

CalSAWS | Notes from Training Committee Meeting

Date: May 04, 2022

Notes Location:

Time: 9:00 am – 10:30 am

Meeting Materials: Training Agenda

Meeting Called by: Joyce Oshiro/Jayna Longstreet

Attendees: Region 1: Andrew Stewart, Odioh Odiye

Region 2: Melinda Martin, Kristin Montoya

Region 3: William Griffiths

Region 4: Doris Sons, Dawn Narayan,

Region 5: Perla Cabrera, Alexander Elling, Carl for Trinity Hemstedt

Region 6: Raul Ruano

CalSAWS: Ashley Arnold, Charlene Baker, Elizabeth Palm, Jamie Cox, Jayna

Longstreet, Joyce Oshiro, Tatiana Muesan, Jennifer Hahner, Christina Velasco, Tom

Villanueva, Gretchen Williams

Topic

Important Points

CalWIN migration training update

- Meetings are taking place getting each wave ready to start migrating
- Different Counties are in different stages of preparation to migrate to CalSAWS
- Wave 1 Counties are starting to do walk throughs of the instructor led materials with Placer, Yolo and Contra Costa

Training Environment Touch point

- Case Copy
- March Training Production data refresh
- Discuss possible changes to refresh period length
- Case Copy SCR's were approved. First SCR will go with 22.05 release to correct copying of cases with KinGAP/Foster Care cases. Will also correct issue with assigning worker to random worker in other counties.
- SCR 22.07 release will update copying to assign all copied cases to a single user instead of random user.
- Release had to be bumped a week early due to oracle code updates.
- Next refresh will be on 7/1/22.
- Next code update will be on 5/23/22.
- If dates need to be changed in future, will attempt to let counties know of change as quickly as possible.
- Refresh currently set for first weekend of even numbered months. System typically goes down on Friday evening of that weekend. Would like committee to decide if refresh period should be changed?
- San Bernardino is requesting refresh be done 3 times per year instead of every other month. This is because they usually conduct 3 onboarding trainings per year.
- Shasta starts a new Induction class every month.
- Orange also would be interested in a longer refresh.
- Imperial would also like a 4 month refresh as well.

Topic

Important Points

CalSAWS Training Guide update

- Vote will be taken at July meeting so that change can try to be implemented by next calendar year.
- Working on updating training guides based on survey responses previously received. Draft is being created for CalFresh since it is the shortest and easiest to create.
- Review of Draft CalFresh Course provided by Christina Velasco.
 - Training Guide structure consists of different units which have lessons within them.
 - Each of the lessons consist of a lecture section followed by step-by-step user action section and an activity to reinforce learning.
 - Once created, guides will be available for any county to utilize. Will be available in web portal once the guides are completed.
 - Targeted completion date is to align with 22-07 release.
 - In old model, the 39 counties logged in as Stanislaus County for the training. With new model, it is not possible to maintain data for 58 counties so plan is to provide build scenario guides with information for Counties to create or pull cases from production.
 - Guides will be sent to counties in "Word" format so counties can make adjustments to the guides. There will be no formal review process for the guides. Counties can submit trouble ticket as an option.
 - Plan is that screenshots will be updated but have not created a full review/update plan for the guides yet.
 - Guides will not reference other job aids or documents.
- Will training region refresh remove all vendor information that was previously entered?
 - When Training Production is refreshed the RDB also goes back to it's original state, any added vendors are removed.
 - The RDB is not refreshed in Training Staging
 - When a case is copied with vendor information that information copies over to Training Production but a record is not added to the RDB

County Induction Information gathering and collaboration opportunity

- Some counties expressed collaboration requests with regards to onboarding/Induction Training Curriculum after migration.

Topic

Important Points

- Project does not currently operate an onboarding/induction curriculum for the Counties but does encourage Counties to share information and data with each other.
- Counties will need internal approval to share the documents with the other counties.
- Onboarding New County Staff – Current and Future State
 - Would like to know which counties already have an established induction training vs Counties who don't currently have a process in place so that can try to connect the different counties to help each other.
 - Unofficial email will probably be sent to find out more information from counties about their current training plans and the strengths or weaknesses. This is mainly focused towards counties that have already migrated to CalSAWS.
- San Bernadino and Solano have indicated they have a well established training program and can share some of their induction strategies.
- Strike team has also been created to help foster communication between the counties.

(Optional Items)

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Collect input regarding the frequency of Training Environment refreshes from regional SMEs for discussion at next meeting	RCMs	1.5.22	5.4.22	Completed
2	Send Email to committee detailing voting options for refresh schedule with reminder of how voting works for the Training Committee	Jayna Longstreet/Joyce Oshiro	5.4.22	5.11.22	In progress
3	Discuss and collect votes for the 2023 Training	RCMs	5.4.22	6.28.22	In progress – discussion and finalize vote at

Production refresh
schedule

7/6/2022
meeting.

Options:

1. Keep current refresh
schedule of every 3
months (4 times a year)
 2. Change refresh
schedule to every 4
months (3 times a year)
 3. Propose a different
refresh schedule
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#	Decision Made	Who Made the Decision	Date
1			
2			

DRAFT

