

Course Overview & Syllabus

Title	HRD 4000 Career Readiness/Pathways
Title	Introduction to Human Services: DSS Income Maintenance Caseworker
Length	45
Description	<p>This course covers skills and strategies designed to provide employability skills training and career exploration for the role of Income Maintenance Caseworker within a Division of Social Service agencies.</p> <p>The curriculum addresses the following topics:</p> <ul style="list-style-type: none"> • History and overview of the Department of Social Services and its NCFast Data Entry System • Technology awareness, data entry and keyboarding skills • Interviewing skills and resumes • Workplace success skills • Customer service • DSS and NCFast terminology • Navigation skills in the NCFast system • Work Keys assessments <p>Student learning outcomes:</p> <ul style="list-style-type: none"> • Students will understand the roles and duties of an employee of the Department of Social Services and of its data entry system • Students will be able to log in and perform basic navigation of the NCFast system • Students will be proficient with DSS and NCFast terminology • Students will be able to demonstrate good customer service skills • Students will improve basic computer and keyboarding skills
Learning Objectives	<p>Upon completion of this course, the student will demonstrate an understanding/proficiency in the following:</p> <ul style="list-style-type: none"> • Entry-level skills required to be an employee of DSS • Basic computer and keyboarding skills • Interviewing skills and resumes • Workplace success skills • Customer service skills • DSS and NC FAST terminology • Basic navigation skills in the NC FAST system

Required Materials

Evaluation Methodology

This is a non-credit course, and assessments will be used to verify student's readiness to progress to Phase II of this program based on demonstrated skills, test scores and participation in class activities.

Grading Requirements

This is a pass/fail course based upon successful completion of course assessments and attaining the Career Readiness Certificate.

Attendance

Students must attend, at minimum, 75% of class hours and actively participate in class activities in order to successfully complete the class and receive a certificate.

PHASE I

Module	Topics	Hours	Learning Outcomes/Objectives/Skills
1	Introduction & Review of Course Technology Awareness	3	Introduction History of DSS CRC Pre-Assessment Keyboarding
2	Introduction to NC FAST/ePASS/Salesforce	3	DSS & NC FAST Terminology/NC FAST Certification Overview: Core Functions NC FAST/ePASS/Salesforce Work Queues Navigation 101 NC FAST HELP/Job Aids Core Functions
3	Customer Service NCFast/ePASS/Salesforce	3	Game: SPENT Interviewing Clients Guided Interview Adding Documents/Uploads/Documentation Soft Skills (organization, teamwork, conflict resolution, problem solving, active listening, patience)
4	Assessment	1.5	NC FAST & DSS Terminology Assessment Core Functions Assessment
	Introduction to Energy	1.5	Energy Programs Searching for Clients Registering Persons Energy Benefit Search
5	Energy Application to Case	3	Keying Applications Processing and Determination OVS/The Work Number Notices Income Support Navigation Documentation
6	Energy Application to Case	3	Application to Case continued from Module 5 Subsequent Applications
7	Energy Review Assessment	1.5 1.5	Energy Application to Case Review Energy NC FAST Assessment
8	Review Checkpoint	3	Job Applications

Module	Topics	Hours	Learning Outcomes/Objectives/Skills
	Job Search/Career Counseling		<i>Resumes</i> <i>Job Interviews</i> <i>Workplace Success</i>
9	Introduction to Food & Nutrition Services (FNS)	3	<i>Review of Searching for Clients & Cases</i> <i>FNS Program</i> <i>FNS Applications</i> <i>Expedites</i>
10	FNS Application to Case Scenarios	3	<i>Keying Applications</i> <i>Evidence Dashboard</i> <i>Processing and Determination</i> <i>Notices</i> <i>Income Support Navigation</i> <i>Documentation</i>
11	FNS Application to Case Scenarios	3	<i>Keying Applications</i> <i>Evidence Dashboard</i> <i>Processing and Determination</i> <i>Notices</i> <i>Income Support Navigation</i> <i>Documentation</i>
12	FNS Application to Case Scenarios	3	<i>Keying Applications</i> <i>Evidence Dashboard</i> <i>Processing and Determination</i> <i>Notices</i> <i>Income Support Navigation</i> <i>Documentation</i>
13	FNS Application to Case Scenarios	3	<i>Keying Applications</i> <i>Evidence Dashboard</i> <i>Processing and Determination</i> <i>Notices</i> <i>Income Support Navigation</i> <i>Documentation</i>
14	FNS Review	3	<i>Application to Case</i> <i>Expedites</i> <i>Able-Bodied Adults without Dependents (ABAWD) - Work Registration</i> <i>Overview of SNAP</i>
15	Assessment	3	<i>FNS NC FAST</i>

Module Topics

Hours

Learning Outcomes/Objectives/Skills

WorkKeys CRC Assessment Due

45 Total