

2017

DBHIDS Learning Hub Provider Enrollment Process



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OVERVIEW

We are committed to supporting the development of our behavioral health workforce in Philadelphia. To that end, we are launching DBHIDS Learning Hub. It is a Learning Management System that will support our workforce across Philadelphia. DBHIDS Learning Hub will have many benefits for you and your team including:

- Ability to track and report employee trainings electronically
- Ability to have online registration and track completion of in-person trainings held at your facility
- Ability to track credentialing, licensure and required clearances
- Access to E-Learning courses developed by DBHIDS, BHTEN and other community partners

To attend an upcoming information session, complete the form online or complete a brief overview module online go to: <http://dbhids.org/providers-seeking-information/#trainings-and-education>

The DBHIDS Learning Hub is built in the SmarterU Learning Management System platform. To learn more about SmarterU go to: <http://smarteru.com/>

HOW CAN MY AGENCY ACCESS DBHIDS LEARNING HUB?

DBHIDS is funding the Learning Hub to ensure that all providers are able to access the e-learning modules, learning communities, in-person trainings and much more. There is no monetary cost to providers for accessing the DBHIDS Learning Hub. However, provider agencies that want to obtain full access for their staff will have to go through the Provider Enrollment Process and agree to the following:

- **Manage & Update Staffing information** – Providers will need to upload and regularly update staff information in the system including:
 - Adding new staff when hired
 - Update staff information when transfers and promotions occur
 - Inactivate staff when departing/leaving organization
- **Identify Staff Administrator(s)** – Each agency will need to identify 1-3 staff who will be responsible for updating staff information, supporting employees to use the system, and develop a plan to implement DBHIDS Learning Hub at your agency.
- **Support DBHIDS Learning Hub utilization through Organizational Channels** – Human Resources, Managers and Supervisors will need to promote and support the use of the DBHIDS Learning Hub. Employees will need encouragement to input profile information, supervisors will need to learn to use DBHIDS Learning Hub as part of their toolkit, and trainers will need to learn how to use the system for online registration and tracking of training completion.
- **Establish Policy for Staff Usage of the DBHIDS Learning Hub** – Usage policies and organizational buy in are key components to success for implementing this type of system. We will provide sample policies outlining how staff should use the DBHIDS Learning Hub. Each agency will need to tailor the policy to their unique staff needs and processes.
- **Provide Technical Support** – Administrators will be able to access the SmarterU Technical Support Team for more complex technical support needs specific to SmarterU. However, your organization will need to provide support with the day to day issues such as fire walls, browsers and learning to use the interface.

PROVIDER ENROLLMENT PROCESS

OVERVIEW

The purpose of the Provider Enrollment Process is to ensure that you and your team have prepared your organization to successfully begin the use of DBHIDS Learning Hub. This process will walk you through thinking about some of the following questions:

- How can DBHIDS Learning Hub support your staff training & tracking efforts?
- Who will need to access and manage the information at your organization?
- Do we have the right software/hardware for our staff to use the DBHIDS Learning Hub?
- What kinds of policies do we need to establish to support our staff in using DBHIDS Learning Hub as a resource to support their work?

The enrollment process is not designed to exclude providers from accessing DBHIDS Learning Hub. It is designed to ensure that each agency goes through a planning process to ensure successful implementation. The enrollment is a 5 step process. The parts are:

- **Step 1:** Selecting your Agency Administrator & Co-Administrator
- **Step 2:** Agency Information
- **Step 3:** Technical Infrastructure
- **Step 4:** Policy & Procedures
- **Step 5:** Organizational & Supervisory Support

STEP 1: SELECTING YOUR AGENCY ADMINISTRATOR & CO-ADMINISTRATOR

It is time for you to select your agency's administrator(s). The Administrator will be responsible for:

- Addressing any agency specific policy issues.
- Submitting employee data to be uploaded to the LMS
- Provide support to staff in the utilization of the DBHIDS E-Learning Platform
- Complete the DBHIDS Learning Hub Administrator Academy (Over 16 hours of e-learning)
- Attend Initial Administrator Training to complete the initial Data Upload process
- Participate in Quarterly Administrator Meetings/Calls to ensure successful implementation
- Receive ongoing updates and information regarding DBHIDS Learning Hub
- Administrator will coordinate with Human Resources and Information Technology teams

Selecting the right person to be your agency's Administrator will be a key consideration. The administrators are the ultimate keepers of your Learning Hub account, and their actions will impact all your users. Administrators possess permissions to do **everything** in the system.

What are the administrators' duties?

- Administrators are responsible for ensuring that the data on SmarterU (e.g. courses, resources, user information, etc.) is current, accurate, and secure.
- Administrators should have full knowledge of how SmarterU operates and how your organization intends to use SmarterU to meet strategic goals. Administrators will wear many hats because they have full permission to access and manage all information housed in the account.
- Working with either their IT or SmarterU Support, Administrators will help diagnose and fix problems or potential problems with their network and its hardware/software.
- Administrators typically provide support to the users in your organization. Consider the needs of your users: Are they accustomed to working online and able to easily adapt to the new system? Or will this be an entirely new venture for most users, thus necessitating a higher level of support?

What traits do effective administrators possess?

- In addition to demonstrating competence with technology, admins should be patient, have strong communication skills and feel comfortable balancing multiple tasks and priorities.
- In addition to technical competencies interpersonal skills, the administrator should have analytical and critical thinking skills to explore and solve problems consistently.
- The administrator must demonstrate strong time management skill and delegate other responsibilities in order to accomplish all his/her duties.
- Since technology is in a constantly changing state, the administrator must be a lifelong learner, eager to learn, adapt, and implement new changes throughout their career. Keep these traits in mind when assigning Admin rights – remember they can do virtually anything within your account.

How many Administrators should you have?

- Depending on the size and structure of your organization, 1-3 administrators will be enough. We require that everyone in those roles becomes certified through the SmarterU Academy. This certification is free and included in the DBHIDS Learning Hub.

How can someone access SmarterU Academy?

1. Your administrators will automatically be enrolled in SmarterU Academy. They will need to complete these courses in order to become full administrators and obtain full permissions in the system. SmarterU Academy can take over 16 hours to complete. Please support your selected administrator(s) in completing these courses.

What if the administrator wants to delegate parts of this job?

2. The DBHIDS Learning Hub is built to adapt to your organization's needs. Your administrator can give other users within your organization permissions to make specific types of changes in the system. *For example your Administrator may assign a Trainer the permissions of "Manage Group Course" (MGC, a user can assign/remove courses and subscriptions from a group. A user with "Manage Group Users" (MGU) can add/remove a user from the group, enroll users in courses in the group, and add historical training. There are several types of permissions that can be assigned to users. Consider assigning one or more security permissions to spread the administrative work/responsibility among users willing to provide assistance. Possible permissions include:*

- Create Course (CC),
- Manage Group Course (MCG),
- Manage Users (MU),
- Manage Group Users (MGU),
- View Learners Results (VLR),
- Quiz Proctor (QP),
- Long Answer Quiz Maker (LAQM),
- Instructor-led training Instructor (ILTI), and
- Group Manager (GM)

STEP 2: AGENCY INFORMATION

This section will gather agency specific information regarding your organization, current processes and needs. This information will be used in providing implementation supports as well as planning for the Learning Hub content development.

STEP 3: TECHNICAL INFRASTRUCTURE

This section will help you to determine if you will need any hardware or software updates to support your staff in accessing the DBHIDS Learning Hub. If there are older systems or software on the computers in your agency, you need to make sure they meet the minimum requirements. At the end of this document is a checklist that can be used to audit your systems. Any software on the checklist that receives a "No" response will need to be updated or replaced.

The DBHIDS Learning Hub's technical infrastructure is cloud base service, which means they provide the software and hardware through the internet. As such there is very little that has to be installed on your users' computers. Users' computers should be checked for the minimum configuration of operating system and browser. Older computer systems in your agency may require upgrade before they can access the DBHIDS Learning Hub. At the end of this document is a checklist to assist in auditing your systems for each of your users to check or have someone check it for them. If anyone

receives a “No” to a question on the LMS System Requirements list, that system needs to be updated or replaced.

- Hardware Requirements
 - The average user will need to have access to a laptop, desktop or tablet that has the sound enabled. The user will need speakers or headsets to be able to listen to the course. Many agencies choose headsets when the computers are located in shared spaces to avoid distracting others.
- Connectivity Requirements
 - The computer will need internet access to be able to log on to the DBHIDS Learning Hub. Some e-learning modules include videos, so internet speed may be a consideration.
- Software Requirements
 - Your computers will need to have current versions of browsers such as Internet Explorer, Firefox or Chrome installed. Older versions may not support the platform.
- Technical Support
 - Your IT team may have to provide tech support to the staff. We will work with the point persons to address any software issues.
 - SmarterU’s basic functions require very little IT support, however in certain situations, your IT staff will need to be available for assistance, so be sure to include them in your planning process.

Please reference Appendix D: Technical Infrastructure Checklist to ensure that your agency’s current technical infrastructure will be able to support the use of the DBHIDS Learning Hub.

STEP 4: POLICY & PROCEDURES

In order to successfully implement a Learning Management System at your agency, you and your team will need to review existing training policies and create an addendum to address the following:

- Is staff responsible for completing and updating their profile information reflecting:
 - Secondary Employment at other Behavioral Health Provider Agencies
 - Licensure and Clearance Information
- Does staff get paid for completing e-learning courses during work hours? Do they get paid for completing e-learning courses that are not required during work hours?
- Does staff get paid if they complete an e-learning course outside of their traditional work hours?
- How do the policies affect contractors vs. employees?

DBHIDS does not mandate any specific policy approach, but strongly endorses the development of policies that will meet your agency and staff needs. You may reference Appendix C to view Sample Policy language.

STEP 5: ORGANIZATIONAL SUPPORT

Organizational buy in and support will be a key aspect of success in launching the Learning Hub for your organization. Human Resources, Managers and Supervisors will need to promote and support the use of the DBHIDS Learning Hub. Employees will need encouragement to input profile information, supervisors will need to learn to use DBHIDS Learning Hub as part of their toolkit, and trainers will need to learn how to use the system for online registration and tracking of training completion.

PROVIDER ENROLLMENT FORM

Please note that the information in this form must be submitted online at:

<http://dbhids.org/providers-seeking-information/#trainings-and-education>

FREQUENTLY ASKED QUESTIONS

- **What content will be available?**
 - DBHIDS currently has over 20 course modules in development. We are also partnering with other city agencies and provider agencies to develop meaningful content for you and your team. Go to Appendix A to view a list of the DBHIDS Identified Content Development Priorities.
- **What if my agency has sites outside of Philadelphia?**
 - DBHIDS can only pay for access for staff working in programs funded by DBHIDS and/or CBH. We cannot pay for staff that do not fall under that category. If you would like to contract with SmarterU to address your organizational needs, you may contact them directly.
- **What if my agency already has a Learning Management System?**
 - Providers that already have a Learning Management System do not need to go through the Provider Enrollment Process. If you already have a Learning Management System, please contact Learning.Hub@Phila.gov to explore next steps.
- **What if I need funding to buy computers to access DBHIDS Learning Hub?**
 - At this time there is no additional funding for provider agencies to get computers to access the DBHIDS Learning Hub. However, there are opportunities to establish partnerships with other community organizations that may already have the infrastructure for this.
- **How is training content assigned?**
 - When new staff are added into the system, the administrator will assign them to specific groups based on Job Category, Level of Care, Agency and Specialized Populations. This will allow new classes to be automatically assigned based on the most relevant group(s).
- **Can I track the in-person trainings that my agency is already providing?**
 - Yes. Your administrator will have the ability to create a course, assign it and track it. If you would like additional staff members to have the ability to do this, your administrator will be able to provide that staff member with permissions to do that within the system.
- **Who has access to the information?**
 - Your agency will decide who has access to all your employee information. You will select a main administrator who can provide different levels of viewing or editing rights to other staff within your agency. You may choose for a Program Director to be able to view training reports all staff in her/his program. You may also assign viewing rights for all employees in your agency to your compliance officer or human resources team. We will guide your selected Administrator in the process of selecting the type of user rights different people will have at your agency. DBHIDS is the owner of the SmarterU system, and has targeted staff at NIAC, CBH and BHTEN who are also able to access all employee training information.
- **Can I use these trainings to meet CBH & NIAC training requirements?**
 - Yes! Many of our courses are designed to meet regulatory requirements.
- **Can I use these trainings to meet DDAP training requirements?**

- DDAP strongly regulates all their trainings. We are exploring the possibility of partnering with DDAP to address this need, but no decisions have been made to date.
- **Can my staff get CEUs with these trainings?**
 - Some of the trainings in SmarterU will provide CEUs. You will be able to view CEU availability for each course before starting or selecting a course.
- **Can I generate reports for training and compliance purposes?**
 - Yes. You're able to generate reports for all your agency's staff regarding required trainings, completed trainings as well as track documents within the system. It will even send notifications to the staff and supervisor letting them know when a training course is due.

APPENDIX A: CONTENT DEVELOPMENT PRIORITIES

The list below highlights the selected course development areas that have been currently prioritized. Course names in green are currently in development.

IMPLICIT / FOUNDATIONAL CONTENT	REGULATORY / REQUIRED TRAINING	ORGANIZATIONAL PRIORITIES
<p>RECOVERY ORIENTED SYSTEMS OF CARE</p> <ul style="list-style-type: none"> Recovery History, Drivers & Context Recovery Principles Recovery & Wellness Recovery Management <p>TRAUMA INFORMED CARE</p> <ul style="list-style-type: none"> Trauma Definition & Impact Trauma Informed Care Strategies Tools for Building Trauma Resilience Trauma & Self Care for BH Care Givers <p>PERSON FIRST LANGUAGE & APPROACHES</p> <ul style="list-style-type: none"> Person First Language Person First Approaches LGBTQIA Awareness & Engagement <p>EVIDENCE BASED PRACTICES</p> <ul style="list-style-type: none"> Definition, Drivers & Context Evaluating & Selecting and EBP Implementation Science <p>POPULATION HEALTH</p> <ul style="list-style-type: none"> Definition, Drivers & Context 5 Basic Principles 	<p>NIAC REQUIRED TRAININGS</p> <ul style="list-style-type: none"> Understanding the full execution of the Practice Guidelines Trauma Informed Treatment Services Integration of Physical and Behavioral Healthcare Accountable Care Act Family Resource Network Best Practices DBHIDS Policies & Best Practices for services to LGBTQIA people <p>CBH & STATE REQUIRED TRAININGS</p> <ul style="list-style-type: none"> Fire Safety & Prevention Disaster Management of Escalation Infection Control Suicide Prevention Person First (Cultural Competency) Recovery & Resiliency Training <p>LEVEL OF CARE SPECIFIC REQUIRED TRAININGS MANDATED BY CBH, DDAP AND STATE ENTITIES</p> <ul style="list-style-type: none"> List is extensive. See Manual for Review of Provider Personnel Files 	<p>ADDITIONAL ORGANIZATIONAL PRIORITIES</p> <ul style="list-style-type: none"> DBHIDS Orientation Foundations of Psychiatric Rehabilitation Forensic Services Homeless Services

APPENDIX B: FOR AGENCIES WITH A LEARNING MANAGEMENT SYSTEM

If your agency has a Learning Management System in place, you do not have to complete the provider enrollment process. However, you will have to make some decisions regarding how you will want to use the DBHIDS Learning Hub. Understanding the diversity among provider organizations, we want to make sure that the specific decisions that we make are consistent with the unique needs of your team. Below are some of the decisions that will need to be made:

1. API Connectivity
2. Content Sharing Participation
3. Decision regarding access to current content. CROI not available outside DBHIDS Learning Hub

Please contact Learning.Hub@Phila.gov to schedule a time to discuss next steps.

APPENDIX C: SAMPLE POLICY LANGUAGE

Please note that the language below is a sample. DBHIDS is not mandating specific policies, but providing guidance regarding some of the policy areas that will need to be addressed to ensure successful implementation of the DBHIDS Learning Hub.

SAMPLE DBHIDS LEARNING HUB TERMS OF USE POLICY

Purpose

The DBHIDS Learning Hub is designed to deliver, track and manage training that enhances the quality of service delivery, employee performance and overall system alignment. The Learning Hub will include e-learning courses, in-person courses as well as online discussion forums.

Scope

This policy applies to all employees of DBHIDS and CBH and PMHCC hereinafter referred to for simplicity sake as "employee(s)".

Policy

Learning Hub Use and Security

1. All users are responsible for exercising good judgment regarding use of the DBHIDS Learning Hub.
2. By accepting the terms of use you agree to allow DBHIDS Training staff, BHTEN staff, your manager, supervisor, Learning Hub Administrator and HR representative to view your DBHIDS Learning Hub profile, course registration, course completion, transcript and discussion forum posts.
3. Access will be disabled once an employee is no longer working for or within DBHIDS.

User Responsibilities

1. It is the responsibility of any person using the Learning Hub (LH) resources to read, understand, and follow the guidelines accompanying the LH. In addition, users are expected to exercise reasonable judgment in interpreting the guidelines and in making decisions about the appropriate use of the LH resources. Any person with questions regarding the application or meaning of the guidelines should seek clarification from the LH Administrator at Learning.Hub@Phila.gov whenever necessary. Use of the LH resources constitutes acceptance of the terms of the guidelines.

Training

1. Current employees will be assigned the End-User Tutorial as the first course they are required to complete. New employees will receive training for the DBHIDS Learning

Hub by viewing the End-User Tutorial as part of their New Hire Orientation Learning Plan.

2. All entities will comply with the requirements of the Americans with Disabilities Act and its 2008 Amendments Act with respect to an employee. Should an employee require an accommodation the employee should contact his/her Human Resources Department.

IT/IS

1. If you need technical support concerning LH, contact the administrator by emailing Learning.Hub@Phila.gov.

Required Courses (Assigned)

1. Required courses must be completed by the assigned due date.
2. Required courses must be completed during scheduled work hours.
3. Successful completion of a course is contingent upon earning at least the minimum passing score as defined by each course.
4. Supervisors will monitor and track employee course completion and assign additional courses as needed.
5. Courses can be taken up to three times per calendar year. If the employee fails a course three times, supervisory approval will be required to re-take the course.

Recommended or Optional Courses (Non-Assigned)

1. Employees are allowed to take non-assigned courses during personal time.
2. Non-assigned courses may be taken during work hours with the permission of a supervisor.

Restrictions

1. The user must not attempt to gain unauthorized access or provide unauthorized access to non-employees.
2. Users should not share their personal credentials for any purpose.
3. Personal use of the DBHIDS Learning Hub for courses not assigned by management must not interfere with the employee's job duties.
4. Use of LH, should be consistent with your employer's Policies & Procedures. Use good judgement when posting comments on discussion forums.
5. DBHIDS reserves the right to remove comments they deem to violate Policies.
6. Failure to adhere to the Terms of Use Policy may result in discipline up to and including termination.

APPENDIX D: TECHNICAL INFRASTRUCTURE CHECKLIST

Please have your IT team or your Administrator complete the technical infrastructure checklist for each computer (desktop, laptop or tablet) that will be used to access the system. This will help you get a clear sense of where you stand regarding technical infrastructure and if you need to make updates/changes develop a plan.

SmarterU Compatibility Check						
Supported Browsers	We recommend upgrading to the latest version of your browser. Below are minimum browser versions that we support.					
	Platform	Browser	Minimum Version		Does the system have it	
					Yes	No
	Windows	Internet Explorer	9		<input type="checkbox"/>	<input type="checkbox"/>
	Windows	Chrome	39		<input type="checkbox"/>	<input type="checkbox"/>
	Windows	Firefox	35		<input type="checkbox"/>	<input type="checkbox"/>
	Windows Phone	IEMobile	8		<input type="checkbox"/>	<input type="checkbox"/>
	Mac OS	Safari	6		<input type="checkbox"/>	<input type="checkbox"/>
	Mac OS	Chrome	39		<input type="checkbox"/>	<input type="checkbox"/>
	Mac OS	Firefox	36		<input type="checkbox"/>	<input type="checkbox"/>
Supported Mobile Browsers	Operating System	Minimum OS Version	Browser	Browser	Yes	No
	Android	Lollipop 5	Firefox	41	<input type="checkbox"/>	<input type="checkbox"/>
			Chrome	45	<input type="checkbox"/>	<input type="checkbox"/>
			Other browsers	Not supported		
	Apple iOS	iOS9 (iPad 3+, iPhone 5+)	Safari		<input type="checkbox"/>	<input type="checkbox"/>
			Other browsers	Not supported		

Recommended Plugins					
Recommended Plug-ins	We recommend these plugins for the best SmarterU experience.				
	Plugin	URL		Yes	No
	Adobe Flash	http://get2.adobe.com/flashplayer		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Adobe Reader	http://get.adobe.com/reader/		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Javascript					
Javascript	<p>Javascript is required for most modern websites and must be enabled in your browser in order for SmarterU to work. If it is detected that javascript is turned off, a message displays asking you to enable javascript in your browser.</p> <p>If you prefer, you may enable javascript for specific sites. Please refer to your browser's help for information on enabling javascript.</p>				
Browser Downloads					
Please check with your IT department before installing any upgrades					
Browser Downloads	Chrome	https://www.google.com/intl/en/chrome/browser/			
	Firefox	http://www.mozilla.org/en-US/firefox/new/			
	Internet Explorer	http://windows.microsoft.com/en-us/internet-explorer/products/ie/home			
	Safari	http://www.apple.com/safari/			

APPENDIX E: E-LEARNING DEVELOPMENT

DBHIDS is invested in developing a robust online learning presence. We are rolling out an E-Learning Initiative to provide online trainings to DBHIDS staff, behavioral health service providers and community members. To further that goal we will be hosting trainings for trainers in the following two areas:

1. Creating E-Learning Basics

- Five 3 hour sessions
- This is an Action Learning Course, which means that each participant will create and develop a full E-Learning Course as part of the curriculum. In addition to class time, students will spend an average of 3-5 hours a week on completing homework to translate a course.

2. Articulate Storyline 2 E-Learning Authoring Software

- Level 1 – Three 3 hour sessions
- Level 2 – Two 3 hour sessions

If you are interested in having a staff member learn how to develop e-learning, please contact Learning.Hub@Phila.gov to complete an application.