

Bureau of Nutrition and Physical Activity Training Advisory Group iLinc Minutes

Date: Tuesday, November 19, 2013

Time: 9:00 – 10:00 a.m.

Location: 150-Conference Room 335C

Attendees: **Local Agencies represented:** Adelante, Cochise, Coconino, El Rio, Graham, Greenlee, Maricopa, Mountain Park, Navajo, Pima, Pinal, Yavapai and Yuma

ADHS: Taffery Lowry, Ben Hartley, Jaclyn Chamberlain, Erika Garcia and Crystal Rodriguez **CMA:** Sally Mahoney, Cecilia Romo-Thompson

| Agenda Item | Discussion | Follow Up |
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| Welcome/Introductions | <p>Today:</p> <ul style="list-style-type: none"> HANDS Training | |
| HANDS Training Plan By Region | <p>Training Plan</p> <ul style="list-style-type: none"> 5 day training session @ ADHS; system changes, requirements for staff, clinic impact 1 day – high level training; scheduler, administrative tasks, reports Final day at Beta or Pilot training On-Site Activities; documenting income, adding a family, adding a baby – Practice! <p>Go Live!</p> <p>Monday, Tuesday: “Hail Mary”</p> <ul style="list-style-type: none"> 2-day ADHS staff in-service review (clinic closed) <p>Wednesday, Thursday: “Touchdown”</p> <ul style="list-style-type: none"> ADHS will provide in-house staff support (light clinic) Friday, normal full clinic. ADHS staff support half day <p>HANDS Schedule</p> <ul style="list-style-type: none"> FFY13 Q1-Q4 – FFY14 Q1-Q2, Development & CMA Testing FFY14 Q2-Q3 (Spring), UAT FFY14 Q4 (Late Summer), Beta and Pilot FFY15 Q1-Q2 (Late October), Roll Out | <ul style="list-style-type: none"> Peer to peer aspects: “why them?”, “why not me?” Struggle getting staff to communicate Would like dates of Helping Hands training to plan for coverage. Once UAT plan is finalized we will provide dates, given there are no set-backs. Will give dates at minimum of 3 months in advance to plan accordingly. |
| Helping HANDS iLincs | <ul style="list-style-type: none"> Time to provide input to develop new workbook Sneak peek screenshots, not to be shared Workbooks will be toned-down, will have group capability Dec: Eligibility and Intake; Family and Cert Action; Income Jan: Medical Assessment and overflow from December Feb: Assessment & Care Plan March: Food Package & Apt Schedule (more detailed screenshots) April: Misc., FI Voids, clinic functionality, etc. | <ul style="list-style-type: none"> May need more than one iLinc per month. Will keep one for now, will make arrangements as needed. Consider where staff is struggling now with AIM. Staff is expected to have general understanding of AIM with new training. Bring concerns to calls. Consider your Helping Hands; are |

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| | | <p>the right people on the call?</p> <ul style="list-style-type: none"> • Less CNWs is harder to free the CNW Helping Hands – Coverage is an issue. • Discuss with staff the concerns of having staff out of clinic for periods of time |
| <p>Training Manuals Layout, User-friendly, Content, Application?</p> | <p>Website - HANDS website will provide example of how system will work</p> <ul style="list-style-type: none"> • Layout and wording are too “busy” • Content is helpful • Difficulty applying activities to real-life • Good for initial training but not as a “go-to” to find info • Possibly include an “index screen” broken down by category, on one page <p>Workbook – Policy and System Functionality</p> <ul style="list-style-type: none"> • Wizard of Oz analogy was unnecessary; didn't like the theme • Needed more activities • Website cannot be like an LMS course which is permanent; costly to put on website which is a temporary training, workbook is for knowledge, reading, and wording <p>AIM 101 Manual</p> <ul style="list-style-type: none"> • Not a good on-site reference; easier to refer to Super User Guide • Hard to find information; not an easy-to-use recourse; easier to call Help Desk • Manual is not updated • Not being utilized as resource guide as intended <p>Super User Manual</p> <ul style="list-style-type: none"> • Easier to find information; used more often • Not as detailed, more to-the-point • Some have not seen the manual <p>CMA User Manual</p> <ul style="list-style-type: none"> • Enrollment and Certification Manual; last updated in 2010 • Many have not seen this manual • Vocabulary is hard to understand; higher level functionality | <ul style="list-style-type: none"> • Website- Possible to make completing an activity required before moving on to the next chapter- will look into option. • Workbook- Will the workbook be used for training new employees? There will be HANDS LMS course replacing AIM 101 course so long-term, NO. Short-term Yes, until implementation of LMS course. • AIM 101 Manual – An Index and Search feature would be very helpful • Super User Manual – Will send out as many have not seen this manual, please send comments • CMA User Manual- Will send manual out, please send comments • Concerns over the number of manuals, perhaps one manual; there are many different levels of users. Have manual for every-day clinic users, can be in one place and take out higher-level information for those that need it • Will email follow-up items: Discussion about Helping Hands role and coordination. Review manual; AIM struggles |