

WORK INCENTIVE NETWORK TRAINING AND CERTIFICATION

The Department of Human Services, Work Incentive Network (WIN) is working with the Employment First Unit, Oregon Developmental Disabilities Services, to train and certify benefits counselors for I/DD supported employment programs. The pilot project will accept 16 trainees for this training cohort. It is our hope to train 1-2 cohorts per year.

WIN Central's training and certification program requires annual recertification for benefits counselors who have gone through WIN Central's training and certification program. The goal is to have benefits counselors who provide accurate information and who stay current with benefit and program changes.

INITIAL TRAINING

Initial training consists of 40 hours of classroom instruction provided in Woodburn at the DHS Woodburn Training Facility. The first 40 hours will be for federal benefits, including Social Security Disability Insurance, Supplemental Security Income, Medicaid and Medicare.

Work assignments will be provided to supplement the training, as well as to evaluate how well the information is being comprehended.

FIRST FIELD-STUDY ASSIGNMENT

The trainees will be assigned a fake beneficiary/participant scenario for practice. They will be asked to help the fake beneficiary/participant through various scenarios as they navigate an employment path. The field study will test the trainee's ability to analyze and synthesize the information, policies and rules needed to provide services and a report that is accurate and understandable.

A review of the first field study will be done by webinar where answers will be provided and allow for trainees to ask for clarification of answers or to ask questions of WIN Central trainers.

FIRST TEST

A timed, open-book test will follow the graded scenario. This test is an open-book format to test the ability of the trainees to research needed information, rules

and policy as well as their knowledge of the various federal benefits programs. A 90% score is needed to pass.

Trainees who score between 75-89% will be allowed two attempts to pass the test. A second attempt is allowed within 5 business days of the first attempt. If they don't pass after two attempts, their training and certification process is terminated.

The certification process will terminate immediately for trainees who score less than 75%.

SECOND TEST

The second test will be a second fake field-study with various scenarios that will test the trainee's ability to analyze and synthesize the information, policies and rules needed to provide services that are accurate and understandable. The scenario will be graded and 90% score is required to pass.

Trainees who score between 75-89% will be allowed two attempts to pass the test. A second attempt is allowed within 5 business days of the first attempt. If they don't pass after two attempts, their training and certification process is terminated.

The certification process will terminate immediately for trainees who score less than 75%.

STATE SPECIFIC BENEFITS TRAINING

Once the first two tests are passed by the trainee an additional 24-hours of training will be provided on Oregon specific benefits via a webinar platform.

Homework will be assigned to assist learning, as well as to evaluate comprehension of the material.

THIRD TEST

A timed, open-book test will follow the week-long training. The test is an open-book format to test the ability of the trainees to research needed information and policy as well as their knowledge of the various federal and local benefits programs. An 90% score is needed to pass.

Trainees who score between 75-89% will be allowed two attempts to pass the test. A second attempt is allowed within 5 business days of the first attempt. If they don't pass after two attempts, their training and certification process is terminated.

The certification process will terminate immediately for trainees who score less than 75%.

BENEFIT SUMMARY AND ANALYSIS FIELD-STUDY ASSIGNMENT

The trainees will be assigned a fake beneficiary/participant Benefit Summary and Analysis (BSA) scenario for practice. They will be asked to write a BSA for a fake beneficiary/participant they are guiding through a scenario as they navigate an employment path. The field BSA study will test the trainee's ability to analyze and synthesize the information, policies, and rules needed to provide services, and their ability to create a written report that is accurate and understandable.

The scenario will be graded and 90% score is required to pass.

The trainees may ask for technical assistance and direction, but they must find the answers on their own. All trainees will be allowed two attempts to pass. A second attempt must be taken within five business days of the first attempt. If they don't pass after two attempts, their training and certification process is terminated.

PROVISIONAL CERTIFICATION

Provisionally Certified Work Incentive Coordinators will be provided an opportunity to job shadow a seasoned, experienced WIC to observe how WIN provides direct services.

All reports for the next six months should be submitted to WIN Central for review before being disseminated to participants. WIN Central encourages two contacts for technical assistance from WIN Central each week.

FINAL CERTIFICATION

Three reports for participants the WIC is serving must be submitted for grading, at least one per quarter following Provisional Certification. One report must represent a participant who is receiving SSI only; another Title II only; and the third report is for a concurrent beneficiary. Provisionally Certified WICs are

encouraged to ask for technical assistance and direction, but they must find the answers on their own for the graded reports.

A passing grade is 90% with or without using Hot Docs.

Trainees who score between 70-89% will be allowed two attempts to pass the test. A second attempt is allowed within 5 business days of the first attempt. If they don't pass after two attempts, their training and certification process is terminated.

The certification process will terminate immediately for trainees who score less than 70%.

If they don't pass each report after two attempts, their Provisional Certification will be terminated.

Once the Provisionally Certified WIC has passed all three BSA report reviews, they will become a Fully Certified Work Incentive Coordinator. They will be certified for one year. They won't need to renew their certification for 12 months.

Note: Those who fail certification will have to complete the whole training and certification process again if they want to re-attempt certification.

RECERTIFICATION

All WICs who are trained and certified by WIN Central must complete the current certification requirements each year. WIN Central posts the annual requirements on their website at

<http://www.oregon.gov/dhs/employment/VR/WIN/Pages/index.aspx>. WICs who are CWIC certified by the Virginia Commonwealth University (VCU) must maintain that certification and any additional requirements established by WIN Central.

2021-2022 CERTIFICATION REQUIREMENTS (JULY 2021-JUNE 2022)

WICs who have a CWIC certification from VCU must maintain their CWIC certification and complete 6 hours of additional training either approved or provided by WIN Central plus submit one Title II or concurrent BSA for grade. Trainees who score between 70-89% will be allowed two attempts to pass the test. A second attempt is allowed within 5 business days of the first attempt. If they don't pass after two attempts, their training and certification process is terminated.

Certification will terminate immediately for trainees who score less than 70% or do not pass their BSA on their second attempt.

WICs who are not CWIC certified are required to complete the same number of hours of training required for the CWIC certification plus 6 hours of training either approved or provided by WIN Central.

The October 2019 ODDS Cohort trainees will complete their final certification by September 30, 2020. They will be certified through June 2022. They will need to complete the WIN Central training hours and certification requirements for the July 2021-June 2022 year to maintain their certification status.

Disclaimer: This is a general outline and is subject to change when necessary.