TO: **DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES**
               DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
               FAMILY INVESTMENT SUPERVISORS AND CASE MANAGERS

FROM: **KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR**

RE: **COMPUTER BASED TRAINING**

PROGRAM AFFECTED: FOOD STAMPS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Computer Based Training is a strategy created using Food Stamp Reinvestment funds. The CBT system is an interactive system that offers individuals the opportunity to learn or refresh Food Stamp Program (FSP) knowledge at their own speed.

The computer based training system is available in all local department and DHR central staff that have access to a PC that has Intranet access. In addition, computers dedicated to the CBT have been installed in each local department.

Computer Based Training (CBT)

The CBT is divided into courses with sections. You can review and test yourself on a section in about fifteen minutes. Some sections take longer.

1. Courses

    A. Application Maintenance Course (AMC) covers customer application procedures and application processing. This course has nine sections:
        ➢ Adverse Action
        ➢ Application Processing
        ➢ Civil Rights Compliance
        ➢ Confidentiality
        ➢ Customer's Rights and Responsibilities
        ➢ EBT
        ➢ Narration
        ➢ Reporting Changes
        ➢ Voter Registration

B. Financial Eligibility Course (FEC) covers the financial eligibility and calculation requirements. This course covers fourteen sections:
- ➢ Child Support Deduction
- ➢ Deductions and Allowances
- ➢ Dependent Care Deduction
- ➢ Earned Income
- ➢ Excluded Income
- ➢ Medical Deductions
- ➢ Proration of Initial Allotment
- ➢ Resources
- ➢ Self Employment
- ➢ Shelter Deduction
- ➢ Unearned Income
- ➢ Welfare Avoidance Grants (WAG)
- ➢ Substance Abuse
- ➢ Claims Against Households

C. Technical Eligibility Course (TEC) covers the technical eligibility decisions required in FS eligibility. This course covers sixteen sections:
- ➢ Household Composition
- ➢ Residency
- ➢ Certification Periods
- ➢ Categorical Eligibility
- ➢ Special Households
- ➢ Elderly/Disabled Living With Others
- ➢ Group Living Arrangements
- ➢ Homeless
- ➢ Boarders
- ➢ ABAWDs
- ➢ Strikers
- ➢ Students
- ➢ Immigrants
- ➢ FSET
- ➢ Disqualification (IPV)
- ➢ Recertifications

2. Tests

3. Reports

Individual test results are anonymous. You can see your own test results when you complete a test section, along with a comparison showing how well everyone else in the State has done on each question. Local department district managers, assistant and deputy directors and directors and specified central staff can see combined test results in "Reports." The data results will allow the LDSS and DHR central to develop strategies to reduce FS errors.

A quick reference to accessing the system follows.

SIGNING ON TO THE SYSTEM

The user signs on to the CBT system using the user name **cbtuser** and the password **cbtuser1**. The CBT program logon screen is then displayed.

Once the CBT system is accessed, follow the procedures for logging on to CBT:

1. Enter your CARES logon ID in the box marked ID. CARES log-on IDs have been loaded into the CBT system. If you cannot access the system because your log-on ID has not been loaded, please contact John Fowler at 410-767-7196.

2. Enter your CARES ID again, as the password, in the box marked "password."

3. Select either of two animated characters to assist you through the screens or specify none. If none is chosen the program will not have a computer-generated voice to guide you through the courses.

4. Select Table of Contents (TOC) and choose a policy section of the manual by clicking on the book icon next to AMC, FEC or TEC.

5. Click on the name of the section you wish to review (Adverse Action, Civil Rights, etc.). A link to the test for the section is available by clicking on Exit and then Test. Once in the Test section users are able to access the actual FS policy manual section related to this subject matter by clicking on the policy link icon that is located on the upper right side of each of the answer pages for each test question."

6. There is an Explanation link displayed at each question also. Opening that link provides the user with additional policy or a clarification of the answer to the question.

7. The test results page has a link back to any question the user answered incorrectly.

Note: If you access the CBT on your PC rather than using the dedicated CBT PC, the temporary internet files will continue to stay on your PC unless the settings are such that temporary files automatically delete when you exit the program. If the files are not deleted, every time a new course or test is completed, the number of files will just keep increasing. This will have an adverse effect on your PC's timing. Ask your system support staff how to set your PC so this does not happen, or use the dedicated CBT PC to avoid the problem altogether.

<u>PAYMENT ACCURACY</u>

The Computer Based Training System is an error reduction initiative. We encourage all eligibility and eligibility review staff to use the computer based training to expand their skill and knowledge in FS policy. To ensure that the information in the CBT is current the course sections and the test questions are updated quarterly.

<u>INQUIRIES</u>

As with any computer system technical issues may arise and System Support Staff have been trained to assist CBT users with system problems.

Please direct Food Stamp policy questions to Kay Finegan at 410-767-7939 or Rick McClendon at 410-767-7307. Systems questions should be directed to System Support at 410-767-7002. If you cannot access the system because your log-on ID has not been loaded, please contact John Fowler at 410-767-7196.

cc: FIA Management Staff
        Constituent Services
        OTHS
        Help Desk