Project Name: Regional Training Project
Date: 4/28/2015
Executive Sponsor: TBD
Project Sponsor: TBD
Project Manager: TBD

Business Objectives

1. Decrease training costs and increase standardization and efficiency in training registration and record access by adopting a single region-wide electronic learning management system (LMS).
2. Increase efficiency and decrease the cost of training new hires in specialized residential settings by developing and implementing high-quality standard online modules for all online-appropriate content.
3. Decrease cost and safety risks for staff working in multiple counties by adopting a single crisis prevention/emergency physical intervention training for the region.

Project Scope

Scope Inclusions/Project Deliverables

1. Implement FlexTraining as the shared region-wide LMS.
2. Develop standard regional online modules for all online-appropriate content (see **Attachment C** for detail).
3. Implement Mandt as the regional crisis prevention/emergency physical intervention curriculum.

Scope Exclusions

Standardization of classroom versions of required modules that have a universally-accepted online version.
Centralized management of training staff.
Cross-county classroom trainings requiring trainer travel.

Work Breakdown Structure (WBS)

Refer to **Attachment A** for a high level presentation of the deliverables and subordinate tasks.

Project Success Measures

Product Measures

1. Total annual cost of FlexTraining for all member CMHs will be less costly than total combined annual cost of multiple learning management systems used currently.
2. Total cost for students to complete online training modules and for trainers to update online modules will be less than total cost for students and trainers to complete modules in classroom format.
3. Total annual cost to maintain Mandt trainers throughout the region will be less than total combined cost to maintain the multiple crisis prevention curricula currently in use.
4. Increased implementation of online training will be monitored for impact on consumers. Success will mean a shift to online modules without an increase in IRPM Events, Substantiated Recipient Rights Complaints, or Customer Service Complaints (see **Attachment D**).

Project Measures

1. Region-wide implementation of FlexTraining by 10/1/2015.
2. Region-wide implementation of universal online modules for Person-Centered Planning, Role of Direct Support Professional, Basic Health, Nutrition, Advanced Health, Limited English Proficiency, HIPAA, False Claims Act/Whistleblower, and Cultural Competency by 10/1/2015 (See Attachment C).
3. Region-wide implementation of Basic Meds Hybrid by 6/1/2016 and Recipient Rights Update trainings based on Recipient Rights Directors' timeframe.
4. Mandt Training of New Trainers completed by 10/1/2015.
5. Mandt Rollout Plans for Areas New to Mandt developed by 10/1/2015.

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Project Oversight/Governance

The LRP will assign a project manager, who will report to an LRP-assigned project sponsor, both of whom are to be determined.

Project Resources

Staffing

Role	Responsibility
Project Manger	Manage Overall Project Progress
Project Team Members (current training reciprocity team members)	Collaborate with project manager in achieving project deliverables for each member CMH
Training Content Reviewers (Trainers)	Review and provide feedback on content for online training modules
Online Training Developer(s)	Edits and develops online training modules based on trainer feedback.

Budget

See attached draft project budget and estimated savings as a result of project. Savings are very rough estimates.

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Project Risk

Description	Risk Mitigation Approach
There is concern that online format trainings may result in decreased knowledge and skills for trainees (compromised training outcomes).	• Involve classroom trainers in online module development to improve online training quality • Include robust testing and locked-down modules to encourage student engagement with content. • Retain face-to-face training for most critical topics (Mandt, CPR/First Aid, Meds and Vitals Return Demonstrations) • Monitor incident reports and rights complaints for changes (see **Attachment D**)
Transition to FlexTraining system and online format trainings will take time and knowledge to support. Rapid timeframe may increase glitches.	• Develop detailed rollout plan and user training for Flex; share known problem areas and fixes with existing modules and system
FlexTraining's 13-year veteran help desk support staff, Robert Hamel, transitioned out of his job in late April. How his replacement will compare in terms of level of service is unknown. Robert will remain on contract for some evening and weekend hours for the next 2-4 months.	• Communicate proactively with Flextraining about needs • Capitalize on Robert's limited weekend and evening contracted capacity during next 2-4 months • Keep the initial rollout to basic functions

Project Interdependencies

Project savings for the LMS and for the transition to Mandt depend on when CMHs are able to relinquish existing contracts.

Project Approvals

The undersigned hereby endorse the project and will ensure the appropriate resources are dedicated to accomplish the project tasks as scheduled.

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Attachment A

Work Breakdown Structure: Regional Training Project

1. Implement FlexTraining Region-Wide	2. Develop Universal Online Modules	3. Implement Mandt Region-Wide
• Verify/Arrange Server Space for Regional data (received IS opinion that this was doable)	• Prioritize Modules To Work On, Develop Schedule	• Determine method of training of trainers: individual or group (based on # to be trained)
• Create CMH sub sites	• Plan & Schedule Trainer Content Review & Feedback	• Assess number of trainers to train
• Train new Users in Flex System	• Revise 9 Trainings with existing starter modules	• Complete Training of Trainers
• CMHs develop hierarchy and load users, managers, and classes	• Develop 3 Trainings without existing starter modules	• Develop & execute Mandt Rollout plans
• Obtain new regional URL	• Problem Solve Face-to-face skills portions of med administration & vitals	• Determine regional standards for Mandt, Mandt re-certification, if desired
• Develop Communications Plans for new users and administrators of the system	• Incorporate Rights content as available from MDCH and Rights Directors	
• Come to consensus on shared courses and other shared administrative aspects of Flex System		
• Launch FlexTraining in new areas		

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Attachment B: Project Budget and Very Roughly Estimated Savings

Project Component	One-Time Project Costs		Estimated Savings: Current vs. Future Operations Cost (NOT including significant provider savings from avoidance of re-training)				
	Description: Project Cost	Project Cost	Description: Current Costs	Current Costs	Description: Anticipated Post-Project Cost or Savings	Ancitipated Post-Project Cost or Savings	Anticipated Savings
Online Modules Development							
	3 New Modules @ 40 hours apiece, $66/hour	$7,920.00			CMH Trainer Staff Time Savings*: classroom trainings fomerly offered 2x/month down to 1x/every other month = 1100 fewer hours @ $29/hour	$31,900.00	**$31,900.00**
	Revisions. 9 Modules @ 20 hours apiece, $66/hour	$11,880.00			Additional trainer time to update online modules = 200 hours @ $29/hour	-$5,800.00	**-$5,800.00**
	TOTAL UPFRONT ONLINE DEVELOPMENT	$19,800.00			Trainee Staff Time Savings**: 21 fewer training hours per new hire X 1100 regional new hires who use online modules X $10/hr	$231,000.00	**$231,000.00**
Possible graphic design intern could reduce online development costs.			*Savings are based on staff having more time available. Realization of savings dependant on re-assignment to new tasks or reduction in FTEs.				
			**rough estimate based on conversion of 8 classroom trainings, 2-7 hours apiece, to 1-hour online modules				
Implementation of Mandt							
	Training of Minimum # New Mandt Trainers to Host Training 12 participants @ $1310 (20	$15,720.00	NAPPI in Muskegon (400 new staff, 800 existing recerts)	$13,200.00	Mandt in Muskegon	$600.00	$12,600.00
	Food for Training (required to host)	$600	CPI in Ottawa(200 new staff, 400 existing recerts)	$6,400.00	Mandt in Ottawa	$300.00	$6,100.00
	Space (assume donated by CMH)	$0	MANDT in Allegan, Kent (800 new staff, 1700 existing recerts--only cost is copies @.50/student)	$1,250.00	MANDT in Allegan, Kent (800 new staff, 1700 existing recerts--only cost is copies @.50/student)	$1,250.00	$0.00
		$16,320	Re-certification of Trainers, Similar for Any Curriculum (train or re-certify 12 each year)	$16,320.00	Re-certification of Trainers, Similar for Any Curriculum (train or re-certify 12 each year)	$16,320.00	$0.00
							$18,700.00
Individuals may be trained out of state if we lack the numbers for a dedicated training in west michigan. Costs would be comparable due to travel; fewer individuals would be trained as trainers.			Estimates based on information gathered from partner CMHs in 2012. # of students trained annually are guesses.				
Implementation of Flextraining							
	Customizations needed to expand Flextraining (completed and$4K cost paid for by network180)	$0	Ottawa, Muskegon, and network180 each operating an online platform @ about $25K apiece	$75,000	network180 platform only	$30,000	**$45,000**
	Cost to additional CMHs to adopt Flextraining	$0					
TOTAL PROJECT BUDGET		**$36,120.00**	Total CMH Operational Savings				**$89,800**
			Total Savings for Organizations Paying for Staff Training Time (excluding avoided re-training)				**$231,000.00**
			Total Annual Savings to Providers & CMHs				**$320,800.00**

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Attachment C: Specialized Residential Module Progress Sheet

(progress estimates are subjective judgements, and variable based on quality desired for final product)

Current Progress Toward Final Regional Format	Training Name (see Centrain Grid for requirement references)	Online Appropriate	Online-Classroom Hybrid Appropriate	Only Appropriate as Classroom	Starter Online Module or Build From Scratch/PPT?	Comments
100.00%	CPR			X		Any American Heart & Red Cross trainings approved
100.00%	First Aid			X		Any American Heart & Red Cross trainings approved
70.00%	Safety and Fire Prevention "Environmental Emergencies"	X			Starter Module--network180	Existing module needs to be edited to suit whole region
0.00%	Recipient Rights			X		MDCH is developing standardized content
60.00%	Recipient Rights Refresher	X			Starter Online Module--network180	Module needs to be refined/reworked by Rights Directors
60.00%	Person Centered Planning	X			Starter Online Module--Muskegon	Existing module needs to be edited to suit whole region (amount of work depends on if original file is available)
80.00%	Intro to Community Residential & Role of Direct Support Professional, Intro to Special Needs of Individuals with DD and MI "Role of Support Provider"	X			Starter Module--network180	Existing module needs to be edited to suit whole region
40.00%	Hygiene, Infection Control/Communicable Diseases, Bloodborn Pathogens, Signs & Symptoms of Illness, Vital Signs "Basic Health"		X		Starter Module Under Development--network180	Existing module needs to be completed and edited to suit whole region
90.00%	Nutrition, Food Preparation, & Special Diets "Nutrition"	X			Starter Module--network180	Existing module needs to be edited to suit whole region
20.00%	Medication Administration "Basic Meds"		X		PPT Only	Region needs to settle on approach to splitting out online content and portion that must be face to face. Online content needs to be developed from scratch.
60.00%	Advanced Health & Meds "Advanced Health"	X			Starter Module--network180	Existing module needs to be completed and edited to suit whole region
70.00%	Non-Aversive Techniques (Mandt Relational/Conceptual)			X		Training capacity and roll out plan needed for Ottawa, Muskegon, West Michigan
70.00%	Crisis Intervention/Emergency Physical Intervention (Mandt Technical)			X		Training capacity and roll out plan needed for Ottawa, Muskegon, West Michigan
60.00%	Limited English Proficiency	X			Starter Online Module--Muskegon	Existing module needs to be edited to suit whole region (amount of work depends on if original file is available)
20.00%	HIPAA	X			? Network180 has a power point	Training needs to be developed from power point
20.00%	False Claims Act, Whistleblower	X			? N180 has a power point	Training needs to be developed from power point
60.00%	Cultural Competency	X			Starter Online Module--Muskegon	Existing module needs to be edited to suit whole region (amount of work depends on if original file is available)

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Attachment D: Data on Online Training & Impact on Consumers

	FY10Q1	FY10Q2	FY10Q3	FY10Q4	FY11Q1	FY11Q2	FY11Q3	FY11Q4	FY12Q1	FY12Q2	FY12Q3	FY12Q4	FY13Q1	FY13Q2	FY13Q3	FY13Q4	FY14Q1	FY14Q2	FY14Q3	FY14Q4	FY15Q1	FY15Q2
IRPM Events	104	145	186	204	113	118	111	131	118	156	140	170	142	184	82	112	117	101	78	107	93	
Rights Complaints-Substantiated	28	16	21	25	23	17	24	49	34	41	33	30	26	34	29	35	19	41	32	0	0	
Customer Service Complaints	13	30	17	15	18	22	14	16	11	16	12	22	13	14	10	17	0	12	14	12	9	
Online Environmental Emergency Trainings--Individuals Trained																		46	86	164	139	155
Online Role of Support Provider Individuals Trained																		32	74	166	148	125
Online Nutrition Individuals Trained																		34	78	163	145	138
Online RR First 30 Days/Refresher--Individuals Trained															328	301	285	301	431	502	709	626