



# COLORADO

Health Care & Economic Security  
Staff Development Center



Location: 11860 Pecos ST., Room: Apples C&D



(Adams County Human Services)



Date: Tuesday, December 17, 2019

Time: 9:00am – 4:00pm

## Trainer Network Meeting

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

Theme: Collaborate and Learn

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### Meeting Minutes:

- I. Introductions & Center Updates (Katy Morrison)
  - a. Welcome & Introductions
  - b. Updates
    - i. Certified Trainer Spotlight rescheduled, Crystal Baker review Data Visualization
    - ii. Staffing
      1. Open vacancy in SDU RTR – increase in classification to a level IV
      2. Clair Anderson is back from leave, SDC Supervisor
      3. New RTR Region II is Aimee Jaramillo
      4. Program Assistant position will be filled soon.
    - iii. PBT Pilot – Worked with three eligibility sites for the pilot. Will be releasing in January.
    - iv. LEAD 101 – First group finished last week, graduate Dec 10<sup>th</sup>. Any questions, please reach out to Clair Anderson at [clair.anderson@state.co.us](mailto:clair.anderson@state.co.us), or Janet Mickish at [janet.mickish@state.co.us](mailto:janet.mickish@state.co.us)
    - v. Working with Program Area on CBMS Builds
    - vi. Trainer Certification process – Goal is to improve the trainer certification process. You will hear more about it soon.
    - vii. SDC Advisory Board is canceled for December and will start up in January.
      1. We encourage you to join the SDC Advisory Board
- II. Regional Training Representatives (Tiffany Spottke, Conni Jensen, Traci Weaver, Jen Gard-Gerber, Aimee Jaramillo)
  - a. Regional Updates
    - i. New RTR is Aimee Jaramillo. Region II on the map. She will be reaching out to Region II in 30 days for site visits
    - ii. Site Visit Updates.
      1. Site visits have been productive, building partnership, and eye opening
      2. Receptive to RTR visiting
      3. Will be doing training out in the counties
      4. Question: Who is the SDC contacting to schedule site visits? Emails are sent by the RTRs to the county director and/or training supervisor.
      5. Morgan County is hosting quarterly trainings. Regional Trainings in Logan County too.
    - iii. Updated EF – Go live was a couple weeks ago
    - iv. SDC course schedule posted on CoLearn. They will be posted a quarter in advance.
  - b. RTR Skill Building Activity – It's all about communication.
    - i. Activity - Feedback
      1. Explain how to position the paper before drawing
      2. Usually, we are prepared. It made it to the paper, but the direction of the arrow was incorrect.



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3. They would be asking questions for clarification.
4. Communication is key. Everybody takes information differently, different perspective. Be more descriptive. Check-in to see how they are taking the information.
5. No time to prepare, just say what's on your mind. Stop and think what you are going to say. Describe the "unit" of measure.
6. Need more 2-way communication. For the visual learner, go through the steps with them. We didn't know what we were doing.
7. Kudos with great instructions. We got framework on what we were doing. Facial expressions showed didn't know what was going on.
8. Let the people know to not start until all directions are given. Make room for mistakes and corrections. Used "landmarks" to give direction.

### III. Design & Development (Natalie Friedman, Rebecca Nusbaum, Joanna Logan, Bianca Ramos Carrasquillo, Mark Hahm, Keenan Wezensky)

#### a. Adult Learning Theory

##### i. 5 Assumptions

1. Self-Concept
2. Adult Learner Experience
3. Readiness to Learn
4. Orientation of Learning
5. Motivation to Learn

##### ii. We will focus on Orientation of Learning

1. Reviewed how the PDA Keynote Presentation was created. (Bianca Ramos Carrasquillo)
  - a. Add character to get the audience attention.
  - b. Use the PPT animation
  - c. The text is neon with a dark background
  - d. Timelines are good to engage the audience. It gives them direction and what you are speaking about and what was covered in the past.
  - e. Use transparency to layer.
  - f. When a topic was uncovered, and treasure was given.
  - g. Neon color attracts the attention of the audience.
  - h. Floating animation is group a of images. Software for images is GIMP. It is similar to Photoshop.
  - i. The animation spinning in the background is just a spin animation. You can have a combination of animation with one image.
  - j. Contrast of color can derail the presentation. (i.e. light color text on a light-colored background, etc.)
  - k. Q: How long did it take to create PDA Keynote speaker? 200-250 hours of time with consultation
  - l. Q: How did you get the idea for the PPT? It was created completely from scratch. The images were already illustrated.
  - m. YouTube is a great reference and other website.



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- n. Lynda (free via your local library), FreePik, OpenGameArt, Pixabay, Fare Use, etc.
- o. Q: Characters copywrite? It falls under the Fair Use category.
- p. PPT supports the trainer.

#### IV. Operations Team: Evaluation (Crystal Baker)

- a. Data Visualization
  - i. Vision is the dominant sense, it activates all the brain
  - ii. Vision is processed all over the brain. It activates all four of the lobes.
  - iii. We are using vision all the time, along with the other senses.
  - iv. 2/3 of use text to share data
  - v. 1/3 of us use graphs
  - vi. Bar graph is used the most according to the survey.
  - vii. Trainers do use graphs. Use color to draw attention to the graph or image.

#### V. Lunch Activity (Crystal Baker)

- a. Learner Assessment Activity
  - i. Boulder County: CW and EF assessment are multiple choice. Use Microsoft Forms. Use additional scenarios to gauge if the person understands the concepts.
  - ii. Weld County: Test Your Knowledge on the concepts. Additional training for income, expenses, etc. Three different scenarios in UPA. For food, 10 intake, 10 RRR, and 10 changes, we test and check for challenges. Do a final exam, pass at 90%. Start to finish is about four weeks (not including SDC training).
  - iii. MA site: First week is introductory training. By week 3 or 4, take assessment. Split MAGI and Non-MAGI in two weeks, incorporate side by side, assess knowledge in TRN environment,

#### VI. Special Guest-PEAK Outreach (Teri Slater)

- a. There are only 4 people. Training PEAK Outreach to the community since 2009.
- b. Operate statewide, but work out of Boulder County
- c. Community based organization.
- d. Provide feedback to the state and give ideas out to make programs better
- e. Feedback: Counties are not advocating for PEAK. Clients are still going to use PEAK.
- f. Crystal and Teri created a survey for TNM attendees to distribute the survey in your counties to the staff, end users, front desk staff, etc. The feedback is counties want to see what their clients are seeing.
- g. Looking to where we can work together.
- h. People want a Sandbox or training environment. The environment doesn't exist.
  - i. Provide screen by screen on what the client sees.
  - ii. User guides are available.
- i. PEAK is interested on what the pain points are.
- j. January timeframe the survey will be distributed to the Trainer Network.



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### VII. Blended Process Based Training (PBT) (Tiffany Spottke, Crystal Baker)

#### a. PBT Pilot Updates

- i. Piloted Income module with EF – MAGI course.
- ii. Piloted in three different eligibility sites, 4 certified trainers. 51 students and increase from pre-test to post-test by 40%.
  1. Students took a pre-test, completed WBTs including desk aids, came back to classroom, did a review, hands on data entry, and took a post-test.
  2. Still in the process of gathering the feedback. Positive feedback.
  3. C4H received positive feedback from the students. Brady was amazed about the class.
  4. Students took 8 hours to complete the scenarios. Do need more than a day to study the material like for conversions. WBTs prior to coming into class but need to review. Trainer needs more structure and direction for the PBT.
  5. The SDC is in talks about needing the Copy Case Tool and is discussing the training environments functional impact on reported training needs. Deloitte is communicating with the SDC.
  6. When the Copy Case Tool will be in the training environment is undetermined at this time.
  7. Changing TRN password it is part of the Salesforce platform.
  8. Certified trainers are required to change their own passwords. Tiffany will resend the TRN password reset instructions.
  9. The SDC needs to leverage the Trainer Network for workload. Let your SDC RTR know if you need help.
  10. Q: Will we be getting our missing TRN IDs back? OIT in partnership with Deloitte must manually add the IDs into the system. Paperwork needs to be submitted for the TRN IDs.
  11. SDC doesn't own the system (CBMS, TRN), so we must all go through the Help-Desk ticket process.

#### b. PBT Module Updates

- i. PBT has not been rolled out. The target release date is January 2020. The SDC wants to make sure all certified trainers are prepared to deliver the PBT.
- ii. Recommendation: Use Jan 21, 2020 for train-the-trainer.
- iii. Additional information to be communicated
- iv. If you have EF MAGI training in Jan, please let your RTR know.
- v. Kudos to the pilot partners for the feedback. SDC is acting based on the feedback in the pilot.

### VIII. L.E.A.D. (Jan Mickish, Clair Anderson)

#### a. What is L.E.A.D.?

- i. Activity – Define Leadership and 5 characteristics?
  1. Define: Someone who influences, moving forward to a goal, leading by example, providing influence to leading people, working with others



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2. Characteristics: Servant, honest, transparent, listener, integrity, supporter, role model, communicator, mentor, motivator, visionary, knowledgeable
- ii. As a trainer, you are a leader. Are you prepared to be the leader you want to be? Not as many hands.
- iii. The SDC's L.E.A.D. Program has three parts.
  1. L.E.A.D. 101 – A year-long program. First cohort is completed. (For current Managers, Supervisors, Team Leads, Trainers, and Eligibility workers who would like to become leaders.)
    - a. L.E.A.D. 101 is a year-long commitment
    - b. Includes 4 web-forms and 4 (2-day long) in-person classes. The web-forms and in-persons classes occur every quarter. All participants are required to present a final project.
    - c. By January 31<sup>st</sup>, a location will be secured. Applications will be available January 31<sup>st</sup>.
  2. Additional L.E.A.D. courses are currently under development) (future state) – For current Managers, Supervisors, Team Leads, and Trainers,
  3. Trainer Certification (under development; future state)
- iv. Please refer to PPT slides 82 and 83 for additional information about L.E.A.D. 101

### IX. Program Area Spotlight (Monie Mangus – Contract & Program Manager)

- a. HCPF: Asset Verification Program (AVP)
  - i. AVP Contract and Program Manager.
  - ii. All states that provide Medicare must do assets verification, does not apply to MAGI.
  - iii. It is critical that all counties use AVP. AVP is automatic for non- MAGI. CBMS determines what eligibility is available to the client.
  - iv. When are the results available?
  - v. AVP needs everyone's feedback to make it user friendly.
  - vi. AVP is working with counties, offering training, and update slides.
  - vii. Q: How do you know if you have correct access? Monie is trying to track down documents when it was sent out. If you don't have access to review the AVP, please contact Monie Mangus. Everyone should be using AVP.
  - viii. Where would the notification go? No one knows what the notifications look like. You need to opt-in for the notifications.
  - ix. Q: If AVP is required, why isn't it on the financial screen in CBMS? Please submit the feedback.
  - x. Contact information: Monie Mangus email is [monie.mangus@state.co.us](mailto:monie.mangus@state.co.us).
  - xi. Business Process Team is going to offer training in the Spring 2020.
  - xii. Please let Monie know when she can come visit your county.

### X. LMS Team (Derek Guadagno, Jason Chen)

- a. Difference of Training Plans
  - i. How to review transcripts in CoLearn – Admin > Users > Search for User



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1. Best practice: When searching less is more. ‘
  2. What is a curriculum? A bundle of courses.
  3. Every Certified Trainer has access to view transcripts. If you don't, please send an email to [soc\\_staffdevelopment@state.co.us](mailto:soc_staffdevelopment@state.co.us).
- ii. Training Plan – You only get three chances to click on the button. Save it as a pdf.
- b. If a person doesn't know if they completed a training, have the person sign up and CoLearn will identify if the person completed or not completed the training.

## XI. Agenda Building Activity, Q&A Panel (Clair Anderson, Katy Morrison)

- a. Agenda Building
  - i. Advance PPT techniques, micro learning
  - ii. New release rules from Program Groups and how to implement them
  - iii. How a Build comes to be from an idea to implementation.
  - iv. Survey design (ideas)
  - v. Adult Learning Theory – Transfer of knowledge, gamification
  - vi. Refresher trainings for season technicians
  - vii. Snippets from LEAD
  - viii. Compare and Contrast trainings across Certified Trainers
  - ix. Tips/tricks and resources that found helpful
  - x. New worker training plan

### Summary of Action Items

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Action Items	Owner(s)	Deadline	Status
When updates made to EF, are updates communicated to the Certified Trainers	Tiffany Spottke	TBD	Open