

Frequently Asked Questions

Human Services Eligibility Worker (HSEW)

Is this program available online? All of the classroom courses are available online; HSEW courses are available through a virtual classroom (except the Internship which must be done at the local county agency.)

What does virtual classroom mean? Virtual Classroom means that you can attend live via your computer, similar to a Skype connection, except you don't use a camera nor a microphone. You type – instant message or chat communication. The lectures are recorded, so if you are unavailable during the live time, you can watch the recording. We also offer live via computer tutoring time that is flexible to meet students' needs. The day and time of the live connections have not yet been determined; we will decide as a class what works best for the most people.

How is the program delivered? You can have the course delivered in whichever manner best meets your learning needs (live in person lecture-on campus, live via computer lecture, or recorded lecture) and switch back and forth, depending on the topic and your personal schedule, as you see fit. Students will need to commit about 10-12 hours each week for lecture (whether live or recorded) and another 8-12 to working on cases and quizzes. The general rule is 3 hours per credit for homework time.

Can I start in the Summer semester? You can start, but only General Education Courses are available. For some, this is helpful, as it reduces the number of credits they need to care during their 'welfare' courses. **Spring semester?** There is one HSEW course available during Spring Semester, otherwise you will need to take general education credits.

What is the course sequencing?

Summer Courses June & July Credits (OR you can take these a different semester.)

ENGL 1276 College Composition	4
General Education Elective	3
Could find a Human Diversity at another college	

Fall Courses Aug - Dec Credits

HSEW 1201 Introduction to the HSEW Role	4
HSEW 1230 Public Assistance Policy 1	4
HSEW 1235 Eligibility Systems 1	4

Spring Courses Jan - May Credits

HSEW 1205 Worker Skill	4
HSEW 2230 Public Assistance Policy 2	4
HSEW 2235 Eligibility Systems 2	4
SOCI 1225 Human Diversity	3

Summer Courses June & July Credits

HSEW 2290 Internship	6
----------------------	---

* Internship at the county agency.

What does this prepare me for? Graduates of the program work in the county 'welfare' office administering the benefits for low income individuals. The job title often is Eligibility Worker, but is also titled Financial Worker, Human Services Representative (Hennepin County,) Public Assistance Eligibility Worker, or a handful of other titles.

What is the employment outlook? There are job openings occurring across the state of Minnesota and starting wage is between \$18 and \$22 per hour. Between October 2016 and March 2017 there were 120 jobs posted. The average year has between 200 & 250 job postings statewide. The majority of the positions are in the Metro area.

[Federal Wage Data website](#) & [CAREERwise Education Website](#) (Please note that they do not show the program under education – but HSEW is the educational program for this career.)

Is the program WIA approved? It can be; WIA approval is given by the agency that is administering the services for the student. Several agencies have approved it for past students.

I don't see openings advertised often, why? The [Minnesota Merit System](#) announces civil service examinations for employment in the social services and human services agencies in 71 of Minnesota's 87 counties. To get employment, you must qualify to test with Merit System. The HSEW program qualifies you to test (starting 6 months prior to graduation.) Once you pass the exam, your name is added to the roster of eligible hires. When an opening occurs, the county agency receives a roster of eligible hires and select candidates to consider. The counties that do not use Merit System, have a similar process, and only advertise rarely, and hire from a roster that is developed periodically. Upon graduation from the HSEW program, 10 points is added to your (already passing) Merit exam score.

Does this program enable me to work in another state? Yes and no – Many welfare benefits are federal and have similar rules in other states, but the HSEW program teaches specific Minnesota policy and the computer systems that are used.

I already have an AA (MnTC) or 4 year degree completed, what courses do I still need?

<u>Fall Courses</u>	<u>Aug - Dec</u>	<u>Credits</u>	<u>Spring Courses</u>	<u>Jan - May</u>	<u>Credits</u>
HSEW 1230 Public Assistance Policy 1		4	HSEW 2230 Public Assistance Policy 2		4
HSEW 1235 Eligibility Systems 1		4	HSEW 2235 Eligibility Systems 2		4

<u>Summer Courses</u>	<u>June & July</u>	<u>Credits</u>
HSEW 2290 Internship		6

* Internship at the county agency

What is the difference between getting the diploma and the AAS degree? The AAS degree is the diploma plus 20 more general education (from the MnTC – Minnesota Transfer Curriculum.) It is advised that you get the diploma, and look for work while completing the additional credits. With work experience in the field and the AAS degree, you may be able to advance your career.

What is the difference between HSEW and HSCS? The difference between Eligibility Worker and Child Support is in the nature of the job. Child support folks work with the courts and legal system a lot of the time; they have 4 clients – 2 parents, the child, and the 'state.' Eligibility Workers work with the client and policy. There are generally more eligibility worker positions to child support positions. Child support positions tend to pay slightly more than EW positions.