```
+-------------------------------------------+
¦          LOCAL COMMISSIONERS MEMORANDUM       ¦
+-------------------------------------------+
```

Transmittal No: 95 LCM-17

Date: February 27, 1995

Division: Economic Security

TO: Local District Commissioners

SUBJECT: Food Stamp Computer Assisted Instruction (CAI)

ATTACHMENTS: None

During the past year, the Department has begun a major effort to incorporate new technologies into our on-going training plan. In 1994, we presented 6 satellite teleconferences which were very well received around the state. Based on that experience, we have pre-arranged satellite broadcast time and made downlink arrangements for monthly teleconferences throughout 1995. We have also begun to develop computer-assisted training modules on specific topic areas, particularly in the area of policy and procedures. We will soon announce an ambitious plan to develop several new programs, some using CD-ROM technology, within the existing training resources available through our university contracts. You will be hearing more about this shortly.

This letter provides you with the current status on the development of Food Stamp Computer Assisted Instruction (CAI) training modules. CAI training modules are accessed on a PC, and allow individual workers to access a program and complete training on their own. The goal of CAI was to ensure uniform training statewide, while at the same time addressing past problems related to logistical issues associated with scheduling group training that required large numbers of workers to be "off the line" at the same time.

To date, we have developed and piloted modules in Food Stamp Household Composition, and Standard Utility Allowance (SUA). Modules have been developed to address both NPA Food Stamp cases as well as Public Assistance Food Stamp cases. The Household Composition module is currently being updated to incorporate the recent Mickey Leland changes, and is expected to be available statewide by late spring.

Date   February 27, 1995

Trans. No.   95 LCM-17   Page No.   2

We are pleased to announce that distribution of the SUA module to all local
Staff Development Coordinators is scheduled for this month.   Staff
development coordinators will receive instructions with the discs on
recommended scheduling of staff, tracking procedures,   reporting methods,
etc.

Our pilot experience in Erie, Nassau, Monroe, Ontario and Suffolk has
indicated that the CAI modules received very positive evaluation by the
participants.   The majority of the participants (89%) indicated that they
would utilize CAI training again if more modules were available.   Some of
the points they liked about the CAI modules are the self-paced instruction,
user friendly, interactive and at the same time improved their program
knowledge.   We trust your staff will also find this innovative tool to be
both useful and effective.

If you have any questions about our future plans for CAI please contact
Peter Miraglia (OHRD) 1-800-343-8859, extension 4-9645 or Frances Shannon-
Akstull in Food Stamps at extension 3-0332.

_____
Nelson Weinstock
Deputy Commissioner
Management Support & Quality
 Improvement

_____
Robert N. Seaman
Acting Deputy Commissioner
Division of Economic Security