

Trainer Network Meeting

Facilitator(s): Staff Development Center Managers and Team

Attendees: Trainer Network

Date/Time: June 22, 2017 9:00 a.m. - 12:00 p.m.

Additional Info: In-Person Location: Broomfield County, 100 Spader Way, Broomfield, Heritage Room 1 & 2

Topic	Presenter(s)	Notes
Welcome/ Introductions	Sonia Sandoval Michelle Martinez	No PowerPoint
Certified Trainers List	Michelle Martinez	The SDC has received requests for a list with contact information of certified trainers in other counties. Michelle will send out a document to everyone that gathers information such as: Name, Email, County, and does your location open registration for neighboring counties. After information is compiled, a notification will be sent out letting people know where they can find it.
UPA and TRN Updates	Sonia Sandoval	Currently TRN and UPA environments are updated monthly. CBMS would like to switch to updating these environments only in major build months. Help Desk fixes would also in at this time. If there was a Help Desk fix that would affect a lot of cases then we could work with CBMS to get the fixes into the training environment sooner. Q: How do trainers feel about this proposed change? A: The less we take down TRN, the better!
TRN Updates	Tammy Foster	For issues with unearned income that is resulting in a 237 error clear the cache/cookies on the computer and then reboot. This can help with other errors too. CBMS Issue Reporting <ul style="list-style-type: none"> • Please use the CBMS_TRN Issues Reporting form on TrainColorado.com under Trainer's Territory <ul style="list-style-type: none"> ○ https://traincolorado.com/trainers-territory/cbms_trn-issues-reporting/



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		<ul style="list-style-type: none"> ○ Don't call the Help Desk yourself. Everything needs to be funneled through the issue report • In screenshots, make sure that you follow the example on the form and capture the entire page including: UserID, date, time, county, etc. <ul style="list-style-type: none"> ○ If you get an email requesting additional screen shots that is because something was missing in the original submission. • If you have a class coming up, put the date/time of the class so that tickets can be prioritized • Not every issue will have a fast resolution, so you need a backup in case things don't get resolved in time. <ul style="list-style-type: none"> ○ Classes should not be held in UPA because it mirrors live data <p>TRN ID Lockout</p> <ul style="list-style-type: none"> • If you get an incorrect login 3 times, it will lock out the ID. • Sometimes if you wait 30 minutes it will automatically unlock • If this happens in the middle of a class, send an email to the SDC
Assessment Update Discussion	Michelle Martinez	<p>Per consensus at meeting, no assessment updates will be done by SDC lead trainers until September. This will cut down on duplicative work based on when builds are going in that would have required an additional assessment update in August.</p> <p>The SDC will give clear directions for grading and guidance like with the Med updates until assessments are updated in September.</p>
Reimbursement for Travel	Michelle Martinez	<p>Anyone can submit a request for travel reimbursement for travel to SDC training for Expanding Foundation courses. This includes SDC trainings held in locations other than the main SDC office.</p> <ul style="list-style-type: none"> • Approval must be granted before travel/class occurs



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		<ul style="list-style-type: none"> If you are staying in a hotel that is over \$120/night, it needs additional approval from SDC managers Submit the pre-travel request online at https://traincolorado.com/countyma-site-reimbursement-request/
<p>Process Based Training Update</p>	<p>Sonia Sandoval SDC Trainers/ Developers</p>	<ul style="list-style-type: none"> 12 modules were sent to review groups in May. Next set of modules that will be sent to reviewers is in progress. The SDC would love to have more end-user reviewers! Please contact Michelle and Sonia if you would like to be a reviewer. <ul style="list-style-type: none"> Reviewers need to attend a 1 hour meeting to ensure that each reviewer understands their role and what they are reviewing for. The end-user reviewers don't need to review every module. Modules can be split up among a team, etc. You still have control over how much they review so that it doesn't interfere with regular job duties. The SDC has a very targeted review group- some people are reviewing for design, systems, policy, end users, etc. If you are a trainer, don't focus on the design or policy, focus instead on "do you think the end user could learn this information." The SDC is moving to a new reviewing tool going forward <p>Questions/Feedback from first review:</p> <ol style="list-style-type: none"> Should narration/voiceover be on every slide? No, there will not be voiceover on every slide. It was determined by CDHS and HCPF review groups that voiceover should only be used where it is necessary. You can tell if a slide has voiceover in a couple of different ways. Next to the Table of Contents, there is a transcript tab which will say "no voiceover." Additionally, the Play Bar will quickly scroll if there is no voiceover. Per suggestions during



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		<p>the meeting, the SDC will also look into adding this information to the second slide which contains additional information about navigating and using the modules.</p>
<p>Income Redesign Update</p>	<p>Sonia Sandoval Michelle Martinez</p>	<ul style="list-style-type: none"> • First part of 1st WBT has been released and is on CO.Learn. It will take users about 15-20 minutes and will give a walk-through of data entry on the new income screen. In addition to the walk-through of fields and screens there will be process manuals that can be used to quickly reference the information. <ul style="list-style-type: none"> ○ Look for the communication • The WBT on CBMS Income Calculations is estimated to take 30-45 minutes <ul style="list-style-type: none"> ○ Will provide information on how CBMS will calculate income that's entered and the end result that a user will see ○ Takes users through all HLPGs and what users will see • The new effective date is August 1. All certified trainers will have the option to train the VILT session at their eligibility site. The SDC will schedule sessions in August for end users to practice the data entry and run EDBC to see the end results. This training has 25 different scenarios and is scheduled for 3 hours. <ul style="list-style-type: none"> ○ Cases will be pre-made in TRN so that the only thing that the individual needs to do in VILT is complete the income page and run EDBC. Eligibility Sites can request copies of these scenarios in TRN starting August 7, 2017. ○ The title of the TtT has changed, but none of the content has. ○ Some of the dates on scenarios may change • The SDC will provide daily updates to the Workplan Subcommittee because they want to know how many people per site have completed the modules. CBMS and Policy want to ensure that people complete them and learn how to use the new screens before the build goes in.



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		<p>Questions</p> <ol style="list-style-type: none"> 1. Is the training mandatory? The training is not mandatory, but it is highly encouraged! 2. Can the SDC set up classes in the LMS before August 1st? Michael will work on this, however users won't be able to see the event and register until the training goes live.
<p>Training Update</p>	<p>Sonia Sandoval Michelle Martinez</p>	<ul style="list-style-type: none"> • COGNOS Query Studio training Consensus from the meeting was that people who attended enjoyed it and found the manual helpful. The SDC plans on continuing to offer the course, however because of limited licenses we may have covered everyone who needed the training in the first round. • The SDC team is wrapping up Expanding Foundations updates and will have them posted soon. <ul style="list-style-type: none"> ○ The SDC will be adding a material course to the LMS for each EF course. The certified trainer will need to download the excel spreadsheet in CO.Learn which lists all the changes and then mark themselves as complete in order to maintain trainer certification. ○ The SDC has made this change so that people can do things at the time that works best for them instead of needing to attend a mandatory phone call. • The SDC is working on the CBMS build timelines. As soon as it's finalized people will be notified of when the Dry Run at the SDC will be. <ul style="list-style-type: none"> ○ The September Build is very large. • Professional Development Academy (PDA) will be September 27-29. The PDA theme is Advance. <ul style="list-style-type: none"> ○ SDC will be training sessions <ul style="list-style-type: none"> ▪ Interviews- these are still the #1 error in the State for Adult Financial



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		<ul style="list-style-type: none"> ▪ Hands-on data entry in new Income pages ▪ PBT demo of modules, theme, rollout, pilot, what development looks like, etc. ▪ All trainers will do a speed training
Open Discussion	All	<ul style="list-style-type: none"> • “Ask the Trainer” section in Trainers Territory on TrainColorado.com has recently been updated. Use this button any time you have questions that come up in class which you don’t know the answer to or are unsure about so that trainers can address it! We update our Q&A section based on these questions, so check there first to see if your question has already been answered. When submitting the form, please be sure to fill out the section about how you responded to the question. • Report Course Changes (RCC) - The SDC still receives frequent suggestions via our inbox. Please use the forms online (there is one for ILT classes and another for WBTs) to report discrepancies, issues, or suggestions. Every quarter SDC trainers pull these submissions and course updates are made based on what is submitted. Only things submitted through RCC will be addressed- even SDC trainers have to submit the changes they make for tracking! <p>Questions / Feedback:</p> <ol style="list-style-type: none"> 1. It is frustrating during Build Trainings when counties ask a question and the trainers say they will need to follow up with Program Areas to get a response. We understand the frustration and will pass this along. However, if there is a specific policy question, we are need to send it to policy for them to answer. The SDC maintains a Q & A document on TrainColorado.com where answers to these kinds of questions will be posted. Answers to questions in build trainings are usually posted about a week and a half



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		<p>after the training occurs. We will remind people about this repository of information where they can check to see answers to their questions when it comes up in builds.</p> <p>2. We listen to builds as a large group in a room together. That's wonderful that everyone is listening to the information and learning as a group! Please make sure each participant registers separately in the LMS to ensure they get credit for attending and so we can accurately track the number of people who attend.</p> <p>3. Is the SDC presenting at Building Better Health? No, but there is another training team at HCPF which may.</p>
Next Meeting - Agenda Items/ Ideas and Host	All	<p>Next Trainer Network Meeting :</p> <p>September 21, 2017</p> <p>9:00 AM - 12:00 PM</p> <p>Connect for Health</p> <p>3773 Cherry Creek North Dr, 10th floor Room 100. Denver, 80209</p> <p>The office is in the Ptarmigan Building right across from Super Target on Colorado Blvd and Alameda.</p>

