Fresno Madera CoC: Strategic Training Plan
Summary and Next Steps

Strategic Training Plan Background

The Fresno Madera Continuum of Care (FMCoC) contracted with Homebase to review the current trainings available to the FMCoC and create a list of Federal- and State-required trainings that the homeless system of care should provide. Homebase worked to identify a Learning Management System ("LMS") for the trainings and is prepared to provide support to the CoC in launching the LMS. Homebase also completed a 3-year Strategic Training Plan and created four trainings for the FMCoC.

Status of Significant Deliverables

Deliverable	Status
Create a list of state and federal trainings that are currently in existence or required.	Complete. This list was reviewed and edited by CoC leadership and is the basis for the 3-year Strategic Training Plan.
Survey the CoC (both line staff and management) regarding: - How training needs are currently met, and gaps that exist for all types of positions; - Specific training topics that are needed, as well as structures that will make the training more useful and applicable (e.g., times of day, structure, continuing education credits).	Complete. A survey (with questions for line staff vs. management) was sent to the entire CoC and other CoC listservs (CES, navigator listserv, etc.) in December, 2021. The results were reviewed by CoC leadership and feedback was integrated into the 3-year Strategic Training Plan.
Draft a 3-Year Plan for Trainings for the FMCoC	Complete. The 3-Year Training Plan will be uploaded to and used as the initial training plan for the Learning Management System.
Identify an online training repository (Learning Management System or LMS).	Complete. Homebase reviewed Learning Management Systems and recommended Bridge LMS. In June, 2022 Bridge LMS gave a demo and quote to the CoC Board (notes from that session).
Conduct three trainings that are guided by the Strategic Plan and local capacity.	Complete. The trainings that Homebase completed were determined in partnership with CoC leadership. - CoC 101 Training - Housing-Focused Case Management - Grant Administration: CoC Eligible Costs, Match, and Timekeeping - Fourth associated training: Grant Administration: Ensuring CoC Grant Spend, Grant Amendments/Transitions/ Consolidations. This training can be uploaded to the LMS or presented on an as-needed basis to CoC-funded projects.

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Determine initial and ongoing funding source for LMS: (Bridge LMS quote/proposal)
- Examples:
  o CoC Planning Grant
  o Other state, local, or private funds
  o CoC Membership Dues

Determine initial implementation plan: (Bridge Implementation Resource)
- Homebase can assist with the implementation of the initial training library (both with Homebase trainings and trainings created by other content creators within the CoC) and uploading links to relevant HUD and other resources.
- A CoC subcommittee lead by the CES Trainer should:
  o Form the CoC's training policies, considering:
    ▪ How are mandatory trainings enforced,
    ▪ When are knowledge tests required at the end of trainings and in what format
      • Should each learner receive a different set of questions or the same questions for each training,
      • When to use evidence-based learning models for comprehension i.e., "homework" that managers review (you just took X course, record a video about how you would do X or write an essay on Y).
    ▪ Who is verifying that employees are taking the trainings timely that are required for their role,
    ▪ What sort of training reports get sent to the CoC Board and at what frequency.
  o Review the Learning Management System aesthetics and add FMCoC branding (the system is fully customizable).
  o Determine whether and when to use key Bridge features such as:
    ▪ Role and access automation,
    ▪ Whether and how to tag trainings to enable search functionality, etc.
    ▪ Whether to enable comment sections for learners,
    ▪ How much learners can engage through their profiles and talk to other learners,
    ▪ Whether to use the Journeys section of the LMS (for long-term training plans- a year or more- has auto-annual compliance enrollment to re-enroll learners every year in certain trainings),
  o Decide who should do initial testing of the System after it is set up.

Determine ongoing system management plan (examples below):
- Suggested roles and responsibilities on an ongoing basis:
  o CES Trainer (on CES Management Entity Team) serves as the LMS lead (runs reports for accountability, enforces CoC training policies) and as the main IT contact for Bridge LMS
    ▪ During implementation, Homebase will assign trainings based on role. Access to the LMS is roles based and the navigation bar is custom/based on the learner's role (i.e., navigator, case manager, etc.).
  o CoC Secretary manages CoC Member access to the LMS:
    ▪ LMS has automated settings the CoC can enable to purge inactive members.
    ▪ CoC Secretary adds and deletes Member access as they leave and join the CoC (Agency managers add and delete their own employees who should have access to the LMS).
  o CES Trainer completes trainings regarding use of LMS for managers:
    ▪ How to set up learner profiles and assign trainings to staff that are not auto-populated by their registered role (admins/managers can see everything in the LMS and learners can only see what admins enable),
    ▪ How to help learners self-enroll in classes, if enabled,

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- How to delete learners or make them inactive to keep their data but ensure they can't log in,
- How to monitor learner progress,
- How to view knowledge/compliance checks at the end of trainings.
  - o Content creators are responsible for their own uploads and CES Trainer will enforce content quality controls (checking for broken links, deleting irrelevant content, making sure content is updated, etc.):
    - Content creators can create content directly inside of the LMS and can upload any file type into a course (Youtube, JPGs, GIFs, associated PDFs, hyperlinks, competency-based checkpoints/polls/quizzes, etc.),
    - Content creators can record their own video and edit it within Bridge (add closed captioning, etc.),
    - Content creators can preview the course as they are creating it and can use a mobile app to view trainings to ensure they are scaling properly for mobile devices,
    - Bridge courses come with the LMS (Bridge Course List).

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