

Outline for 10 Day Training

CUSTOMER CONTACT CENTER FS/FM SUCCESS



DAY ONE

Introduction

Introduction to SUCCESS

DAY TWO

Understanding the Screening and Registration Process

Understanding the Initial Application Process

DAY THREE

Understanding the Initial Application Process

Call Center Responsibilities

DAY FOUR

Processing Food Stamp Changes

DAY FIVE

Processing Food Stamp Changes

DAY SIX

Processing Food Stamp Changes

DAY SEVEN

Family Medicaid SUCCESS

DAY EIGHT

Processing Family Medicaid Changes

DAY NINE

Processing Family Medicaid Changes

Putting it All Together

DAY TEN

Skill Demonstration

Skill Demonstration Review

Closing