

# Phase II Transformation

## Web-Based Training (WBT)

In addition to the Virtual Instructional-Led Training (VILT) sessions, there are also 18 web-based trainings (WBT) that will be available to all users before the Salesforce go-live date. Eligibility workers will be able to take the WBTs any time and at the convenience of their own desks. The WBTs will include training on both navigation and policy.



## Web-Based Training

**WBT #1:** General Navigation

**WBT #2:** PEAK Inbox

**WBT #3:** Benefit Issuance/Recovery

**WBT #4:** Correspondence

**WBT #5:** Interfaces

**WBT #6:** Income

**WBT #7:** Shelter Expenses

**WBT #8:** Presumptive Eligibility

**WBT #9:** Working Adults with Disabilities

**WBT #10:** Former Foster Care

**WBT #11:** Reasonable Compatibility

**WBT #12:** Retro Med

**WBT #13:** Resources

**WBT #14:** Lawful Presence

**WBT #15:** Emergency Med

**WBT #16:** Out-of-State Emergency Med

**WBT #17:** Medical Assistance: After Approval

**WBT #18:** LTC 5615

WBTs 1-7: Released April 1, 2019

WBTs 8-18: Released throughout Phase II training



## Additional Support



Resident Experts



Did You Know videos



Eligibility Site Trainers



Reference Guides



Process Manuals



Staff Development Center

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