

## LIHEAP Intake Staff Training

Handout 1: Staff Notes

Topic 1: Training

What went well with the training?

What did not go well with the training?



What would you do differently?

Topic 2: Initial Contact Scenario 1



Scenario 2

Scenario 3	



Topic 3: Crises
How do you define crisis?

Training Ideas



Topic 4: Discussing Benefits **What went well?** 

What should have been different?



What training do you offer?