Cal**SAWS** | C-IV Migration Training Program Overview

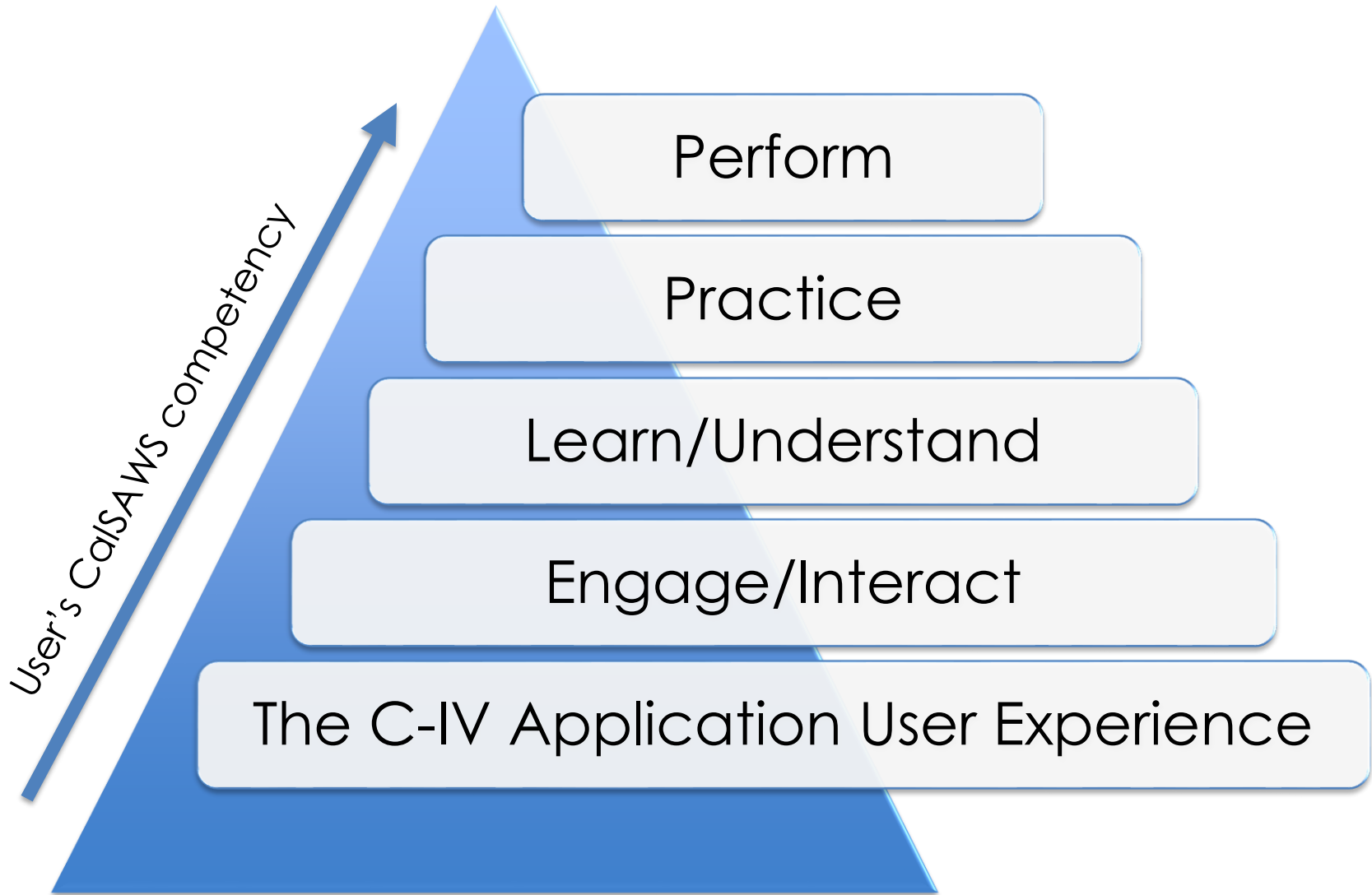# Pyramid of Learning
Specialized Learning for the C-IV County End-users

Perform

Practice

Learn/Understand

Engage/Interact

The C-IV Application User Experience

User's CalSAWS competency

e-Learning
Benefits of Web-based Training

Convenient

Self-paced

No travel required

Consistent

Scalable

CalSAWS Project Timeline

C-IV Training

Today

CalWIN Wave 1 Go-Live- Yolo & Placer
Oct 22

39- County Go-Live on CalSAWS
Sep 21

Wave 6 CalSAWS Migration Complete

Wave 2 Feb 23   **Wave 3** Apr 23   **Wave 4** Jun 23   **Wave 5** Aug 23   Oct 23

| Sep | Feb | Jul | Dec | May | Oct | Mar | Aug | 2023 | Jun | 2023 |

- Mar 22 — **R 20.03**
- May 17 — **R 20.05**
- Jul 19 — **R 20.07**
- Sep 20 — **R 20.09**
- Nov 22 — **R 20.11**
- Jan 24 — **R 21.01**
- Mar 21 — **R 21.03**
- May 16 — **R 21.05**
- Jul 18 — **R 21.07**
- Nov 21 — **R 21.11**
- Jan 16 — **R 22.01**
- Mar 20 — **R 22.03**
- May 15 — **R 22.05**

Training Topics Discovery and Analysis
Oct 1 - Apr 30

Training Materials Design
May 1 - Aug 31

Training Materials Build
Sep 1 - Jan 29

Training Materials Review
Jan 4 - Mar 31

Initial Installation/Configuration of LMS Software in Cloud
Sep 3 - Mar 6

Develop LMS Plan
Jan 4 - Jan 29

Load Courses
Apr 5 - Apr 30

Test Courses in LMS
May 3 - May 28

Build LMS Reports
Jun 1 - Jun 25

Load C-IV County Users
Jun 1 - Jun 25

Modify/Build LMS Training Module
Jun 28 - Jul 23

Deliver LMS Training to Consortium staff
Jul 26 - Aug 20

Early Training
Jun 28 - Aug 20

General Training
Aug 23 - Sep 17

Note: CalSAWS CalWIN training and implementation activities will be addressed as part of the CalSAWS Implementation Support procurement.

Legend
- ▇ On schedule, performing as planned
- ▇ Potential delay/monitor with no material schedule impact
- ▇ Behind schedule and requires escalation
- ▇ State Activities
- ▇ County Activities (On schedule)

CalSAWS Learning Management System (LMS)
C-IV Counties access to C-IV Migration Training Materials

Learning Management System (LMS)

Web Based Trainings (WBTs) will provide end-users with the key functional changes between C-IV and CalSAWS

User Guides will additionally provide end-users with functional instructions and training resources on new functionality and changes

Reports will provide the Counties with data that shows end-user training progress and completion

User Guide Templates

An Overview

CalSAWS Quick Guide

The purpose of the CalSAWS Quick Guide is to provide the end-user with functional instructions on the differences between C-IV and CalSAWS.
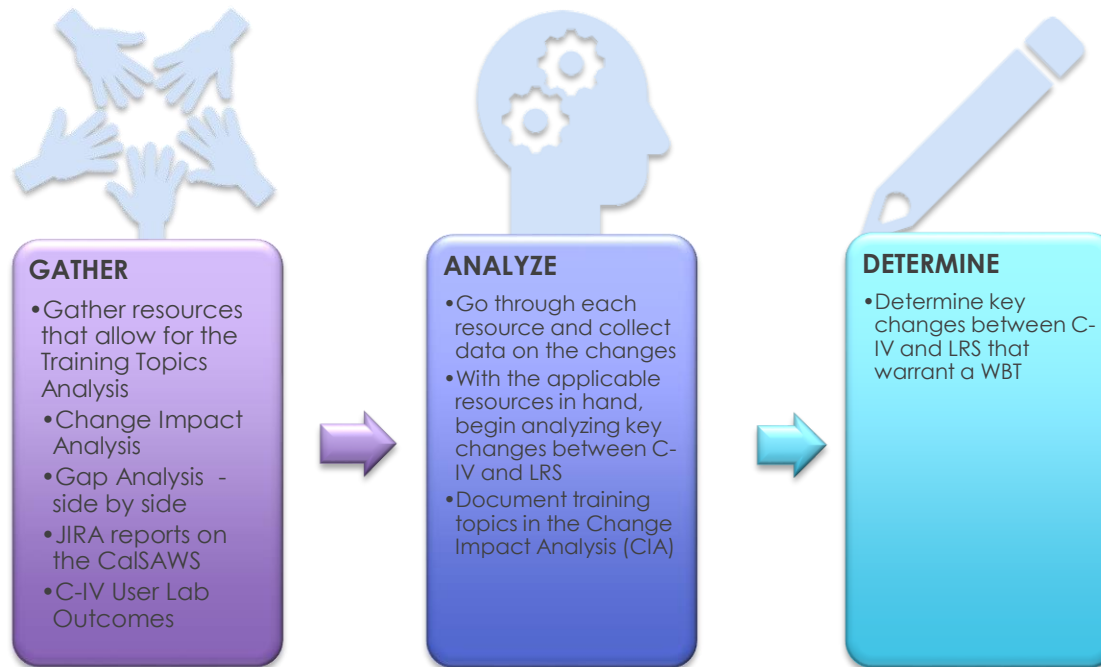
CalSAWS Migration Guide (CMG)

The purpose of the CalSAWS Migration Guide (CMG) is to provide the end-user with a list of training materials, including WBTs and supplemental training guides, by topic/area.

CalSAWS Reference Guide

The CalSAWS Reference Guide will contain new terminology, name changes, or Questions & Answers (Q&A). It may also provide a mapping of existing C-IV fields, drop list values, sections, etc. with new CalSAWS fields, drop list values, sections, etc.

Determining C-IV Migration WBT Topics

The approach to identify the training topics

GATHER
- Gather resources that allow for the Training Topics Analysis
- Change Impact Analysis
- Gap Analysis - side by side
- JIRA reports on the CalSAWS
- C-IV User Lab Outcomes

ANALYZE
- Go through each resource and collect data on the changes
- With the applicable resources in hand, begin analyzing key changes between C-IV and LRS
- Document training topics in the Change Impact Analysis (CIA)

DETERMINE
- Determine key changes between C-IV and LRS that warrant a WBT

- Conduct analysis of functionality, Application Design artifacts (e.g., SCRs and design documentation), and user feedback from system demonstrations and C-IV user labs
- Conduct analysis of audience roles and their needs (see section 5.2) Understand the Training Audience)
- Review existing training artifacts
- Explore available system environments (e.g., testing, integration, or sandbox) to confirm features, functions, and processes

C-IV Migration Training

Potential Web Based Training (WBT) Topics

Training Topic Examples	Description
Multi-month EDBC	This WBT explores the difference between running a single month EDBC in C-IV to running a multi-month EDBC in CalSAWS.
Non-Compliance	This WBT explores the non-compliance system functions, data collection pages, the triggers by program, the verification list and verification details.
WTW Non-Compliance	This WBT explores the non-compliance processing for Welfare-to-Work, including NOA and form generation, Office and Customer Schedules, automatic updates, sanction triggers, and an overview on batches.
WTW AU Summary Page	This WBT explores the WTW Assistance Unit Summary page with an overview of the entire assistance unit as it pertains to the WTW program. It will provide details on what is displayed on the page, including the required core (Federal) and total (Federal) hours of participation for the WTW Assistance Unit and how monthly core required hours are automatically calculated by EDBC.
Change Reason	This WBT explores the change reasons, how they work and how they will impact EDBC runs. It provides details on the actions that occur after a change reason is selected.
Homeless Assistance	This WBT explores the Homeless Assistance process, how to run THA + PHA concurrently, and how to set up this function.
Imaging – Document Retrieval	This WBT explores the process for accessing documents captured using the Imaging Solution and available via Tasks, Distributed Documents, or Page Specific Searches.

*The above list is non-exhaustive and serves as an example.

Migration WBT Life Cycle

Developed to train C-IV County users on the key differences between C-IV and LRS

General Design

Initial phase that outlines the various components of the WBT.

Detailed Design

The WBT detailed design is created and presented using a PowerPoint storyboard.

It's an iterative process in collaboration with key stakeholders, Project BAs and application designers.

Design Review

Review sessions are conducted for the appropriate audience (BAs, QA, etc.). The Design owners walk the reviewers through the General and Detailed Designs.

Build & Test

WBT development uses Adobe Captivate 2.0

C-IV Migration WBT Evaluations

Each WBT will contain a mandatory course evaluation

Here is an example of an evaluation survey and reporting

Question	Type	Value				
Select the appropriate Module Title from the drop list:	Drop list	All modules for a category.				
The learning objectives were met.	Drop list	1 - Not at all	2 - Slightly	3 - Somewhat	4 - Mostly	5 - Very Much
The pace was about right for me.	Drop list	1 - Not at all	2 - Slightly	3 - Somewhat	4 - Mostly	5 - Very Much
The level of difficulty was about right for me.	Drop list	1 - Not at all	2 - Slightly	3 - Somewhat	4 - Mostly	5 - Very Much
Based on what I learned in the WBT, I believe I can start to perform the functions presented.	Drop list	1 - Not at all	2 - Slightly	3 - Somewhat	4 - Mostly	5 - Very Much
The training was a positive experience.	Drop list	1 - Not at all	2 - Slightly	3 - Somewhat	4 - Mostly	5 - Very Much

Survey Results

Average Training Evaluation Response
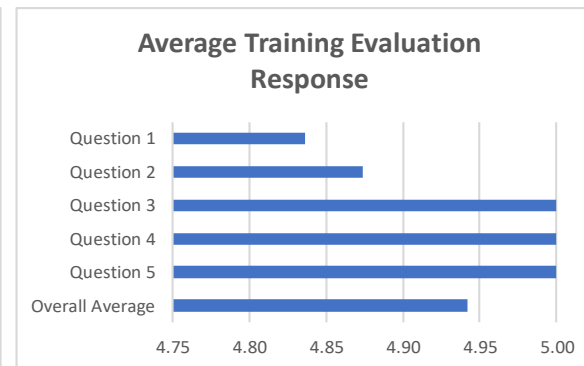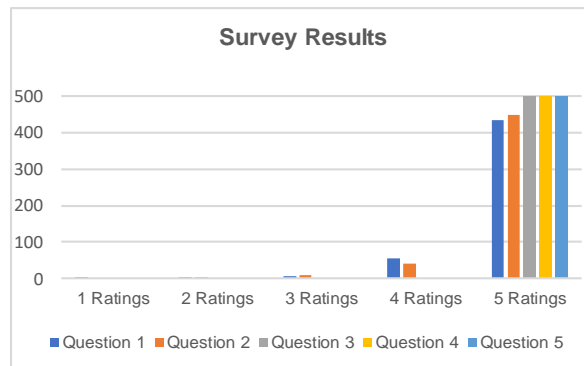
Discussion: WBT Assessment Pass Rate

- Trainees must score a certain percentage for passing the WBT to reflect completion

- Trainees will be able to retake the assessment as many times as needed to pass

- Past migrations had an 80% pass rate; we recommend the same

- What is your feedback on this?

Early and General Training
Delivery Timeline

C-IV Migration Go-Live

Jun 21   Jul 21   Aug 21   Sept 21

Early Training

General Training

In Early Training, key stakeholder groups will have the opportunity to take the Migration WBTs from the Learning Management System (LMS).
Early Training will begin 8 weeks prior to General Training and 12 weeks prior to C-IV Go-Live.

C-IV County users will take the Migration WBTs in LMS. General Training will begin 4 weeks prior to C-IV Go-Live.