

## Outline of Food Stamp SUCCESS Phase II 15 Day Training

### **Day One - Monday**

Brief Introduction  
FS Phase I – Policy Exam II  
Review Exam  
Course Evaluations  
Quality Control Presentation  
Mandatory Reporting Requirements  
Collaboration Models



### **Day Two- Tuesday**

Introduction to Phase II Training  
Accessing ODIS – On-line Directives Information System  
Confidentiality and HIPAA  
Introduction to SUCCESS  
Case Record Organization  
Screening and Registration

### **Day Three - Wednesday**

Screening and Registration  
Documentation Standards  
Initial Applications

### **Day Four - Thursday**

Notice/Benefit History  
Initial Applications

### **Day Five – Friday**

Initial Applications



**Day Six - Monday**

Casework Interview Skills  
Customer Service

**Day Seven - Tuesday**

SUCCESS Interview Skills  
SUCCESS Real Plays (Initial Applications)  
Review Activity

**Day Eight - Wednesday**

FS Phase II Policy/ SUCCESS Exam 1  
Review of Exam  
Managing Alerts

**Day Nine - Thursday**

Adding and Deleting People  
Financial Changes

**Day Ten - Friday**

Financial Changes

**Day Eleven - Monday**

Financial Changes

**Day Twelve - Tuesday**

Reviews

**Day Thirteen - Wednesday**

SUCCESS Real Plays (Reviews)  
Expedited Food Stamp Policy



**Day Fourteen – Thursday**

Expedites

Policy Review Activity

**Day Fifteen – Friday**

FS Phase II Policy/ SUCCESS Exam 2

Review of Exam

On the Job Training and the Field Practice Guide

Closing