



June 11, 2013

# Portal 2.0



SEIU HEALTHCARE NW  
TRAINING PARTNERSHIP

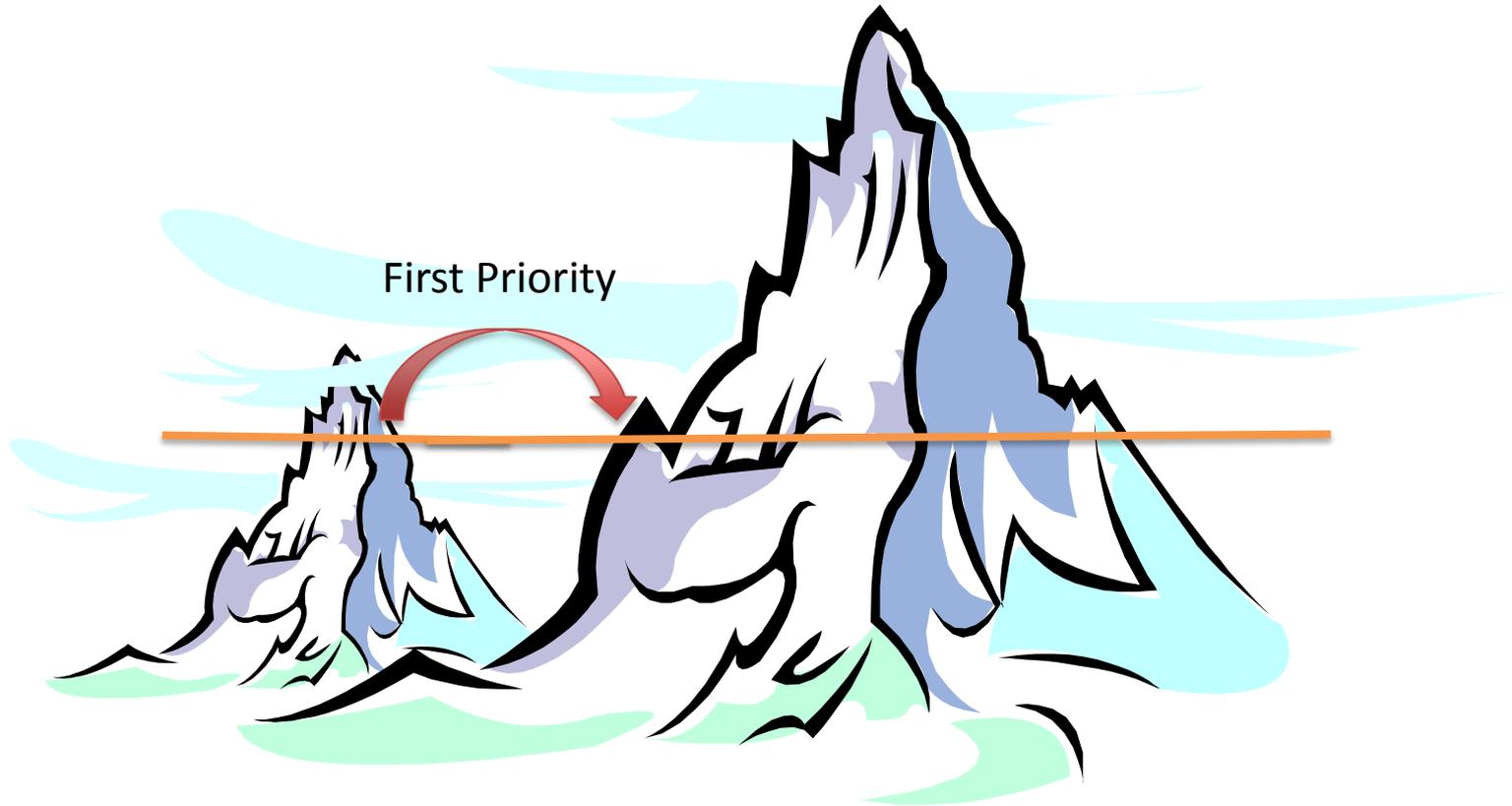
# Agenda

- Portal 2.0 Transition Update
- DOH Updates

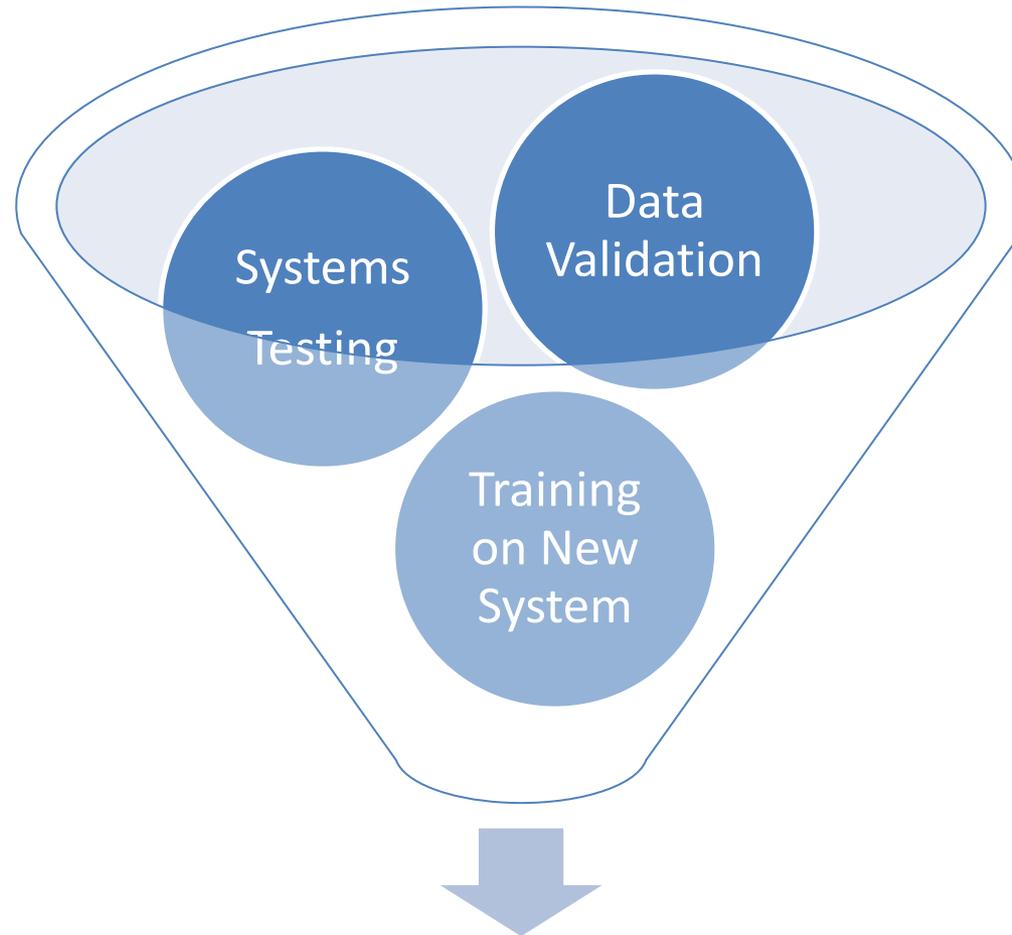


SEIU HEALTHCARE NW  
TRAINING PARTNERSHIP

# IMMEDIATE GOAL



Focus on current functionality, then grow



July 29, Portal 2.0 is launched

July 13 to July 28, Portal Closure

# WHY?

## July 13 to July 28, Portal Closure

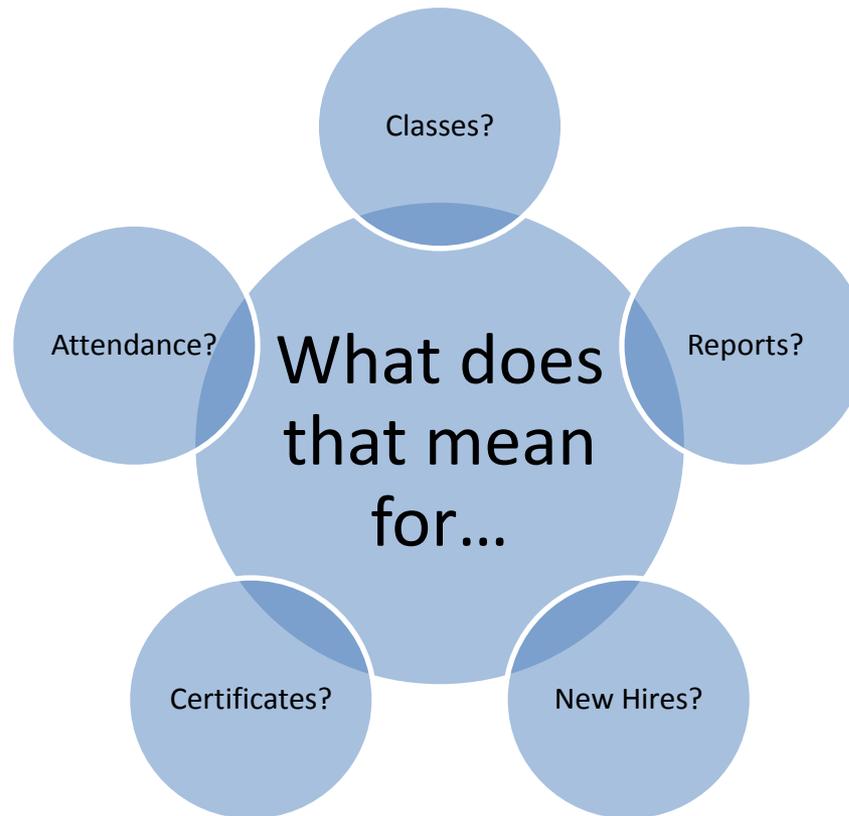
### What we know...

- ❖ MRC Representatives and staff will be doing intensified training during this time
- ❖ Access for employers to email Student Support

### Next Steps:

- Identify level of service from the MRC to students during this time.

## July 13 to July 28, Portal Closure



We heard you...

## July 13 to July 28, Portal Closure

Classes?

### What we know...

- ❖ No classes will be taught during this time frame
- ❖ Last Instructor Led class will be taught on July 12
- ❖ Online CE will be available to take until July 12 11:59 PM
- ❖ Classes will resume July 29th

### Next Steps:

- TP making outbound communication to register students in classes with deadlines between July 13 to August 11<sup>th</sup>

Reports?

Certificates?

New Hires?

## ❖ Outbound communication to students

| AP's and IP's with deadline during two weeks of closure who still need to complete credits  |                      |                 |                     |
|---|----------------------|-----------------|---------------------|
| AP/ IP  | Excluding superusers | Only superusers | Total # of students |
| AP  | 171                  | 6               | 177                 |
| IP  | 584                  | 108             | 692                 |
| <b>Total</b>  | <b>755</b>           | <b>114</b>      | <b>869</b>          |
| AP's and IP's with deadline the two weeks after portal closure who need to complete credits |                      |                 |                     |
| AP/ IP  | Excluding superusers | Only superusers | Total # of students |
| AP  | 158                  | 7               | 165                 |
| IP  | 548                  | 102             | 650                 |
| <b>Total</b>  | <b>706</b>           | <b>109</b>      | <b>815</b>          |

## ❖ Weekly status to RU's on students who need training

## July 13 to July 28, Portal Closure

### What we know...

- ❖ Reports will not be available via the portal from July 13 to July 28
- ❖ Final reports will be produced on July 13 for reference and payment
- ❖ Reports will be available after July 29 that will reflect the current class information and requirements.

Reports?

### Next Steps:

- Archive reports prior to July 12 for reference and payment
- Identify reporting needs from field during this time when the typical reports are not available

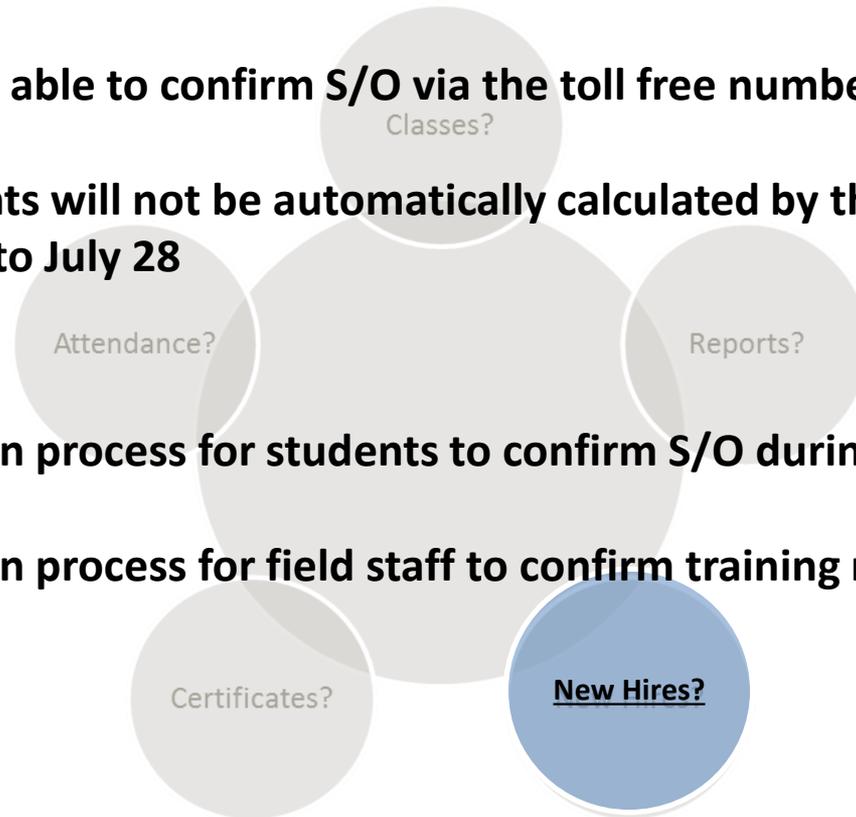
## July 13 to July 28, Portal Closure

### What we know...

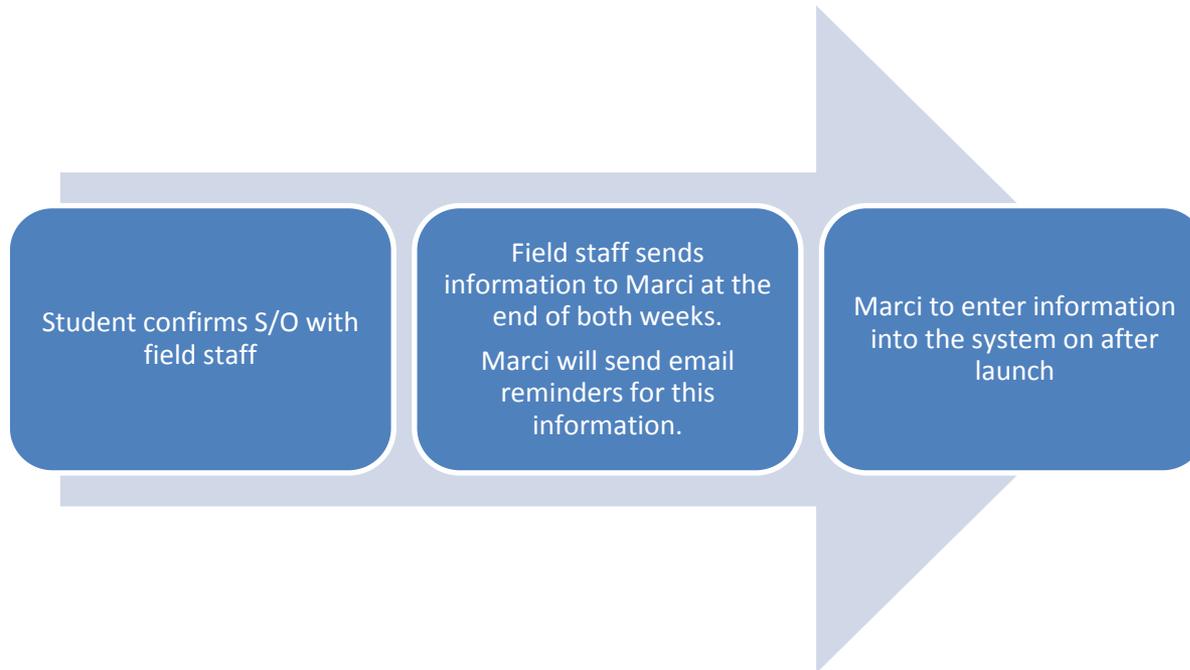
- ❖ Students will not be able to confirm S/O via the toll free number after July 12
- ❖ Training requirements will not be automatically calculated by the TP data base during July 13 to July 28

### Next Steps:

- Feedback on process for students to confirm S/O during July 13 to July 28
- Feedback on process for field staff to confirm training requirements



# Portal 2.0 ~ Safety and Orientation



Marci will send template to field staff:

- ✓ First and Last Name of Student
- ✓ Provider Number of Student
- ✓ Last 4 digits of SSN of Student
- ✓ Date of S/O completion

## July 13 to July 28, Portal Closure

### What we know...

- ❖ Students will not be able to print certificates between July 12 to July 28

### Next Steps:

- Identify ways to be pro-active to have certificates when needed prior to portal closure
- Create process for printing certificates from TP based on immediate needs (DOH, new job, etc...)

Certificates?

Classes?

Attendance?

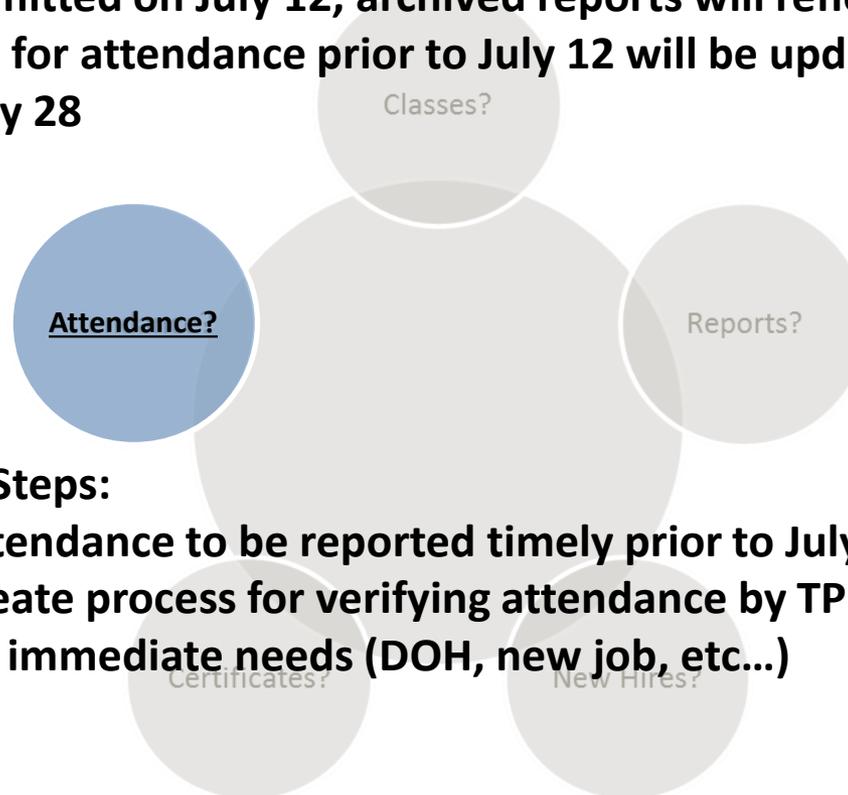
Reports?

New Hires?

## July 13 to July 28, Portal Closure

### What we know...

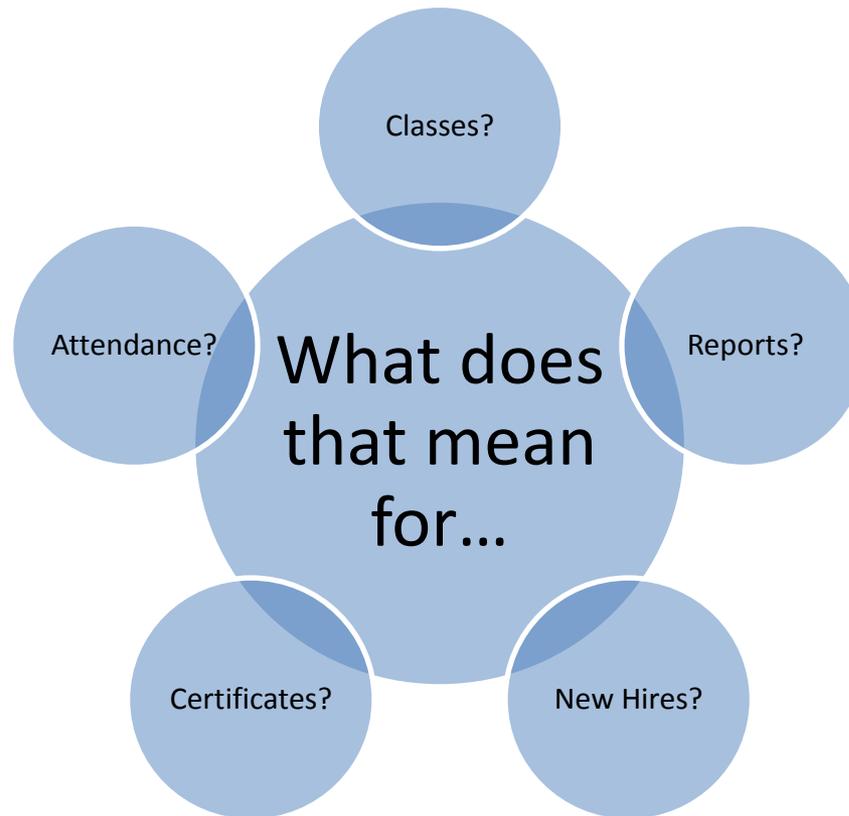
- ❖ Attendance will be submitted on July 12, archived reports will reflect this on July 13
- ❖ Attendance verification for attendance prior to July 12 will be updated in the student record after July 28



### Next Steps:

- Attendance to be reported timely prior to July 12
- Create process for verifying attendance by TP based on immediate needs (DOH, new job, etc...)

## July 13 to July 28, Portal Closure



## Questions or Comments

# Portal 2.0 ~ Staff Training and Feedback



Training Webinars for Field Staff and Site Coordinators

- ✓ Training videos will be produced this month
- ✓ Webinar training available on 7/16, 7/17, 7/18 from 2pm to 3pm, topics TBD based on videos

**All staff are responsible to know the information in the training videos**

*Note: Refresher webinars also available July 22<sup>nd</sup>, 25<sup>th</sup>, and 26<sup>th</sup>, Topics and Time TBD*

How do you provide feedback  
or get more training  
after Portal 2.0 Launch?

- ✓ July 29 to August 2 ~ TP to host daily check-ins for staff to provide feedback or ask questions.
- ✓ Month of August ~ TP to host weekly check-ins for staff to provide feedback or ask questions.

Students will have access to training videos as well as documentation in the portal.

*DSHS Staff are encouraged to attend the above trainings to see what the students see.*

*Students are being notified by:*

- ✓ Notification on website
- ✓ Notification in current classes
- ✓ Notification when they talk to MRC
- ✓ MRC outbound communication

# Portal 2.0 ~ Validating Data



There will be 2 opportunities to validate data for Portal 2.0. This is voluntary and you do not need to do both time frames. If you are interested please email your name and dates you would like to look at the data to Marci at [marci.jaye@myseiubenefits.org](mailto:marci.jaye@myseiubenefits.org)

June 19 to June 28 **AND** July 1 to July 12

June 19

- ✓ Marci to send a spreadsheet to review on June 19th
- ✓ Staff review spreadsheet (validate the data) and send comments back to Marci between June 19 to June 28

July 1

- ✓ Marci to send a spreadsheet to review on July 1st
- ✓ Staff review spreadsheet (validate the data) and send comments back to Marci between July 1 to July 12

**This will be the data that will show on July 20 when the portal**

### Testing portal functionality

- ✓ Voluntary for staff
- ✓ Less than 30 minutes
- ✓ Marci to give specific tasks to complete
- ✓ Feedback provided to the Tech team

## July 13 to July 28, Portal Closure

### CLASSES

- Students to register for classes as early as possible. Outbound communication from the MRC targeting students with deadlines from **July 13 to August 11**.

### REPORTS

- Identify reporting needs from field during this time when the typical reports are not available

### NEW HIRES

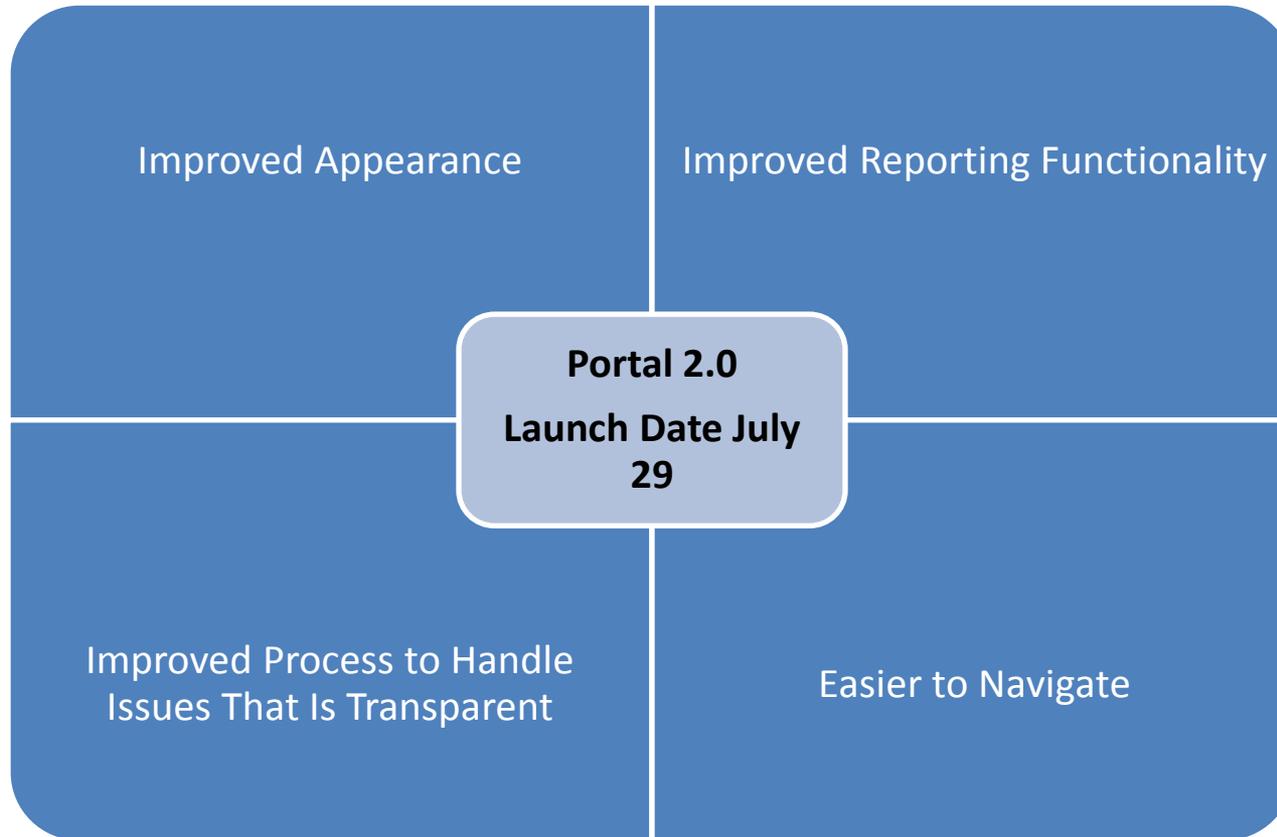
- Process for students to confirm S/O during July 13 to July 28

### CERTIFICATES

- Identify ways to be pro-active to have certificates when needed prior to portal closure
- Email SS to print certificates based on immediate needs (DOH, new job, etc...)

### ATTENDANCE

- Email SS to verify attendance based on immediate needs (DOH, new job, etc...)



## Questions/Comments

Email [marci.jaye@myseiubenefits.org](mailto:marci.jaye@myseiubenefits.org)

- ✓ SHB 1629 effective July 28, 2013
- ✓ Language availability for certification
  - Current: Korean, Russian, Chinese, Spanish, Vietnamese
  - Future Adds: Cambodian, Laotian, Samoan, Arabic, Somalia, Ukrainian, Tagalog
- ✓ Changes to ACD and IP contract will be an MB from Management Services. In July will require documenting IP preferred language and birthdate.
- ✓ Reminder to add to TP database when someone is exempt due to having another credential i.e. When IP is a certified nursing assistant or LPN, etc.
- ✓ Updated PAN's are available.