistant supervisors or anyone in lead workers position.	ILT	2.5
DSS-GSSM-110	Positive Influence and Interpersonal Skills	Participants will develop skills in interacting with and relating to others, including assertiveness, sensitivity, consensus building, and conflict management. This course is designed for new supervisors, assistant supervisors or anyone in lead workers position.	ILT	10


Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-GSSM-115	Skillful Constructive Feedback	 <p>Constructive Criticism is an art. This 1/2 day course will provide you with 7 principles of Constructive Criticism. A video of vignettes will provide excellent insights into the dos and don'ts of Constructive Criticism. You will apply your knowledge and enhance your skills in group discussions of scenarios that challenge you in being able to give constructive criticism.</p>	ILT	3
DSS-GSSM-120	Developing Workers - Effective Coaching and Training	Participants will learn how to analyze and clarify performance gaps, to develop the correct strategies to address them and avoid remedies that waste time. You will also learn the dos and don'ts of effective one-on-one coaching as well as how to maximize the use of formal training.	ILT	5
DSS-GSSM-130	Leading and Facilitating Effective Meetings	Participants will learn how to run and/or facilitate effective and efficient "work" meetings (where decisions need to be made, clear action plans are called for, and/or problem solving needs to occur). This course is designed for new supervisors, assistant supervisors or anyone in lead workers position.	ILT	2.5
DSS-GSSM-140	Strategic and Operational Planning for Supervisors and Managers	Planning the work of the unit is a primary responsibility of supervisors and managers. Both the day-to-day operational activities, as well as longer-term strategic initiatives need to be taken into consideration for the current and future unit success. In this workshop participants will learn how to do both operational and strategic planning at the supervisory/manager level. They will also learn how to organize tasks and set priorities to achieve staff and unit objectives.	ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-150	Delegating and Motivating	Being able to delegate effectively is the #1 reason for success. You will learn 9 myths about delegating, 7 steps to effective delegating, what to delegate and what not to delegate, how to monitor the delegation process, and what to do when things go wrong. You will also learn the 10 ways to motivate your staff.		ILT	2.5
DSS-GSSM-151	Developing A Culture of Service	The quality of customer service at DSS is an important indicator of how the agency is viewed by both its employees and the public. As the first level of management, the DSS supervisor plays a key role in contributing to the development of a customer orientation among staff. This workshop is designed to allow new supervisors the opportunity to reflect on customer service from a management perspective as they make the transition to supervision.		ILT	3
DSS-GSSM-152	Planning & Implementing Work	Supervisors are responsible for guiding the work of others and are held accountable for the quality of work delivered. For new supervisors this could be a daunting task. This workshop provides a method for analyzing the scope of work that a unit performs in order to effectively delegate people, and allocate resources, to accomplish unit and agency goals.		ILT	3
DSS-GSSM-153	Staff Development	This workshop is designed to reinforce the supervisor's/manager's role in staff development. It will identify ways that participants can analyze staff performance, show how supervisors/managers can support the transfer of learning, and address the challenges of staff development.		ILT	3
DSS-GSSM-160	Conducting Effective Performance Appraisals	How a supervisor conducts performance appraisals is one of the supervisory activities that most define a supervisor's leadership style. You will learn how to conduct collaborative performance appraisal meetings. This program is designed for new and experienced supervisors or managers.		ILT	2.5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-170	Building an Effective Team	Supervisors in human service agencies accomplish agency goals through their work units. How well the staff work together determines the success of the unit in reaching its performance goals. By fostering teamwork, a supervisor can harness the energy that their work unit already has and leverage it to create a high performing team. This workshop will explore team development as a tool for new supervisors to use to evaluate how their units are currently functioning, and to identify ways to increase their ability to work together as a team to achieve desired results.		ILT	2.5
DSS-GSSM-210	Performance Management	How a supervisor corrects off-target performance and conducts performance appraisals are two supervisory activities that most define a supervisor's leadership style. Performance Management connects these two activities to help supervisors to collaboratively work with their staff to achieve positive results. You will learn how to handle the "corrective feedback" meeting, use progressive discipline, and finally, conduct collaborative performance appraisal meetings. This program is designed for new and experienced supervisors or managers.		ILT	5
DSS-GSSM-215	Skillful Constructive Feedback	Constructive Feedback is an art. This 2 1/2 hr course will provide you with 7 principles of Constructive Feedback. A video of vignettes will provide excellent insights into the dos and don'ts of Constructive Feedback. You will apply your knowledge and enhance your skills in group discussions of scenarios that challenge you in being able to give constructive criticism.		ILT	2.5
DSS-GSSM-220	Participative Management	Learn when and how to use participative management techniques in order to improve work results, enhance worker commitment and motivation, and develop unit morale and a positive work climate. This program is designed for new and experienced supervisors or managers.		ILT	5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-225	Conducting Focus Groups for Improved Client Service Delivery	Customer feedback course using focus groups that will be conducted under the modernization project to identify relevant issues for communication and awareness raising with clients. This course is for managers and supervisors only.		ILT	3
DSS-GSSM-230	Managing a Social Services Organization Today	This 1/2 day workshop will explore the current perspectives and concepts in a Social Service Organization. Over the past decade, managers have been asked to think differently and respond to trends and technological advances. In this workshop participants will identify and discuss: *The Twelve Attributes for Managing 21st Century Organizations, *Recent Societal Changes Influencing Social Service Management, and *Systemic and Technological Requirements for Managing Social Services Today. The workshop will present to managers skills for the managing the changes which have occurred in - private, public and nonprofit organizations.		ILT	2.5
DSS-GSSM-235	Managing Workplace Conflict for Supervisors and Managers	Conflict in the workplace can lead to behaviors that negatively impact job performance. When this type of conflict goes unresolved, it can increase stress, diminish productivity, reduce morale, and sometimes lead to violence. When staff conflict affects the performance and productivity of a unit, it becomes the manager or supervisor's responsibility to take action. In this workshop you will learn and apply a practical, concrete, and behaviorally specific managerial mediation process that will enable you to support two staff members to discuss and resolve conflict issues. This highly effective mediation process for managers and supervisors was developed by the Mediation Training Institute, and is currently being used throughout the U.S. and in other countries worldwide. Managers and supervisors can use this process without the need to become expert mediators by applying communication skills that they already utilize in carrying out their work roles and responsibilities.		ILT	3

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-236	Climate Control for Managers	<p>“Climate Control,” creating and maintaining a positive work environment, is a key responsibility for any manager. What can managers do to create a positive physical and emotional climate in the workplace? How can they promote an office climate that will support their staff to put forth their best effort? In this half-day seminar, managers will learn: How to set a positive emotional tone in the workplace; Ways to prevent harassment, bullying and other behaviors that undermine employee moral and engagement; and, Intervention strategies to effectively address inappropriate workplace behaviors.</p>		ILT	3
DSS-GSSM-237	Building Morale for Staff you Supervise	<p>This course will offer any DSS employee that has supervision responsibilities the chance to critically look at ways to build morale with your staff. Class discussion will include research data on the value of worker satisfaction, union considerations, and best practices to integrate morale building as one of your foundational working principles.</p>		ILT	3
DSS-GSSM-238	Developing A Culture of Service	<p>The quality of customer service at DSS is an important indicator of how the agency is viewed by both its employees and the public. As the first level of management, the DSS supervisor plays a key role in contributing to the development of a customer orientation among staff. This workshop is designed to allow new supervisors the opportunity to reflect on customer service from a management perspective as they make the transition to supervision.</p>		ILT	2.5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-239	Building An Effective Team	Managers in human service agencies accomplish agency goals through their work units. How well the staff work together determines the success of the unit in reaching its performance goals. By fostering teamwork, a Manager can harness the energy that their work unit already has and leverage it to create a high performing team. This workshop will explore team development as a tool for managers to use to evaluate how their units are currently functioning, and to identify ways to increase their ability to work together as a team to achieve desired goals.		ILT	2.5
DSS-GSSM-240	The Supervisor's Negotiation Toolkit	On any given workday supervisors may find themselves having to resolve disputes, come to agreement on courses of action, bargain for resources, or generally create outcomes that will benefit their teams. This workshop will examine a 6-step negotiation process and provide the tools and techniques that can be applied on the job. Participants will also practice using their negotiating skills to foster problem-solving outcomes that create "win-win" situations for all involved.		ILT	2.5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-250	Hiring and Promotions: The Selection Process at The Connecticut Department of Social Services	This six hour course will outline The Connecticut Department of Social Services hiring and promotional selection process. The objectives of the course are: To be able to understand the roles and responsibilities involved in the selection process (job analysis, posting, question formulation, interview, hire or promote); and, to insure that the DSS selection process meets state and federal compliance requirements and supports DSS in hiring or promoting the most qualified people for the job. We will cover Requirements for Compliance; Steps for hires and promotions; The Division of Human Resources (HR) role; The Affirmative Action Division role (AA) role; Your role as an agent in the hiring and promotional process (managers & supervisors, designees on interview panels); the Interview process; the design of interview questions; how to evaluate responses and the forms associated with the hiring and promotional process.		ILT	6
DSS-GSSM-260	Overview of the Case Review System	The course will provide the participant with an overview of the Case Review System. The participant will also learn how to enter case review findings and run reports. It is designed for Eligibility Supervisors and Local Quality Control Reviewers.		ILT	2.5
DSS-GSSM-261	Conducting Effective Supervisory Case Reviews	This course reviews the Supervisory Case Review process for the SNAP program. Participants will learn the criteria for case selection, how to conduct consistent and effective case reviews, how to utilize data and reports, and how to communicate findings to staff. It is designed for Eligibility Supervisors.		ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-262	Managing the Process of Change	The need for change is increasing and the modern manager is constantly challenged to react with strategies and plans for aligning their team efforts with the needs of the organization. Managers play a key role in leading change as communicators, coaches and advocates. This workshop is designed to provide a 'lens' through which managers can structure, and plan, their team's response to the need for change.		ILT	5
DSS-GSSM-265	Four Generations M.E.E.T. in the Workplace	The workplace in the United States is experiencing a new set of dynamics based upon the phenomenon of 4 generations working together---either in its workforce or in its clients. Real world situations will be used to teach supervisors and managers how to recognize, respond to and resolve differences involving generational issues where productivity, team work and client services could suffer if not handled properly.		ILT	2.5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-270	Gathering Feedback for Customer Satisfaction	Customer feedback is critical to the success of any organization. Quality applies to the programs and services delivered by DSS as well as to the way its clients are treated. There are a number of successful and useful tools for obtaining customer feedback. This training will explore several of them and address how and when each one fits best for DSS clients. We will also discuss how to develop and implement each of these feedback tools to the appropriate setting and situation in order to obtain honest and accurate feedback from DSS client		ILT	3
DSS-GSSM-310	Leadership Development Through Action Learning	“You can discover more about a person in an hour of play than in a year of conversation” - Plato. This half-day challenge course experience is a new component of OSD’s Leadership Development Program that is being offered to DSS Directors and Managers. Action Learning is a dynamic approach to developing and applying leadership skills. It makes strategic use of challenging activities in which participants use not just talk about organization and planning, communication, team work, problem solving, coaching, decision making and other aspects of leadership. The OSD Action Learning program will be conducted at Prime Climb, Connecticut’s premier indoor climbing gym and challenge course. Centrally located in Wallingford, Prime Climb offers a variety of challenge course elements in an indoor setting that can be custom designed to achieve our leadership development objectives. Action Learning is a dynamic approach to developing and applying leadership skills.		ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-320	Managing Project Risk	Managing projects are inherently risky business. Between time constraints, technical challenges, and resource difficulties, things that can go wrong often do. So, it becomes rare for most managers to encounter a project where everyone involved feels things are adequately under control from beginning to end. This 3 half-days course looks at how to effectively use risk and project data to influence necessary changes, to clearly communicate project risks, and to adopt ongoing risk management practices that detect new risks promptly and minimize problems throughout the project. The course sessions are "Managing Project Risks," "Monitoring and Controlling Risky Projects," and "Closing Projects." This course is open to any manager who has or will be directing a project.		ILT	3
DSS-GSSM-S100	DSS Supervisory Development Program	This supervisory program consists of 14.5 days of training held over a 3 month period. The 17 courses that make up the Supervisory Development Program are designed to prepare and support new supervisors in the functions and responsibilities necessary to lead a productive and cohesive work team. In addition to the coursework, this program will provide participants with support, mentoring and coaching.		ILT	72.5
DSS-GSSM-S101	DSS Supervisory Development Program Reunion	This workshop brings back the cohort of the DSS Supervisory Development Program 6 months after the core sessions have been held to gather feedback from the participants and present up to date Supervisory information.		ILT	2.5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSM-330	The Resilient Leader	<p>A survey of top executives at six Fortune 100 companies conducted by the Center for Creative Leadership revealed that the inability to rebound from setbacks was a major reason why managers fail in their careers. Studies of managers who handle challenge, crisis and uncertainty effectively reveal that they have developed certain characteristics that enhance their sense of personal power and mastery. Resilient managers face challenges effectively and bounce back from adversity. In this presentation, participants will learn the four key characteristics of resilient leaders; and, more importantly, how they can develop these characteristics in themselves and within their teams to enhance performance and productivity.</p>		ILT	3
DSS-GSSM-340	Leading a Diverse Workforce - Enhancing our Cultural Competency	<p>Connecticut has seen major demographic changes in the last 10 years and these changes continue to alter and increase the diversity of both our client population and our workforce. Fundamental to successful leadership is the demonstration of diversity skills, including sensitivity to diversity, multicultural leadership, acceptance and tolerance, cultural competence, and tolerance of ambiguity. As with the dynamic nature of our ever changing demographic landscape we too evolve throughout the lifecycle, with each new life experience shaping and changing how we perceive ourselves and others. OSD is very pleased to announce an important opportunity for DSS managers and executive staff to (re)engage in the pursuit of these very necessary skills.</p>		ILT	5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
Professional Development Courses (GSPD)					
DSS-GSPD-210	The Career Mobility Workshop	This course is designed to help you set career goals and begin creating an action plan to attain your goals. You will also develop a draft resume to highlight skills that will match your professional goal. Finally you will learn techniques to improve your performance in hiring and promotional interviews. This course incorporates information specific to advancement within DSS		ILT	10
DSS-GSPD-211	Maximize Your Career Path	The purpose of this course is to guide you through an innovative process of exploring your skills, career goals and values that you hold that will assist you towards achieving your long-term career objectives. Some of the hands-on techniques you will learn in this session are: Goal Setting, Career Objectives, Resume Writing, Cover and Thank you Letters, and Interviewing Techniques. We will also review differentiating between three types of skills: Self-Management, Job-related and Transferable skills.		ILT	5
DSS-GSPD-212	Telephone Usage for Quality Service	During the workday the demands of the job can at times seem overwhelming. This course will look at how we respond to the demand of delivering service by use of the telephone and explore approaches to resolve complicated communication situations.		ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-213	DSS Employees: Ace the Interview!	Do you find job interviews stressful? If so, this workshop will give you the information and tools to handle your next job interview with confidence. You will learn a plan to prepare for your interview and how to develop great answers to difficult questions with confidence. Learn what prospective employers are really looking for in a candidate and what questions they will ask you. You'll also have the opportunity to get answers to the questions that most concern you about interviewing. Note: This workshop is based on a program developed by DAS. It has been customized for DSS employees and will be delivered by OSD trainers.		ILT	3
DSS-GSPD-214	Practice Interview Sessions	This session will provide you with an opportunity to practice your interviewing skills, learn what to expect in an actual interview and gain valuable feedback on your skills. The practice interview is one of the very best ways to prepare for an actual employment interview. It allows you to gain experience and practice in answering questions you are likely to be asked during an interview. OSD staff members who take the role of the interviewer will try to make the interview as realistic as possible by asking questions that are typical of those that might be asked for the type of position you are seeking. The entire practice interview session will take about one hour and consist of the following elements: Introduction; The interview, consisting of 7 to 10 interview questions; Question-by-question critique of the interview with feedback; suggestions for improvement, and tips on successful interviewing; and, Follow-up discussion and consultation.		ILT	1


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-215	Taking Responsibility for your Professional Development	<p>Ongoing professional development is something we do every day of our lives, without even thinking about it. This course will help you focus your professional goals, and help to recognize opportunities to improve your skills, knowledge, and abilities in areas of interest. You will write a plan of action, and set attainable goals for your professional development. Taking a structured approach to your professional development will give your career focus and meaning whether you intent seeking a promotion, greater responsibility, professional recognition, or a change in career direction.</p>		ILT	5
DSS-GSPD-216	Boost Your Spirits and Your Job Performance	<p>Most of us spend a big chunk of our day at work. Yet we sometimes leave the best of our energy, creativity and spirit outside of our jobs. When we don't bring the best of ourselves to our work, we're saying that it's OK to be unhappy, bored or resigned for a big part of our lives.</p> <p>If this sounds familiar, the "Boost Your Spirits and Your Job Performance" workshop is your opportunity to take part in a unique, half-day program that will invigorate, challenge, and enlighten you. This highly interactive and fun program will focus on four key principles that all of us can use on our jobs, no matter what type of work we do. Within these four key areas you will identify specific ways to boost your spirits and your job performance, and discover new ways to energize and invigorate your work. Guaranteed, or your money back. And did we mention that it's fun?</p>		ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-220	Introduction to Stress and Coping	This one day course is designed to provide an introduction to the basics of stress reactions including both strain and problem stress. Participants will learn how to recognize the two types in their various forms. Self-assessment skills will be introduced to help you get to the root of a particular problem. In addition, participants will come to understand the essence of effective coping. Many of the common tips and suggestion will be reviewed including relaxation techniques.		ILT	5
DSS-GSPD-221	Basic Time Management Skills	We have heard that time is a valuable natural resource that is irrevocable, irretrievable, irreplaceable, and something you can't change. The time you spend each day not accomplishing what you want or need to accomplish can add significant stress to your job and personal life. But since you can't change time, you must learn how to make the most of the time you have. This program consisting of two half-day sessions is designed to help you achieve your goals by helping you to manage your time more effectively. You will explore and develop significant customized strategies in the following areas - How You Use Your Time; Examine Time Waster Analysis; Setting Goals; Planning Your Time; Prioritizing; Developing a Work Plan; How to Schedule and Not Procrastinate; Controlling Paper Work; Desk Organization; Eliminating Interruptions; Managing Crises and other systematic time management approaches.		ILT	5
DSS-GSPD-222	Pumping Neurons -	Research in the cognitive and neurosciences has demonstrated that mental exercise can increase and improve the brain's capacity for learning and recalling information, creative thinking, problem solving and decision making. The old gym maxim, "Use it or lose it" applies to the brain as well as the body. Mental workouts can do for the brain what physical exercise does for the body. Pumping Neurons is a dynamic, experiential program in which participants learn and try specific exercises and activities that promote mental fitness.		ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-223	The Resilience Factor	<p>Change has become a permanent, and sometimes overwhelming, fixture in our personal and professional lives. When handled effectively, change can lead to growth and new opportunities. However, when change becomes overwhelming, it can undermine our health, our relationships, and our productivity. Resilience is the ability to take on the pressures and changes of life, and bounce back from adversity and setbacks. Research shows that people who develop four specific characteristics (The Resilience Factor) are more likely to respond in a positive, proactive way to difficult situations. In this workshop you will learn how to identify the four stages of change and how to apply The Resilience Factor characteristics to manage life changes effectively.</p>		ILT	3
DSS-GSPD-224	Navigating the Rapids of Change	<p>This is a two part series - the first part is entitled Emotional Impact. This session will help participants deal with the emotional impact of recent changes. It provides an opportunity to share feelings in a safe and supportive environment, and also learn and discuss strategies to manage emotions and still continue to function. The second part is titled, Building Personal Change Behavior. This session provides participants with an understanding of the process of change. The four factors in any major change that contribute to change resilience will be identified and discussed.</p>		ILT	5
DSS-GSPD-225	Managing Chaos and Complexity in State Government				


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-226	Burnout and Compassion Fatigue	This half-day course is intended for any staff with client contact. The material will outline and define the terms: "burnout" and "compassion fatigue". Participants will explore how they are impacted by burnout and the physical, emotional, and social consequences. And finally, participants will discuss the personal strategies for dealing with burnout in a positive manner. Course content will include brief lectures, a self-survey, video, and class discussion.		ILT	3
DSS-GSPD-227	Positively Stressed	Stress is part of life. We actually need a certain amount of stress to learn, grow, develop and be healthy. However, when stress becomes overwhelming it can negatively affect our health, productivity, and relationships. Understanding what stress is, how it affects us, and specific ways to manage it are the keys to being "positively" stressed. In this half-day workshop participants will identify the difference between positive stress, distress and burnout. They will also learn and practice a variety of stress management skills, and create a personal action plan for being "positively" stressed.		ILT	3
DSS-GSPD-228	Conflict Management Skills for Ombudsmen	The goal of this program is to identify ways that Long Term Care Ombudsmen can become more effective in managing conflict situations involving clients, family members, health care providers, administrators, and others involved in long term care programs and facilities. Participants in this program will be able to: Discuss causes of difficult behavior Understand the conflict cycle Identify methods of social influence that address conflict and difficult behaviors Create a process to manage difficult conversations Use mediation concepts to resolve conflicts		ILT	3

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-230	Problem Solving and Decision Making	Solving problems and making decisions could be a tedious and frustrating process for people simply because they do not have a process to follow. Without a process to follow, we generally let our perceptions of those problems block our ability to solve or facilitate successful closure on the issue. This two half-day program is designed to expand the participant's concept of making decisions when approaching a problematic situation through the problem solving and decision making process.		ILT	3
DSS-GSPD-231	Reaching Consensus	Imagine facilitating an important unit or project team decision. The group discussion has been difficult to manage, having bogged down repeatedly, and tempers have flared on several occasions. While it is unlikely that team/unit members will ever totally agree about a decision, you need patience, skill and a clear understanding of what consensus is to build a decision that everyone can support. This one-day workshop will build on the principles of participative leadership and develop skills in helping to guide groups to shared decisions. You will learn what consensus is and when it's the appropriate decision option. You will also learn and practice a 6-step process to building consensus.		ILT	5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-232	Managing Workplace Conflict	<p>Conflict in the workplace has many potential causes, but often results in a relationship where people feel angry towards and find fault with each other, resulting in behaviors that negatively impact job performance. When this type of conflict goes unresolved, it can increase stress, diminish productivity, reduce morale, and sometimes lead to violence. In this three-part workshop you will learn and apply a practical, concrete, and behaviorally specific communication process that will enable you to discuss and resolve conflict issues with another person. This highly effective communication process was developed by the Mediation Training Institute, and is currently being utilized throughout the U.S., as well as in Latin America, Asia, Africa, and Europe. While it incorporates some of the principles of mediation, this “self mediation” process can be applied by almost anyone. It does not require the learning of additional communication skills beyond what most people already possess.</p>		ILT	9
DSS-GSPD-233	Stop and Think! Critical Thinking Skills for Work and for Life	<p>When was the last time that you stopped to think about what you were thinking? Usually before we make any decision or take any action - we think about it. We often aren't aware of our thinking process, and may not take the time to analyze what led us to think that way. When that happens, we may say or do things that we later wonder, “What was I thinking when I did that?”</p>		ILT	6
DSS-GSPD-234	Working with You is Killing Me	<p>The workplace is a volatile environment where people sometimes rub each other the wrong way. Although it is usually unintentional, erratic or emotional behavior can invade a person's workspace and rattle their nerves. This course is designed to assist participants in recognizing and resolving negative workplace relationships through a four-step process. For any DSS staff.</p>		ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-235	Effective Communication Skills	This course will explore the 4 principles of Interpersonal Communication, 7 challenges of communication skills, conducting crucial conversations, assertiveness skills and skillful constructive criticism. We will delve into the translation of meaning which will cover exploring a model of communication dynamics, power of words and symbols and intent vs impact.		ILT	1.5
DSS-GSPD-236	You Can Be Assertive - It's Your Right!	This course is designed for anyone who is interested in learning how to communicate more effectively in difficult situations, get their ideas heard and acted upon and resolve problems without hurt feelings. Coursework includes; distinguishing between assertive, aggressive and nonassertive behavior, recognizing your assertive rights and exploring why asserting yourself is difficult. Through structured exercises and role plays participants will learn how being assertive can help you feel better about yourself by allowing you to express your feelings, wants and desires more effectively.		ILT	5
DSS-GSPD-237	Communicating to Influence	We often try to communicate to influence others - coworkers, clients, family members, friends, and even strangers. "Influence" is defined as the capacity or power to be a compelling force that can affect the thoughts and actions of others. Are there specific ways that can enable us to communicate more effectively when we need to influence others? In this program we will look at several conceptual models that can enhance our knowledge and ability to communicate to influence others. We will then apply these models to specific situations.		ILT	3

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-240	Community CPR	This two day (9 hour) Red Cross Sponsored course will teach you how to recognize and deal with an emergency as well as help a child, infant, or an adult when a respiratory or cardiac emergency exists. The course format includes practice on partners and manikins and involves strenuous activity. This program requires a fee of \$22.00 per participant to offset the cost of a participant manual and use of equipment (\$7.00 if you own a Community CPR manual 2006 version or later). All participants will receive a Red Cross Certificate upon successful completion of the course		ILT	10
DSS-GSPD-241	CPR Recertification	This one-day (5.5 hour) Red Cross Sponsored course will recertify individuals who have attended a Community CPR Program within the past 2 years. The course format includes practice on partners and manikins and involves strenuous activity. This program requires a fee of \$22.00 per participant to offset the cost of a participant manual and use of equipment (\$7.00 if you own a Community CPR Manual 2006 version or later). All participants will receive a Red Cross Certificate upon successful completion of the course.		ILT	5
DSS-GSPD-250	So You Have to Make a Presentation	The mind is a wonderful thing It starts working the day you're born and never stops until you get up to speak in public. All of us have found ourselves in situations that require us to influence the outcome of meetings, motivate others into action, or gain support of others. This three-day workshop will provide you with skill and techniques that can increase your effectiveness in public speaking situations. Participant will be required to develop and deliver practice presentations.		ILT	15

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-251	Using Group Facilitation Skills	Facilitation is a core skill for anyone working with groups. In this two-day course you will learn how to encourage and model effective group behavior to help groups become cohesive, competent, and successful in accomplishing desired outcomes. You will increase your repertoire of group interventions and strategies, and have an opportunity to practice and receive feedback.		ILT	10
DSS-GSPD-252	Effective Project Management: What does it take?	Many of us are called to lead projects related to our work for the agency - managing the tasks and people during the life of these assignments can be challenging. This course provides participants with an overview of project management and its phases, and the skills needed to be effective in a leadership role.		ILT	5
DSS-GSPD-253	Preventing Domestic Violence	This one-day workshop will show how interpersonal violence can be devastating and traumatic. It will demonstrate how the tactics that one partner uses to control the other may be so overwhelming because of their persistence and abusiveness, that most victims find them humiliating, psychologically debilitating and shattering to their sense of self-confidence and self-worth. The course work will explore the range of violence in intimate relationships by examining coercive methods used by abusers. The risks victims face related to child witness to family violence. Participants will develop an understanding of the range of intervention resources available to victims and the practitioners who work with them.		ILT	5
DSS-GSPD-254	Fundamentals of Strategic Planning in Government Agencies	This full day course will provide participants with an overview of strategic planning in government agencies - specifically human services agencies - as well as the impact of strategic planning in agency success. Key concepts and specific steps in the strategic planning process will be introduced, reviewed and practiced.		ILT	5


Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
DSS-GSPD-270	Building Brighter Futures in Connecticut	Overview of child and adolescent social and emotional development based on the principles of Bright Futures at Georgetown University. Specific focus on risk and protective factors, cultural influences, and parenting, as well as community resources.		ILT	3
DSS-GSPD-280	Reorganizing Your Workspace - When Cleaning is not Enough	Is your desk disorganized and cluttered? If so, this workshop will walk you through the steps and provide tips on how to re-organize your work space and maintain it. You will develop a list that will help you identify what needs to be readily available and what you can store away. The materials used in this workshop can be applied at your desk for immediate impact.		ILT	2.5
DSS-GSPD-280.1	Reorganizing Your Workspace: Follow-up	This 1 hour session will provide an opportunity to discuss barriers to reorganizing your desk. The follow-up session is one of the best ways to ensure that your desk organization is realistic and maintainable.		ILT	1
DSS-GSPD-280.2	Reorganizing Your Workspace - When Cleaning is not Enough - Overview	Is your desk disorganized and cluttered? If so, this one-hour overview will highlight the steps to re-organize your work space and maintain it.		ILT	1
DSS-GSPD-S300	Program Design and Evaluation Series	Effective and efficient use of resources and successful measurable program and client outcomes require continuous assessment, design, re-design and evaluation to ensure that the needs that exist are in fact the ones that are addressed. This series of four courses will focus on proactive planning to clearly define client based programmatic need, identify the most appropriate approach to address it, develop a road map to implement it and then systematically and continuously evaluate its effectiveness, making changes as needed.		ILT	20


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSPD-300	Using Evidence Based Practice to Enhance Program Design and Delivery	This training describes the evidence-based practice (EBP) approach to enhancing practice and policy decision making. Ultimately aimed at strengthening the linkage between research knowledge and practice, the specific components of the EBP process involve posing specific and well-structured questions, searching effectively and efficiently for the best evidence, evaluating any evidence that you identify by research standards and professional judgment, and finally taking action based on your assessment. Topics to be covered include the EBP model and process, formulation of COPES questions, use of MOLES in conducting searches, and evaluation of search results. For any DSS staff who is involved in the design, implementation, and evaluation of new programs and services.		ILT	5
DSS-GSPD-310	Needs Assessment for Program Design and Development	This training has been designed to familiarize participants with the terminology, tools, and methods of needs assessments, which will help them to make more informed decisions about how and when to use needs assessments in support of program or project objectives.		ILT	3
DSS-GSPD-320	Using the Logic Model in Program Planning	The logic model is an effective and efficient way to depict the interplay or relationship between the presenting issue/challenge, proposed actions being taken to address or resolve the issue, the resources to be used and the outcomes anticipated and the ultimate impact sought. The logic model is both a narrative and a "graph". It has become a key model utilized by many federal, state and local agencies to increase accountability, promote future thinking and provide a construct for planning.		ILT	5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-GSPD-330	Developing Outcome Based Evaluations	 <p>Decreasing funds and increasing community needs. This has become the norm not a temporary trend. In this climate, managers, now more than ever, are charged with the task of defending existing programs. Perhaps the best way to accomplish this is to demonstrate the impacts/benefits to clients during and after participation in your programs. Program evaluation can help us understand, verify or increase the impact of products or services on customers or clients; improve delivery mechanisms so that they will be more efficient and less costly and verify that you're doing what you think you're doing. This training will provide the theory of evaluation; share several evaluation models; help participants to identify appropriate outcomes and develop mechanisms to measure them. The afternoon laboratory will provide participants with the opportunity to develop with trainer support, evaluation measures for existing programs.</p>	ILT	5


Social Services Courses (GSSS)

DSS-GSSS-110	Connect-Ability Initiative	Connect-Ability is a new DSS initiative designed to increase employment for Connecticut residents with disabilities, and to raise awareness among employers. This session will provide an overview of the Connect-Ability initiative. Participants will develop an understanding of how this will be an important resource to share with individuals with disabilities who seek assistance from DSS.	ILT	1
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Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSS-220	The Helping Relationship	Developing a helping relationship with clients is an essential component in a social service agency. You will learn how to identify the qualities and components of a helping relationship, explore how these factors can be used to develop and maintain positive relationships with clients and examine how your values and attitudes are basic to the partnership between client and worker.		ILT	2.5
DSS-GSSS-230	Domestic Violence	This one-day workshop will show how interpersonal violence can be devastating and traumatic. It will demonstrate how the tactics that one partner uses to control the other may be so overwhelming because of their persistence and abusiveness, that most victims find them humiliating, psychologically debilitating and shattering to their sense of self-confidence and self-worth. The course work will explore the range of violence in intimate relationships by examining coercive methods used by abusers and the risks victims face related to child witness to family violence. Participants will develop an understanding of the range of intervention resources available to victims and the practitioners who work with them.		ILT	5
DSS-GSSS-250	Substance Abuse and Mental Health Issues	In the course of our work, DSS staff are likely to encounter adults and children in the community who are dealing with issues of mental illness, alcoholism, or other chemical dependency. These problems may be compounded for our clients who are also facing poverty and difficulty in accessing treatment services. This course is intended to provide staff with an increased professional competency in dealing with these issues, understanding medical reports, working and communicating more effectively with providers. The course will include a discussion of the classification of diagnoses in the DSM IV TR, a review of currently used medications, and issues of access to appropriate levels of treatment.		ILT	5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSSS-260	Social Security Disability Programs	This course provides a basic overview of the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs administered by the Social Security Administration with a focus on the differences in the two programs, the application and appeal process, ongoing eligibility requirements, and the links to various DSS programs.		ILT	2
DSS-GSSS-290	HSI Overview	What is an <i>infrastructure</i> and what does one look like if it is "human services?" This course provides the answer to such questions about Connecticut's "Human Services Infrastructure" and the roles and responsibilities of Connecticut's three HSI foundation partners in this very important initiative: DSS, the Community Action Agencies and InfoLine.		ILT	2.5


Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
Special Topics (GSST)					
DSS-GSST-130	Overview of TTY/TDD	This 1 Hour Session will overview instructions for staff to TTY/TDD		ILT	1
DSS-GSST-150	Charter Oak Health Plan	Connecticut's most recent and highly publicized medical insurance plan, The Charter Oak Health Plan, began on July 1,2008. Charter Oak will be administered by Affiliated Computer Services. ACS currently administers Husky B. Training will be offered to all DSS staff allowing us to better inform our clients who may call with questions and result in more accurate referrals. Sessions will review the program basics, who is eligible to apply, how the Charter Oak application process works, basic medical coverage available with a little information on premiums and deductibles. The session will also address procedural issues in that we'll encounter in our ongoing communication with ACS.		ILT	1
DSS-GSST-160	Brain Injury: A Primer for Direct Service Staff	Examines brain injury with a special focus on cognitive and behavioral outcomes that may have an impact on help seeking, service use, follow-through, general behaviors, and ability to comply with expected procedures.		ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSST-200	Reporting Child Abuse and Neglect	<p>Recently, questions have been raised as to what actions should be taken by DSS employees who may witness or become aware of, in the course of their job functions, suspected incidents of child abuse/neglect. By CT state law, reports of suspected child abuse/neglect are mandated for social workers and other health and mental health providers. As this relates to DSS, only a limited number of employees are legally impacted by this mandate. However, as DSS employees have contact with a large number of our state residents and as such have the potential to protect the vulnerable population of children, this training is offered to all DSS employees.</p> <p>At the end of this training participants will be able to do the following: List signs of abuse and neglect in children; Describe the reporting process; Identify own role in the reporting process.</p>		ILT	2.5
DSS-GSST-205	Understanding Domestic Violence	Currently being drafted		ILT	5
DSS-GSST-210	Administrative Hearings for Eligibility Staff	<p>An introduction to administrative law and "due process". Process mapping of the dynamics involved in administrative hearings from pre-evaluation to final resolution. Includes practice reviewing and writing a summary, using best practices and utilizes the template located on DocuShare. This course stresses the interrelationships among clients, workers and agency departments involved. This session is conducted in partnership between OSD and the Administrative Hearings supervisory staff, with a question and answer segment provided by the Administrative Hearings officer.</p>		ILT	3
DSS-GSST-225	Conducting a Needs Assessment	<p>This course is designed to assist staff in determining training needs and prioritizing them. A number of methods will be discussed with a demonstration of a simple method used when time is an issue.</p>		ILT	2


Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-GSST-230	WEB training for F&R	How to use the DSSWeb, and the Internet for Resources and Fraud investigations. Includes maximizing Internet searches and DSSWeb tools such as electronic forms, phonebook and UPM.	ILT	2.5
DSS-GSST-240	Social Work Services Division Overview	The Centrally Administered Social Work Division has over 120 social workers and social work supervisors housed across the state in all 12 of the RO and CO. They provide a myriad of professional social work services and administer multiple DSS programs. This course will provide a general overview of the programs administered by the social work division, describe the role of the DSS social worker and help participants identify instances when a referral to social work services would be appropriate. This course is appropriate for all DSS staff with supervisory approval.	ILT	3
DSS-GSST-245	Cultural Competency: A Lifelong Journey	Connecticut has seen major demographic changes in the last 10 years and these changes continue to alter and increase the diversity of our client population. Cultural, ethnic and linguistic diversity plays a critical and crucial role in human services and if addressed in a culturally competent manner, the results are positive and enduring. This training will offer the participants the opportunity to assess how diversity of our clients and workforce impact the effectiveness of service delivery and identify ways to improve our professional practice so as to meet the varied needs confronting us.	ILT	5
DSS-GSST-250	The Professional You	Do you know how your professional image impacts how you are perceived by external and internal customers of DSS? This ½ day course is designed to provide a forum to discuss how verbal and non-verbal communication is interpreted and what steps we can take to have a positive and effective impact on how you are perceived and treated by others.	ILT	3




Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSST-260	The Fuss About Fathers: Engaging Men to Improve Child Outcomes	Research shows that when fathers are positively involved in their children’s lives, children do better. For example, they are less likely to be involved with the criminal justice system, more likely to stay in school and achieve higher grades, delay sexual activity, and engage in positive social behaviors. Participants will learn about the state’s father involvement efforts, for which DSS is the lead agency, and explore how recognizing the important role fathers play for children can enhance their work with and support for families served through DSS programs. Any interested employee may attend; particularly relevant for those with direct client contact.		ILT	5
DSS-GSST-270	Dismantling Our Institutional Silos: Steps to Successful collaboration	Large agencies are often plagued by, what is often dubbed “silos”. Today, silo is not used in reference to a structure for producing silage or housing missiles, but as an all-purpose term for an organizational barrier. In government organizations this “silozation” is propelled by the statutory mandates that new departments, agencies, units or divisions exist to serve the needs of specific populations or manage the dissemination of specific resources. What has been noted is that silos often create barriers to effective execution of job functions. Instead of sharing, each group vies for resources with single minded focus that may damage the interests or goals of another group. This half day training will help participants recognize silos and identify steps they can take to dismantle these silos. Specifically, they will learn key elements of successful collaboration.		ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSST-280	Deciphering Self-Employed Income Tax Returns When Determining Countable Income	When determining countable income for self-employed individuals who apply for DSS programs, understanding what to look for when reviewing income tax returns can be a confusing and daunting task. Often we are reviewing tax documents that are unfamiliar to us. In this session you will learn what tax forms are needed, how to review those forms, and how to use the information on those forms to determine countable income.		ILT	3
DSS-GSST-310	Briefing for Administrative Professionals			ILT	1
DSS-GSST-360	Healthcare Reform	President Obama has said that Healthcare Reform is no longer a question of if but how. Providing affordable, quality healthcare for all has become an urgent priority in the US. Healthcare reform will likely impact how we provide medical assistance to our clients and how we receive healthcare ourselves. In this ½ day course, we will discuss the goals of an ideal healthcare system, explore some proposals for reform, and take a look at how selected countries achieve universal coverage.		ILT	3
DSS-GSST-IFV	Flu Vaccination Clinic	This is a special registration for the DSS Regional Offices to reserve slots for flu vaccine clinic.			


Course Number	Course Name	Course Description		Method	Duration(Hrs)
Universal Design Courses (GSUD)					
DSS-GSUD-110	Principles of Universal Design and Raymond v. Rowland Overview	Raymond v. Rowland was settled on September 10, 2007 in the United States District Court. This settlement comes as a result of a class action lawsuit that was filed against the Department of Social Services and the State of Connecticut in 2003. This suit sited DSS for alleged failure to implement policies and procedures designed to ensure access of plaintiffs to cash and medical subsistence benefit programs and services administered by DSS. This training will provide DSS employees with a comprehensive overview of the settlement agreement and how it will be incorporated into business operations; principles of universal design; and improved communication skills when interacting with clients of varying abilities.		ILT	3
DSS-GSUD-120	Modernization of Client Service Delivery	"Modernization of Client Service Delivery (MCSD)" - 1-hour staff overview; informational session to provide updates of MCSD project as of October 2009; provide information regarding RFP and organizational changes		ILT/WBT	1
DSS-GSUD-220	RO Triage Specialists	Training for Regional Office triage specialists working with clients with disabilities. Training will provide hands-on practice with way-finding, client customer service, working and interactive with clients with disabilities, and accommodations.		ILT	5

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-GSUD-300	Increasing Work Participation Rates	<p>The pressure is mounting for increasing the participation rate among JFES clients. To increase the rate, all of the partners have to increase the motivation of the clients. Jobs First ESS staff play a critical role in setting the tone for participation. This half day session will provide an overview of the new strategies being introduced throughout the system to increase motivation. You will also get tools and techniques to increase the motivation of your clients. This training session will be delivered by JODIE SUE KELLY who began her career in workforce development in 1976 as manager of a group home for delinquent youth in southwestern Pennsylvania. A few years later, she developed and expanded a local site for 70001 Ltd., at the time the nation's largest employment program for low-income school dropouts. She founded Cygnet Associates, a business and workforce development consulting firm founded in 1984, along with Max Elsmann.</p>		ILT	3

Course Number	Course Name	Course Description		Method	Duration(Hrs)
Child Support Series					
Basic Courses (CHBA)					
DSS-CSBA-S100	Child Support CORE	<p>This 12 day program will prepare Child Support Workers in Basic Child Support Policy and Procedures. This Program includes the following courses: CHBA 100 - Overview of Child Support, CHBA 101 - CCSES Basics, CHBA 102 - Automated Case Processing, CHBA 103 - Intake, Interviewing Skills, Client Cooperation Policy, CHBA 110 - Location, CHBA 120 - Paternity Establishment, CHBA 125 - Genetic Testing and Courtroom Paternity Establishment, CHBA 130 - Guidelines Calculations, CHBA 140 - New Order Establishment, CHBA 141 - Service of Process, CHBA 142 - Court Preparation and Hearings, CHBA 143 - Post Trial Process and Order Entry, CHBA 150 - UIFSA - Interstate Support Cases, CHBA 160 - Diary Worklist and caseload Management, and CHBA 170 - Administrative Enforcement Services.</p>		ILT	60
DSS-CHBA-100	Overview of Child Support	<p>A presentation of Child Support Overview, including a history and services provided by DSS is shown. During the presentation CT's Fatherhood Initiative and the child support workers' role in advocating the benefits of the programs to fathers is discussed. The presentation also includes Confidentiality Policies. In addition, the OCSE video regarding safeguarding information is shown. Skill check is a game with "Child Support Jargon".</p>		ILT	5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-CHBA-101	CCSES Basics	 <p>A discussion of CCSES (Connecticut Child Support Enforcement System), a major job tool, is discussed in detail. Participants locate the “Glossary of Terms” and go over them with the instructor along with the “CCSES Basics” deskguide. Participants are guided through an overview of CCSES -EMS and the interface processes are reviewed with the participants.</p>	ILT	5
DSS-CHBA-102	Automated Case Processing	The instructor leads a discussion about CCSES ACP (Automated Case Processing) and Forms Action Codes. It is explained that this is a time sensitive process by which the system processes a child support case for them, assisting with caseload management. Reference is made to the ACP deskguide provided in the training manuals. Participants are required to process cases in CCSES using the appropriate Forms Action Codes.	ILT	2.5
DSS-CHBA-103	Intake, Interviewing Skills, Client Cooperation Policy	The interface process is discussed in relationship to PA and NonPA cases, which then leads into the Intake Process. A presentation is shown about the Intake process components; the Child Support Process & Interview, Interviewing Skills and the Client Cooperation Standard Participants interview each other and complete the 348A and are given case examples to analyze as to whether or not the client cooperation standard is met.	ILT	5
DSS-CHBA-110	Location	A review of the intake process for PA (Public Assistance) and NonPA referrals is discussed pointing out the differences between the two processes. PA comes from EMS through the interface - information comes from IV-A and NonPA is entered directly on CCSES - investigators must get information from client. The next step of the child support process, locating the Non Custodial Parent (NCP), is discussed which includes: manual location activities, automated location activities, forms and CCSES ACP/NXT forms action code.	ILT	2.5

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-CHBA-120	Paternity Establishment	The instructor leads a discussion of the child support process once the NonCustodial Parent (NCP) is located, if paternity needs to be established. The instructor reviews the Paternity Forms section of the training manual. A presentation is shown which including the aspects of the paternity establishment process: benefits of acknowledge of paternity, terms related to paternity acknowledgement, process necessary to acknowledge paternity, completing the VS-56 (acknowledgement of paternity) form with parents, examination of the various paternity acknowledgement situations - inability to identify father, mistaken identification of putative father, multiple putative fathers), genetic tests and interviewing the putative father. Participants review all of the process in CCSES.		ILT	5
DSS-CHBA-125	Genetic Testing and Courtroom Paternity Establishment	This course begins with a brief overview of Genetic Testing Procedures. An explanation is given of the buckle-swab test and the following terms: inclusionary, conclusive, inconclusive and exclusive. Other Child Support processes are presented related to the failure of a putative father to respond to a paternity notice including the preparation of a paternity petition to be sent to the Attorney General's office. A demonstration identifies the appropriate action to take on CCSES processes of how to establish paternity on a case when the Putative Father requests genetic testing, and on other case scenarios is shown pointing out the case status changes, forms disposition screens, paternity screens, etc.		ILT	5
DSS-CHBA-130	Guidelines Calculations	This course present the State guidelines used to determine child support payments. Participants locate the Child Support guidelines and tax guides and then utilize those guidelines and tax booklets to perform similar calculations for both current support and arrearages.		ILT	5

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-CHBA-140	New Order Establishment	New Order Establishment procedures are discussed which includes the following procedures: Guidelines & calculations, Fatherhood Initiative Programs, ATS, Support Petition, Post-trial procedures and Medical enforcement. Participants are then given an example and asked to process their case by preparation of an ATS and the preparation of a Support Petition by using the guidelines calculation on CCSES. Participants will then demonstrate to the class how they utilized the system in this next step, pointing out status changes, forms, forms action codes, etc. An explanation follows regarding sending petitions to the AAG for approval, then to the court clerk for dates and finally service of process by the local office (or sheriff).		ILT	5
DSS-CHBA-141	Service of Process	The child support process is reviewed, including Location, Paternity, and New Orders asking participants for input to chart the process on a flip chart. This leads into a discussion about service of process. The legal importance of valid service and the ways in which an NCP can be served is explained as well as the fact that different offices handle rescheduled court dates differently when the NCP cannot be served within the specified time frame.		ILT	2.5
DSS-CHBA-142	Court Preparation and Hearings	This course presents the process after how the Non-Custodial Parent has been served; the next step is to prepare the case for court, including the documents that must be attached to a court testimony; employer information, guidelines worksheet and other information relating to the case. The courtroom process is explained including: The investigator's role as information giver, negotiator, organizer, and assistance to the AAG, Appearances, Agreements, Disputes, Recalculations, Testimony, Magistrates role/functions, Continuances and the Fatherhood Initiative Programs. The second day includes a day of courtroom observation of child support hearings followed by a discussion about the proceedings, comments,		ILT	2.5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-CHBA-143	Post Trial Process and Order Entry	This course presents the procedures after the court hearing. A completed example of an Order Entry Form is distributed and explained, including the Wage Garnishment and Referring the case to SES for enforcement, including a demonstration of how the information is entered onto CCSES using the forms action codes is shown and the appropriate SES referral forms are explained.	ILT	5
DSS-CHBA-150	UIFSA - Interstate Support Cases	This course presents a brief history of Interstate Support followed by a presentation of the regulations related to CEJ, Processes, Forms, Forms action Codes, and CSNET Transactions. This course is supplemented by a lecture is about the SES function.	ILT	5
DSS-CHBA-160	Diary Worklist and caseload Management	The theory of Caseload Management is explained within the context of CCSES's Diary Worklist. A demonstration of the Diary Worklist process is provided. Participants will view the cases along with deleting the worklist items when necessary.	ILT	2.5
DSS-CHBA-170	Administrative Enforcement Services	A lecture explaining the administrative services functions performed by the child support central office including: Federal Tax Offset, State Tax Offset, Liens, Paternity Payments, Liens, FDIM, Repayments, Data Integrity, Capius unit and policy.	ILT	2.5





Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
Advance Courses (CHAD)					
DSS-CHAD-210	DP Consolidation Screens and Paternity Tools	This course is designed to assist staff with the use of the DP Screens and other computer based tools in order to update paternity records on CCSES.		ILT	2
DSS-CHAD-215	The Uniform Interstate Family Support Act	New policy on interstate case processing and CCSES changes		ILT	5


Social Work Series (SW)


Professional Development Courses (SWPD)


DSS-SWPD-110	Psychosocial Assessment - Eliciting the Story	Everyone has a story. eliciting that story from a stranger can be challenging. Often the challenge is further compounded by fear, confusion, unmet need or crisis. Despite these challenges, the comprehensive psychosocial assessment is the corner-stone of social work practice. It is how problems are defined, resources are identified and plans to help are crafted. This course will review what information is needed; share methods to obtain this information; suggest a system to organize the information into a useful format.		ILT	5
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Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-SWPD-130	Enhancing Our Cultural Competence: Mapping the Journey	The US is constantly undergoing major demographic changes. Those changes alter and increase the diversity confronting social workers in their daily work life. This requires social workers to strive to deliver culturally competent services to an ever-increasing broad range of clients. This course is the first in a series of six intended to begin the journey towards cultural competency by working to attain the standards identified by the National Association of Social Workers' Standards for Cultural Competence in Social Work Practice. This first class will chart the course of this six session series by introducing the NASW Standards, review the impact of the NASW Code of Ethics governing social work conduct in all work settings, and begin the exploration of self. NOTE: Participation in any subsequent classes in this series requires completion of this course.		ILT	5
DSS-SWPD-131	Enhancing Our Culture Competency: Continuing the Journey	Objectives- At the end of the session participants will be able to: 1) Tell how biases are developed 2) Identify how assumptions, values, beliefs and biases affect services and influence relationships and interactions with clients. 3) Identify and apply strategies to mitigate the negative impact on clients, of any noted detrimental attitudes, beliefs and feelings.			5
DSS-SWPD-132	Enhancing Our Culture Competency: A lifelong Journey	Cultural, ethnic and linguistic diversity plays a critical and crucial role in human services and if addressed in a culturally competent manner, results in interventions that are effective and sensitive. This is the third in the cultural competency series for front line social workers. Unlike the first two, this will only be a half day training intended to prepare participants to get the most out of interviewing people from social identity groups different from their own. This training is a pre-requisite for attendance at any future sessions with guest speakers.		ILT	2.5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-SWPD-141	Cultural Competency: Guiding the Journey	Objectives - At the end of the session participants will be able to: 1) Identify and apply strategies to mitigate the negative impact of their detrimental attitudes, beliefs and feelings on clients 2) Identify and apply appropriate intervention strategies to help supervisees examine level of self-awareness and note impact on clients 3) Promote and support the expectation that all staff must continuously work to improve cultural proficiency.		ILT	5
DSS-SWPD-142	SWPD 142 Cultural Competency: Guiding the Journey, Part 2	Connecticut has seen major demographic changes in the last 10 years and these changes continue to alter and increase the diversity of both our client population and our workforce. Fundamental to successful leadership of this diverse group is the demonstration of diversity skills, including sensitivity to diversity, multicultural leadership, acceptance and tolerance, cultural competence, and tolerance of ambiguity. As with the dynamic nature of our ever changing demographic landscape we too evolve throughout the lifecycle, with each new life experience shaping and changing how we perceive ourselves and others. This course will identify ways to measure movement towards acquisition of these skills and provide tools to continue this growth and development.		ILT	5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-SWPD-150	Record Keeping: More than an Exercise - A Useful Tool	Records play an important part in the operation of educational, health, and human service organizations and departments. They are used to justify the continued funding of programs and services. Records facilitate communication within and between agencies. They establish need and demonstrate effectiveness of interventions. Despite these many uses of import, record keeping is a task that is often not given the attention it deserves. In this era of cut backs in human service programming, record keeping has become paramount in the securing of needed services for our clients. This course will review the importance of documentation and its myriad uses. Participants will learn how to include what is needed in a streamlined fashion and eliminate time consuming superfluous information. The specific application of the Services System as used by DSS will be explored.		ILT	2.5
DSS-SWPD-160	Effective ABI Team Meeting Management Training	<p>The Acquired Brain Injury Medicaid Waiver Program requires that a team of key stakeholders for each client served be assembled to develop a comprehensive and holistic plan to assist in reintegrating the client into the community and increase self sufficiency. The team must meet at least every three months and the DSS social worker is charged with the role of team leader. This training will work to develop the following skills for those social workers in attendance:</p> <ul style="list-style-type: none"> -Discern when a meeting is the best means to an end - Identify who should be in attendance. - Develop an agenda - Establish meeting purpose and set ground rules with participants - Identify strategies for, and demonstrate skill in, managing the behavior of obstructionists - Evaluate meeting effectiveness and close appropriately 		ILT	3


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-SWPD-165	Substance Abuse and Dependence: Recognizing the Signs and Mapping the Course for Treatment	<p>The consequences of substance abuse & dependence are often manifested in the need evidenced by the CT DSS client. DSS staff often work with clients who are labeled “resistant”, “noncompliant”, and “difficult”. Dependence may well be the reason for this “challenging behavior”. Understanding the nature of dependence and the resources available to treat it will provide staff with a greater ability to engage and effectively work with this high needs population.</p> <p>Objectives: At the end of the session participants will be able to:</p> <ul style="list-style-type: none"> •List the signs and symptoms of use and abuse of multiple substances •Identify and demonstrate the use of one screening tool •Identify the general principles of substance abuse treatment •Name and describe at least three evidence based approaches to treating addiction. 		ILT	5
DSS-SWPD-200	Transfer of Training: Operationalizing the Social Work Supervisor's Role	<p>Transfer of learning is a critical factor for any training. Without ensuring that the transfer actually happens, we set individuals and systems up to expect a payoff from their investment in training, yet do not provide the support to ensure that this expectation will be met. The trainee’s supervisor can make a significant contribution to the transfer of learning process. In the field of social work this has long been a part of the education construct. Theory - Practice - Feedback is the cornerstone to the development of social work skill. With this paradigm in mind, this training will provide social work supervisors with the most recent research into transfer of training efforts and then work to apply this theory to the trainings already being offered to their staff. The participants will also have the opportunity to practice their role in the transfer of learning process and receive feedback from the trainer.</p>		ILT	5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
Special Topics (SWST)					
DSS-SWST-100	STRESSESD OUT!!	<p>Come learn about what happens to your body during times of stress. Chronic headaches, upset stomach or trouble sleeping? Our bodies are designed to give us signals that we often time ignore or pass off as “nothing really important” Often times if these symptoms are ignored they can lead to more major problems that are less likely to go unaddressed; eczema, migraines, irritable bowel, depression etc. Learn about the various vitamins and minerals that are likely to become depleted during times of stress. Find out which foods you can incorporate into your diet to build your resistance up and foods that you should eliminate during times of stress. Handouts will include the various supplements you can add to your daily routine as well as a shopping list of foods that you could keep on hand. Recipes - for all around good health high in anti-oxidants and rich in Vitamins and minerals.</p>		ILT	2
DSS-SWST-101	Coping with Change and Going Forward (Special EAP offering)	<p>A significant amount of change has occurred in the past year at DSS. Change affects us all and can at times be stressful. We are hosting this workshop to support participants in managing the stress that change can bring. This workshop will help us to:</p> <ul style="list-style-type: none"> understand the stages of change what can help navigate those changes strategies to help us manage more effectively at work strategies that will help us leave work without feeling exhausted! 		ILT	2.5

Course Number	Course Name	Course Description		Method	Duration(Hrs)
Policy and Regulations Courses (SWPR)					
DSS-SWPR-105	Overview of the Services System	The session is Overview of the Case Management System, "Services System" for new Social Work Staff.		ILT lab	3
DSS-SWPR-110	Protective Services for the Elderly (PSE) Technical Training	The Protective Services for the Elderly (PSE) Statute was developed to assist older people who have disabilities which have incapacitated them so that they are unable to take care of themselves, and who have no one able or willing to assist them with the care they need. PSE consists of a constellation of services which provide short term crisis intervention to stabilize and safeguard the older person who is unable to protect him/herself from abuse, neglect or exploitation which may result in harm or hazard to him/herself. This training will look at the role the DSS social worker plays in investigating the reported suspicions of abuse/neglect and exploitation, defining need, and providing services to stabilize and reduce risk.		ILT	5
DSS-SWPR-115	Acquired Brain Injury Medicaid Waiver Program Technical Training	Since January 1999, DSS has been implementing a Medicaid funded program for people with brain injuries known as the "ABI Waiver program". The program uses Medicaid funding to provide supports and services to assist persons with acquired brain injuries toward successful inclusion in the community. It has a documented history of success and, despite federal and state approved increases in program capacity; a waitlist is maintained due to its popularity with the target population. This course will provide participants with review of the policy and procedure for client assessment, enrollment, case review and termination as they relate to the ABI Waiver.		ILT	5


Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-SWPR-120	PCA Waiver Technical Training	<p>Since October 1996, DSS has been implementing a Medicaid funded program for the Adult Disabled known as the "PCA Waiver program". The program affords the enrolled clients increased flexibility and control over the type, timing and delivery of services needed in order to maintain residency in the community as opposed to in an institution. It has a documented history of success and, despite federal and state approved increases in program capacity; a waitlist is maintained due to its popularity with the target population. This course will provide experienced participants with review of the policy and procedure for client assessment, enrollment, case review and termination as they relate to the PCA Waiver in a fast paced condensed training.</p>		ILT	5
DSS-SWPR-125	Community Based Services Program: Technical Training	<p>The Community Based Services program offered by the Department of Social Services has been operational since 1995 providing prevention, intervention and treatment services for individuals and families with the intent of supporting personal and economic development. In an effort to create opportunity for self-sufficiency, the Community Based Services Program also works to prevent institutionalization by providing what is needed to maintain the individual in the community. This course will provide the participants with the details of policy and procedure for client assessment, enrollment, review and termination as they relate to CBS Services.</p>		ILT	3

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-SWPR-130	Family and Individual Social Work Services	Generally speaking, DSS Social Workers do not carry a caseload of clients to provide counseling or case management services unless the clients are receiving other social work services under one of the other programs managed by DSS. However, regulations do allow a DSS social worker to provide unfunded social work services to families and individuals to improve their lives or situations and improve potential for self sufficiency. Services include counseling, information and referral, and advocacy. These services may be offered to meet a specific need requiring only one visit or phone call or can be offered for a very short period of time, measured in weeks not months. This training will review the basic skills required to define and prioritize need, develop a plan of intervention, and finally, evaluate and terminate as necessary. All interventions will reflect crisis management and solution focused models.		ILT	3
DSS-SWPR-140	COP/COE:Technical Training	A conservator is a person appointed by the probate court to oversee the financial and/or personal affairs of an adult person who has been determined by the probate court to be incapable of managing his her affairs or unable to care for himself or herself. If a person does not have a willing and appropriate individual among his/her natural supports to take this role nor the resources to pay for an appointed third party, the probate court may request that the commissioner of DSS be appointed. This training will review both the process to have a person "conserved" and the procedures that must be followed by any COP/COE designee (e.g. social worker as assigned).		ILT	5

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-SWPR-145	Security Deposit Guarantee Technical Training	The Security Deposit Guarantee Program is a program offered by the Department of Social Services under the umbrella of homeless services. In an effort to create opportunity for self-sufficiency, the Security Deposit Guarantee Program works to prevent homelessness by providing consumers the means to obtain permanent housing. This is accomplished by providing a guarantee to landlords for up to two month's rent for a security deposit, for program eligible consumers who are facing eviction or are without permanent housing.		ILT	3
DSS-SWPR-240	Legislative Changes to Conservator Policy & Procedures	This training will provide staff with information about the "Act Concerning Conservators and Appeals of Conservatorships and Guardianships" that is to go into effect on 10/01/07. Specifically, participants will be provided with new definitions contained in the legislation and changes to the policies and procedures in both seeking to conserve a person and in serving as a conservator of person.		ILT	3

Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-SWPR-241	Conservatorship of Person and Estate: Preparing for Probate Court	<p>The 2007 amendments to the laws regarding Conservatorship have raised the legal standard that must be met for a conservator to be appointed and formalized probate court hearings. OSD is offering a course taught by Lara Stauning, Staff Attorney with DSS Office of Legal Counsel to address the challenges faced by Social Workers and how to present a case to the probate court judge. The focus of the training is to bridge the social work/legal gap regarding (1) the assessment of whether a conservatorship is appropriate; (2) gathering of information in preparation for a conservatorship hearing; and (3) the presentation of such information in probate court. The course will also include tips to help Social Workers to prepare, with the assistance of legal counsel, for probate court to build the confidence necessary to present cases effectively.</p>		ILT	5

Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
BRS Series (BRS)					
Basic Courses (BRSBA)					
DSS-BRSBA-100	RSA & Policy 101	You will learn basic BRS Policy in order to provide timely and appropriate services to consumers.		ILT	5.5
DSS-BRSBA-110	Benefits and Ticket to Work	Participants will gain information on the benefits of working after receiving SSI and SSDI entitlements. Counselors and other BRS staff will be able to give consumers basic information on the Ticket to Work program, Social Security disability programs, and State of Connecticut work incentives.		ILT	5.5
DSS-BRSBA-120	The BRS Application	Participants will learn the application process for BRS Services.		ILT	5.5
DSS-BRSBA-130	Eligibility 1	Participants will learn the federal and state guidelines for determining eligibility for services from BRS.		ILT	5.5
DSS-BRSBA-131	Eligibility 2	Participants will demonstrate knowledge of the eligibility process by sharing an Eligibility Decision they have written.		ILT	5.5
DSS-BRSBA-140	Deaf Culture	Training goals: To gain a basic understanding of Deaf Culture, the different communication methods of persons who are deaf, and the impact on education and employment		ILT	3.5


Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-BRSBA-141	Hearing Impairments	 <p>Training goals: • To gain a basic understanding of the structure and function of the ear and the process of hearing, the conditions that can affect hearing, and implications of hearing loss on communication • To understand the process for identifying and correcting hearing loss and the various treatment/corrective methods and tools available • To understand the process of assessing the communication impact of the hearing loss on employment, and the needs of and services available to VR consumers with hearing loss • To be able to utilize the audiological and employment information to determine eligibility for BRS services/provision of amplification.</p>	ILT	3.5
DSS-BRSBA-142	Interpreter Training Part 1 - Voicing	Participants will increase their skills with VOICING	ILT	5.5
DSS-BRSBA-143	Interpreter Training Part 2 - Teaming	Training Goal: Participants will increase their skills in TEAMING.	ILT	5.5
DSS-BRSBA-150	Eligibility to Plan	Participants will learn how to link the information from the eligibility decision to the individual employment plan.	ILT	5.5
DSS-BRSBA-151	Eligibility 2 and Case Recording	Training Goal: To demonstrate knowledge of the vocational rehabilitation eligibility process and the essentials of case recording.	ILT	6.5
DSS-BRSBA-160	Individual Employment Plan 1	Participants will learn the key consideration when developing an Individual Employment Plan with a BRS Counselor.	ILT	6.5
DSS-BRSBA-161	Individual Employment Plan 2	Participants will demonstrate knowledge of the employment planning process by sharing an Individual Employment Plan they have developed with a consumer.	ILT	5.5
DSS-BRSBA-170	Disability Support Services at SCSU	You will learn support services for consumers with disabilities at SCSU.	ILT	3.5

Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
DSS-BRSBA-180	RSA 911	Participants will learn the purpose of the consumer information system required by the Regional Services Administration (RSA).		ILT	3.5
DSS-BRSBA-190	Post Secondary Training for Consumers	Participants will learn BRS guidelines for developing plans with consumers who need post secondary training to reach their employment goal.		ILT	5.5
DSS-BRSBA-200	History of Rehabilitation and Behavioral Interview	Participants will learn the history of the vocational rehabilitation program in the United States; and how to use behavioral interview techniques with consumers.		ILT	3.5
DSS-BRSBA-210	BRS Federal and State Funding	Participants will learn: the federal and state funding sources for the Bureau of Rehabilitation Services, and the process by which services are authorized for consumers.		ILT	3.5
DSS-BRSBA-220	Ethics and Diversity	Training goal: To learn to apply the CRC code of ethics when we work with consumers from culturally diverse backgrounds. Participants with CRC and NBCC certification will receive 5 hours of CEU's for Ethics Training.		ILT	5.5
DSS-BRSBA-230	Healthy and Ready to Work	Training goal: To learn how to successfully transition students with serious health issues to work and other adult services. Sign up for April 9 or April 10.		ILT	5.5
DSS-BRSBA-240	Hearing Voices that are Disturbing and Implementing a Bridge to Community Integration	Training goal: Some BRS consumers hear voices. Participants will experience the challenges of filling out applications and having conversations while hearing voices. The afternoon sessions will focus on helping our consumers make the changes necessary to go from patient hood to community integration including work. There will be time for questions and answers.		ILT	5.5
DSS-BRSBA-250	Motivational Interviewing	Training Goal:Participants will learn motivational interviewing techniques that will help consumer plan for employment.		ILT	5.5

Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
DSS-BRSBA-260	Prioritizing, Organizing, Thriving	Training Goal: Participates will learn techniques that BRS staff use who meet goals without taking work home or staying late. The techniques will allow BRS staff to manage their challenging work load to meet goals and reduce stress.		ILT	3.5
DSS-BRSBA-261	Quality Assurance	Training Goal: To learn key considerations for making decisions that adhere to best practices and BRS policy.		ILT	6.5
DSS-BRSBA-270	CCPA Fall Conference	Training Goal: Participants will gain knowledge about disability and employment topics crucial to assisting consumer with disabilities find employment.		ILT	5.5
DSS-BRSBA-280	Employment Proposal	Training Goal: Participates will learn Denise Bissonnette's techniques to assist consumers in marketing themselves to employers in the "hidden" job market.		ILT	5.5
DSS-BRSBA-290	BRS Annual Meeting	Randy Lewis, Senior Vice-President Walgreen's, Keynote speaker When: October 29, 2007 Coffee @ 8:30 Meeting 9:00 - 3:30 Lunch provided Where: Cromwell Crowne Plaza. Exit 21 off I-91 - 100 BERLIN RD. CROMWELL, CT Who: Required for all BRS staff that are not covering phones		ILT	5.5
DSS-BRSBA-300	Conference on Serving Youth and Adults with Learning Disabilities	Training Goal: Participants will gain skills with doing vocational and educational plans for consumers with learning disabilities. Sponsored by CREC, other state agencies and BRS.		ILT	5.5
DSS-BRSBA-310	Clinical Supervision Training Session 1	How to Plan for a Supervisory Session & Developing a Supervisory Style Objectives: 1. Preparing for and constructing the supervision session 2. Creating and adopting your own supervision model 3. Electing a supervisory style		ILT	5.5
DSS-BRSBA-320	Psychiatric Disabilities	Training Goal: To learn to plan effectively with consumers that have psychiatric disabilities.		ILT	5.5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-BRSBA-330	Supported Employment	Participants will learn to determine when supported employment needs are present and identify appropriate funding resources.	ILT	5.5
DSS-BRSBA-331	Supported Employment and Ticket	Training Goal: To learn how to determine when supported employment should be considered and what resources are available.	ILT	6.5
DSS-BRSBA-340	Learning Disability 101	Do you suspect that some of the people you provide services to may have learning disabilities? Would having a additional information about learning disabilities be able to help you provide better services to the clients/consumers that you serve? The program "Learning Disability 101" will provide you with information on defining what is a learning disability including gaining information regarding multifaceted functional limitations faced by persons with learning disabilities. You will also learn about the seven most asked questions about LD in addition to an interactive process discussing case studies. The program will allow for opportunities to share collaboration challenges with current consumers/clients.	ILT	5.5
DSS-BRSBA-350	Substance Abuse	Training Goal: Participants will learn how to approach employment plans for their consumers that abuse substances (alcohol or drugs)	ILT	5.5
DSS-BRSBA-360	Ethics and Diversity	Training goal: To learn to apply the CRC code of ethics when we work with consumers from culturally diverse backgrounds. Participants with CRC and NBCC certification will receive 5 hours of CEU's for Ethics Training.	ILT	5.5
DSS-BRSBA-370	Connect-Ability	Training Goal: To learn about Connect-Ability and the resources available through this initiative.	ILT	3.5



Course Number	Course Name	Course Description		Method	Duration(Hrs)
Advance Courses (BRSAD)					
DSS-BRSAD-400	Community Rehabilitation Services	Participants will learn the BRS agency philosophy for determining when to refer consumers to our community rehabilitation partners; the importance of consumer choice and the process by which we authorize services.		ILT	5.5
DSS-BRSAD-410	MBTI and Strong	Participants will take the Strong Interest Inventory and the Myers Briggs Communication Style MBTI to learn more about their own interests and communication style. In addition, participants will learn how to use these inventories in career counseling with their consumers. This session will be held at CCPA in Rocky Hill, 35 Cold Springs Road - Suite 522.		ILT	5.5
DSS-BRSAD-420	On the Job Training	Participants will learn: • Benefits of On the Job Training for BRS Consumers • Success stories about consumers using this approach • Proven techniques for finding employers interested in training new employees on the job.		ILT	3.5
DSS-BRSAD-430	Adaptive Technology	Participants will learn new assistive technology solutions that can help individuals with disabilities return to work. Participants will also be able to try out much of the technology during this workshop. This session will be held at the NEAT Marketplace, Corner of Holcaomb and Coventry St, Hartford CT.		ILT	5.5
DSS-BRSAD-440	Being the Change: Unleashing the Potential for Everyday Leadership	Training goal: Participants will learn what can happen if every person, regardless of position, invoked the qualities and characteristics that inspire, promote and engage those around them to bring the best of themselves to the tasks before them.		ILT	5.5


Course Number	Course Name	Course Description	OSD	Method	Duration(Hrs)
DSS-BRSAD-450	Certificate Course in Employment/Job Coaching for High Functioning consumers with Autism and Asperger Syndrome	Training Goal:Participants will learn successful strategies for assisting high functioning consumers with Autism and Asperger Syndrome choose a vocational goal that results in employment. Trainers: Gail Hawkins and Debbie Seery, Hawkins Institute		ILT	5.5
DSS-BRSAD-460	Hiring the Right People	Training goal: To learn how to interview and hire people that can succeed and be good enough to do your job someday.		ILT	5.5
DSS-BRSAD-470	The Power of a Positive No	To learn to say no to a consumer, when necessary, while maintaining a good professional relationship. Dr. Weiss is an associate of William Ury, author of "The Power of a Positive No"		ILT	5.5
DSS-BRSAD-480	Relationship between Alcoholism and Brain Function	Training Goal: To learn how brain is affected by substance abuse and how that affects judgment & decision making.		ILT	5.5
DSS-BRSAD-490	Autism Spectrum Disorders	Training Goal: Participants will receive an overview of the ramifications of working with consumer with an Autism Spectrum Disorder and learn effective communication techniques. Community Rehabilitation Providers will also attend this training.		ILT	5.5
DSS-BRSAD-500	Clinical Supervision Training Session 2	How to Plan for a Supervisory Session & Developing a Supervisory Style To introduce common methods and techniques of clinical supervision in rehabilitation counseling Objectives: 1. Formats of supervision: individual, group, peer and team 2. Direct and Indirect methods of supervision: case consultation, taping, and live supervision 3. Written, modeling, demonstration and experiential techniques of supervision Objectives: 1. Preparing for and constructing the supervision session 2. Creating and adopting your own supervision model 3. Electing a supervisory style		ILT	5.5

Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-BRSAD-501	Clinical Supervision Training Session 3	Selecting methods and techniques to help supervisees grow and develop Objectives: 1. Factors to consider in choosing supervision method & technique 2. How to help supervisee select appropriate intervention when working with consumers 3. Problems in the supervisory relationship: difficult supervisees 4. Working with a difficult supervisee	ILT	5.5
DSS-BRSAD-502	Clinical Supervision Training Session 4	The Role of Personal and Professional Development in Supervision Objectives: 1. The role of the supervisor in assisting personal and professional development of the supervisee 2. The difference between counseling and supervision 3. Using self awareness exercise in supervision 4. The role of stress in personal development 5. Developing and Integrating individual personal and professional goals into existing Staff Development Plans	ILT	5.5
DSS-BRSAD-503	Clinical Supervision Training Session 5	How to Plan for a Supervisory Session & Developing a Supervisory Style Objectives: 1. Preparing for and constructing the supervision session 2. Creating and adopting your own supervision model 3. Selecting a supervisory style	ILT	5.5
DSS-BRSAD-510	Conflict Resolution Training	Participants in diverse settings will learn systems that will empower them to solve their internal conflicts; develop transformative leadership styles; and align this approach with organizations' mission, Human Resources policies and practice. Instructor: Margaret Steinegger-Keyser	ILT	5.5
DSS-BRSAD-511	Methods of Dealing with Change & Coping with Difficult People	Training Goal: To educate VR staff on the methods of dealing with change and provide methods to cope with difficult people.	ILT	6.5
DSS-BRSAD-520	Employment Proposal	Training Goal: Participates will learn Denise Bissonnette's techniques to assist consumers in marketing themselves to employers in the "hidden" job market.	ILT	5.5



Course Number	Course Name	Course Description	Method	Duration(Hrs)
DSS-BRSAD-530	Healthy and Ready to Work	Training goal: To learn how to successfully transition students with serious health issues to work and other adult services. Sign up for April 9 or April 10.	ILT	5.5
DSS-BRSAD-540	Hearing Voices that are Disturbing and Implementing a Bridge to Community Integration	Training goal: Some BRS consumers hear voices. Participants will experience the challenges of filling out applications and having conversations while hearing voices. The afternoon sessions will focus on helping our consumers make the changes necessary to go from patient hood to community integration including work. There will be time for questions and answers.	ILT	5.5
DSS-BRSAD-550	Interpreting Psychometric Tests for Employment Planning	Participants will learn to use psychometric test results to help consumers develop employment plans. Instructor - James Pier, Ph.D	ILT	3.5
DSS-BRSAD-560	Is a Microenterprise for Your Consumer?	Participants will learn how to determine which consumers will have the best chance of success with starting their own business or microenterprise. Instructor:Patti Lind - The Abilities Fund	ILT	5.5
DSS-BRSAD-570	Multicultural Applications for Psychological Tests	Participants will learn how to interpret psychological test information with consumers form diverse backgrounds.	ILT	5.5
DSS-BRSAD-571	Diagnostics & Methodology	Training Goal: To educate counselors on diagnostic evaluation types, appropriateness and methodology relating to consumer referrals for the BRS vocational rehabilitation program. Information on the WAIS-IV will be provided.	ILT	6.5
DSS-BRSAD-580	Register Training for Interpreters	Training Goal: To learn to use appropriate register when interpreting	ILT	5.5
DSS-BRSAD-590	Independent Living Workshop	Training Goal: To educate on independent living issues, resources and best practices for use with consumers in the vocational rehabilitation program.	ILT	6.5



Course Number	Course Name	Course Description		Method	Duration(Hrs)
DSS-BRSAD-600	Deaf Professional & Designated Interpreters	Training Goal: To educate VR staff on working relationships between deaf professionals and their designated interpreters relating to the BRS vocational rehabilitation program.		ILT	13

DSS Orientation – Mandatory and Recommended Courses for New Employees

MANDATORY INSTRUCTOR LED TRAINING (ILT)

Course Number	Course Name & Length
DSS-GSEF-112	Welcome to DSS – Vision, Mission, Core Values, and Culture; 1 ½ hour
DSS-GSEF-113	Sexual Harassment; 2.5 hrs
DSS-GSEF-114	Affirmative Action: 2.5 hrs
DSS-GSEF-115	Workplace Diversity and Cultural Responsiveness; 2.5 hrs
DSS-GSEF-116	Preventing Workplace Violence ; 2.5 hrs
DSS-GSEF-191	Situational Awareness: Foundational Skills and In the Office Application <i>Mandatory for Direct Service Staff i.e. Eligibility, Social Work, Child Support; 3 Hrs</i>
DSS-GSEF-192	Situational Awareness: In the Field <i>Mandatory for Staff that Conduct Client Services Outside of the Office i.e. Social Work, Quality Assurance, etc.; 3 hrs (Offered at a Later Date)</i>

MANDATORY WEB BASED TRAINING (WBT)

Course Number	Course Name
	Mandatory for all DSS Staff:
DSS-CSST-111	DSSLearnCenter User Functions
DSS-GSEF-120	Confidentiality
DSS-GSEF-140	HIPAA Privacy
DSS-GSEF-141	HIPAA Security
DSS-GSEF-142	HIPAA HITECH: Breach Notification Requirements
DSS-GSEF-150	Ethics
	Mandatory for all Direct Service Staff – highly recommended for all DSS staff:
DSS-GSEF-131	ADA & Universal Design
DSS-GSEF-145	Universal Precautions & Infectious Diseases
	Mandatory for Eligibility Staff:
DSS-ELBA-115	NVRA
DSS-CSST-130	Random Moment Sampling
DSS-GSEF-120.1	IRS Confidentiality and Security Training

RECOMMENDED INSTRUCTOR LED TRAINING (ILT)

Course Number	Course Name & Length
DSS-GSEF-105	Overview of DSS Programs & Services; 2.5 hrs
	Introduction to Community Programs (HSI); 2.5 hrs
DSS-GSEF-106	Interpersonal Skills; 2.5 hrs
DSS-GSEF-119	Team Building; 2.5 hrs
DSS-GSEF-121	Interviewing Skills for Communicating in Social Services; 2.5 hrs
DSS-GSEF-170	Theoretical Explanations of Poverty; 2.5 hrs
	Union Welcome; 1 hr
DSS-GSSS-220	The Helping Relationship; 2.5 hrs
DSS-ELBA-110	Gatekeepers; 2.5 hrs
DSS-CSOL-100	Outlook: Calendar and E-mail Overview; 3hrs
DSS-CSWD-101	Introduction to Word; 3 hrs

RECOMMENDED WEB BASED TRAINING (WBT)

Course Number	Recommended for all DSS staff
DSS-GSEF-111	DSS – Introduction to Public Welfare Policy: Past and Present (available 3/8/2010)
	Recommended for all Eligibility Staff
DSS-ELFS-210	Expedited SNAP
DSS-ELFS-285.1	Simplified Reporting
DSS-ELST-120	Medicaid Citizenship and Identity Verification System