

## CMS Wave Training Approach

### End User Training Overview

The Florida PALM approach for training is to design, create, and deliver training on CMS Wave functionality in collaboration with agencies. Using agency input received from the training needs assessment (TRNG01), training design focus groups (TRNG26), and mock training delivery (TRNG29), the Project will design and create training materials on Florida PALM CMS Wave functionality. Florida PALM training will be delivered using a Train-the-Trainer approach. Project Team members will prepare agency trainers to deliver Florida PALM end user training in the spring and summer of 2021. The Train-the-Trainer approach also supports creating a network of trainers across the State who can provide localized delivery of training and support end users after training delivery.

In addition to Florida PALM training, prior to the CMS Wave go-live agencies should communicate CMS Wave change impacts to their end users to support understanding of the new ways of working. Agencies are encouraged to collaborate with the Florida PALM Team following Change Impact, Role Mapping, and Leading Change Workshops to assist with planning for internal agency end user training. The Role Mapping Workshops will help agencies identify which training(s) end users should complete based on role(s).

### *Agency-Specific Training*

Agencies may need to develop agency-specific training, focused on applying the Florida PALM business processes, including the specific values (e.g. ChartField values) agency end users will use. Potential agency-specific training topics include:

- Agency adoption of the CMS Wave business processes;
- Use of ChartFields and agency values; and
- Updated agency process and procedure documentation.

Agencies will determine the best way to communicate and provide agency-specific training.

### Florida PALM Training Activities

A summary explanation of the activities to plan, design, create, test, and deliver CMS Wave training is provided in Table 1. Activities will be performed by Florida PALM with agency participation as noted in the descriptions. Additional information on training activities for the CMS Wave will be shared through Change Champion Network activities, such as Town Hall meetings, recurring Touchpoints, and MRW tasks.

Table 1: Training Activities for Florida PALM and Agencies

Activity	Description
Training Needs Assessment	Agencies will be surveyed to identify the potential training audience for CMS Wave by function/geographic location and gathered information for initial planning for training delivery (MRW Task TRNG01).
Training Curriculum, Designs, and Focus Groups	Florida PALM will create the outline of planned training courses and define what and how Florida PALM training materials will be created. Florida PALM will identify and offer representative agencies an

Activity	Description
	opportunity to provide feedback on the scenarios and topics planned for training materials through focus groups (MRW Task TRNG26).
Training Materials Creation	Florida PALM will create training materials for Florida PALM training based on the training curriculum and designs.
Mock Training Delivery	Representative agencies will attend practice training sessions and provide feedback on the flow and timing of courses planned for classroom training (MRW Task TRNG29).
Training Delivery Planning and Registration	Agencies will identify trainers and training facilities to support end user training. This also includes creating a schedule for training delivery, mapping training to end users, and registering end users for Florida PALM training.
Train-the-Trainer	Designated individuals from agencies will deliver end user training through learning and practice sessions on the Florida PALM training materials.
End User Training Delivery and User Support Labs	Agency end users will have the opportunity to complete their assigned Florida PALM training and receive support after go-live.

The training activity timeline in Figure 1 below represents the planned timing of training activities for the Florida PALM Team and agencies, as detailed in Table 1.

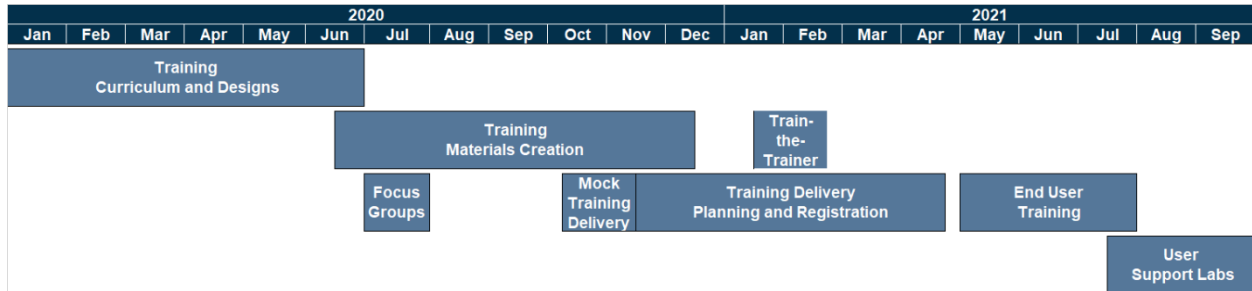


Figure 1 - Training Activities Timeline