



Lisa Keith

Training Officer, State of Nevada DWSS

The State of Nevada Division of Welfare and Supportive Services (DWSS) serves people who qualify for public assistance.

THE CHALLENGE

When staff error, people and families suffer, Federal funding is at risk, and the jobs of everyone involved become more stressful. For example, if clients who qualify for expedited services are not processed correctly, it could be the difference between waiting 30 days instead of 6 days for critical SNAP food benefits. That's a long delay for some of the most vulnerable people including children and seniors with the greatest needs.

Until a few years ago, DWSS quality assurance training was a series of refresher tips or PowerPoint video presentations sent via email. Random sampling of case files found 15 errors per 400 cases. Then Lisa Keith, a 20-year Bob Pike Group trained practitioner, introduced *The Morning Drive* show.

THE SOLUTION

The Morning Drive is a talk show style micro-training aimed to decrease error rates in casework. As host of *The Morning Drive*, Lisa is joined by SME guests—employees from DWSS across the State—from leadership to the front lines. In the videos, Teams backgrounds make Lisa and her guests appear heading to work via car, bus, train, or even limo. The show often concludes with a game that reinforces concepts learned before a post-show assessment. Staff are engaged by seeing their coworkers from the office presenting material in a fun way. Training topics are straight out of policy, but delivered in a fun, engaging way.





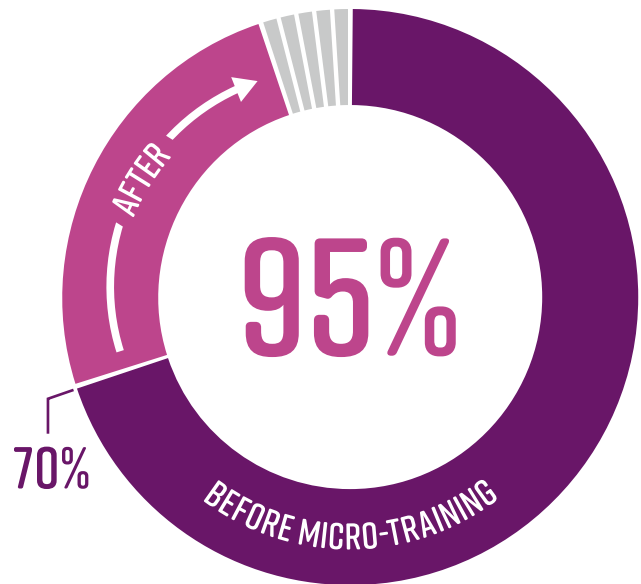
THE RESULTS

Caseworkers assessments scores increased from 70% before The Morning Drive to 95% after micro-training videos. Error rates on Expedited SNAP casework decreased to below one percent in the months following the training. In case that doesn't scream at you, that means thousands of people in Nevada didn't wait weeks longer than necessary for access to basic food.

The QA Morning Drive Case Accuracy Refreshers (CARS) remind everyone that quality is key!

"I've become quite a celebrity, recognized all over the state. Some people even ask for my autograph. Luckily I'm a ham—I was born for this. It's made it so fun for me!"

Lisa Keith—Training Officer,
State of Nevada DWSS



Assessment Scores Jumped



Error Rate

