In June 2013, the Workforce One (WF1) Team surveyed users working in the Workforce Development (WDD) and Department of Human Services (DHS) programs about their training needs for the WF1 rewrite. More than 760 users of the 1,549 who were surveyed responded. Sixty-seven percent of respondents identified themselves as counselors or case managers and more than 70 percent had attended WF1 training for the current system. We used the preferences indicated by respondents to develop our training plan. The following are the key findings from the survey that informed our decisions:

- Sixty percent of respondents indicated that they prefer to receive training with a live instructor in a classroom setting, realizing that they might have to travel to the location. Only 13 percent indicated that they prefer pre-recorded instruction.
- Sixty-one percent of respondents expressed a preference for hands-on training. Only 10 percent indicated that hands-on instruction isn't important.
- Tuesday, Wednesday, and Thursday are the preferred days for training to occur.
- Users in the Twin Cities prefer to travel 25 miles or less for training while nearly 60 percent of users in greater Minnesota are willing to travel up to 50 miles. Many greater Minnesota respondents indicated they would be willing to travel further than 50 miles.

Who is the target audience for WF1 rewrite training?

Our training audience includes all WF1 users who work with WDD and DHS programs, who are located at DEED, DHS, or in partner offices such as WorkForce Centers. We recommend that all WF1 users who fit this criterion attend the training session(s) for the subjects that correspond to their role(s). For this release, our training audience excludes all WF1 users who work with Vocational Rehabilitation Services (VRS) and State Services for the Blind (SSB). Users for VRS and SSB will have training before the launch of their new version of WF1.

When will training be held?

The WF1 rewrite for WDD and DHS programs (what we call 5.0) has an estimated launch date of August 29, 2014. Given this, training will be held from June through September 2014. A specific schedule of classes, dates, and locations will be released later when registration opens.

Where will training be held?

We will hold classes in greater Minnesota as well as multiple Twin Cities locations. A specific schedule of classes, dates, and locations will be released later when registration opens. We will be contacting providers who indicated they had computer labs available to ask them to reserve labs shortly.

Is the WF1 Team training every user? How did you determine who will train each agency?

Given that WF1 has more than 1,500 users who will be using the rewrite 5.0 and that training is most effective when it is conducted as close to launch as possible, the WF1 Team cannot train every user. Also, we recognize that providers may want to include their own policies and procedures in the training. Therefore, we will be using a train-the-trainer approach that will have the WF1 Team instructing users who will go back and train others who work for their agency or agencies with which they subcontract. The small agencies at which this isn't feasible will be trained by the WF1 Team. See the list at the end of this document for more information about how training will be delivered to your agency.

What training sessions will be offered and what will they include?

Train-the-Trainer
- 2-day class
- The WF1 Team will offer multiple classes
- Will include case management topics listed below in both case management sessions
- Will include time for agency trainers to practice so they can conduct training for their agencies

Case Management – WDD
- 1-day class
- WF1 Team and agency trainers will offer multiple classes. See list at the end of the document for further information.
- Includes Adult, DW, Vets, Youth, FastTRAC, MSFW, and Local Programs
- Topics will include: overview (navigation, recent work, person record, panels, online help), simple search, saved searches, advanced search, reports, dashboard, program process (application, eligibility, enrollment, activities, exit and follow-up), case notes, ticklers, case assignment, plan, support services, credentials, MN Works, project admin, appointments, forms, assessments, program sequence edit, plan template, user search and user contact info update, mass case reassign, switch profile, change password, privacy levels

Case Management – DHS
- 1-day class
- WF1 Team and agency trainers will offer multiple classes. See list at the end of the document for further information.
- Includes MFIP, DWP, SNAP E&T, Heading Home, and Local Programs
- Topics will include: overview (navigation, recent work, person record, panels, online help), simple search, saved searches, advanced search, reports, dashboard, referral queue (agency and staff), referral detail, NOITS, participation hours, MAXIS, incoming status updates, program process (enrollment, activities, exit and follow-up), case notes, ticklers, case assignment, plan, support services, credentials, MN Works, project admin, appointments, forms, assessments, program sequence edit, plan template, user search and user contact info update, mass case reassign, switch profile, change password, privacy levels

Case Management – Displaced Homemaker
- 1-day class
- WF1 Team will hold this class once
- Same topics as Case Management – WDD session

Trade Adjustment Assistance
- ½-day class
- WF1 Team will hold this class once for the TAA staff located at DEED
- Topics will include: navigation, advanced search, reports, dashboard, all TAA-specific pages, case notes, activities, relationship between TAA and DW, switch profile, change password, privacy levels

Security Administration
- ½-day class
- WF1 Team will hold multiple classes
- Topics will include: users, agencies, agency locations, access groups, security reports, switch profile, change password, privacy levels

Program Administration and Monitoring
- ½-day class targeted at provider managers/supervisors who don't have a caseload, but need to run reports and DEED/DHS program administrators
- WF1 Team will hold multiple classes
- Topics will include: navigation, advanced search, reports, dashboard, switch profile, change password, privacy levels, case notes, activities, project admin, income guidelines, school, audit history

Events and Sessions
- ½-day class
- WF1 Team will hold multiple classes
- Topics will include: class will focus on events and sessions

Local Programs
- ½-day class
- WF1 Team will hold multiple classes. Agencies could also choose to do their own classes to be offered by those who went through the train-the-trainer session.
- Topics will include: class will focus on local program set-up and administration

Who will select the trainers to attend the train-the-trainer and later conduct training for their agency and potentially subcontractors?

We will be sending emails to provider leadership soon to request the names of the users they want to function as trainers. This correspondence will provide suggestions for what to consider when selecting trainers. We will ask smaller agencies with fewer than 75 users to send two trainers and those with more than 75 users to send up to four trainers.

How do I register for training?

You will receive further information about how to register for training as we get closer to June 2014.

Will there be recorded training to watch instead?

While we are likely to record the train-the-trainer class for agency trainers, we will not offer online training. We realized that we couldn't both satisfy users' desire for in-person, hands-on training and put recorded training together given time and staff constraints.

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Will there be an instructional manual?

The WF1 rewrite includes online help for every page and will include a glossary. This will function as a user guide. We will not put together a guide with system screen shots, however, because these become out of date quickly. Training attendees will also receive hand-outs on various topics.

Will training attendees have an opportunity to rate the training?

Yes. We will ask all training attendees to complete a brief online survey. The WF1 Team will review results in a timely manner to allow them to make necessary adjustments.

Questions about WF1 training? Contact Annie Tietema, WF1 Product Manager at annie.tietema@state.mn.us.

List of Training Types by Agency

Agency	Trained By
AccessAbility	WF1 Team
African Assistance Program	WF1 Team
African Community Services	WF1 Team
American Indian Family Center	COFFR Trainer*
American Indian OIC	Train Trainer**
Anoka County	Train Trainer
Anoka County Job Training Center	Train Trainer
Arrowhead Economic Opportunity Agency	Train Trainer
Asian Media Access	COFFR Trainer
Benton-Stearns	COFFR Trainer
Brown County	COFFR Trainer
CAPI	WF1 Team
Career Management Services	Train Trainer
Career Solutions	WF1 Team
Carver County	Train Trainer
Central MN Jobs and Training	Train Trainer
Choices DHP Inc	WF1 Team
City of Minneapolis- Public Works	COFFR Trainer
City of St Paul- HREEC	COFFR Trainer
CLUES	Train Trainer
Communities Technologies and Services	WF1 Team
Community Action Duluth	COFFR Trainer
Crookston JS	Train Trainer
Dakota County E&EA	COFFR Trainer
Dakota County ETC	COFFR Trainer
Dakota County Workforce Services	Train Trainer
DEED Admin 1st National Bank	WF1 Team

DEED Contract- WSA 07	WF1 Team
DEED Contract-Winona	WF1 Team
DEED Contract-WSA 04	COFFR Trainer
DEED Contract-WSA 09	WF1 Team
DEED Contract-WSA 10	WF1 Team
DEED Contract-WSA 14	WF1 Team
DEED Duluth	WF1 Team
Department of Human Services	WF1 Team
Dodge County Human Services	COFFR Trainer
Duluth Workforce Development	COFFR Trainer
Eastside Neighborhood Services	COFFR Trainer
EMERGE	Train Trainer
Employment Action Center	Train Trainer
Faribault County Human Services	COFFR Trainer
Goodwill/Easter Services	Train Trainer
Hawthorne Education Center	WF1 Team
Heading Home	WF1 Team
Hennepin County	Train Trainer
HIRED	Train Trainer
Hmong American Mutual Assistance Assn	COFFR Trainer
Hmong American Partnership	COFFR Trainer
Intercounty Community Council	Train Trainer
Intercultural Mutual Assistance Assn	COFFR Trainer
International Institute of Minnesota	WF1 Team
Itasca Community College	WF1 Team
Jewish Family & Children's Services	WF1 Team
Jewish Family Services	WF1 Team
Jewish Family Vocational Services	WF1 Team
Leech Lake Reservation	WF1 Team
LeSeuer County Human Services	COFFR Trainer
Life Work Planning Center	WF1 Team
Lifetrack	Train Trainer
Lutheran Social Services	WF1 Team
Mahnomen County Human Services	WF1 Team
Maven Perspectives	WF1 Team
META 5	WF1 Team
Midwest Special Services	WF1 Team
Minneapolis Employment and Training	Train Trainer
Minnesota Chippewa Tribe	WF1 Team
Minnesota Visiting Nurse Agency	WF1 Team
MN Teamsters Service Bureau	Train Trainer

MN Valley Action Council	Train Trainer
MRCI	Train Trainer
NE MN Office of Jobs and Training	Train Trainer
NWPIC TRF	COFFR Trainer
NWPIC WSA 01	COFFR Trainer
Occupational Development Center Inc	WF1 Team
Olmsted County Family Support Services	Train Trainer
Perspective Inc	WF1 Team
Pillsbury United Communities	WF1 Team
Pine Technical College	Train Trainer
PPL Enterprises	WF1 Team
Project for Pride in Living	Train Trainer
Quality Career Services	WF1 Team
Ramsey County Public Health	COFFR Trainer
Red Lake Reservation	WF1 Team
RESOURCE Inc	Train Trainer
Rice County Social Services	WF1 Team
Rise Inc	WF1 Team
Rural Minnesota CEP Inc	Train Trainer
Scott County Workforce Center	Train Trainer
SEARCH	WF1 Team
SOAR Career Solutions	COFFR Trainer
South Central Workforce Council	COFFR Trainer
South East Contract WSA 08	COFFR Trainer
Southeast Workforce Development	COFFR Trainer
St Stephens Human Services	WF1 Team
Stearns-Benton Employment Training	Train Trainer
Summit Academy	WF1 Team
SW MN PIC	Train Trainer
Tree Trust	WF1 Team
Twin Cities Rise	WF1 Team
Urban League	COFFR Trainer
Vietnamese Social Services	COFFR Trainer
Waseca County Human Services	COFFR Trainer
Washington County	Train Trainer
Watonwan County Empl & Training	COFFR Trainer
White Earth Reservation	WF1 Team
WI Workforce Resource	COFFR Trainer
Willmar Job Service	WF1 Team
WINGS/TRI-CAP	WF1 Team
Winona County Human Services	WF1 Team

WomenVenture	COFFR Trainer
Workforce Centers	WF1 Team
Workforce Development Inc	Train Trainer
Workforce Solutions	Train Trainer
YWCA	COFFR Trainer
*COFFR Trainer indicates that several staff at the Contract or Federal Funding Recipient with which your agency subcontracts will attend Train-the Trainer given by the WF1 Team and will then provide training to your agency.	
**Train Trainer indicates that several staff at your agency will attend Train-the Trainer given by the WF1 Team and will then provide training to your agency.	