Family Support Worker New Hire
Required Training Checklist

New Employee Training Requirements
Courses will be offered web based after a virtual meeting with the Regional Training Coordinator.

- ❑ Introduction to Community Based Services

DCBS Required Web Based Components
Must be completed within the first six months of being hired, unless otherwise noted.

- ❑ Americans with Disabilities Act
- ❑ Call Services for Case Workers (required prior to working Call Services)
- ❑ Civil Rights Review (required annually by DCBS)
- ❑ Continuous Quality Improvement (CQI) Overview
- ❑ Customer Service and De-Escalation Module 1: Leveling Up Customer Service
- ❑ Customer Service and De-Escalation Module 3: Giving Your Colleagues Your Best Customer Service
- ❑ Domestic Violence: Basic
- ❑ Domestic Violence: Biennial Continuing Education (required every two years by DCBS)
- ❑ Elder Abuse: Continuing Education (required every two years by DCBS)
- ❑ Elder Abuse: Initial Course
- ❑ Equal Employment Opportunity (required every two years by DCBS)
- ❑ HIPAA: Health Insurance Portability and Accountability Act
- ❑ Human Trafficking 101: An Overview
- ❑ Kinship Care: Navigator Overview
- ❑ Practicing Self-Care
- ❑ Preventing Disease Transmission (required annually by DCBS)
- ❑ Providing Language Access to Limited English Proficient Persons
- ❑ Random Moment Sampling
- ❑ Responding to the Impact of Implicit Bias
    - o Understanding Cultural differences and Implicit Bias (pre-work for above course)
- ❑ Understanding Poverty and Barriers to Self-Sufficiency
- ❑ Using Narcan Nasal Spray for Opioid Overdose Emergencies (required annually by DCBS)

New hires must attend <u>SNAP, CCAP MAGI and MSP Series</u> first, in the order listed:

SNAP, CCAP, MAGI and MSP Series*:
- ❑ SNAP, CCAP, MAGI and MSP: Part I
- ❑ SNAP, CCAP, MAGI and MSP: Part II
- ❑ SNAP, CCAP, MAGI and MSP: Part III
- ❑ SNAP, CCAP, MAGI and MSP: Part IV
- ❑ SNAP, CCAP, MAGI and MSP: Part V

Program Trainings, available after completion of SNAP, CCAP, MAGI and MSP:

Medicaid: Vendor Payment (only if working Vendor Payment) *

KTAP: Series (only if hired in a Case Management position) *
- ❑ KTAP for Worker Portal: Part I *
- ❑ KTAP for Worker Portal: Part II
- ❑ Kentucky Works Program *

Other Required Trainings

- ❑ Customer Service and De-Escalation Module II: Managing Difficult Interactions and Service Recovery^^

*Prerequisites are necessary for this course. They will be sent automatically once enrollment is approved via TRIS.
^^Course Trained by DCBS Service Regions
<Courses beginning August 7, 2023 - trained by Deloitte. Prerequisites are necessary, however they will be sent via link.

❖ **OHRM Requirements will be on a separate plan.**