

These are notes from the Trainer Network Meeting held at Denver Human Services on Friday, April 22, 2016, 9:00am - 12:00pm. Facilitated by Sonia Sandoval and Michelle Jaramillo. Participants attended in person or through Adobe Connect webinar.

P = Participant

## A. PARTICIPANTS' CONCERNS

### 1. BF 1-day courses.

P: When will the BF 1-day courses be available? Michelle: We'll post them in a few days.

P: Will the knowledge checks change? Michelle: Nothing has been changed in regards to the WBT content. The one-day classroom will focus on Poverty Perspectives and Application Initiation.

### 2. CAPER WBT requirements.

P: Are the CAPER modules going to be ongoing required training for all staff? Or just required for now? Michelle: The CAPER is required for all staff right now who authorize FA benefits unless special circumstances have been allowed by FA policy.

P: How do the CAPER modules affect us going forward?

Michelle - There is discussion with FA policy about making it ongoing training and part of the curriculum. FA policy has not yet made a decision on the CAPER WBT requirements ongoing. At this time, new people won't have to take the CAPER training, but it probably will be part of FA curriculum in the future. If staff is in training right now, policy told Denver County that they don't have to take CAPER training.

Rafael's reminder - People must complete all 6 modules to get to the knowledge check.

### 3. Access/Training Requirements

Phone-in Q: What about staff trained 5 years ago? Does anything need to happen w those people? Sonia - No, its only people who started May 1<sup>st</sup> 2014 or after who should have taken the assessment.

Does it include transfers from other counties? Sonia - Those people should have had the waiver completed.

Sonia: A meeting with CSAs about doing an audit should be happening in May.

P: If workers are generalists, do they have to have training completed in 6 months on programs they'll be working in? If someone has in their plan that they are a generalist and will do all HLPGs does the training have to be completed in 6 months?

Sonia: End date removal is tied to the ability to authorize those programs.

4. Certificates transferred from CoTrain to CoLearn LMS.

P: Are the training certificates already merged into the (new) LMS? Did they roll over from the old LMS to the new one? Michael: There was time in the first month or so when the certificates were in limbo and didn't transfer, but they are transferred now. If it looks like your certificate didn't roll over, contact the SDC.

5. Impact of assessments that combine HLPGs.

Many participants had concerns about the assessments. Concern that there isn't an assessment for Colorado Works separate from FA and MA. They'd like something so staff don't have to do FA, MA, and CW combined. It's a waste of resources to have staff go through all three again. It would be better to just add CW separately. Or just add FA, if they are already MA-qualified. Also concern that staff might be qualified on FA and MA and then, if they take an assessment for FA, MA and CW and fail the CW, they fail for all three HLPGs. Michelle: This scenario would only affect their authorization capabilities for CW. They would not lose access to authorization for FA and MA.

P: Where does it leave the county for that staff person? County doesn't want to fire that staff person. Sonia: provide more training to that individual.

P: We would look at lots of other criteria for competence in CW than just Wrap Up. There's lots more to understand in addition to Wrap up.

6. Assessment errors and Report Course Changes.

P: Where do they report something that is an error on the assessments? Request to include assessments on the RCC. Michelle: We'll consider how to include it.

7. Concerns about (and trainers' interest in participating in) Process-Based Trainings (PBT).

P: Are the modules in conjunction with Expanding Foundations trainings, or will EFs be tossed and replaced by the PBTs? Sonia: If the new Process Based Training Model is approved, EFs will be discontinued eventually.

P: Expanding Foundations gives them a basis. The PBTs will go in depth.

Sonia: Within one year these PBTs will be developed. During that year SDC and counties will continue to train EF courses.

P: Does SDC have a scope for all the elements to be put into the PBTs? Sonia: Yes, the courses are mapped out.

P: Why the change to PBTs when we're just getting through the new EF trainings?

Jan: The existing process isn't sustainable with the existing staff. So we asked how do we leverage available technology? Use WBTs.

P: What's the best method for us to go about delivering info to SDC for development of the new trainings? Sonia explained the input process.

P: Current EF trainings are 4 days. Do you have an estimate of how much time will be used in the new trainings? Sonia: We don't know yet.

8. Insufficient cases created for trainings.

P: The TRN environment refreshed removed client information causing errors on cases. County trainer sent an email to the SDC to find out what happened. Previous seven trainees each had completed 10 cases so they used all 70 cases. So this participant/trainer didn't have cases created for her trainees to use. The trainer said SDC needs to notify the counties if we're going to do that. So the cases are gone.

P: SDC emails to trainers need to explain any impact of when a TRN environment is down in addition to indicating when an environment is going down and for how long.

Sonia: We'll work with Deloitte and CBMS to communicate better in the future. Communication was sent for the fix, but did not include the impact that the fix will have. We can make case copies in TRN environment. SDC can make copies for county trainers. If Certified Trainers have created their own cases to use in training and want us to duplicate them, SDC is happy to copy those for them. There's a link on TRN CO to request copies. Trainer just creates the main case and asks SDC how many case copies the trainer needs. SDC sends the trainer a list of the case numbers associated to the copied case. The C-prefix to the number indicates it's a copy. (Many of the trainers were unaware of this service and were very excited to learn about it.)

Right now, the only EF courses using case copies are AF and CW. Sonia: We can expand to other HLPGs if county trainers want cases for other HLPGs. Update: This is now available for all HLPGs.

9. Student assessments when UPA is down for maintenance.

P: The assessments taken in TRN, are they wiped out? Patty A: NO, they aren't wiped out.

Sonia: Users should not be doing assessments in UPA within 3 days of when it is undergoing maintenance because the assessments won't remain in UPA after it is refreshed, so the assessments can't be graded. SDC will begin to send reminders to let trainers know so they can tell students to hold off on the assessments.

10. Documents on SDC website

P: Now that all staff is logging into the system to get assessments done they are seeing all the resources. Staff is impressed with Desk Aides, but it's a problem is if the Desk Aides aren't updated. Front line staff hounds trainers for updated Desk Aide.

Is there a way for the SDC notify trainers when SDC docs are updated. Participants nodded heads with agreement about the concept of the SDC website indicating the version of the docs so trainers and county staff know how old the docs are and which ones are current.

11. Readability of Desk Aides.

P: Some of colors we use on the Desk Aides are hard to read. Dark blues, dark purples. Other participants agree.

## 12. RRRs in UPA

P: We used to be able to do RRRs in UPA system. When will we be able to do them in UPA? Sonia: Main factor is we need to submit the request to the vendor to make the changes to the environments if we want to train using the environment. We need to decide if it is worth the money to have changes implemented in the system or can we train it in a different way, such as a WBT. Example of Client Correspondence. We probably don't want all CC in the TRN environment, but could train the process through a WBT. We will be talking about this through each phase of Process Based Training development.

### B. Positive feedback from Participants:

1. P: I did CAPER Module 4 and got timed out, but when I got back in it resumed where I left off.
2. Extending Foundations June build Update. Participants nodded heads with approval at the announcement about splitting non-MAGI off of MAGI.
3. Ps were all aware that SDC is moving toward Process-Based Training

### C. POSTER ACTIVITY results.

Groups looked at posters of four CBMS pages and identified what they would train on that page.

#### Individual Tax Info page:

1. MAGI non-MAGI chart
2. Show how data entry based on - nonfilter, filer, tax dependent
3. Effective begin/end date (F1)
4. Verify - client statement

#### Employment History page:

1. Date reported/date verified - CW & FA
2. Employment first (exemptions)
3. Begin date (both EED & Employer)
4. EED parent record will auto end date the child record
5. What pages and fields matter for each HLPG
6. Overriding information

#### Child Spousal Expense page:

1. Must be court ordered and must verify payments
2. Ancillary members
3. Override changes vs EED
4. When child is in home, and have to transfer money (income)
5. Train ALL 3 screens

Retro Information page:

1. Denver has a handout.
2. What should be entered here for each field
3. Tie it to rule - and why
4. Highlight - Retro (sic) Prog. & then add . . . months
5. What to do with requests after approval
6. Open/vs/Pending
7. Pages that need to be used in conjunction with
8. Can't look at any page in isolation
9. End dates every mo separate. End date from inside out