

# Choices Program Training Agenda

## Training Event Details

Two-day session

9:00 a.m. to 4:00 p.m. CST

## Training Site Address

[WIT Case Management Training Site](#)

## Training Events – Day 1

### Introduction and Agenda Review

The instructor will welcome training participants and review the training agenda.

### Training Participant Staff Login

Participants will practice logging in to the WIT Training site.

### Choices Client System Registration

Participants will practice creating an individual account for the purpose of training via Quick Registration.

### Outreach Pool Management

Trainers will demonstrate Outreach Pool functionality using the Training Site, the Choices Training Guide, and the Outreach Pool PowerPoint.

### Choices Program Application

Participants will practice creating a Choices program application to perform the required data entry.

### HHSC Information Ribbon

Participants will review HHSC summary information which includes interfaced data from HHSC for use in program services via demonstration.

### Benefits Information Ribbon

Participants will review additional interfaced data from HHSC related to benefits and program participation via demonstration.

### **Participation Ribbon**

Participants will establish the customer's date of program participation to initiate program enrollment (service delivery) and complete a participation record.

### **Work Readiness Assessment Ribbon**

Participants will practice identifying and documenting various barriers and challenges on behalf of the program participant.

### **Individual Employment Plan (IEP)**

Participants will practice creating and managing the integrated IEP for their individual.

### **Activities/Enrollments/Services Ribbon**

Participants will practice entering various Activities, Enrollments, and Services on behalf of the program participant. This review will include discussions about fundable and non-fundable activities, including attendance tracking.

### **Attendance Ribbon**

Participants will practice completing this form to track the customer's program performance and attendance.

### **End of Day Review**

The instructor will check participant understanding of the presented content.

## **Training Events – Day 2**

### **Review Day 1 Content**

Begin day 2 will a high-level overview of the previous day's content.

### **Household Member Information Ribbon**

Participants will review the interfaced information from HHSC related to additional household members via demonstration.

### **Sanctions Ribbon**

Participants will practice documenting potential sanctions against program participants and the submission process to HHSC.

### **Good Cause Ribbon**

Participants will practice entering an official Good Cause document for tracking purposes.

### **Form 1836 A/B Ribbon**

Participants will practice documenting reasons for reduced program participation under no fault of the customer.

### **Credentials Ribbon**

Participants will practice entering records of attained credentials during program participation.

### **Case Transfer Ribbon**

Participants will review the process needed to transfer a program participant to another service area.

### **Closure Ribbon**

Participants will review the process for entering case closure, co-enrollment considerations, and discuss the combined soft exit process.

### **Outcome Ribbon**

Participants will discuss the Outcome Ribbon and its limited use for program exit.

### **End of Session Review**

The instructor will check participant understanding of the presented content.

### **Conduct Training Survey**

Participants will complete an online survey to provide training feedback.