



Trainer Network Meeting

Attendees: SDS Staff, County and Eligibility Site Trainers, & Partners

Meeting Minutes:

- I. Introductions (Katy Morrison)
 - a. Welcome & Introductions
 - b. Reintroduce and Introduce new Staff Development Center (SDC)/ Staff Development Unit (SDU)
 - i. History of the Staff Development Center
 1. What is the difference between the SDC and the SDU?
 - a. SDC was created by legislation for the training of eligibility training for CBMS Users (Joint CDHS, HCPF, OIT effort) and supports all of the eligibility trainings.
 - b. SDU is a part of CDHS that focuses on the employment and workforce development training for TANF, Adult Financial, and Employment First programs.
 - ii. Staffing
 1. Katy Morrison reports to Katie Griego and Marivel Klueckman
 2. SDC Supervisor is Clair Anderson
 3. New training evaluator, Crystal Baker, to implement a training evaluation at the SDC.
 4. Filled two Regional Training Rep vacancies. There are three Design and Development and one Regional Training Rep vacancies currently at the SDC. Will be filling the positions in the next two months.
 - iii. Present & Future Updates
 1. PBT – Converted Building Foundations into a blended learning model, online class. Kick-off to PBT WBT is less than 30 days away. Expanding Foundations will follow PBT model (specific to process vs. program).
 2. LEAD – Training is coming out
 - a. Training to applicable to the eligibility site.
 - b. We are interfacing with program area, discussing and initiating conversation with program area.
 3. SNAP – Establishing a partnership on how the SDS can support them
 - II. Regional Training Representatives (Tiffany Spottke, Conni Jensen, Eileen Hunt, Jen Gard-Gerber, Teri Walch-Sabo)
 - a. Introduce regions –Green Region is Jen Gard-Gerber, Purple region is Conni Jensen, Yellow region is Tiffany Spottke, blue region is Eileen Hunt, Orange region is vacant, Teri is the entire state for Coaching for Success.
 - i. RTRs will travel to the eligibility site to train.



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- b. Transformation - Updated all EF materials with Salesforce screen captures. Posted to Train Colorado website. FGs and PPTs have been updated.
 - i. Desk Aids - In the process of being updated and working with program area to update the desk aids.
 - ii. Assessments – Being updated, two test per program, real life scenarios are used in the tests. New look.
 - iii. Trainer assessments – Disabled them temporary due to transformation. Working with new SDS Evaluator to make sure the assessments are applicable. Does not prevent from being certified.
 - iv. Revamp the certification process, we want to provide the skills that will make you a better trainer. (i.e. adult learning theory, platform skills, etc.). This will allow you to be a valuable professional trainer. Share your ideas, comments, questions with SDC. This will be a professional certification that says you are a professional trainer.
- c. In August 2019, the SDC is offering EF MAGI, NON-MAGI, AF, and FA.
- d. How is your county preparing for Transformation?
 - i. Denver County - The first two weeks of august there will be refresher training in training labs for all eligibility workers. Hands on learning labs.
 - ii. El Paso County – Attended all VILTs before the go live. Now, offering web-based training again. We will start training Salesforce next class.
 - iii. Adams County – Attended all the training before the go live date. Resident experts (RE) will provide over the shoulder help for the line workers. Encourage them to make sure they completed the WBTs.
 - iv. Garfield County - Require all techs go through all training and over the shoulder support.
 - v. Boulder County - New training class, new techs to do WBT together, First week in August, provide over the shoulder support.
 - vi. Parkview MA Site – Parkview has one Resident Expert.
 - vii. Jefferson County – Has 3 Resident Experts.
 - viii. Pueblo County – Did all the virtual training and WBTs and provide over the shoulder support. Also, give the technicians scenarios to make sure they enter the information correctly.
 - ix. 2-3 counties don't have Resident Experts
- e. OIT/Deloitte own the TRN regions.
 - i. If there is an issue, you need to open up an OIT ticket first then contact Tiffany or your SDS Regional Rep.
- f. Katy Morrison: If you need data on who took all the trainings, reach out to the SDC and we can tell who took which training.



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III. Design & Development (Keenan Wezensky and Mark Hahm)

- a. Updates – Adding more people to the team.
 - i. Updating previous content and September Project Builds
 - ii. Mark – Works on the workforce development side
- b. Best Practices
 - i. Design tips –
 1. Use a template – Speeds up the entire process, makes design easy
 - a. It is a building point. You can use the master slide to replace something and all slides are updated.
 2. Less is more – Don't be afraid of white space
 3. Font size – There is no correct size. It depends on the content and audience size.
 4. Add contrast – Dark text with light background or light text with dark background. Contrast is important visually and depends on lighting in the room too. Helps with hierarchy with bold.
 5. Slide overload – Don't be afraid to spread information on multiple slides. It helps break things out. If using PPT, a way to avoid too much use the animation features to fade in and out information.
 6. Break the bullet point habit – Use icons, it helps connect the information.
 7. Build a message not a slide show
 8. Explore – See what other people have build
 9. What areas do design do most struggle with the most?
 - a. How do you break up a lot of text on a slide? Use a desk aid that will complement the material you are presenting. Make it concise as possible and shorten the sentences. Structure it in a way that is understandable.
 - b. Make sure you proofread and have someone else proofread your material.
- c. Questions
 - i. Will EF become PPT be updated? All EF material will be updated professional design with PBT.

IV. LMS/Website Updates (Derek Guadango and Jason Chen)

- i. Future Plans –
 - a. Communities in COLearn. It's a place to upload files, ask questions, discuss, make suggestions, etc.
 - i. If someone responds to your post, you will get a notification.
 - ii. A median to communicate. Great way for counties can talk/exchange ideas with other counties.
 - iii. A great place for certified trainers across the state to share ideas.
 - iv. Denver County is being piloted right now.



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- v. Can someone be anonymous on the communities? No. How to pull Trainer Evaluation in COLearn - Steps in administrator guide.
- vi. Skill building – How to change user records
 - a. It's important to keep user records up to date, because of reporting.
- vii. LMS Tip Sheet – **COLearn Administrator's Guide** has been developed to help certified trainers to show step-by-step to complete actions in COLearn. The document URL will be sent out and eventually be posted to TrainColorado.
- viii. COLearn Users - More information to come, but we are working to change the way user accounts are created. We will be sending a list to each site for users who have not logged in for some time, and the eligibility site will need to review the list. This will assist in users clean-up and updates.

V. Evaluator (Crystal Baker)

- a. Introduction – Crystal Baker is new SDS Evaluator.
 - i. What do you think evaluation is?
 - 1. Criticism
 - 2. Measure amount of outcomes
 - 3. Praise
 - 4. Review and improve
 - 5. Snapshot of where you are at in any moment in town.
 - 6. Tool for improvement
 - 7. Data – Evidence of Decision Making
- b. What does training evaluation mean to you?
 - i. Gathering information
 - ii. Want to get feedback on how we are doing
 - iii. To see if training is effective
 - 1. How many people can do the steps accurately.
 - 2. Empowering the students, their voice matters.
- c. What are the benefits to evaluation?
 - i. Pre/post test, establishing a benchmark
 - ii. Learning styles
 - iii. Open to feedback
 - iv. Meeting the needs of trainees
 - v. Narrow down the training, identify what is important
 - vi. Evaluations can be used to grow as a trainer.
- d. With data, how do we know the training is effective
 - i. County accuracy rate
 - ii. Some form of knowledge check
 - iii. Looking at the trainees, evaluating them in the room with you, relationship building
- e. Without data, how do you know training is effective
 - i. Class engagement



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- ii. Off-hand conversations
 - iii. Over the shoulder, evaluation
 - iv. Referrals for the training
 - v. Informal assessments
 - vi. Case review
 - vii. Supervisor reviews
 - viii. People contact you after training, for follow-up
 - f. There are three different reactions to training (that relate to evaluation)
 - i. Knowledge
 - ii. Results
 - iii. Behavior
- VI. Lunch Activity – Meet with your Region and chat with your SDC Regional Training Representative.
- a. Report back what is happening in your region.
- VII. SDU Updates (Jan Mickish, Teri Walch-Sabo, Mark Hahm, and Jason Chen)
- a. LEAD – 23 participants across the state attend the training. Evaluations feedback are good.
 - i. Colorado Works is rewriting a mission statement in EL Paso county
 - 1. El Paso County is giving out evaluations to see where they are out and what they want from the agency.
 - ii. Brittany - Starting at division, working on a mission statement and why we do what we do
 - 1. What value and principles for Larimer County do we want?
 - b. FVO – Trained 200 people YTD at seven sites. Two more trainings in September. Training is required once but suggested to take every five years.
 - c. Coaching 4 Success – It is trained once a month and every other month at SDC.
 - i. Coaching 4 Success – Over the Shoulder and Refresher training too.
 - ii. My COBenefits App
 - iii. Work Verification Plan (WVP) – WBT coming in October
 - iv. Build Projects in September, October, and December
- VIII. Trainer Certification Process (Tiffany Spottke and Crystal Baker)
- a. Small Group Discussions
 - i. How many months did the trainer certification process take for you from start to finish (i.e., from the time you sent a request to the SDC to become certified until you actually became certified)?
 - ii. When you taught your first class on your own as an SDC Certified Trainer, what did you feel prepared for? What did you feel unprepared for?
 - iii. As an SDC Certified Trainer, what are some professional development opportunities you feel would be helpful for enhancing your skills as a trainer?



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- IX. Travel Reimbursement Process (Joanna Logan and Regina “Reg” Apodaca)
 - a. High-level overview on the process
 - b. For any questions, please reach out to Joanna Logan and Regina Apodaca.

- X. Transformation (Brenda Lacombe, Emily Gilbert, and Joetta Fischer)
 - a. Go live date is August 25th
 - i. System readiness
 - b. User practice area was getting errors, fixed the errors as of 7/26/2019
 - c. Phase III is Salesforce integration
 - d. Change management and communication will be completed in August.
 - e. Will have process manual and tip sheets for new enhancements
 - f. Survey will be sent out after go live
 - g. There is a practice manual update
 - h. Phase II Toolkit is available
 - i. Go-Live Support is getting ready to come out
 - i. Need 110 volunteers for 12-4p and 4-8p to make sure the system is working
 - j. Command center is available all week.
 - k. Phase 2 Features (Brenda)
 - i. Interactive Interview Screen List
 - ii. EDBC Navigation
 - iii. Navigation options for scrolling or clicking
 - iv. Earned Income Screens enhancements

- XI. LEAD (Jan Mickish and Teri Walch-Sabo)
 - a. Crucial Conversations
 - i. Define crucial conversation
 - ii. Identify steps in a crucial conversation
 - iii. Practice a crucial conversation
 - b. Activity - Break out into five groups.
 - i. Given a scenario and come up with a Crucial Conversation plan.



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XII. Program Area (Erin Barajas)

- a. HB 19-1223 – Slides 85-88
 - i. There are three workgroups
 - 1. Policy, Allocation, and Evaluation
 - ii. Results from the workgroups will be presented to the state board.
- b. Rule Change Process – please refer to PPT slides 89-93
- c. Adult Financial Modernization Training Plan – please refer to slide 94

XIII. Q&A Session

- a. LMS/Website –
 - i. Is there a way to get trainer evaluation for the trainers at her eligibility site? Email Derrick
 - ii. Are there any changes made for inquire/read only, select CBMS training plan? Yes, there is. CBMS access for basic read only. All person needs to take BF and EF
 - iii. How do I manage my own waitlist? Refer to user guide. The only way is to remove a person who is not attending or increase the class size.
 - iv. Will a duplicate desk aid be replaced? Tiffany has a plan.
- b. Evaluation - No questions
- c. D&D - No questions
- d. Transformation
 - i. Where to find the tool kit and all there is to know website? Will put the link on TrainColorado website on Transformation page.
 - ii. Will we still go to the same area for reports? It won't be on the CDHS website. Helpers Community is being developed to host all documents, news, etc. UPA/TRN/Production will need to have a website pinned to your menu. It's in the toolkit too.
 - iii. What will happen to the tabs in the Portal? They will be there until they are switched over.
 - iv. CBMS all there is to know URL: <https://sites.google.com/state.co.us/cbms-all-there-is-to-know/home>
- e. RTR - No questions
- f. SDU - No questions
- g. SDC Program Specialist
 - i. Is there a possibility of having regional offices? No, we are dependent on our eligibility partners to provide the space.
- h. Program Area Partner - Refer to Erin Barajas



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Summary of Action Items

Action Items	Owner(s)	Deadline	Status
None			