

# Project 3: Subsidized Child Care Assistance, CIP & LIEAP

## Release 2 Training



# NC FAST

North Carolina Families Accessing Services through Technology

P3 Fact Sheet, Issue 12: August 31, 2016  
Updated 9/30/2016

Produced by the NC FAST Team

Release 2 (R2) of Subsidized Child Care Assistance, which includes Child Care case processing, Funds, Payments and Provider Portal Vouchers and Attendance will be deployed beginning with pilot counties in October, 2016. Training for R2 will be a combination of videos, WBTs, job aids and up to 20 hours of virtual classroom instruction. Additional materials will be made available to Providers via the Provider Portal.

### Training Schedule:

R2 Training will be available to counties based upon the implementation schedule below:

**Pilots** – October 3

**Phase 1** – December 1

**Phase 2** – January 3

### Training Methods:

All R2 training will be delivered via virtual methods:

**Web-Based Training (WBT)** – self-paced training module

**Virtual Instructor-Led Training** – an instructor will train using a virtual classroom

Child Care workers should expect to complete the following training for R2 **in the order listed below**:

Course	Delivery Method
NC FAST Basic Navigation	Both, WBT must be completed before Virtual Instructor-Led course
Application 1	WBT
Application 2	WBT
Application 3	Virtual Instructor-Led
Application 4	Virtual Instructor-Led
Application 5	Virtual Instructor-Led
Change of Circumstance	Both, WBT must be completed before Virtual Instructor-Led course
Recertification	Both, WBT must be completed before Virtual Instructor-Led course

### Supervisor / County Champion Action Items

- 1) Identify staff who will be required to participate in SCCA R2 training.
- 2) Assist Child Care staff with creating Learning Gateway accounts (via <https://ncfasttraining.nc.gov>).
- 3) Ensure staff understand how to access FAST Help. All SCCA job aids will be available on FAST Help for day-to-day use.
- 4) Review the Virtual Training Orientation Guide to ensure staff understand how to access virtual training courses.
- 5) Plan for staff coverage while Child Care staff are attending virtual training courses (up to 3 hours of uninterrupted time is needed per course).
- 6) Complete the training items themselves.

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### Course Information

All virtual instructor-led training courses will:

- ◇ Be hosted in the morning and afternoon with **morning sessions beginning at 9:00am and afternoon sessions at 1:30pm**. If your county desires, a worker may take one class in the morning and the subsequent course in the afternoon.
- ◇ Be limited to 20 attendees, on a first-come first-served basis. While there are more training slots than workers who need training, in order to reserve your preferred date and time please **register for training early**.
- ◇ Last approximately **3 hours**. Attendees will need **uninterrupted** time with a reliable internet connection. As an option, attendees may call in to the virtual session for a stronger audio connection.

**NOTE:** When setting up your Learning Gateway account, be sure to select the appropriate tasks that you routinely perform and SCCA as the program to ensure you can access the corresponding training modules.

### EXAMPLE TRAINING SCHEDULE

Carla is a Child Care worker in a Phase 1 county, she is new to NC FAST. Her training schedule will look like this:

Month	To-Do
November	Carla creates a Learning Gateway account & reviews the <i>Virtual Training Orientation Guide</i> .
Late-November/ Early-December	Carla completes the self-paced <b>Basic Navigation WBT</b> .  Now, Carla is able to register for and participate in the <b>Basic Navigation Virtual Instructor-Led course</b> .  Next, Carla completes <b>Application 1 WBT and Application 2 WBT</b> .
Mid-December	Carla registers for and completes <b>Applications 3,4 and 5 Virtual Instructor-Led courses</b> .
Late-December	Carla completes the <b>Change of Circumstance WBT and Recertification WBT</b> .  Carla is able to register for and participate in both the <b>Change of Circumstance Virtual Instructor-Led course and Recertification Virtual Instructor-Led course</b> .

Below is a sample portion of the training schedule for December. It displays all courses offered each day in both the morning and afternoon sessions. The schedule is subject to change, the final schedule will be posted on FAST Help and in the Learning Gateway.

December 2016 - Phase 1 Counties																
	MON NOV 28	TUE NOV 29	WED NOV 30	THU 1	FRI 2	MON 5	TUE 6	WED 7	THU 8	FRI 9	MON 12	TUE 13	WED 14	THU 15	FRI 16	
Self-Paced WBTs*	Phase 1 Counties: Basic Navigation WBT															
						Phase 1 Counties: App 1 WBT										
						Phase 1 Counties: App 2 WBT										
						Phase 1 Counties: CoC 1 WBT										
						Phase 1 Counties: Recert 1 WBT										
Morning				NAV	NAV	NAV	NAV	NAV	NAV	NAV	App 3					
				NAV	NAV	NAV	NAV	NAV	App 3	App 3	App 4					
				NAV	App 3	App 3	App 3	App 3	App 4	App 4	App 5					
					App 3	App 3	App 4	App 4	App 5	App 5	CoC	CoC	CoC	Recert	CoC	
Afternoon				NAV	NAV	NAV	NAV	NAV	NAV	NAV	App 3					
				NAV	NAV	NAV	NAV	NAV	App 3	App 3	App 4					
				NAV	App 3	App 3	App 3	App 3	App 4	App 4	App 5					
					App 3	App 3	App 4	App 4	App 5	App 5	CoC	CoC	CoC	Recert	CoC	