

Guide to Introduction to Public Assistance and MAXIS (IPAM) Series

The Introduction to Public Assistance and MAXIS (IPAM) Series consists of several different learning activities that must be completed prior to attending other cash, SNAP and health care courses. The IPAM Series sets the foundation for county income maintenance staff just beginning their careers working with public assistance programs and the eligibility and payment systems used for these programs. The IPAM Series replaces the Pre-IPAM web based training as well as the 2-day IPAM classroom training.

The activities in the series can all be completed at the county agency. **It is HIGHLY recommended that a supervisor, mentor, lead worker, or county trainer assist new staff through the series of activities and be readily available to answer any questions staff may have as they complete each activity.**

To help track completion of the activities, an [IPAM Series Training Checklist](#) is available in the [Training Toolkit](#), located SIR. We recommend that new workers complete the activities in the order they appear on the checklist. However, given a new worker's learning style and/or available county training resources, counties may re-arrange the learning activities with one exception. Three web based trainings, described in more detail below, **MUST** be taken in sequential order. For example, the Introduction to Public Assistance web based training must be completed prior to taking the Introduction to MAXIS and MMIS web based training. The web based IPAM Series Assessment includes questions from ALL the required activities.

Below is a list of the activities in the IPAM Series including information on how to access and/or register for each activity. Links to all of the activities are available on the [IPAM Series](#) page on both the Income Maintenance and Health Care Training News and Information Pages on TrainLink and in SIR.

- **Introduction to Public Assistance web based training (WBT).** Course #TES100-1, available in the Income Maintenance and Health Care Learning Centers on TrainLink. This should be the first activity a new worker completes. The WBT provides an overview of the public assistance programs and data privacy. Once a new worker completes this WBT, it will appear on his/her transcript in TrainLink.
- **CAF Workbook**, also known as **Financial Workers Guide to the Combined Application Form.** This guide provides an overview of the CAF and an explanation of each question on the CAF. It is available in the [Training Toolkit](#). New workers can complete the workbook on-line or print to complete. There is no registration required for this activity and it will not show on the worker's transcript in TrainLink.

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- **Introduction to MAXIS & MMIS web based training (WBT).** Course #TES100-2, available in the Income Maintenance and Health Care Learning Centers on TrainLink. This WBT provides an overview of the MAXIS and MMIS systems and also introduces the APPL process. The Introduction to Public Assistance WBT is a prerequisite to this course. Once a new worker completes this WBT, it will appear on his/her transcript in TrainLink.
- **IPAM Series Webinar.** This recorded webinar provides a demonstration of the APPL process in MAXIS and is a mandatory component in the IPAM Series.
- **IPAM APPL Entry Workbook.** This workbook is available in the [Training Toolkit](#). The workbook will guide a new worker through APPL entry of four applications on MAXIS and provide 2 applications to enter on their own. There is no registration required for this activity and it will not show on the worker's transcript in TrainLink. We recommend workers print the applications prior to starting the workbook. Links to the applications are available within the workbook. **It is recommended a supervisor, mentor or lead worker assist with at least the first APPL in the workbook to ensure the new worker understands the process.**
- **Training Toolkit.** The [Training Toolkit](#) is an added feature available in SIR. It includes a variety of guides, handouts and other resources for ALL workers. For the IPAM Series, new workers are required to review three resources in the toolkit:
 - *Interviewing Tips & Techniques*
 - *Worker Ethics.* We recommend new workers review this information with a supervisor/lead worker. It may also be a topic at a staff meeting for all to review.
 - *Worker Resources.* This handout provides an overview of the common resources available to financial workers.

We recommend that a supervisor, mentor or lead worker review these with the new worker and add any additional guidance unique to your county.

- **IPAM Series Assessment web based training.** Course #TES100-3, available in the Income Maintenance and Health Care Learning Centers on TrainLink. This should be the last activity a new worker completes. The Introduction to Public Assistance Programs WBT and the Introduction to MAXIS & MMIS WBT must be completed before workers

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can access the assessment. Workers will be required to “Master” the assessment (code “Y” on their transcript) before being allowed to register for additional classes. The assessment includes questions from ALL required activities included on the IPAM Series Checklist.

After completing ALL of the activities in the IPAM Series, new workers should be able to:

- Briefly describe Minnesota’s public assistance programs
- Follow federal and state data privacy laws
- Do basic, initial application assessment and processing
- Explain the purpose of the questions on the CAF and how the information is used
- Log in to MAXIS
- Change their MAXIS password according to security guidelines
- Perform basic navigation in MAXIS and MMIS
- Perform a Person Search in MAXIS
- Enter an application in APPL

The knowledge gained through completing the activities in the IPAM Series sets the foundation for future required trainings, such as SNAP, Family Cash and MA Systems. **New workers should not attend additional training until they are proficient with the activities in the IPAM Series and are able to perform the bulleted items above.**