


County Hertford
Department of Social Services

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Project Title New Hire Training Packet

Category Advancement in Staff and Leadership Development
(Please select one)

Project Description and Summary

What did you do?

Describe your program or project. What did you do? What is the history behind the program/project? What did you hope to accomplish? What was your timeline? Your budget? How did you identify your objectives? How well did you use available resources?

Category: Advancement in Staff and Leadership Development

Project Description

New Hire Packets/Documentation Policies: In order to help advance our staff and leadership development, the leadership team created new hire packets for Work First, CPS, APS, Medical Transportation, Administrative, and Income Maintenance caseworkers. The new hire packets help new

hires or promoted staff with their new role(s).

What did you do?

- All supervisors have created a new hire packet for our agency to assist with training new staff to help provide a better direction of what they will expect in their new role(s). The training packets also provide some quizzes as it relate to that particular department. Some of the Medicaid information has NCFAST trainings included as well.

What is the history behind the program/project?

- The new hire packet keeps new staff/supervisors on track in knowing what has been covered and will be covered in that particular department. Also, the quizzes help supervisors to know what staff needs more assistance.

What did you hope to accomplish?

- Consistent and clear expectations of new hires and help supervisors ensure they have this tool to help develop staff.

What was your timeline?

- Effective April 2017-ongoing

Your budget

- N/A

How did you identify your objectives?

The objective was to provide guidance for new hires and having consistency with all new hires by having a training packet that relates to the department in which they were hired.

How well did you use available resources?

When the training packet was compiled for the Medicaid programs, the NCFAST trainings were incorporated. Other programs utilized their program specific polices.

Project Success and Impact

What was the outcome?

Was your program/project a success? What was the impact? How did you measure the impact? How widespread is the impact of your program/project? How were you able to overcome obstacles and challenges? Did your program/project meet your established objectives?

Project Success and Impact–What was the outcome?

Was your program/project a success? Project was a success

What was the impact? New hire packets/quizzes has provided guidance for leadership by identifying areas that the new hire needs additional assistance or one on one training.

How did you measure the impact? The quizzes

How widespread is the impact of your program/project? It will impact all new hires in any department; any promotions within the agency as well.

How were you able to overcome obstacles and challenges? Supervisors were given a deadline to have information compiled. Also, existing polices were very helpful and provided guidance with compiling the needed information.

Did your program/project meet your established objectives? Yes, it met the established objectives and provided guidance to new hires and supervisors to ensure staff are being trained as well as possible. The new hire packet helps to aid in identifying some areas that staff may need additional training.
