

**County of San Diego, Health and Human Services Agency (HHSA)
Eligibility Policy and Procedures Guide**

Eligibility Training

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Effective:

February 21, 2017

Purpose:

To establish uniform guidelines for Eligibility Training, to reinforce basic knowledge and develop the required Eligibility skills for the performance of specific functions, and to acquire additional knowledge and skill to meet changes due to new legislation, development of new policies or shifts in program emphasis.

Background:

Training support is an important resource for increasing eligibility staff competency, administering programs more effectively, and assuring excellence in the delivery of public services. The primary objective of Eligibility Training is to assist in the achievement of organizational goals and objectives. Comprehensive training practices strengthen the relationship between training programs and organizational performance, by emphasizing the role of training functions, and the necessity of communication between program managers and training personnel.

Policy:

Eligibility Training's goal is the effective implementation of public assistance programs. Eligibility Training is a Department of Eligibility Operations. Eligibility Training is committed to providing continuous training for all Eligibility programs, as well as ongoing Staff Development training for various Eligibility classifications. Eligibility staff are expected to avail himself/herself of the continuous training programs in order to further enhance their skills and increase knowledge so each employee will be better able to function at his/her maximum capacity and to effectively implement program regulations and departmental policies and procedures.

- Eligibility Training is a department of Eligibility Operations.
- Eligibility Training is responsible for coordinating and providing eligibility program training for all Eligibility staff. This includes training for all eligibility programs, basic computers and computer software programs, as well as all contracted trainings through training vendors.
- Eligibility Training is responsible for all program specific training, and training based on the needs identified by administration, as well as training deemed necessary based on error trend analysis and Quality Improvement goals.
- Various County classifications can/will provide Eligibility Training for subjects identified as necessary.

Program Impact/s: None

Automation: None

Forms and Document Capture: No Impact

Other Programs Affected: No Change

Quality Control: None

Management Reporting: None

References: None

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Sunset Date:

This policy will be reviewed for continuance by February 21, 2020

Approval for Release:

 2-21-17

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Eligibility Operations