

# Trainer Network Meeting

Facilitator(s): Staff Development Center Managers and Team

Attendees: Trainer Network

Date/Time: March 23, 2017 9:00 a.m. - 12:00 p.m.

Additional Info:

Online Meeting Room: <http://cohuman.adobeconnect.com/ttnetwork/>

Teleconference Number: 1-866-502-8312 Passcode: 765877#

Topic	Presenter(s)	Notes
Welcome/ Introductions	Sonia Sandoval Michelle Martinez	No PowerPoint
Q-Fit Update	Paula Lujan	Please refer to associated documents: <ol style="list-style-type: none"><li>1. Q-Fit Introduction Sheet</li><li>2. Adult Financial Q-Fit (example of what a Q-Fit looks like)</li></ol> <ul style="list-style-type: none"><li>• Document will be released quarterly</li><li>• Tied directly to the program meeting (CW Admin meeting, AF forum, LEAP Quarterly)</li><li>• Email contact for each program can be found on Q-Fit Introduction Sheet</li><li>• Let Paula know if there are questions</li></ul>
Process- Based Training (PBT) Discussion and Demo	Sonia Sandoval  SDC Trainers/ Developers	<ul style="list-style-type: none"><li>• SDC began PBT development last year after meetings with stakeholders</li><li>• Recently had to take a couple steps back to look at development</li><li>• Pilot is currently on hold until further notice- Development is still moving forward</li><li>• Modules demonstrated here today were recently shown to stakeholders</li><li>• A lot of modules are 80% developed and will just need tweaks after feedback</li><li>• Information gathered from Knowledge Gathering sessions will still be used as we move forward</li><li>• Refer to associated document: <b>PBT Overview</b> to see list of all modules to be released in Phase 1</li></ul>



# Trainer Network Meeting

- There are additional topics for Phase 2 & potentially Phase 3
- Document shows modality, description, theme and associated region
- PBT is intended to replace EF content
- When users attend Instructor Led Training (ILT) or Virtual Instructor Led Training (VILT) the map (see associated document) will be provided as part of the session so that the user can see how far they've come and what's left
- PBT employs adult learning methods
- PBT is NOT just web based - includes ILT and VILT modalities
  - Learners will receive content in modules and practice and apply content in ILT and VILT classes
- PBT will have Pre & Post- Tests
  - Pre- Test will not be called a "pre-test" so that new learners don't feel intimidated
  - Pre- Test is a benchmark for the SDC to measure learning against
  - New users who are going through a training plan must pass the Post- Test before moving on to the next module
  - There will be multiple training plans for different types of users
    - Necessary modules for different types of users were identified in Knowledge Gathering sessions

## Questions about PBT:

1. **Are there characterizations and voices?**
  - a. There is voiceover, but there are no "character voices." There are no cartoon characters. Voiceover will be used in slides and modules in the correct places when it is a learning opportunity.
2. **How will people ask questions during the WBT? Is it real-time?**
  - a. There is a link in the module to send questions to the SDC, however responses will not be real-time.
3. **Is PBT going to replace county trainers?**



# Trainer Network Meeting

		<ul style="list-style-type: none"><li>a. County trainers will be needed to train on specific county processes and to help users with additional in-person practice.</li><li>4. <b>Will county trainers have to take the WBTs a million times to know the information?</b><ul style="list-style-type: none"><li>a. PBT shouldn't be different from what you have to know as a trainer currently. We will create our training according to how the system works. There will also be a process manual that users can reference that will outline the appropriate processes. Everyone following the exact same process in the system will also help identify issues and speed the implementation of official fixes within CBMS.</li></ul></li><li>5. <b>How long does the full training take?</b><ul style="list-style-type: none"><li>a. There isn't an official estimate yet. This will depend on the type of access a user has and their county role. The SDC will share official estimates when courses are completed. The unofficial estimate is that it will be close to the same amount of time for BF &amp; EF courses.</li></ul></li><li>6. <b>If PBT takes the same amount of time as BF &amp; EF, will that still be enough time for the user to learn?</b><ul style="list-style-type: none"><li>a. Users will still complete the new training program with the tools to accurately enter cases into CBMS. The main change is that instead presenting training specific to one program, it will focus on processes.</li></ul></li><li>7. <b>When will we be able to review some of the WBTs and ILT sessions?</b><ul style="list-style-type: none"><li>a. We will review two today and are anticipating have more available in May for review. Email Sonia if you want to be a part of the review group.</li></ul></li><li>8. <b>Do I have to listen to the voiceover in the PBT WBTs?</b><ul style="list-style-type: none"><li>a. No. every module has a transcript, so if you don't want to hear audio, you can mute it and read the transcript instead. Audio won't force you to listen to it.</li></ul></li></ul>
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# Trainer Network Meeting

		<p><b>9. How are you going to monitor if people have actually completed the training?</b></p> <p>a. There will be both Pre and Post- Tests so that learning can be tracked. New users completing a training plan must pass the Post- Test before they can move on to the next module. Beyond completion of the Post- Test, people are accountable for their own skills and learning and are welcome to go back and re-take trainings.</p> <p><b>10. Does this training have a timestamp that track how long it took an individual user?</b></p> <p>a. Yes, CO.Learn will track how long it takes a user to complete a training.</p> <p><b>11. Is there a limit to how many times you can take the Pre- Test and Post- Test?</b></p> <p>a. You can only take the Pre- Test once. There is no right or wrong on this one, it is a benchmark to measure learning from the module. You can take the Post- Test three times. If someone fails, it is recommended that they go back and do the modules again. If someone fails three times, we will evaluate on a case-by-case basis why they may be failing in order to determine the best support.</p> <p><b>12. After you take all the tests and pass, can you go back?</b></p> <p>a. Yes! Additionally, if it's not a part of your training plan, any modules can also be accessed on their own.</p> <p><b>13. Will I have to re-take knowledge checks if I am taking a WBT as a refresher?</b></p> <p>a. No, knowledge checks are not mandatory.</p> <p><b>14. How often will PBT materials be updated?</b></p> <p>a. They will be updated on the same quarterly build schedule as our EF materials. The SDC will transition from managing EF to PBT.</p> <p><b>15. Do you have to print the desk aids available with each module?</b></p> <p>a. You can print or save the file to your desktop if you want, but we encourage people to navigate to the actual document</p>
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# Trainer Network Meeting

		<p>location when referring to the information to ensure they are getting the most recent version. We are working with program areas and OIT to decide where different documents should live, retiring old documents, and removing duplicates.</p> <p><b>16. Have you considered doing a desk aid that covers the information in each module?</b></p> <p>a. We will have a Process Manual that can be used for reference on how to complete different processes in CBMS.</p> <p><b>17. Will there be a Participant Guide to go along with the WBTs?</b></p> <p>a. There will be a PG for ILT classes and process manuals will be the drivers for what we're teaching. We have heard this suggestion and are considering it. However, we also get feedback that it is difficult to participate and fill out a book and a PG may detract from the stand-alone viability of each module for users simply seeking a refresher.</p>
<p><b>Training Update</b></p>	<p><b>Sonia Sandoval</b> <b>Michelle Martinez</b></p>	<p>Please refer to handout <b>SDC March 2017 Update</b></p> <p><b>Expanding Foundations Quarterly Updates</b></p> <ul style="list-style-type: none"> <li>• Attendance or completion of webinar is required for Certified Trainers.             <ul style="list-style-type: none"> <li>○ You must register for it in the LMS to get credit.</li> <li>○ You have 2 weeks to watch the recording.</li> </ul> </li> <li>• Can we look at LTC assessments because based on other assessments, there are several screens and some are labeled incorrectly. It is also very short.             <ul style="list-style-type: none"> <li>a. Jackie is our new LTC lead trainer and is reviewing all LTC materials, including the assessments.</li> </ul> </li> </ul> <p><b>June 2017 CBMS Build Training</b></p> <ul style="list-style-type: none"> <li>• June 13<sup>th</sup> 9am-11am</li> <li>• June 14<sup>th</sup> 1pm-3pm</li> </ul>



# Trainer Network Meeting

- We appreciate Certified Trainer participation in our internal dry run
  - a. Next Dry Run: May 15 9am-12pm
  - b. Email Michelle if you want to be a part of it

## Monthly Help Desk Training Issues Report

- Information from report is also informing PBT development and helping identify topics that need Process Manuals
- Have requested a more friendly layout for the next report
- Helps identify trends and continual questions

## Reasonable Compatibility Training

- Goal is to use materials from HCPF to have this ready by the end of June for the new Medicaid Incentive Program in July.

## Cognos Query Studio Training

- How do you sign up?
  - Once sessions are announced, it will be available on CO.Learn. The user will have to work with their county to determine if this training is appropriate and submit a request in CO.Learn to take it. We will decline the request if more than the approved number of attendees for a county submit requests.

## Training Document Repository

- This is also part of the effort to reduce training Help Desk tickets.
- The work-group includes OIT, SDC, program areas, etc.

## Trainer Certification Process - Update

- If I go through the new process and don't meet the expectations during the evaluation, what is the next step?
  - The Trainer Certification Process is still under revision, but the correction if this occurs will likely depend on a case-by-case basis.



# Trainer Network Meeting

		<ul style="list-style-type: none"> <li>• Will there be an observation checklist?             <ul style="list-style-type: none"> <li>○ We are reviewing the current form and revising it with SDC lead trainers. We will share the observation form when it is completed and you will be able to give feedback and know what is being graded.</li> </ul> </li> <li>• Is the SDC just observing materials, or are certified trainers being graded on how they train and their training style?             <ul style="list-style-type: none"> <li>○ The current process is under review. Different opinions were expressed at the meeting including that it is the place of the SDC to train how we want our materials trained, but that feedback should be an observation and not critical. Some current certified trainers expressed a divergent opinion and feel that only their supervisor has the right to critique their delivery.</li> </ul> </li> <li>• Can certified trainers get a certificate saying they are a certified trainer?             <ul style="list-style-type: none"> <li>○ Anyone needing verification of their certified training status may contact the SDC and we will be happy to provide verification. Because continued certification depends on attendance of EF Course Updates which occur every three months, creating a certificate for each trainer is not something we currently offer.</li> </ul> </li> </ul>
Open Discussion	All	<ol style="list-style-type: none"> <li>1. Request that we edit build training recordings to remove long pauses</li> <li>2. MA Incentive program goes off the estimated time to complete a course as stated by the SDC, not the actual time it takes to complete</li> <li>3. Trainers can pull a training hours report to show the hours the county has completed. Look for the SDC communication titled Training Hours Report Available sent on March 27, 2017 for information.</li> </ol>
Next Meeting - Agenda Items/Ideas	All	<ul style="list-style-type: none"> <li>• Certified Trainers Co-facilitating with SDC trainers at conferences- PDA is in September</li> <li>• Next Trainer Network Meeting will be 6/22/17 at Broomfield (Kris Pokryfke)</li> </ul>

