



Successful Training Outcomes Using Technology

Presented by

Lonetta Richardson Bryan, M.A., Staff Development Manager

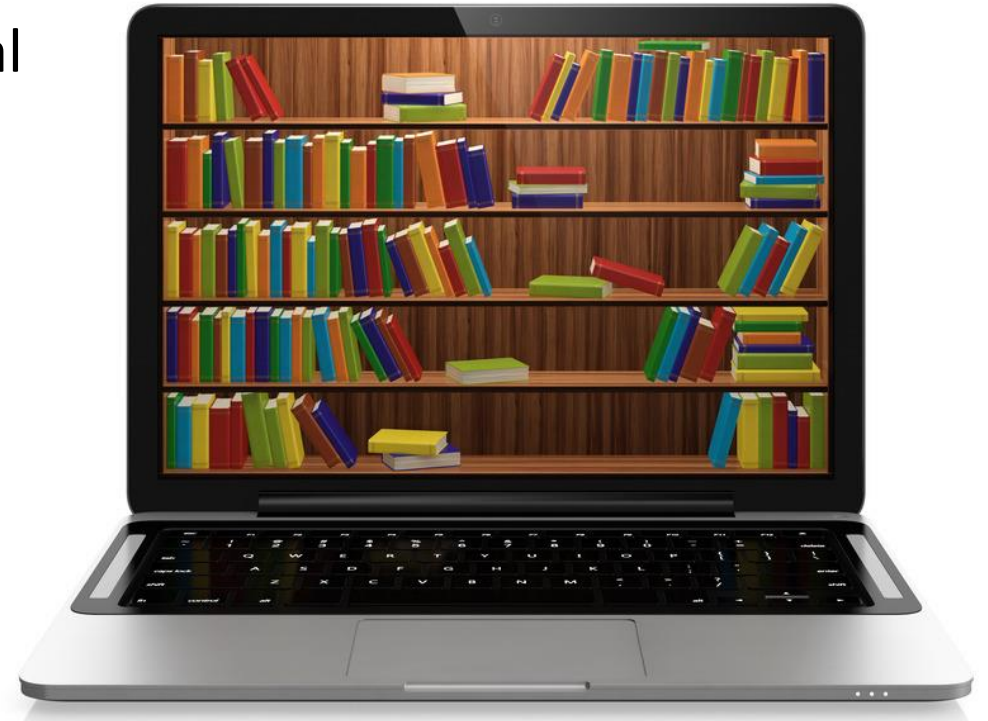
Patricia Manzo, M.S., Supervising Staff Development Officer

Go to www.menti.com and use the code 22 43 82



Benefits of Attending Today's Presentation

- Know how to successfully convert paper training material into digital training material without any additional costs.
- Learn the cost savings analysis for converting to digital training material.
- Discuss best practices in the utilization of technology within training.



County Population (2018):

2,450,758

(95% Urban; 5% rural)

- **2nd** largest County in CA by area
 - ✓ Land area in square miles is 7,207
- **4th** most populous county statewide
- **10th** largest populous county nationwide
- **4.8%** Unemployment Rate



Where they are now

Where they need to be
Now, Tomorrow, Future



Bridging the Knowledge/Skills Gap

Printed Book Cost - Per 1 Unit

Unit	Item	Cost Per Unit	Quantity Needed	Total Cost
1 Ream (500 pgs)	3 Hole Paper	\$3.01	1.5	\$4.52
1 Binder	3-Inch Binder	\$2.55	1	\$2.55
4 Pack Ink	Color Toner	\$249.00	0.005	\$1.31
Minutes	Copy Time	\$0.31	11	\$3.41
Minutes	Assembly Time	\$0.31	2.33	\$0.72
				\$12.51

eBook Cost

Unit	Item	Cost Per Unit	Quantity Needed	Total Cost
1	Thumb drive	\$6.65	1	\$6.65



Cost Comparison



30 Students with 9 binders each* = 270 binders

270 binders X \$12.51 =

\$3,377.70

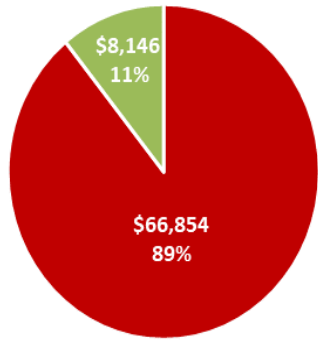
30 Students with 1 thumb drive each* = 30 thumb drives

30 thumb drives X \$6.65 =

\$199.50

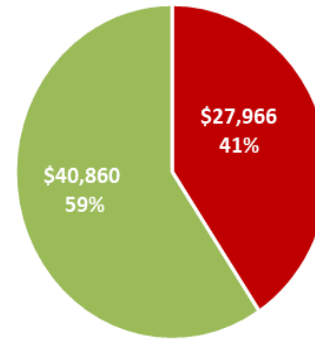
**Estimated for supplies for One (1) Dual Program Induction Training (12 weeks) with 30 learners.*

FY 16/17 Training Materials Budget: \$75,000



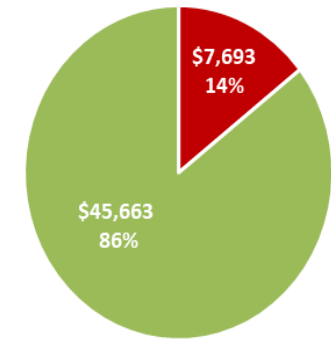
■ Spent ■ Unspent

FY 17/18 Training Materials Budget: \$68,856



■ Spent ■ Unspent

FY 18/19 Training Materials Budget: \$53,356



■ Spent ■ Unspent

Cost Savings Using e-Books

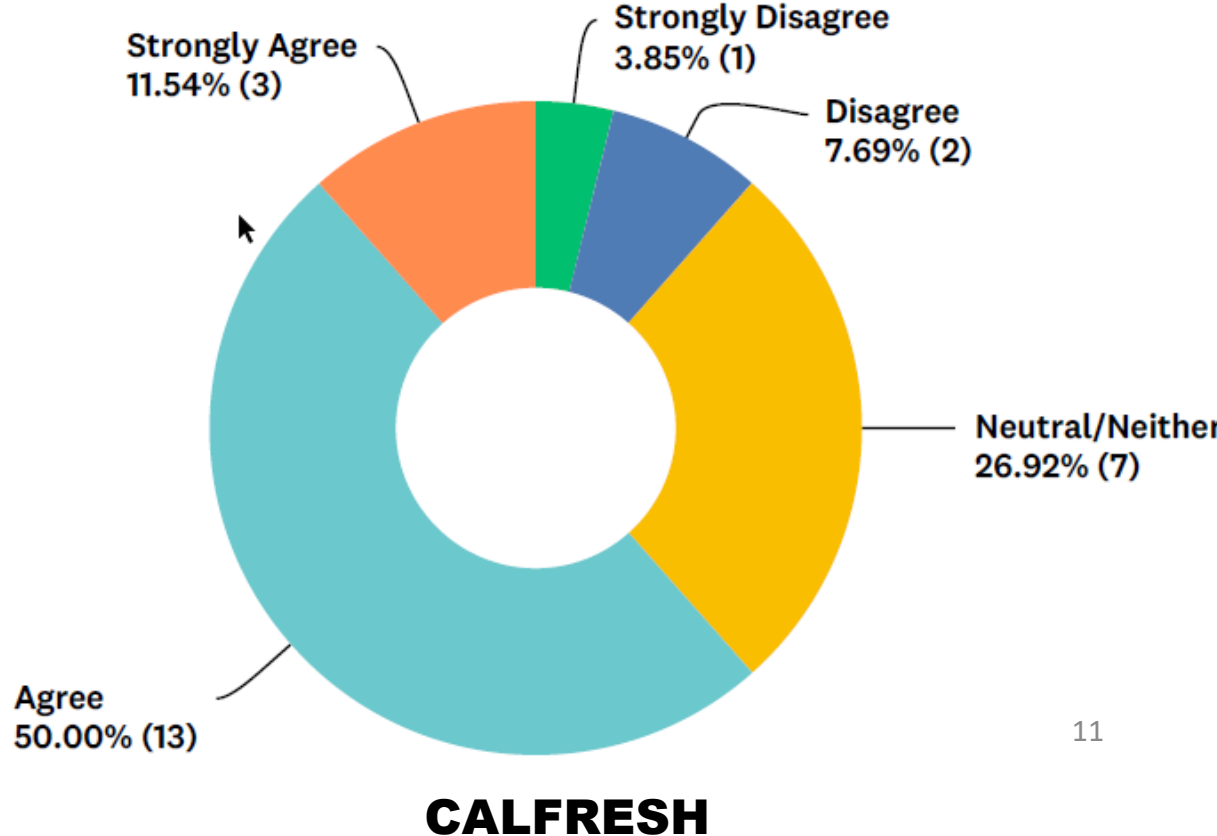
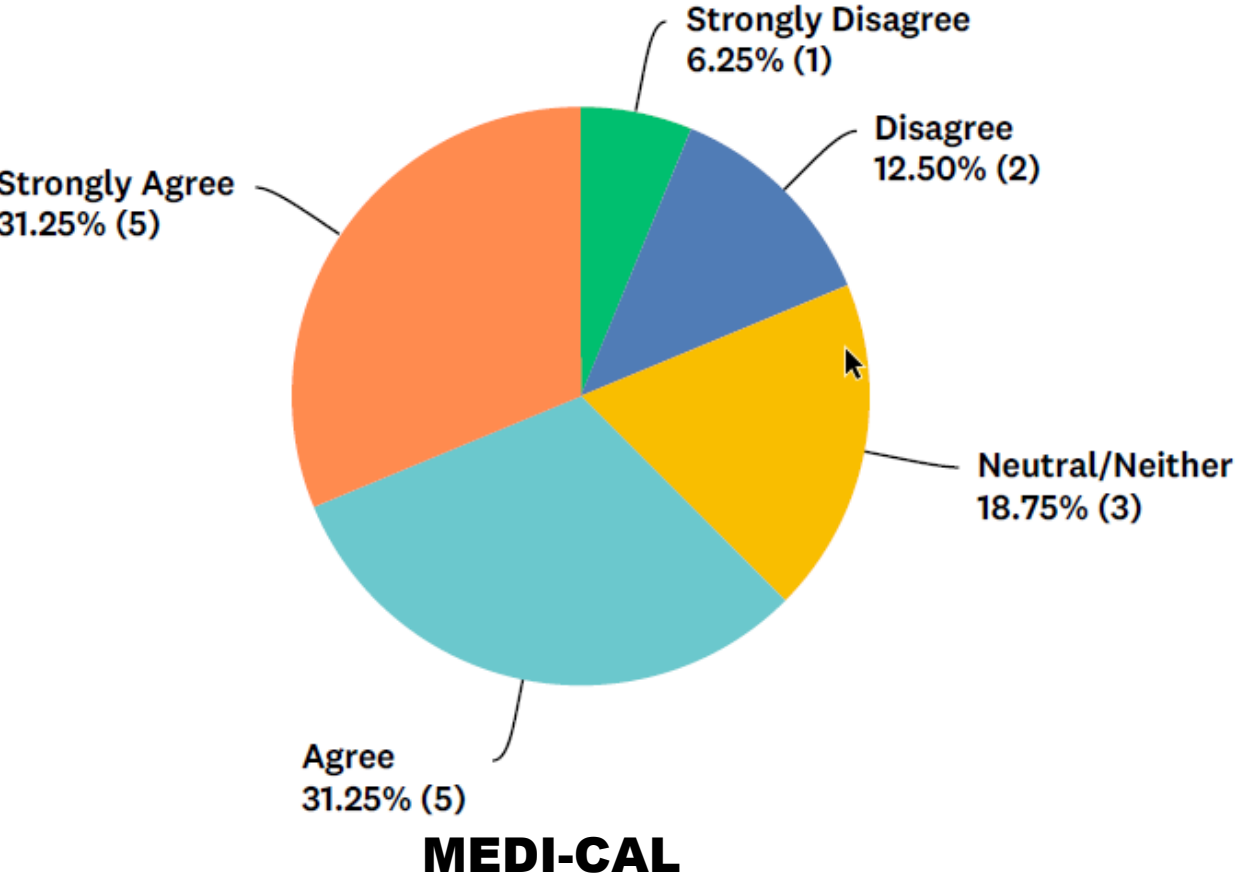
e-Book Format & Functionality

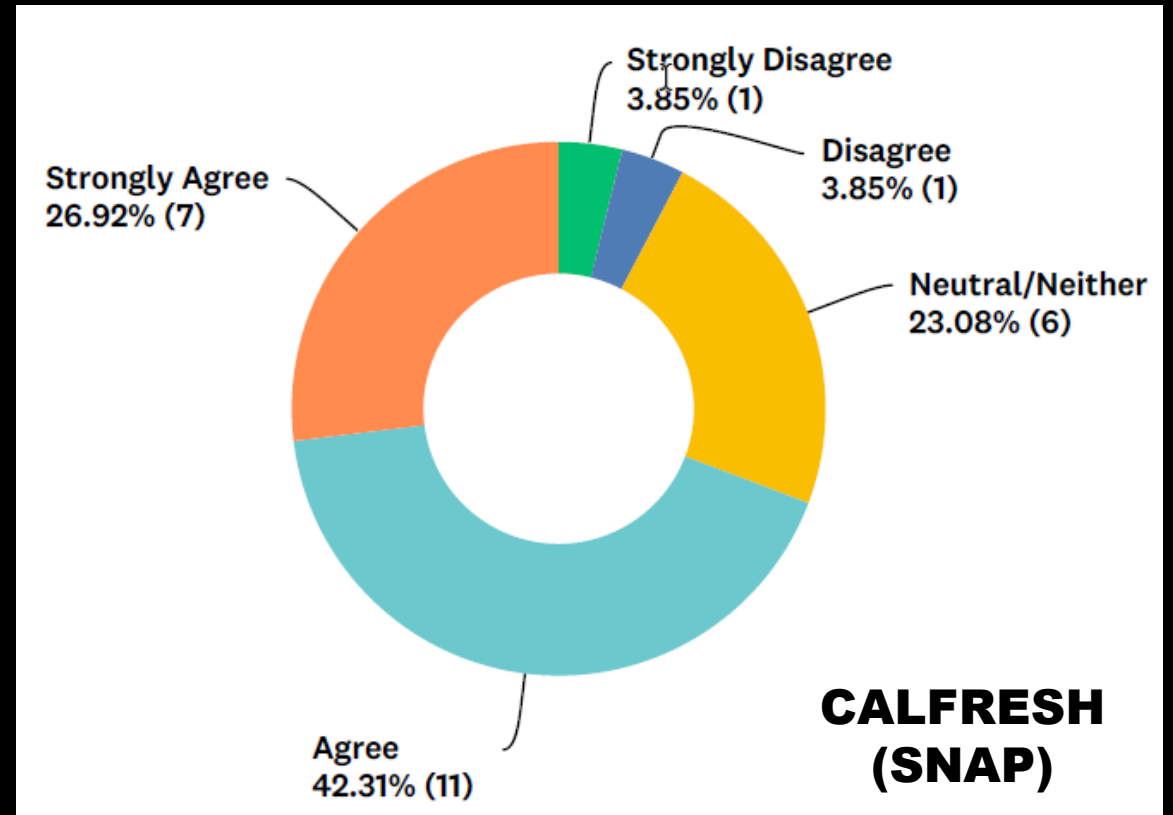
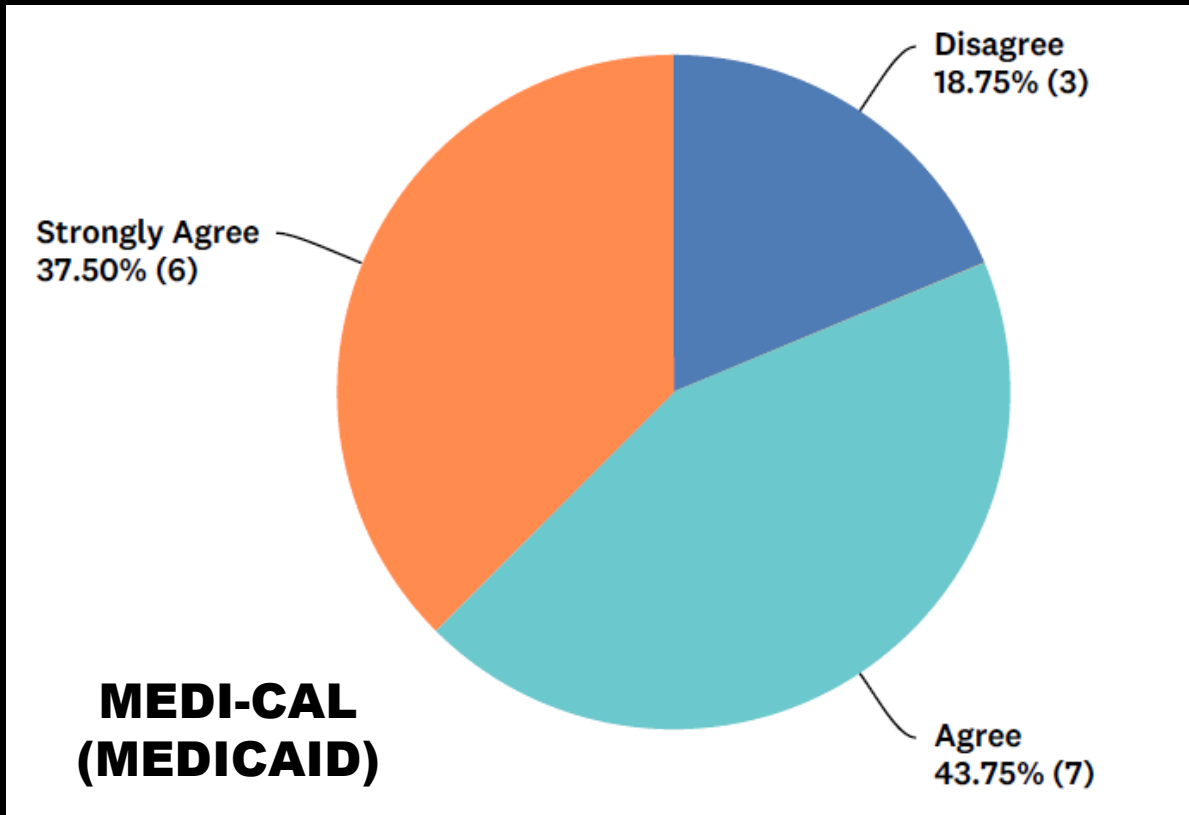
Adobe Acrobat Reader provides practical and functional edit tools in an easy to use format.



- Quickly reference prior subjects with [hyperlinks](#)
- Take notes directly on specific pages
- **Highlight** and Underline key terminology and important policies
- ~~Strikethrough~~ when required due to policy or procedure changes

The e-Book was useful in helping me comprehend Policies & Procedures.





I still utilize the e-Book, Reference Guides, Job Aids and/or Handouts I received to assist me with case processing.

Microlearning



STAFF DEVELOPMENT

DPSS Intranet > Staff Development > Self-Sufficiency

*"The capacity to learn is a gift,
the ability to learn is a skill,
the willingness to learn is a choice..."*
-Brian Herbert

SELF-SUFFICIENCY

WELCOME

The County of Riverside Department of Public Social Services (DPSS) Staff Development site for the Self Sufficiency division.

We provide induction and in-service trainings for Administrative (Clerical), CalFresh (CF), CalWORKS (CW), Child Care (CC), Medi-Cal (MC) and Welfare to Work (WTV).

You can find available trainings by date by clicking on a date in the Self Sufficiency calendar.

SELF SUFFICIENCY TRAINING VIDEOS

Click on any of the videos below to watch on demand.

SUPERVISORY STAFF HAVE ACCESS TO A RECEPTION DASHBOARD

Lobby Monitoring System Video
1:16:11 Views 1 Staff Development Video Library

CAPP_final
8:50 | 212 Views | Staff Development Video Library

QUESTION #9

SARTcustomer_music
1:20:11 Views 1 Staff Development Video Library

SELF SUFFICIENCY CALENDAR

AUGUST 2019

28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

CONTACT INFORMATION

- + SELF SUFFICIENCY LEADERSHIP
- + ADMINISTRATIVE (CLERICAL)
- + CALFRESH
- + CALWORKS
- + CHILD CARE
- + MEDI-CAL
- + WELFARE TO WORK

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COVERED
CALIFORNIA

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

WORK US PAYS

SAR 7 ELIGIBILITY STATUS REPORT

TO KEEP YOUR BENEFITS COMING ON TIME, PLEASE SIGN THE FORM AFTER

CASE NUMBER HERE _____

REPORT MONTH _____

1st AND RETURN IT BY _____ 5th

NEED HELP? (County Specific Instructions w/county url) _____

Worker Name: _____
Worker Phone: _____
County: _____
Street address: _____
City, State, Zip Code: _____
BAR CODE: _____

Check the box if you would like to STOP getting any of the following: STOP my CalWORKs STOP my Medi-Cal

1. Has anyone moved into or out of your home (including newborns) or did you move in with someone else since you last reported? Yes No (If yes, complete the section below)

Date of Move (m/d/yyyy)	Name (First, Middle, Last)	Date Of Birth	Relationship To You	Regularly Purchase And Prepare Food Together?
<input type="checkbox"/> In <input type="checkbox"/> Out		/ /		<input type="checkbox"/> YES <input type="checkbox"/> NO
<input type="checkbox"/> In <input type="checkbox"/> Out		/ /		<input type="checkbox"/> YES <input type="checkbox"/> NO
<input type="checkbox"/> In <input type="checkbox"/> Out		/ /		<input type="checkbox"/> YES <input type="checkbox"/> NO

2. Have there been any changes to your address since you last reported? Yes No (If yes, complete the section below)

New Address: _____
Mailing Address (if different than above): _____

3. If you have moved since you last reported please fill out the section below:

Your rent or mortgage per month now? \$ _____
If paid separately, your property taxes and home insurance per month now? \$ _____
Do you have utility costs that are not included in your rent or mortgage payments? If so, check which ones:
 Phone Trash Water Electric/Gas Other heating or cooling costs

4. CalWORKs only: Is anyone in your home:

A. Running from an outstanding warrant? Yes No (If yes, complete the section below)

B. Found by a court to be in violation of probation or parole? Yes No (If yes, complete the section below)

Name of person	A or B from above	In what state was the warrant issued, or did violation happen?	Date of warrant or violation

5. Medical Costs: If anyone who gets CalFresh and is 60 years old or older, or disabled, had an increase in medical costs please complete the section below and attach proof:

Who had the change? _____ Amount of increase: \$ _____

6. Child Support: Did anyone who gets CalFresh have a change in the amount of child support they have to pay since they last reported? Yes No (If yes, complete the section below and attach proof.)

Who paid support? _____ Amount of increase: \$ _____

7. Dependent Care: If anyone who gets CalFresh and either works, is looking for work, or is going to school, had an increase in out-of-pocket dependent care costs since they last reported, please complete the section below and attach proof:

Who paid: _____ List dependent(s): _____

8. Did anyone: Get, buy, sell, trade or give away any property, land, homes, cars, bank accounts, money, payments (such as lottery/casino winnings, back benefits from social security), or other property items since last reported? Yes No (If yes, complete the section below and attach proof. If you need more space, attach a separate piece of paper).

Who?	Type of Property?	When?	Amount/Value?	Bought	Sold	Gave Away	Spent
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAR 7 (FORM) ELIGIBILITY STATUS REPORT - FOR CASH AID AND CALFRESH - REQUIRED FORM - SUBSTITUTES PERMITTED

PAGE 1 OF 2

How to Complete the Eligibility Status Report SAR 7

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A teal background with white clouds on the left and right sides.

CAPP

the  **California**

Alternative

Payment

 **Program**

Microlearning



DIY: Do It Yourself

Self-Service Options



Microlearning



The main slide features a dark teal background with a subtle grid pattern. In the center, there is a large, semi-transparent circular graphic with a radar-like design, containing the text "Module 2". Above this graphic, the text "Situational Safety Training" is displayed in a light green, monospace-style font. Below the graphic, the text "De-Escalation" is also displayed in the same light green, monospace-style font. The corners of the slide are decorated with partial circular radar-like graphics.


Microlearning



peopleSoft

File Edit View Favorites Tools Help

Thursday June 20, 2019 3:27:39 PM



https://corhcm.co.riverside.ca.us/psp/h900prda/?cmd=login&languageCd=ENG

Your PeopleSoft ESS Login Has Changed!

Effective May 13, 2019

Going forward, all users must login to the PeopleSoft HCM system with the "E" followed by their Employee ID. The "ESS" accounts will no longer be available.

HCM Production

Log in to the PeopleSoft Application


User Name

Password


LOGIN

[Forgot Your password?](#)

POWERED BY



RCIT Helpdesk
Telephone: (951) 955-9900
RIVCOHelp : [SubmitNewRequest](#)

 We've detected that your operating system is not supported by this website. For best results, use one of the following operating systems:

3:28 PM
6/20/2019



Digital Job Aids

NEW!


McFresh Job Aid!

County of Riverside, DPSS Staff Development is excited to present the McFresh Job Aid now available on the Staff Development SharePoint site.

To access the job aid you can click on the following link and select MCFresh Job Aid:
[Staff Development Self Sufficiency Site](#)
For future access please see instructions below:



Staff Development will be updating the MCFresh Job Aid quarterly. We encourage all feedback and suggestions submitted by your Regional Manager to Leo Ramos, Staff Development Training Officer via email: LRamos@rivco.org



Medi-Cal & CalFresh Job Aid

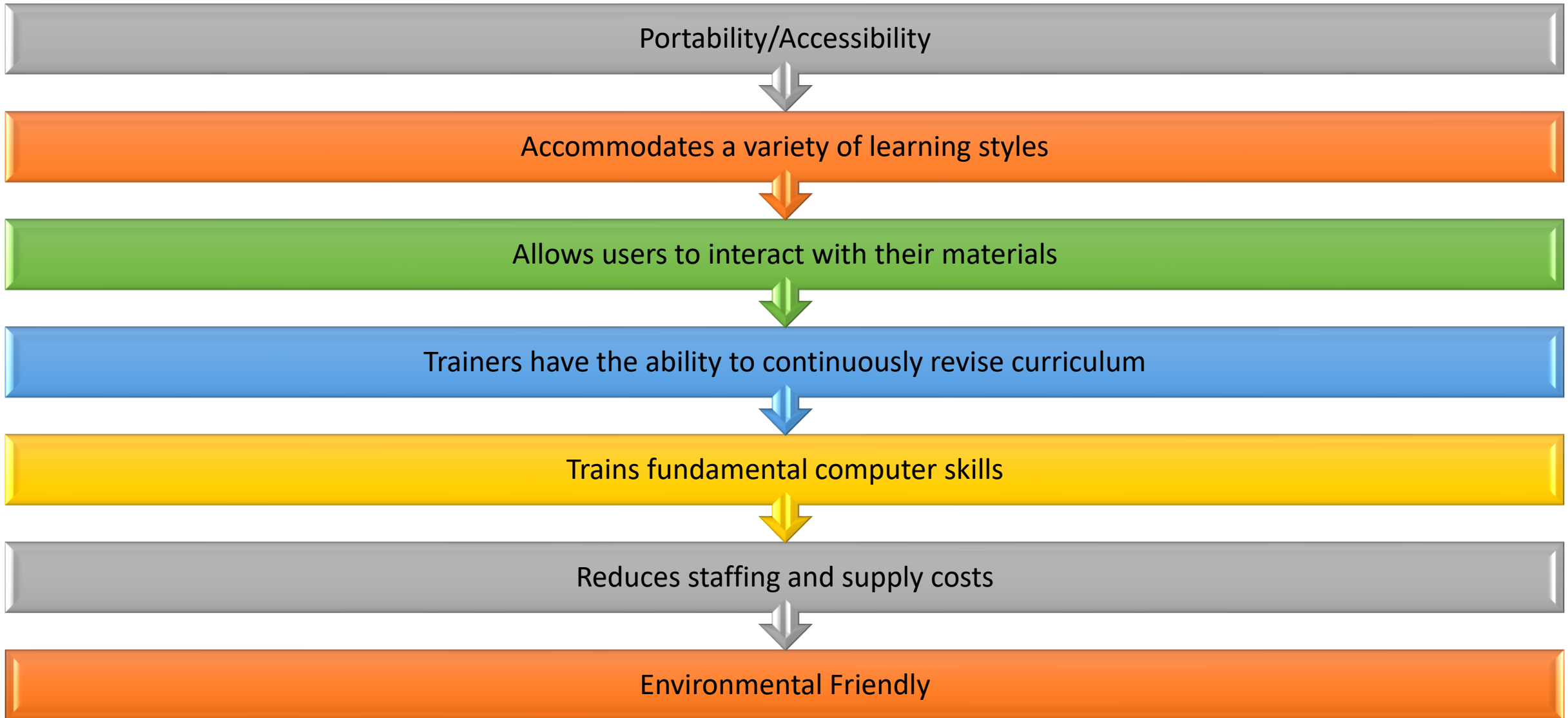


Click Here to
Begin

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

- [MCFresh Job Aid.pdf](#)
- [McFresh Job Aid Flyer.pdf](#)

Summary of Benefits



Q & A

CONTACT INFORMATION:

Lonetta Richardson Bryan, M.A.
Staff Development Manager

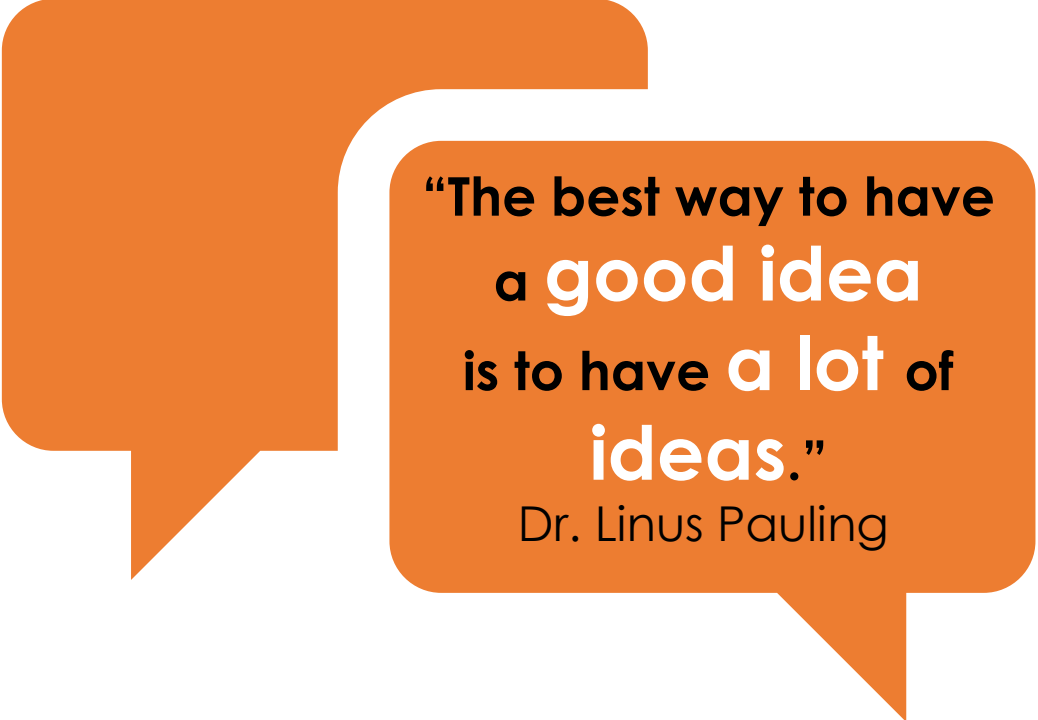
- + 📞 951-413-5612
- + @ lbryan@rivco.org

Patricia Manzo, M.S.
Supervising Staff Development Officer

- + 📞 951-413-5609
- + @ pamanzo@rivco.org

Veronica Acosta
Computer Based Training Supervisor

- + 📞 951-413-5635
- + @ veacosta@rivco.org



**“The best way to have
a **good idea**
is to have **a lot of**
ideas.”**
Dr. Linus Pauling

How was your
experience today?

