

#	Course Type	Delivery Timing	Topic	Description	Planned Sessions	Length of Training in Hours	Total Hours	Planned Attendance
1	Supplemental Deloitte Training	Post-Go Live	Troubleshooting	Workshop targeting specific issue topics including: reviewing and entering dates, Manual Override for ET and Supervisor, Manual Issuance for ET and Supervisor, creating and monitoring appointments and reading Eligibility Determination screens.	22	0.5	11	190
2	Supplemental Deloitte Training	Post-Go Live	Redeterminations & Interims	Workshop on the system process, including Data Collection screens, navigation for Redeterminations and Interims. Understanding how to process cases where a Reinstatement is required as part of the review process.	19	0.5	9.5	155
3	Supplemental Deloitte Training	Post-Go Live	Overview of Interfaces	Workshop on the the status and description of common interfaces that integrate with data collection and how they reduce case processing time.	21	0.5	10.5	180
4	Supplemental Deloitte Training	Post-Go Live	SNAP/RIW, Open Enrollment, Health/Medical Programs	Workshop to provide overview for: Policies and procedures for SNAP/RIW to complete data collection eligibility and redeterminations, overview of the Open Enrollment process and summary of how to register someone for health insurance, and policy and procedurs for Medical programs to include special circumstances and adding medical bills for spenddown.	18	1	18	135
5	Supplemental Deloitte Training	Post-Go Live	GPA, SSP, and CCAP	Workshop to provide overview for: Policies and procedures for CCAP common scenarios for ETs, policy and procedure for SSP cases to explain how the application registration/data collection/benefit issuance process flow works; GPA elements of the session will cover how the application registration/data collection/benefit issuance process flow works, particularly GPA burial	17	1	17	150

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6	Supplemental Deloitte Training	Post-Go Live	Case Lifecycle/Statuses	Workshop to provide an overview of navigating through a case's lifecycle starting from application registration to Eligibility Determination along with viewing Eligibility and understanding the difference between registering, maintaining, and disposing of applications.	19	0.5	9.5	180
7	Supplemental Deloitte Training	Post-Go Live	Hardships & Sanctions	Workshop to cover how and why hardships are processed, and which roles are able to complete different tasks associated with them as well as understanding the policies and procedures for Sanctions, including adding and lifting.	16	1	16	131
8	Supplemental Deloitte Training	Post-Go Live	Scanning, Indexing, and Application Registration	Classroom training for clerical staff covering tips to scan correctly, find scanned documents in the system, understand principles for indexing and reasons why workers may not be able to index a document and steps to troubleshoot issues on their own. Helping clerical users understand how to register an application.	3	3	9	38
9	Supplemental Deloitte Training	Post-Go Live	CCRU Training	Classroom training customized for the CCRU staff at the Providence Office to help them navigate through the collections screens and answer FAQs.	<i>Obtaining Data - TBD</i>	3	-	<i>Obtaining Data - TBD</i>
10	Supplemental Deloitte Training	Post-Go Live	eDRS/Fraud Detection Training	Classroom training customized for Fraud Unit staff in advance of UAT for the new FNS eDRS interface.	<i>Obtaining Data - TBD</i>	3	-	<i>Obtaining Data - TBD</i>
11	Supplemental Deloitte Training	Post-Go Live	Call Center	Training customized for call center employees that focuses on how to navigate RIBridges to search for common inquiries and reduce wait time for customers.	<i>Obtaining Data - TBD</i>	3	-	<i>Obtaining Data - TBD</i>
12	Supplemental Deloitte Training	Post-Go Live	Supervisor/Leadership Development	Training to help supervisors better understand RIBridges and supervisor functions which will enable them to triage initial issues from staff, reduce reliance on Deloitte, and improve supervisors' ability to be empowered in organization and management.	<i>Obtaining Data - TBD</i>			<i>Obtaining Data - TBD</i>

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13	Supplemental Deloitte Training	Post-Go Live	Worker Inbox (classroom)	Understanding how to utilize and search through the Worker Inbox to find tasks. Focusing on reading a task and various functions – play, unassigned, dispose that can be performed after the task is located. Learning about queue management and importance of task disposition.	<i>Obtaining Data - TBD</i>	3	0	<i>Obtaining Data - TBD</i>
Totals					135		100.5	1159