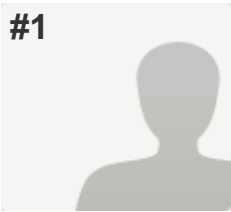**#1**

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Saturday, September 24, 2016 8:32:58 PM
Time Spent: 00:01:13
IP Address: 70.215.9.79

PAGE 1: Introduction

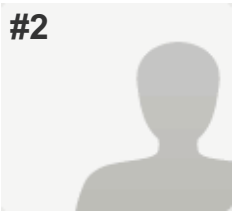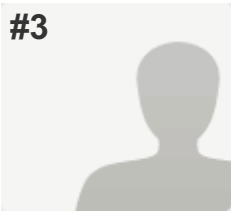|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Cheryl Duguay
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Long Term Services Supports (LTSS),
	Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, September 24, 2016 10:38:34 PM
Last Modified: Saturday, September 24, 2016 10:40:19 PM
Time Spent: 00:01:45
IP Address: 96.253.39.44

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Cynthia machado
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	*Respondent skipped this question*
Q4: What are your technical training needs?	Retrieve data. Reports. Backlog how much ets have done

#3

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Sunday, September 25, 2016 2:18:22 PM
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IP Address: 100.10.71.103

PAGE 1: Introduction

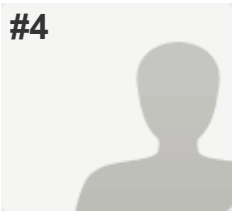|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Judith Anderson
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	General Public Assistance (GPA), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	More training with processing applications

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 7:02:13 AM
Last Modified: Monday, September 26, 2016 7:03:54 AM
Time Spent: 00:01:40
IP Address: 204.139.4.29

PAGE 1: Introduction

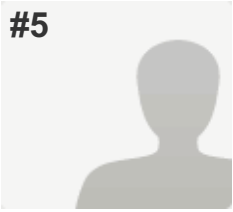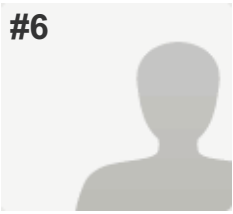|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Sharon Previte
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	I'm not sure what you're looking for. I need more training in Bridges because there was a very long gap between the last training and the implementation.

#5 　　COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 7:11:17 AM
Last Modified: Monday, September 26, 2016 7:12:05 AM
Time Spent: 00:00:47
IP Address: 128.177.161.166

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Jennifer Ramos
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	*Respondent skipped this question*
Q4: What are your technical training needs?	*Respondent skipped this question*

#6

COMPLETE

Collector: Web Link 1 (Web Link)
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IP Address: 204.139.4.70

PAGE 1: Introduction

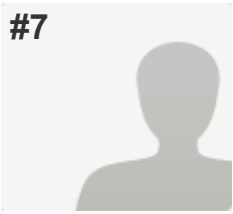|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Terry Blanco
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Rhode Island Works (RIW), Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:03:04 AM
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Time Spent: 00:01:27
IP Address: 204.139.4.156

PAGE 1: Introduction

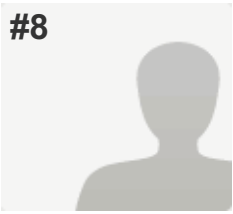|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Susan Ramieri
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	clearer navigation through bridges

#8

COMPLETE

Collector: Web Link 1 (Web Link)
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IP Address: 204.139.4.59

PAGE 1: Introduction

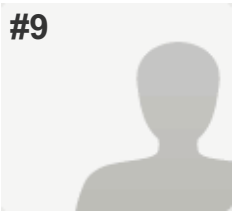|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Ariel Mota
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	Need more in-depth training for RI Bridges

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:14:27 AM
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Time Spent: 00:00:36
IP Address: 204.139.4.59

PAGE 1: Introduction

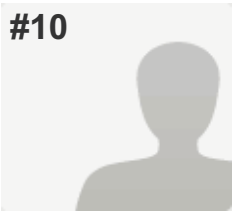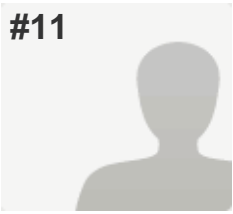|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Courtney Mendez
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	*Respondent skipped this question*

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:15:26 AM
Last Modified: Monday, September 26, 2016 8:18:58 AM
Time Spent: 00:03:31
IP Address: 204.139.4.214

PAGE 1: Introduction

Q1: **In order to follow up with your training needs, share your name (please provide your first and last name).**	Kirsten Cornford
Q2: **What is your area of work?**	Supervisor
Q3: **What are your program specific training needs?**	Child Care Assistance Program (CCAP)
Q4: **What are your technical training needs?**	Supervisory functions in RIBridges

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:18:02 AM
Last Modified: Monday, September 26, 2016 8:19:10 AM
Time Spent: 00:01:08
IP Address: 204.139.4.214

PAGE 1: Introduction

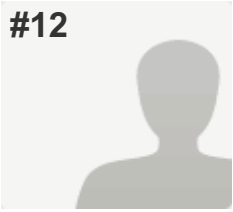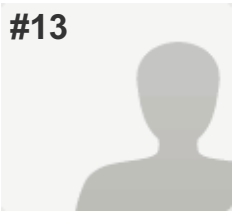| **Q1:** In order to follow up with your training needs, share your name (please provide your first and last name).	janet surprenant
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	more training on RIBRIDGES

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:19:03 AM
Last Modified: Monday, September 26, 2016 8:20:44 AM
Time Spent: 00:01:40
IP Address: 204.139.4.209

PAGE 1: Introduction

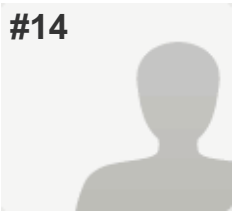|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Susan Baldassare
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , Other (please specify) Receptionist duties
Q4: What are your technical training needs?	Scanning, Receptionist duties, basic BRIDGES training to determine case status inquiry

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:22:46 AM
Last Modified: Monday, September 26, 2016 8:26:01 AM
Time Spent: 00:03:14
IP Address: 204.139.4.156

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Margaret Gates
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS), Other (please specify) RI Bridges-too complex, confusing & time consuming!
Q4: What are your technical training needs?	the system does not match the application; major problems!

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:26:11 AM
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Time Spent: 00:01:04
IP Address: 204.139.4.59

PAGE 1: Introduction

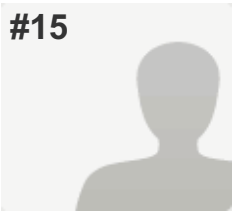|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Robert Paliotta
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	need more training for RI Bridges

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:25:23 AM
Last Modified: Monday, September 26, 2016 8:28:32 AM
Time Spent: 00:03:09
IP Address: 204.139.4.208

PAGE 1: Introduction

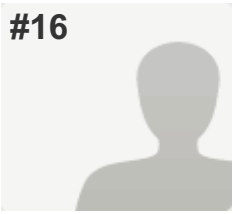|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Michelle Carpenter
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	More specific training re: ltss in bridges, troubleshooting etc.

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:27:45 AM
Last Modified: Monday, September 26, 2016 8:28:51 AM
Time Spent: 00:01:06
IP Address: 204.139.4.29

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	carmen kiernan
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Rhode Island Works (RIW), Medical Assistance (MA)
Q4: What are your technical training needs?	Bridges (everything from the beginning)

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:28:42 AM
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Time Spent: 00:01:50
IP Address: 204.139.4.214

PAGE 1: Introduction

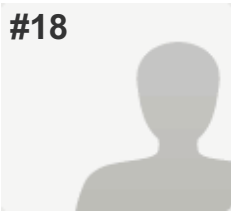|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	michelle boudreau
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	I have Never been trained in the above programs

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:29:54 AM
Last Modified: Monday, September 26, 2016 8:31:03 AM
Time Spent: 00:01:09
IP Address: 204.139.4.70

PAGE 1: Introduction

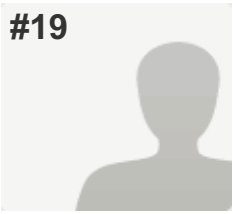| **Q1:** In order to follow up with your training needs, share your name (please provide your first and last name).	Lisa Carter
Q2: What is your area of work?	Call Center

Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP),
	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Rhode Island Works (RIW),
	Long Term Services Supports (LTSS),
	Medical Assistance (MA),
	Other (please specify) specific protocol for responding to and processing all programs via VCC

Q4: What are your technical training needs?	*Respondent skipped this question*

#19

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Monday, September 26, 2016 8:31:57 AM
Time Spent: 00:02:10
IP Address: 204.139.4.209

PAGE 1: Introduction

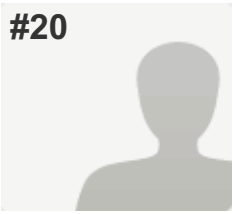|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Katherine Romano
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) Assume we are doing all of the above?
Q4: What are your technical training needs?	Hands on Bridges work with a Deloitte person sitting with me

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:32:18 AM
Last Modified: Monday, September 26, 2016 8:34:44 AM
Time Spent: 00:02:25
IP Address: 204.139.4.12

PAGE 1: Introduction

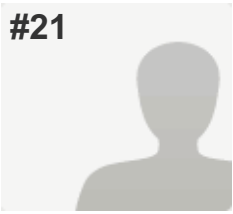|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Terri
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	More training on Bridges please

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:35:26 AM
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IP Address: 204.139.4.59

PAGE 1: Introduction

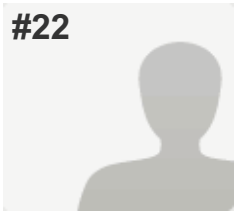|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	holly young
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) uhip
Q4: What are your technical training needs?	none

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:31:46 AM
Last Modified: Monday, September 26, 2016 8:37:32 AM
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IP Address: 158.123.100.146

PAGE 1: Introduction

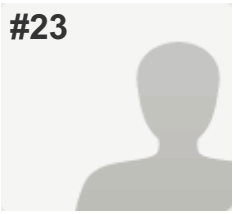| **Q1: In order to follow up with your training needs, share your name (please provide your first and last name).**	nicole fonseca
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:38:07 AM
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Time Spent: 00:02:01
IP Address: 204.139.4.208

PAGE 1: Introduction

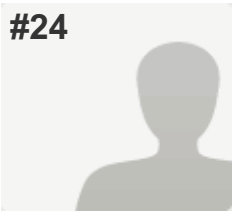|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Dawn Mastrostefano
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	All LTSS workers went to Deloitte trainings and were walked through how to do a CSRA nothing else

#24

COMPLETE

Collector: Web Link 1 (Web Link)
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IP Address: 204.139.4.59

PAGE 1: Introduction

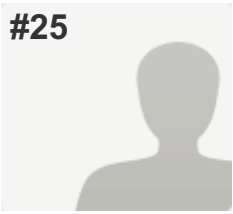|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	lori manzi
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Rhode Island Works (RIW), Medical Assistance (MA)
Q4: What are your technical training needs?	none

#25

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:02:07
IP Address: 204.139.4.70

PAGE 1: Introduction

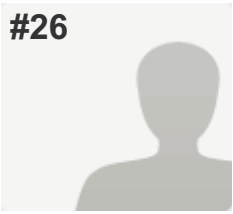|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Kara Cadoret
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Rhode Island Works (RIW)
Q4: What are your technical training needs?	Unable to use Bridges for ecomonic support unit training.

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:44:00 AM
Last Modified: Monday, September 26, 2016 8:45:31 AM
Time Spent: 00:01:30
IP Address: 204.139.4.59

PAGE 1: Introduction

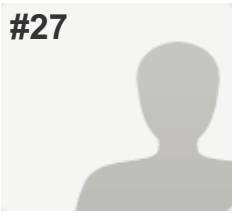|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Maryelyn Alba-Acevedo
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	Learn how to navigate Bridges properly.

#27

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:42:31 AM
Last Modified: Monday, September 26, 2016 8:46:35 AM
Time Spent: 00:04:03
IP Address: 204.139.4.156

PAGE 1: Introduction

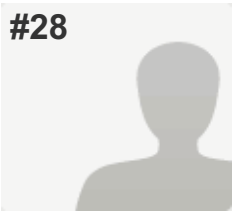|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Jessica Martinez
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), Child Care Assistance Program (CCAP) , Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	n/a

#28

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:44:50 AM
Last Modified: Monday, September 26, 2016 8:46:56 AM
Time Spent: 00:02:05
IP Address: 204.139.4.214

PAGE 1: Introduction

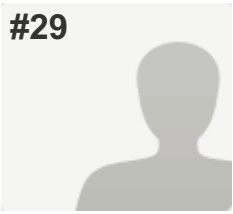| **Q1:** In order to follow up with your training needs, share your name (please provide your first and last name).	Alexandra Corona
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Child Care Assistance Program (CCAP) , Rhode Island Works (RIW)
Q4: What are your technical training needs?	seamless navigating through RIB

#29

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:44:48 AM
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IP Address: 204.139.4.12

PAGE 1: Introduction

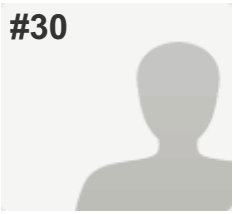|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Kate Carberry
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW) , Medical Assistance (MA)
Q4: What are your technical training needs?	Need assistance with navigating bridges

#30

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:46:23 AM
Last Modified: Monday, September 26, 2016 8:47:44 AM
Time Spent: 00:01:20
IP Address: 204.139.4.156

PAGE 1: Introduction

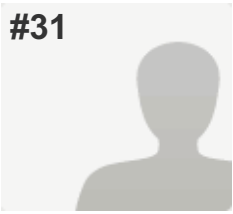|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Gloria Hurkett
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA) , State Supplemental Payment (SSP) , Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW) , Long Term Services Supports (LTSS) , Medical Assistance (MA)
Q4: What are your technical training needs?	Bridges training one on one

#31

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:46:27 AM
Last Modified: Monday, September 26, 2016 8:47:52 AM
Time Spent: 00:01:25
IP Address: 204.139.4.156

PAGE 1: Introduction

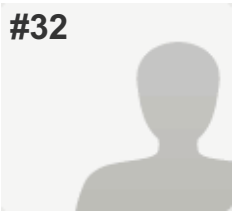|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	sian snow
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	we are being asked to ccap with only a very bsic overview of what ccap is

#32

PAGE 1: Introduction

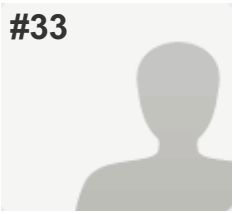|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Julie Neuman
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	Bridges

#33

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:46:36 AM
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Time Spent: 00:01:47
IP Address: 204.139.4.178

PAGE 1: Introduction

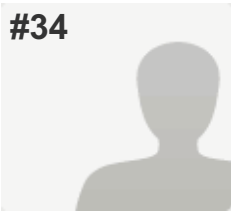|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Lori Marchand
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Medical Assistance (MA), Other (please specify) everything really
Q4: What are your technical training needs?	not sure what you mean?

#34

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:49:24 AM
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Time Spent: 00:01:32
IP Address: 204.139.4.70

PAGE 1: Introduction

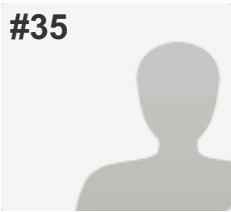| **Q1: In order to follow up with your training needs, share your name (please provide your first and last name).**	Diana Hodgkinson
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	More tecnical training for bridges

#35

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

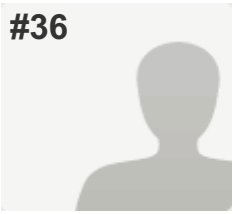| **Q1:** In order to follow up with your training needs, share your name (please provide your first and last name).	Patricia.Barden
Q2: What is your area of work?	Call Center
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP),
	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Rhode Island Works (RIW),
	Long Term Services Supports (LTSS),
	Medical Assistance (MA)
Q4: What are your technical training needs?	Bridges mor hands on training.

#36

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:49:51 AM
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PAGE 1: Introduction

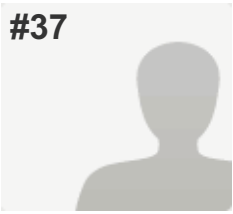|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	velmont richardson
Q2: What is your area of work?	Call Center
Q3: What are your program specific training needs?	General Public Assistance (GPA), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	policy

#37

COMPLETE

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IP Address: 204.139.4.178

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	karen deluty
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	computer skills

#38

COMPLETE

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PAGE 1: Introduction

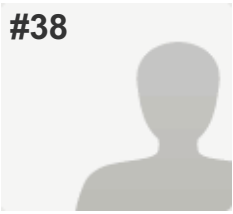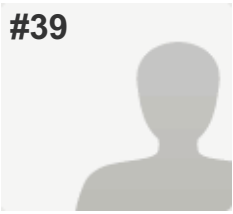|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	cheryl duguay
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#39

COMPLETE

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PAGE 1: Introduction

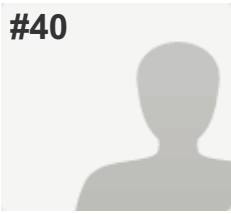|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Shawn Masse
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	*Respondent skipped this question*
Q4: What are your technical training needs?	Scanning/Document Managent

#40

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

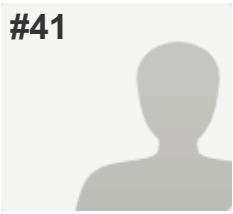|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Damien Baldino
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	*Respondent skipped this question*
Q4: What are your technical training needs?	*Respondent skipped this question*

#41

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

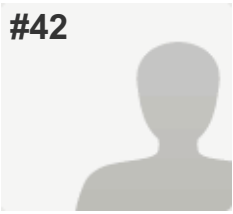|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Deborah Larson
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Other (please specify) Claims and Collections
Q4: What are your technical training needs?	Learning how to process establishing claims and maintaining claims in RI Bridges

#42

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:47:40 AM
Last Modified: Monday, September 26, 2016 8:53:11 AM
Time Spent: 00:05:31
IP Address: 204.139.4.29

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Gina DaGraca
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	Learning the RI Bridges System

#43

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:52:50 AM
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IP Address: 204.139.4.182

PAGE 1: Introduction

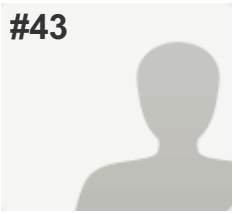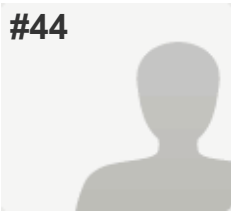| **Q1:** In order to follow up with your training needs, share your name (please provide your first and last name).	Julie Stravato
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Rhode Island Works (RIW),
	Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#44

PAGE 1: Introduction

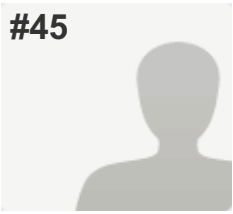|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Stephen Pope
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Long Term Services Supports (LTSS),
	Other (please specify) UHIP
Q4: What are your technical training needs?	none

#45

COMPLETE

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PAGE 1: Introduction

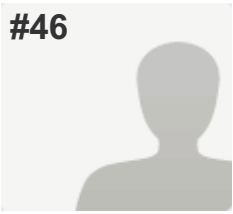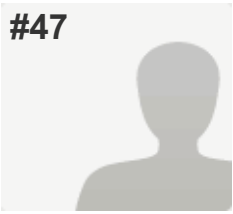|	
Q1: **In order to follow up with your training needs, share your name (please provide your first and last name).**	Kashia Jennings
Q2: **What is your area of work?**	Clerical
Q3: **What are your program specific training needs?**	Long Term Services Supports (LTSS)
Q4: **What are your technical training needs?**	What is my role in this new system. I'm not even clear on what I'm supposed to be doing. I do not do the same work as the clerks downstairs LTSS is different!

#46

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:52:47 AM
Last Modified: Monday, September 26, 2016 8:54:32 AM
Time Spent: 00:01:45
IP Address: 204.139.4.70

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Sonya Poydras
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW) , Medical Assistance (MA), Other (please specify) I'm well trained in UHIP...but only UHIP...so specifcally ABD MA, SNAP & CCAP
Q4: What are your technical training needs?	None

#47

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:53:51 AM
Last Modified: Monday, September 26, 2016 8:54:35 AM
Time Spent: 00:00:44
IP Address: 204.139.4.29

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Lynn Kane
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	RIBridges

#48

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Monday, September 26, 2016 8:54:40 AM
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IP Address: 204.139.4.59

PAGE 1: Introduction

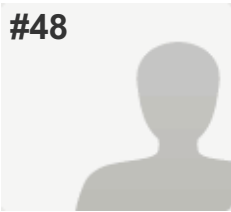|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	barbara volpicelli
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) i was out when the RIW refresher training was scheduled last, and it was never rescheduled. I dont know if I need HA and I think we will be working GPA and LTSS. I also have never learned to process a MA FLEX case and how to work an alien sponsorship case.
Q4: What are your technical training needs?	how to scan documents,

#49

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

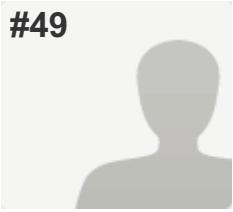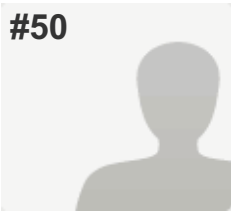|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Nancy McCrillis
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Medical Assistance (MA)
Q4: What are your technical training needs?	More training on RI Bridges

#50

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:05:35
IP Address: 204.139.4.209

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Diane Wilson
Q2: What is your area of work?	Eligibility

Q3: What are your program specific training needs?

General Public Assistance (GPA),

State Supplemental Payment (SSP),

Housing Assistance (HA),

Long Term Services Supports (LTSS)

Q4: What are your technical training needs?	How to put some of the program information into the system such as medical, flex bills child care hours and ri works how does the system work to track thses cases. working around areas where you become stuck. if you don't have information to put in you can't move forward. area like health coverage child care hours ebt card major issue

#51

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:52:35 AM
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Time Spent: 00:02:36
IP Address: 204.139.4.29

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).

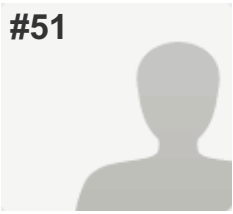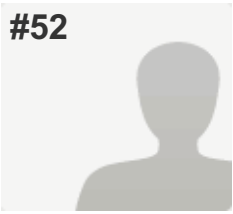josephine bucci

Q2: What is your area of work?

Eligibility

Q3: What are your program specific training needs?

General Public Assistance (GPA),

Housing Assistance (HA),

Child Care Assistance Program (CCAP),

Long Term Services Supports (LTSS)

Q4: What are your technical training needs?

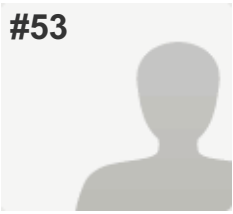I am computer literate --- RI bridges ----is not a user friendly system

#52

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:48:14 AM
Last Modified: Monday, September 26, 2016 8:55:17 AM
Time Spent: 00:07:03
IP Address: 204.139.4.139

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Christine Daluz
Q2: What is your area of work?	Eligibility

Q3: What are your program specific training needs?

General Public Assistance (GPA),

State Supplemental Payment (SSP),

Housing Assistance (HA),

Other (please specify)
I could use training on the above selections.

Q4: What are your technical training needs?	Continued support & training with RI Bridges. If the system functions, as it should, in time,,things will be ok.

#53

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

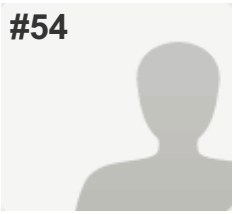|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Robert Palin
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	*Respondent skipped this question*

#54

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

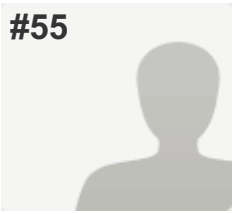|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Katherine McPhillips
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Other (please specify) All of them?
Q4: What are your technical training needs?	Not sure

#55

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:55:35 AM
Last Modified: Monday, September 26, 2016 8:56:11 AM
Time Spent: 00:00:35
IP Address: 204.139.4.214

PAGE 1: Introduction

Q1: **In order to follow up with your training needs, share your name (please provide your first and last name).**	Noemi Gouin
Q2: **What is your area of work?**	Eligibility
Q3: **What are your program specific training needs?**	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#56

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:06:16
IP Address: 204.139.4.139

PAGE 1: Introduction

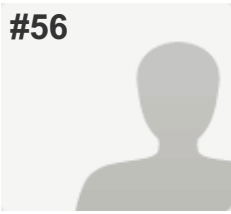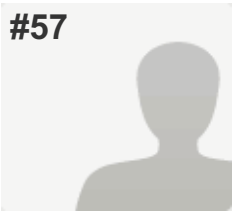|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Aimee Reynolds
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), Housing Assistance (HA), Rhode Island Works (RIW)
Q4: What are your technical training needs?	*Respondent skipped this question*

#57

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:55:32 AM
Last Modified: Monday, September 26, 2016 8:58:04 AM
Time Spent: 00:02:31
IP Address: 204.139.4.156

PAGE 1: Introduction

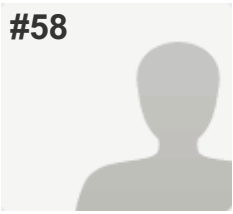|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Lori Gardiner
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA)
Q4: What are your technical training needs?	training is needed to enter new gpa cases and process hardships,burials,bridge cases into the new system

#58

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:58:01 AM
Last Modified: Monday, September 26, 2016 9:00:37 AM
Time Spent: 00:02:36
IP Address: 204.139.4.156

PAGE 1: Introduction

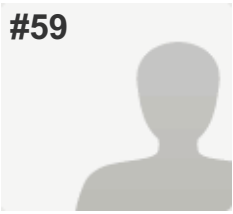|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Joy Thibodeau-Moore
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	I would like to be able to get a case finished before my layoff date. Every case I have worked on has an issue with RIBridges requiring a ticket.

#59

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:00:59 AM
Last Modified: Monday, September 26, 2016 9:01:36 AM
Time Spent: 00:00:36
IP Address: 204.139.4.29

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Amy Coray
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#60

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 8:43:58 AM
Last Modified: Monday, September 26, 2016 9:06:08 AM
Time Spent: 00:22:10
IP Address: 204.139.4.117

PAGE 1: Introduction

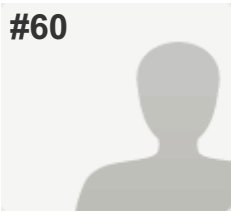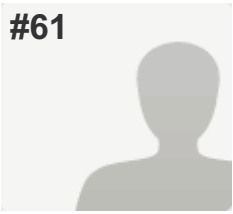|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Michela Chappell
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Other (please specify) all of the above
Q4: What are your technical training needs?	How to navigate through RI Bridges. Examples being printing an EBT card, we are unable to print every day. Scanners crash daily. Unable to use separators when scanning, therefore it has to be scanned individually, then indexed in the same manner. The training I attended was the first for clerical and there were multiple problems with the power point. Just too many unanswered questions. Unable to deterimne iclient needs to fill out an interim or recert when they tell the front desk that they did not recieve snap benefits. Unable to look at the case like we could in InRhodes. It is very frustrating to be at the front desk and unable to be able to assist clients there instead of putting them into be seen and then they wait for hours for an answer that the frnt desk was able to answer prior to this conversion. Unable to see if interims or a recert has been sent.

#61

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:00:56
IP Address: 204.139.4.156

PAGE 1: Introduction

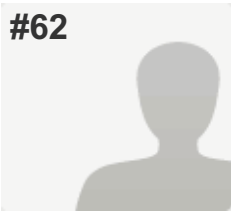|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Jose L. Perez
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	RIBridges

#62

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:06:10 AM
Last Modified: Monday, September 26, 2016 9:06:50 AM
Time Spent: 00:00:40
IP Address: 204.139.4.178

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	stephanie lima
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	*Respondent skipped this question*

#63

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:08:37 AM
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Time Spent: 00:01:03
IP Address: 204.139.4.156

PAGE 1: Introduction

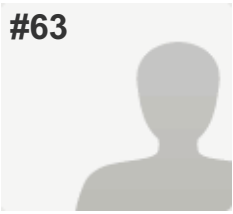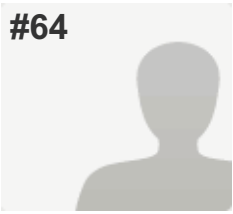|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	diann sullivan
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Rhode Island Works (RIW),
	Long Term Services Supports (LTSS),
	Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#64

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:08:46 AM
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Time Spent: 00:02:13
IP Address: 204.139.4.214

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	patricia francis
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Rhode Island Works (RIW), Other (please specify) finding information quickest way in bridges
Q4: What are your technical training needs?	seems to have issues with earr referrals showing at provider end

#65

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:10:38 AM
Last Modified: Monday, September 26, 2016 9:11:49 AM
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IP Address: 204.139.4.29

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).
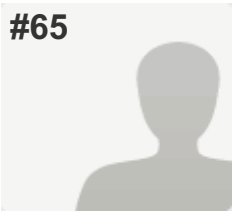
Antonia Charpentier

Q2: What is your area of work?

Case Management

Q3: What are your program specific training needs?

General Public Assistance (GPA)

Q4: What are your technical training needs?

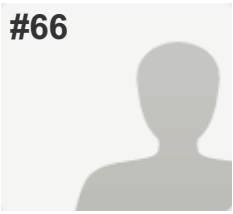There is no GPA que and no way of getting tasks

#66

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

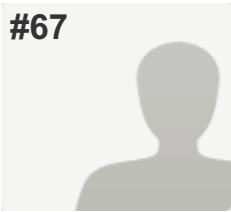|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	JOVANNA GARCIA
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA) , State Supplemental Payment (SSP) , Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW) , Long Term Services Supports (LTSS) , Medical Assistance (MA) , Other (please specify) BRIDGES TRAINING, SCANNING, EVERYTHING
Q4: What are your technical training needs?	Allspects that will make my job accurate and efficient.

#67

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:12:47 AM
Last Modified: Monday, September 26, 2016 9:14:09 AM
Time Spent: 00:01:21
IP Address: 204.139.4.28

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	amy germain
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#68

COMPLETE

Collector: Web Link 1 (Web Link)
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IP Address: 204.139.4.29

PAGE 1: Introduction

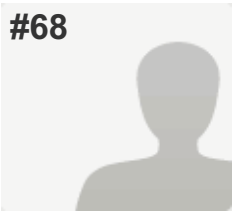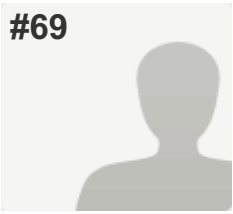|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Marieann DuCharme
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Other (please specify) Collections, Claims & Recoveries Unit
Q4: What are your technical training needs?	Processing overpayments for SNAP & RIW programs

#69

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:14:12 AM
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Time Spent: 00:01:16
IP Address: 204.139.4.70

PAGE 1: Introduction

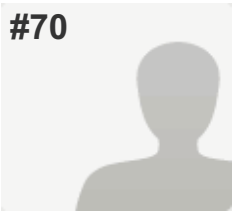|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Vincent Guglielmino
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	General Public Assistance (GPA), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	none

#70

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:11:31 AM
Last Modified: Monday, September 26, 2016 9:17:13 AM
Time Spent: 00:05:41
IP Address: 204.139.4.29

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).

Joan Baron

Q2: What is your area of work?
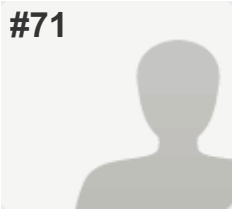
Eligibility

Q3: What are your program specific training needs?

Other (please specify) Claims and Collections

Q4: What are your technical training needs?

We need to know how to process, maintain, and establish claims.

#71

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:17:22 AM
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IP Address: 158.123.100.147

PAGE 1: Introduction

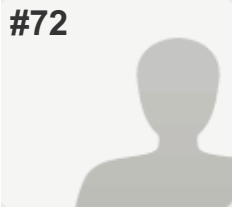| **Q1: In order to follow up with your training needs, share your name (please provide your first and last name).**	Priscilla Harris
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	General Public Assistance (GPA), Rhode Island Works (RIW), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	trouble shooting

#72

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

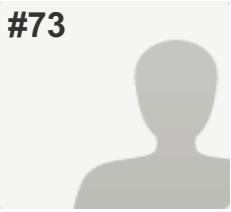|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Debra Borst
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	Bridges for all programs

#73

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

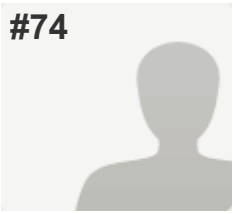|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Anna Santos
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	More detailed training for LTSS

#74

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

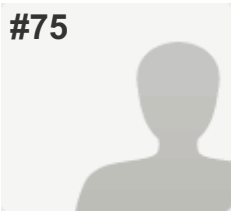|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Ileana Jimenez
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	need help navigating through RIBridges system. need to be able to get through a case until completion

#75

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:27:29 AM
Last Modified: Monday, September 26, 2016 9:29:18 AM
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PAGE 1: Introduction

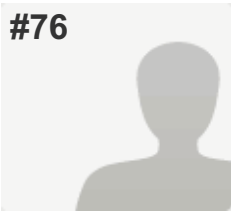|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Linda DeMoranville
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Long Term Services Supports (LTSS), Other (please specify) Burial Assistance.
Q4: What are your technical training needs?	Technical training needs are needed on RI Bridges. We do not have adequate support in the Warwick DHS office to meet our training needs.

#76

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

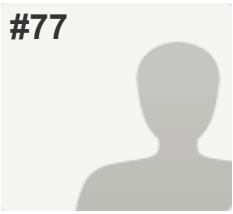|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Catherine Harrington
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	transitioning from Inrhodes to Bridges seems Bridges is more difficult

#77

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:26:37 AM
Last Modified: Monday, September 26, 2016 9:35:03 AM
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IP Address: 204.139.4.182

PAGE 1: Introduction

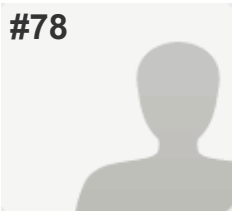|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Pandora Jenkins
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Other (please specify) Collections Claims and Recovery
Q4: What are your technical training needs?	Need to be trained on how to establish a claim from the process begining to end. Has a one day training in which we were only show the established claim an posting payments which we don't do.

#78

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:28:45 AM
Last Modified: Monday, September 26, 2016 9:35:39 AM
Time Spent: 00:06:54
IP Address: 204.139.4.59

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Betty Perkins
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Rhode Island Works (RIW),
	Long Term Services Supports (LTSS),
	Medical Assistance (MA),
	Other (please specify) work plan; absp w/child supp
Q4: What are your technical training needs?	RIBridges

#79

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

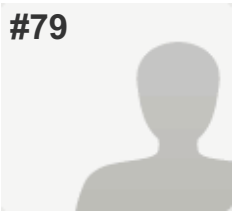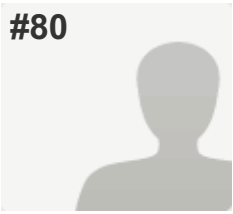|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	jean parker
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Other (please specify) how to use the system when you are a social worker
Q4: What are your technical training needs?	*Respondent skipped this question*

#80

COMPLETE

Collector: Web Link 1 (Web Link)
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PAGE 1: Introduction

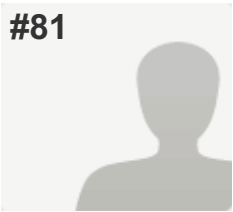|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Aline Guertin-Aglione
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW) , Medical Assistance (MA)
Q4: What are your technical training needs?	nagavating new system.

#81

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:51:54 AM
Last Modified: Monday, September 26, 2016 9:55:03 AM
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IP Address: 204.139.4.214

PAGE 1: Introduction

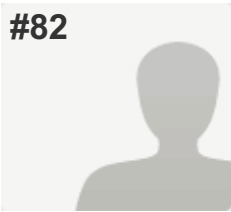|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Janet Arruda
Q2: What is your area of work?	Call Center
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) I need training in all areas, how to work cases while customer is on the phone, etc.
Q4: What are your technical training needs?	Gain competency in Navigating Bridges

#82

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:54:50 AM
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PAGE 1: Introduction

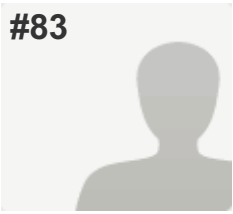|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Deborah Lynch
Q2: What is your area of work?	Call Center
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) do not have training in soup to nuts of programs, never processed cases
Q4: What are your technical training needs?	Real life situation training in a call center environment, not just power point presentations

#83

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:03:51 AM
Last Modified: Monday, September 26, 2016 10:11:39 AM
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PAGE 1: Introduction

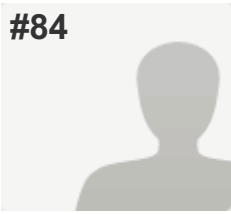|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Giselle Bautista
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Medical Assistance (MA)
Q4: What are your technical training needs?	A good Deloitte(RIbridges) training, to be able to provide good customer service to our clients.

#84

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:03:43 AM
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PAGE 1: Introduction

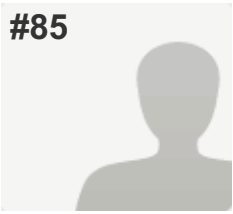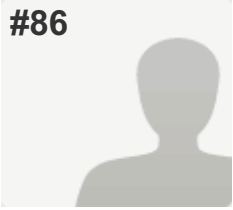|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	teresa linehan
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS), Other (please specify) BRIDGES - my role is currently on loan to fraud/ccru unit; eventually will be assigned to return as ET to the best of my knowledge thus will need training for progarms i have not done yet. i did CCAP briefly back in 2008 as a SCW but will need a refresher training as i am sure it has changed since then.
Q4: What are your technical training needs?	Access to more aspects in BRIDGES- Currently i appear to be read only - I do not even have the buttons to write a case note. IF I try i get a red pop up stating i can't do many tasks i try to perform. I discovered buttons and item options in drop down menu on my access is not the same as other ET's. Currently i am "on Loan " to fraud / ccru to assist with backlog. Eventually i wil be in the field again and need to be able to navigate the system as any other statewide ET. I had one day of BRIDGES training. A ticket has been put in for this. Thank you for your assistance as I want to be able to do my job to the best of my ability but without the tools it is very frustrating.

#85   **COMPLETE**

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:22:14 AM
Last Modified: Monday, September 26, 2016 10:23:27 AM
Time Spent: 00:01:12
IP Address: 204.139.4.70

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Marco Carrasco
Q2: What is your area of work?	Call Center
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW)
Q4: What are your technical training needs?	Work-arounds for all the system issues

#86

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:24:19 AM
Last Modified: Monday, September 26, 2016 10:28:14 AM
Time Spent: 00:03:55
IP Address: 204.139.4.45

PAGE 1: Introduction

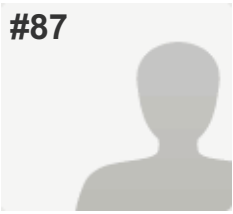| **Q1: In order to follow up with your training needs, share your name (please provide your first and last name).**	Maryanne Conway
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	General Public Assistance (GPA), Rhode Island Works (RIW), Medical Assistance (MA)
Q4: What are your technical training needs?	To be able to navigate new system in a more timely manner. I believe there are shortcuts specific to my job, but need to know what they are.

#87

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:24:53 AM
Last Modified: Monday, September 26, 2016 10:28:24 AM
Time Spent: 00:03:30
IP Address: 204.139.4.12

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).

Donna Sprague

Q2: What is your area of work?

Case Management

Q3: What are your program specific training needs?

Rhode Island Works (RIW)

Q4: What are your technical training needs?
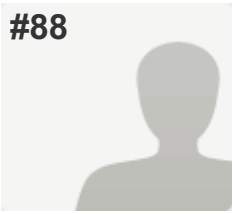
Respondent skipped this question

#88

COMPLETE

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Time Spent: 00:01:04
IP Address: 96.233.133.148

PAGE 1: Introduction

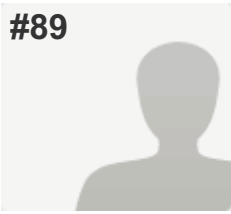|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Glenda Ramos
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	*Respondent skipped this question*

#89

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:32:57 AM
Last Modified: Monday, September 26, 2016 10:34:05 AM
Time Spent: 00:01:08
IP Address: 204.139.4.178

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	julie dutra
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP),
	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Rhode Island Works (RIW),
	Long Term Services Supports (LTSS),
	Medical Assistance (MA)
Q4: What are your technical training needs?	ri bridges specefic

#90

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:40:59 AM
Last Modified: Monday, September 26, 2016 10:42:14 AM
Time Spent: 00:01:14
IP Address: 204.139.4.59

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Jacklyn De La Rosa
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	I need training in all programs, system and eligibility

#91

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:40:52 AM
Last Modified: Monday, September 26, 2016 10:42:48 AM
Time Spent: 00:01:55
IP Address: 204.139.4.182

PAGE 1: Introduction

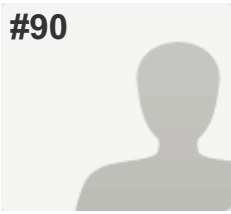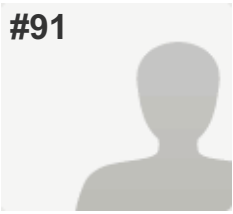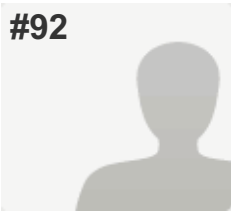|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Julie Penta
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP)
Q4: What are your technical training needs?	To learn to navigate the new system in order to conduct a complete QC reivew of the issued allotment

#92

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Stephanie Acevedo
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) Front Desk Training
Q4: What are your technical training needs?	Printing out EBT Cards

#93

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:52:59 AM
Last Modified: Monday, September 26, 2016 10:54:18 AM
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IP Address: 204.139.4.45

PAGE 1: Introduction

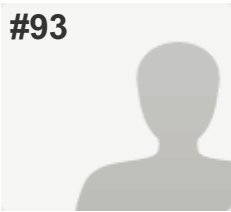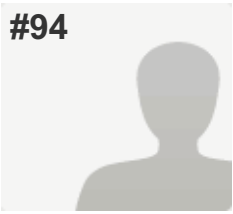|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Melissa Masterson
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) Front Desk
Q4: What are your technical training needs?	Printing out EBT Cards

#94

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 10:56:34 AM
Last Modified: Monday, September 26, 2016 10:58:45 AM
Time Spent: 00:02:11
IP Address: 204.139.4.178

PAGE 1: Introduction

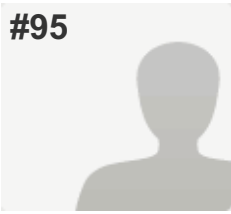|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	nancy demers
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS), Other (please specify) SSI moves
Q4: What are your technical training needs?	how to find SSA interfaces/approvals for ltc

#95

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:05:36 AM
Last Modified: Monday, September 26, 2016 11:06:20 AM
Time Spent: 00:00:44
IP Address: 204.139.4.12

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).

Alanna Krava

Q2: What is your area of work?
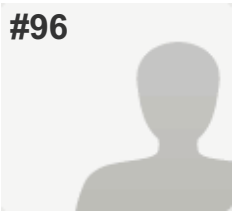
Eligibility

Q3: What are your program specific training needs?

General Public Assistance (GPA),

State Supplemental Payment (SSP),

Child Care Assistance Program (CCAP)

Q4: What are your technical training needs?

Respondent skipped this question

#96

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:11:55 AM
Last Modified: Monday, September 26, 2016 11:16:44 AM
Time Spent: 00:04:48
IP Address: 204.139.4.139

PAGE 1: Introduction

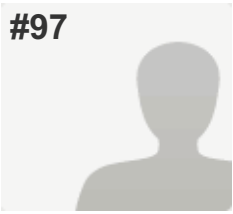|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Teresa Castillo-Bakr
Q2: What is your area of work?	*Respondent skipped this question*
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Other (please specify) Fraud Investigations (Returning to work after a two year leave (Worker's Cmp./LWOP)
Q4: What are your technical training needs?	Excell 2013, Word 2013, RI Bridges, InRhodes

#97

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:15:59 AM
Last Modified: Monday, September 26, 2016 11:16:47 AM
Time Spent: 00:00:47
IP Address: 204.139.4.156

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	private
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	Bridges

#98

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:16:00 AM
Last Modified: Monday, September 26, 2016 11:16:47 AM
Time Spent: 00:00:46
IP Address: 204.139.4.29

PAGE 1: Introduction

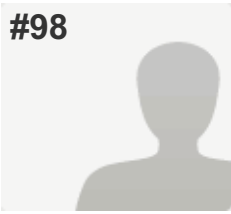|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Sherry Silva
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	*Respondent skipped this question*

#99

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:17:41 AM
Last Modified: Monday, September 26, 2016 11:18:30 AM
Time Spent: 00:00:48
IP Address: 204.139.4.182

PAGE 1: Introduction

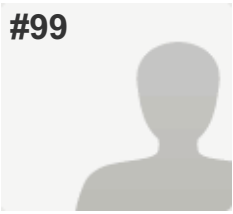|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	judy alves
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Long Term Services Supports (LTSS),
	Medical Assistance (MA),
	Other (please specify) new system
Q4: What are your technical training needs?	*Respondent skipped this question*

#100

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:22:58 AM
Last Modified: Monday, September 26, 2016 11:23:47 AM
Time Spent: 00:00:48
IP Address: 204.139.4.214

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Fina Cicerchia
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	*Respondent skipped this question*
Q4: What are your technical training needs?	System Flow in Bridges

#101

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:40:58 AM
Last Modified: Monday, September 26, 2016 11:41:51 AM
Time Spent: 00:00:53
IP Address: 204.139.4.214

PAGE 1: Introduction

Q1: **In order to follow up with your training needs, share your name (please provide your first and last name).**

Joy Costa

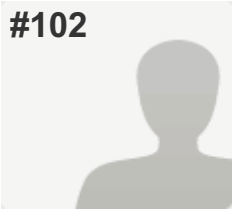**Q2:** **What is your area of work?**

Call Center

Q3: **What are your program specific training needs?**

Long Term Services Supports (LTSS)

Q4: What are your technical training needs?

Respondent skipped this question

#102

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:41:15 AM
Last Modified: Monday, September 26, 2016 11:43:13 AM
Time Spent: 00:01:57
IP Address: 204.139.4.12

PAGE 1: Introduction

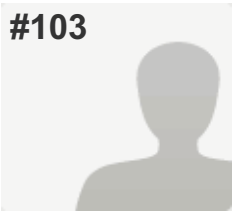|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Susan Cirello
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	We need Bridges to work for LTSS!

#103

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:55:44 AM
Last Modified: Monday, September 26, 2016 11:57:01 AM
Time Spent: 00:01:16
IP Address: 204.139.4.139

PAGE 1: Introduction

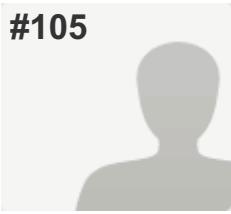|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	marie louro
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA)
Q4: What are your technical training needs?	??

#104

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:56:44 AM
Last Modified: Monday, September 26, 2016 11:58:13 AM
Time Spent: 00:01:29
IP Address: 204.139.4.214

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Miranda Bozzi
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	*Respondent skipped this question*
Q4: What are your technical training needs?	None

#105

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 12:08:07 PM
Last Modified: Monday, September 26, 2016 12:13:18 PM
Time Spent: 00:05:11
IP Address: 204.139.4.209

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Cheryl LaFazia
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	State Supplemental Payment (SSP), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	RI Bridges training - complete training from application entry thru case eligibility approval/denial. All aspects of case management in RI Bridges re: case assignments, case transfers, penalty processing, retro approvals...etc. LTSS training has not been addressed - Deloitte presented a very brief, incomplete overview of the program. However, a detailed training was never presented.

#106

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 12:25:27 PM
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Time Spent: 00:01:15
IP Address: 204.139.4.12

PAGE 1: Introduction

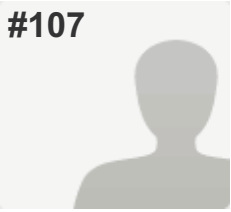|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Jessica Macioci
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), Housing Assistance (HA), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	Learning how to navigate through Bridges

#107

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 12:47:51 PM
Last Modified: Monday, September 26, 2016 12:49:13 PM
Time Spent: 00:01:21
IP Address: 204.139.4.209

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	John Kaveny
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	Program summary

#108

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 12:54:19 PM
Last Modified: Monday, September 26, 2016 12:55:11 PM
Time Spent: 00:00:52
IP Address: 204.139.4.208

PAGE 1: Introduction

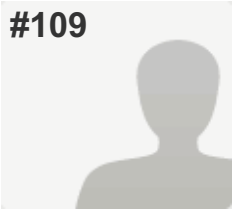|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Susan T Flynn
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS), Other (please specify) bridges
Q4: What are your technical training needs?	hiw to work in bridges

#109

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 1:09:01 PM
Last Modified: Monday, September 26, 2016 1:10:44 PM
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IP Address: 204.139.4.29

PAGE 1: Introduction

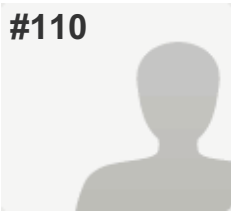|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Katherine Bennett
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) Have training in adult services, not LTC.
Q4: What are your technical training needs?	How to navigate the new computer system.

#110

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 1:01:26 PM
Last Modified: Monday, September 26, 2016 1:18:32 PM
Time Spent: 00:17:05
IP Address: 204.139.4.156

PAGE 1: Introduction

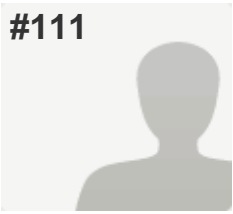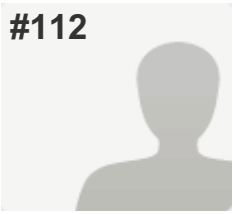|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Darlene Mountford
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS), Other (please specify) Waiver Services Adult Services -SSI moves and whatever other assistance is available to our clients
Q4: What are your technical training needs?	A more indepth training program with Bridges on what works and does not work a user help guide that is NOT 334 pages long. Assistance from Deliotte where you get the same answer from all technical support assisters.

#111

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 11:40:38 AM
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Time Spent: 01:48:52
IP Address: 204.139.4.59

PAGE 1: Introduction

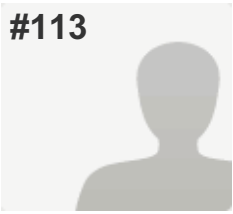|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Tania Becote
Q2: What is your area of work?	Call Center
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#112

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 2:02:26 PM
Last Modified: Monday, September 26, 2016 2:11:30 PM
Time Spent: 00:09:04
IP Address: 204.139.4.178

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Donna Boudreault
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	I need to learn to navigate the system in order to do my job

#113

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 2:40:21 PM
Last Modified: Monday, September 26, 2016 2:42:14 PM
Time Spent: 00:01:52
IP Address: 204.139.4.182

PAGE 1: Introduction

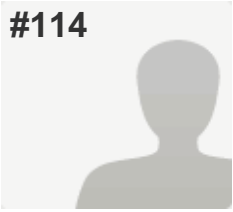|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	joan masse
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	need training in every area (all the workarounds)

#114

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 2:47:20 PM
Last Modified: Monday, September 26, 2016 2:49:29 PM
Time Spent: 00:02:09
IP Address: 204.139.4.29

PAGE 1: Introduction

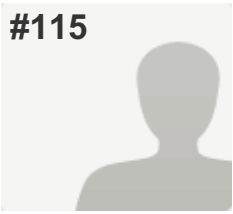|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	JOSEPH MONSOUR
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), Housing Assistance (HA), Other (please specify) A LITTLE MORE RI BRIDGES TRAINING
Q4: What are your technical training needs?	*Respondent skipped this question*

#115

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 2:56:07 PM
Last Modified: Monday, September 26, 2016 2:56:44 PM
Time Spent: 00:00:36
IP Address: 204.139.4.139

PAGE 1: Introduction

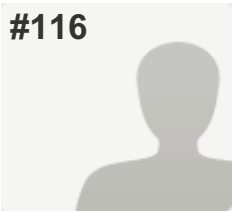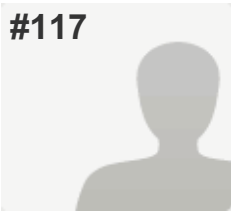|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	wanda santana
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	*Respondent skipped this question*

#116

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Monday, September 26, 2016 3:25:21 PM
Time Spent: 00:01:12
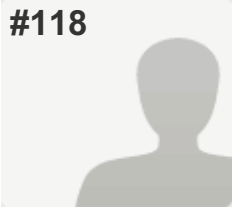**IP Address:** 204.139.4.178

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Warren Halstead
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Rhode Island Works (RIW)
Q4: What are your technical training needs?	*Respondent skipped this question*

#117

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 3:32:40 PM
Last Modified: Monday, September 26, 2016 3:37:21 PM
Time Spent: 00:04:40
IP Address: 204.139.4.214

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Noah Chevalier
Q2: What is your area of work?	Clerical
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) For all of the above: training in how to determine a client's status and what kind of worker they need to see in these programs. Also, training to determine what documents have been turned in and if they have been processed yet.
Q4: What are your technical training needs?	Training in indexing documents. Also, for all of the programs: training in how to determine a client's status and what kind of worker they need to see in these programs. Also, training to determine what documents have been turned in and if they have been processed yet.

#118

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:01:12
IP Address: 204.139.4.70

PAGE 1: Introduction

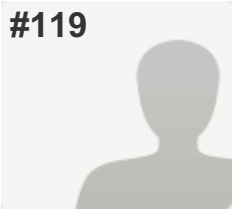|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Jackie Durand
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	learning what different error messages mean and how to get around them

#119

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 3:59:19 PM
Last Modified: Monday, September 26, 2016 4:00:08 PM
Time Spent: 00:00:49
IP Address: 204.139.4.156

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Patricia Villeneuve
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW) , Medical Assistance (MA)
Q4: What are your technical training needs?	everything

#120

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Monday, September 26, 2016 4:53:23 PM
Time Spent: 08:00:41
IP Address: 204.139.4.209

PAGE 1: Introduction

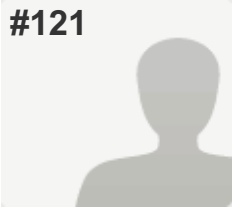|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Joseph Rubino
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Rhode Island Works (RIW), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	*Respondent skipped this question*

#121

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 27, 2016 7:54:33 AM
Last Modified: Tuesday, September 27, 2016 7:57:25 AM
Time Spent: 00:02:52
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PAGE 1: Introduction

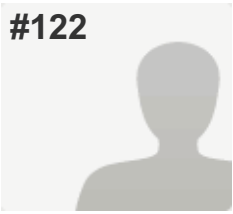|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Linda Sherman
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Medical Assistance (MA),
	Rhode Island Works (RIW),
	Child Care Assistance Program (CCAP) ,
	State Supplemental Payment (SSP),
	General Public Assistance (GPA),
	Supplemental Nutritional Assistance Program (SNAP)
Q4: What are your technical training needs?	Rules of removing sanctions, placing sanctions? Don't know much about GPA

#122

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).

Bonita Dabreu

Q2: What is your area of work?

Supervisor

Q3: What are your program specific training needs?

Long Term Services Supports (LTSS)

Q4: What are your technical training needs?

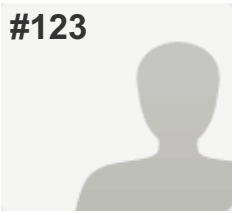The system frequently crashes. Error messages stop he completion of cases.

#123

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 27, 2016 8:32:15 AM
Last Modified: Tuesday, September 27, 2016 8:33:54 AM
Time Spent: 00:01:38
IP Address: 204.139.4.153

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Rich Pray
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , Rhode Island Works (RIW) , Medical Assistance (MA)
Q4: What are your technical training needs?	GPA, SSP, HA, CCAP, LTSS.

#124

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 27, 2016 8:31:11 AM
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Time Spent: 00:12:30
IP Address: 204.139.4.159

PAGE 1: Introduction

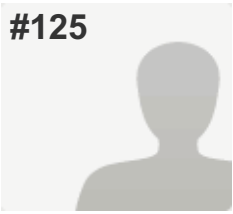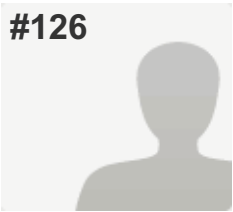|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Jean Conforti
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	*Respondent skipped this question*

#125

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 27, 2016 8:40:28 AM
Last Modified: Tuesday, September 27, 2016 8:57:18 AM
Time Spent: 00:16:49
IP Address: 204.139.4.23

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Darlene Ortega
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	Accessing application pertaining to EP LTSS

#126

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 27, 2016 8:59:49 AM
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Time Spent: 00:02:06
IP Address: 204.139.4.17

PAGE 1: Introduction

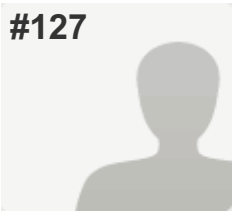|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Tom Tatro
Q2: What is your area of work?	Call Center
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) R I Bridges
Q4: What are your technical training needs?	Do not understand this question ???

#127

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 27, 2016 10:31:06 AM
Last Modified: Tuesday, September 27, 2016 10:32:57 AM
Time Spent: 00:01:51
IP Address: 204.139.4.84

PAGE 1: Introduction

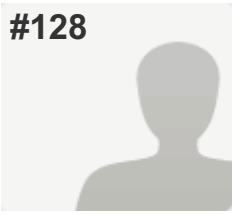|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	americo presciutti
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) Bridges computer system training.
Q4: What are your technical training needs?	Bridges computer system more training

#128

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 27, 2016 1:20:45 PM
Last Modified: Tuesday, September 27, 2016 1:23:25 PM
Time Spent: 00:02:39
IP Address: 204.139.4.153

PAGE 1: Introduction

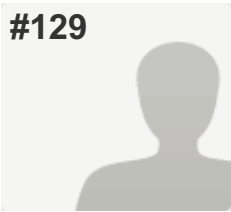| **Q1: In order to follow up with your training needs, share your name (please provide your first and last name).**	Michael Fallon
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	Better R.I bridges trining

#129

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 28, 2016 8:25:30 AM
Last Modified: Wednesday, September 28, 2016 8:37:29 AM
Time Spent: 00:11:59
IP Address: 204.139.4.159

PAGE 1: Introduction

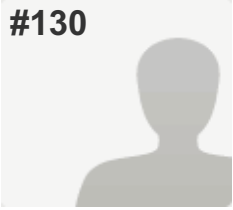|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Debra Turnbull
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS),
	Other (please specify) Please - need in depth training, not information training as we received. I am worrying about the recipients and there needs if I cannot process my applications. Thank you
Q4: What are your technical training needs?	To be assured that my applications/recerts. can be processed I have not been unsuccessful in processing even simple things.

#130

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 28, 2016 9:00:18 AM
Last Modified: Wednesday, September 28, 2016 9:01:35 AM
Time Spent: 00:01:17
IP Address: 204.139.4.203

PAGE 1: Introduction

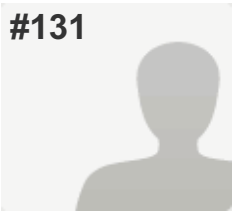|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	William O'Donnell
Q2: What is your area of work?	Supervisor
Q3: What are your program specific training needs?	General Public Assistance (GPA),
	State Supplemental Payment (SSP),
	Housing Assistance (HA),
	Child Care Assistance Program (CCAP),
	Rhode Island Works (RIW),
	Long Term Services Supports (LTSS),
	Medical Assistance (MA)
Q4: What are your technical training needs?	None

#131

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 28, 2016 9:03:21 AM
Last Modified: Wednesday, September 28, 2016 9:04:12 AM
Time Spent: 00:00:50
IP Address: 204.139.4.23

PAGE 1: Introduction

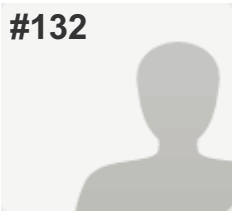|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	valter resendes
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA), Child Care Assistance Program (CCAP), Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA), Other (please specify) bridges... bridges bridges
Q4: What are your technical training needs?	*Respondent skipped this question*

#132

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 28, 2016 8:52:23 AM
Last Modified: Wednesday, September 28, 2016 9:04:16 AM
Time Spent: 00:11:52
IP Address: 204.139.4.23

PAGE 1: Introduction

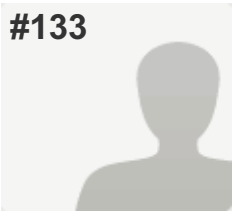|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Perry Gonsalves
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , Child Care Assistance Program (CCAP) , Medical Assistance (MA)
Q4: What are your technical training needs?	To be truthful, it's hard to pinpoint. I have sat with Deloitte techs to go over many different tasks and procedures but all too often it turns out the error messages, logoffs, etc were not the result of something I was doing incorrectly. Without a total and comprehensive understanding of the way Bridges is SUPPOSED to perform contributes to confusion and processing delay as I try to determine if it is a data entry mistake or a system 'glitch'. Also, it is discouraging when even the Deloitte techs, with all their knowledge and technical know-how, are confused and cannot determine the cause of error messages, crashes, etc.

#133

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 28, 2016 9:10:24 AM
Last Modified: Wednesday, September 28, 2016 9:13:03 AM
Time Spent: 00:02:39
IP Address: 204.139.4.119

PAGE 1: Introduction

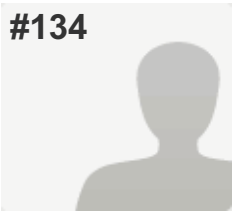|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	teresa marcolivio
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	specific navigation of Bridges for ltss

#134

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 28, 2016 9:31:44 AM
Last Modified: Wednesday, September 28, 2016 9:46:13 AM
Time Spent: 00:14:29
IP Address: 204.139.4.125

PAGE 1: Introduction

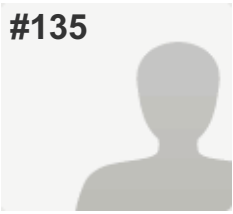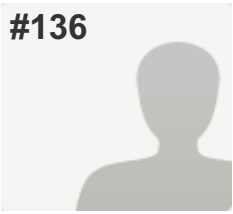|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Marlene Moore
Q2: What is your area of work?	Call Center
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS), Medical Assistance (MA)
Q4: What are your technical training needs?	none

#135

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 28, 2016 10:52:12 AM
Last Modified: Wednesday, September 28, 2016 10:53:33 AM
Time Spent: 00:01:20
IP Address: 204.139.4.234

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).

Raymond Cooney

Q2: What is your area of work?

Case Management

Q3: What are your program specific training needs?

Long Term Services Supports (LTSS)

Q4: What are your technical training needs?

RI BRIDGES, HANDS-ON TRAINING

#136

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 29, 2016 9:02:09 AM
Last Modified: Thursday, September 29, 2016 9:02:56 AM
Time Spent: 00:00:46
IP Address: 204.139.4.83

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).

Carol Patras

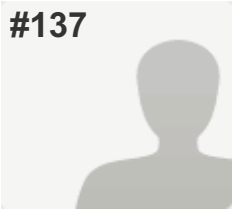**Q2: What is your area of work?**

Eligibility

Q3: What are your program specific training needs?

Long Term Services Supports (LTSS)

Q4: What are your technical training needs?

how to enter cost of care

#137

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 29, 2016 9:50:06 AM
Last Modified: Thursday, September 29, 2016 9:51:10 AM
Time Spent: 00:01:03
IP Address: 204.139.4.158

PAGE 1: Introduction

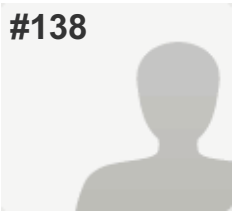|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	heather tombs
Q2: What is your area of work?	Case Management
Q3: What are your program specific training needs?	State Supplemental Payment (SSP)
Q4: What are your technical training needs?	complete training in Bridges re: ssp

#138

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 29, 2016 10:38:58 AM
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Time Spent: 00:01:03
IP Address: 204.139.4.9

PAGE 1: Introduction

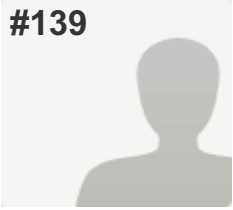|	
Q1: In order to follow up with your training needs, share your name (please provide your first and last name).	Veda Bucko
Q2: What is your area of work?	Eligibility
Q3: What are your program specific training needs?	Supplemental Nutritional Assistance Program (SNAP) , General Public Assistance (GPA), State Supplemental Payment (SSP), Housing Assistance (HA) , Child Care Assistance Program (CCAP) , Rhode Island Works (RIW), Long Term Services Supports (LTSS)
Q4: What are your technical training needs?	Questionable: think I'm ok, maybe not.

#139

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, October 03, 2016 12:57:51 PM
Last Modified: Monday, October 03, 2016 12:58:37 PM
Time Spent: 00:00:46
IP Address: 204.139.4.62

PAGE 1: Introduction

Q1: In order to follow up with your training needs, share your name (please provide your first and last name).

carol berube

Q2: What is your area of work?

Eligibility

Q3: What are your program specific training needs?

Long Term Services Supports (LTSS),

Housing Assistance (HA),

General Public Assistance (GPA)

Q4: What are your technical training needs?

Respondent skipped this question