



SMP Complex Interactions Training: State and Local Information Handout

1. SMP Roles (page iii)

Which role(s) will you perform for your SMP?

2. SIRS Data Entry (page iii)

Will you enter complex interactions and/or other data in SIRS?

3. Training (page iii)

What training is expected of you as an SMP complex interactions specialist?

4. Referral Partnerships (page 15)

Does your SMP have any relationships with state or local contacts for additional referrals not described in this chapter?

5. SIRS Data Entry Processes (page 19)

Does your SMP have specific instructions on when and how to enter complex interactions into SIRS?

Does your state have a protocol and/or tips to record all your casework time in SIRS?



SMP Complex Interactions Training: State and Local Information Handout

6. Gathering Information (page 21)

Does your SMP have any additional intake guidelines governing the amount and type of information you must request from a complainant?

7. Low-Income Resources (page 26)

Do you know how to directly connect beneficiaries who are on a fixed income with resources (e.g. if you are housed at a AAA)? If not, where can you send beneficiaries for help?

8. Handling Sensitive Information (page 26)

What are your SMP's policies and procedures related to handling sensitive information and keeping confidential documents secure?

9. Release of Information (page 29)

Does your SMP have a standard release of information for you to use when needed?

10. Follow-up (page 105)

As stated at the end of Chapter 4, cases involving referrals may take years before they are ready to be resolved. Will you be the one to follow up on your own cases to close them and claim dollars or will someone else at your SMP complete these steps?



SMP Complex Interactions Training: State and Local Information Handout

11. The SMP Resource Library and TRAX: Training Tracker (page 121)

Will you have access to the SMP Resource Library and/or TRAX: Training Tracker?

Additional Questions

Question:

Question:

Question:

Question:

Question:
