

Operations Communiqué #07-16 Training Schedule for Self-Service Systems

Title: Training Schedule for Self-Service Systems

Date: November 21, 2007

Priority: High

Category: Informational

Action Required: Yes. See "Next Steps".

Response Required: None

Purpose:

The purpose of this communication is to issue a "save the date" for CCIS participation in Client and Provider Self-Service training.

Discussion:

Client and Provider Self-Service systems are scheduled to go-live Monday, January 28, 2008. These systems will include online client application and redeterminations, and an online child care provider search for the public. Providers will be able to apply and renew their certificate or registration and maintain their Resource and Referral profile.

OCDEL and its business partner Deloitte will be conducting policy and system training for the CCISs. Training will last the majority of the day. Training will consist of 2 sessions. A morning session will consist of Client Self Service and an afternoon session will consist of Provider Self Service.

Training sessions will be carried out via Microsoft LiveMeetings in a PowerPoint format. You will be provided with soft copies of the PowerPoint presentations and additional details (including the LiveMeeting link and conference call number/passcode) prior to the training. When you receive the documents, please print and distribute them to your designated attendees. If possible, please encourage pre-reading prior to the LiveMeeting session, as we have learned from past experience that this will make the session more valuable for attendees.

The schedule is as follows:

Date	CCIS Offices
01/23/08	Allegheny, Armstrong, Beaver, Butler, Clarion/Jefferson, Clearfield, Crawford, Erie, Fayette, Greene, Indiana, Jefferson, Lawrence, Mercer, Northern Tier, Venango, Warren/Forest, Washington, Westmoreland, Adams/Franklin/Fulton, Bedford, Blair, Cambria, Centre, Clinton/Lycoming, Columbia, Cumberland/Dauphin/Perry, Huntingdon, Juniata, Montour, Northumberland, Snyder/Union/Mifflin, Somerset, York
01/24/08	Berks, Bradford/Sullivan, Carbon, Lackawanna, Lancaster, Lebanon, Lehigh, Luzerne, Monroe, Northampton, Pike, Schuylkill, Susquehanna/Wayne, Tioga, Wyoming Bucks, Chester, Delaware, Montgomery, Philadelphia

Next Steps:

1. Mark your schedule for the day of your training.
2. Consider appropriate attendees.
3. Direct questions to the assigned Subsidy Coordinator.

OBSOLETE