

OE_15 – Expected Outcomes for Community Resource Specialist Trainee (CRS-T)

Note: Modules are not presented sequentially during training, e.g., modules 6 – 10 are presented before module 5. Also, additional topics are covered that are not listed as modules.

Module 1 – History of UW 211/Mini Tour: CRS-T will understand the inception of the contact center and grasp the historical importance of working at the first 211 in the nation

Module 2 – What is an I & R: CRS-T will understand the purpose of an I & R service, and be able to identify and define the stages of an I&R process

Module 3 – Cultural Sensitivity: CRS-T will be able to define and recognize the difference between discrimination, prejudice, and stereotyping, and become aware of how our own conscious and unconscious views can impact service outcomes

Module 4 – Advocacy and Empowerment: CRS-T will be able to define and understand the difference between empowerment and advocacy, understand when each is appropriate, and recognize situations that require mandated reporting

Module 5 – Customer Service: CRS-T will understand the qualities (empathy, active listening, etc.) of providing good customer service to ensure that customers have a positive experience, and their needs are met to the maximum extent possible

Modules 6 and 7 – Low Income and Homelessness: CRS-T will understand the special challenges faced by vulnerable low income and homeless populations, and will become familiar with the available services in order to best serve and provide advocacy when needed

Module 8– Types of Calls: CRS-T will become familiar with the different call types within the Navigate system and when each one is appropriate for use

Module 9 – Special Populations: CRS-T will be familiar with some of the special populations that we serve and how empowerment and advocacy might apply to these special populations (e.g., elderly and disabled)

Module 10 – Demographics: CRS-T will understand the difference between essential and non-essential demographics, and the importance of recording accurate demographics in order to provide appropriate information and referrals, and to aid in accurate demographic reporting of customers served

Module 11 – InContact Telephone: CRS-T will be able to demonstrate an understanding of how to manipulate the InContact telephony system used to communicate with customers

Module 12 – Disasters: CRS-T will become familiar with different type disasters and the role of 211 in responding to and supporting the community and other agencies during and after the disaster

Module 13 – Different types of Crises: CRS-T will be able to identify various types of crises (endangerment, suicide, etc.) and describe the procedure for handling the contact

Additional topics covered:

Taxonomy, Intro to Navigate System, and computer exercises: CRS-T will understand the **meaning** of taxonomy, the I & R universal language, and will become familiar with the Navigate system and the appropriate use of taxonomies

Observation of CRS: CRS-T will strengthen knowledge, competence, and confidence by participating in a peer-to-peer shadow with CRS

Special Projects/CUP: CRS-T will understand how the CRS role supports the 211 Special Projects/CUP team and become familiar with the duties of the Special Projects team by participating in a Peer-to-Peer shadowing session with a CUP Specialist

Quality Goals/Expectations: CRS-T will have an understanding of the goals, expectations, and monitory process of the CRS customer service delivery and related duties of the position

Chat, Text, and Web Requests: CRS-T will be able to handle contacts through these various e-service platforms

Mental Health (MH) Crisis Calls/GA Crisis and Access Line (GCAL): CRS-T will demonstrate an understanding of how to handle MH crisis calls, and will be familiar with various mental health agencies and 211 partnerships, with a special emphasis on handling calls involving a transfer to GCAL.

Policies and Procedures: CRS-T will demonstrate an understanding of United Way and 211 policies and procedures

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