# SNAP Program Training Agenda

## Training Event Details

Two-day session
9:00 AM to 4:00 PM CST

## Training Site Address

[WIT Case Management Training Site](#)

## Training Events – Day 1

### Introduction and Agenda Review

The instructor will welcome training participants and review the training agenda.

### Training Participant Login

Participants will practice logging in to the WIT Training site.

### Client System Registration

Participants will practice creating an individual account for the purpose of training.

### SNAP E&T Outreach Pool Management

Trainer(s) will demonstrate the Outreach Pool functionality using the Training Site, the SNAP E&T Training Guide, and the Outreach Pool PowerPoint.

### SNAP E&T Program Application

Participants will practice creating a SNAP program application to perform the required data entry.

### SNAP E&T HHSC Information Ribbon

Participants will review the summary information which includes interfaced data from HHSC for use in program services.

### SNAP E&T Benefits Information Ribbon

Participants will review additional interfaced data from HHSC related to benefits and program participation.

### SNAP E&T Participation Ribbon

Participants will establish the customer's date of program participation to initiate program enrollment (service delivery) and complete a participation record.

### SNAP E&T Activities / Enrollment/ Services Ribbon

Participants will practice recording multiple service types. These include office services, training services, and support services.

### SNAP E&T Work Readiness Assessment Ribbon

Participants will practice creating a work readiness assessment by identifying barriers and challenges on behalf of the program participant.

### SNAP E&T Individual Employment Plan (IEP)

Participants will practice creating an Individual Employment Plan to help individuals gain skills, training, and/or work experience.

### SNAP E&T Attendance Ribbon

Participants will practice managing the client's attendance tracking program activities and services.

### SNAP E&T Good Cause Ribbon

Participants will practice recording reconsideration for the individual to be temporarily excused from SNAP program requirements.

### SNAP E&T Sanctions Ribbon

Participants will practice creating a sanction referral.

### End of Day Review

The instructor will check on participant understanding of the presented content.

## Training Events – Day 2

### Review Day 1 Content

Begin day 2 with a high-level overview of the previous day's content.

### SNAP E&T Add Employment Ribbon

Participants will practice entering details of the individual's obtained employment.

### SNAP E&T Credentials Ribbon

Participants will practice documenting credential attainment information on behalf of the individual.

### SNAP E&T Case Transfer Ribbon

Participants will practice creating a case transfer request.

### SNAP E&T Closure Ribbon

Participants practice closing all services, as well as IEP details, and practice creating the closure form to prepare for the eventual soft exit process.

### SNAP E&T Exit / Outcome Ribbon

Participants will practice creating this form to create a hard exit.

### End of Session Review

The instructor will check participant understanding of the presented content.

### Conduct Training Survey

Participants will complete an online survey to provide training feedback.