

**OUTLINE
EMPLOYMENT SERVICES CLASSROOM TRAINING**

Day One	<p>Introduction</p> <ul style="list-style-type: none"> The values and beliefs that guide our work Standards and expectations Stages of Case Management Concept of Family Centered Practice <p>Outreach: Letting People Know</p> <ul style="list-style-type: none"> Review of Work Requirements Building Rapport Customer Service Expectations The TANF orientation The engagement process How perceptions influence interactions Research Project assigned
Day Two	<p>Applicant Assessment: Making a Connection, Receiving a Case</p> <ul style="list-style-type: none"> Employment Service Forms Review of Applicant Services policy The purpose of the applicant assessment, Form 490 Development of Interview Questions Giving Positive Feedback Role Play applicant assessment Job readiness levels Writing an applicant job search TFSP SUCCESS: Keying the applicant assessment/Documentation
Day Three	<p>In-depth Family Assessment: Learning About the Family</p> <ul style="list-style-type: none"> The purpose of the ES Family Assessment/Form 491 Demonstration Role Play of Family Assessment SUCCESS: Enter the Family Assessment/Documentation Independent Study: Working with individuals with disabilities Interview skill demonstration and practice SUCCESS: Practice keying additional assessments
Day Four	<p>TFSP Development: Case Disposition, Case Planning</p> <ul style="list-style-type: none"> Review of work activities FLSA review and practice calculation SMART goals

	<p>Writing the ongoing TFSP Demonstration and practice SUCCESS: Entering the TFSP/Documentation Putting it all together</p>
Day Five	<p>Resource Identification and Referral Guidelines for referrals Group Discussion Review of support services EIS, TSS, WSP Explaining Transitional benefits to the client SUCCESS: Entering Support Services Report out on Research Projects</p>
Days Six and Seven	<p>Continued Evaluation and Assessment Progress Reviews Review participation requirements and counting of hours Deemed meeting Combining core and non-core activities Calculation and keying of hours Demonstration and practice role play of progress review SUCCESS: Complete review and key hours/Documentation Change reports: Closing a case, transitional benefits SUCCESS: Closing an activity, closing a case Conciliation Process Sanctions SUCCESS: Record non-cooperation, conciliation and sanction Conducting Case Staffings/Form 199 Family Team Meetings Performance Management</p>
Day Eight	<p>The case management process Independent study—beginning with applicant assessment and ending with case closure Debrief activity Review for Exam</p>
Day Nine	<p>Exam Closing</p>