AgeGuide
NORTHEASTERN ILLINOIS

Building Capacity & Bridging Knowledge Gaps

Onboarding & Grants Management Solutions

Lucinda Hurt & Brianne Moser

Introductions

Lucinda Hurt
Manager of Access Services and Community Programs

Brianne Moser
Manager of Grants Administration

Agenda

AgeGuide’s Training Journey

Demonstration of Resources

Resource Creation Guidance

Roundtable: Support for your Agency

Before we get started...

Raise your hand or give a wave if you:

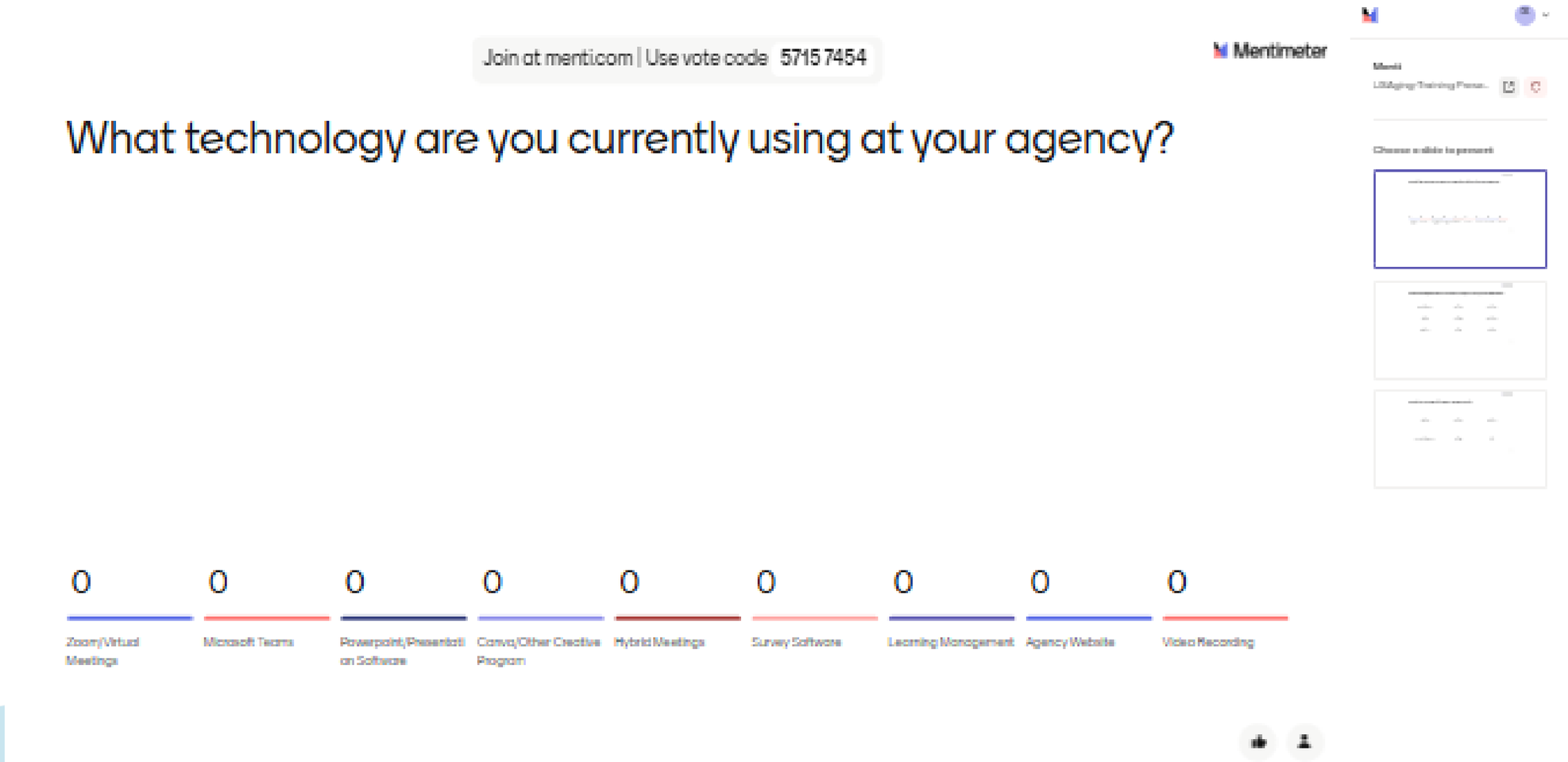
1. Help train or provide technical assistance to funded partners?

2. Offer program guidance and support?

3. Handle fiscal guidance for partners?

How are You Using Technology?

Results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What technology are you currently using at your agency?
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Zoom/Virtual Meetings
0
Microsoft Teams
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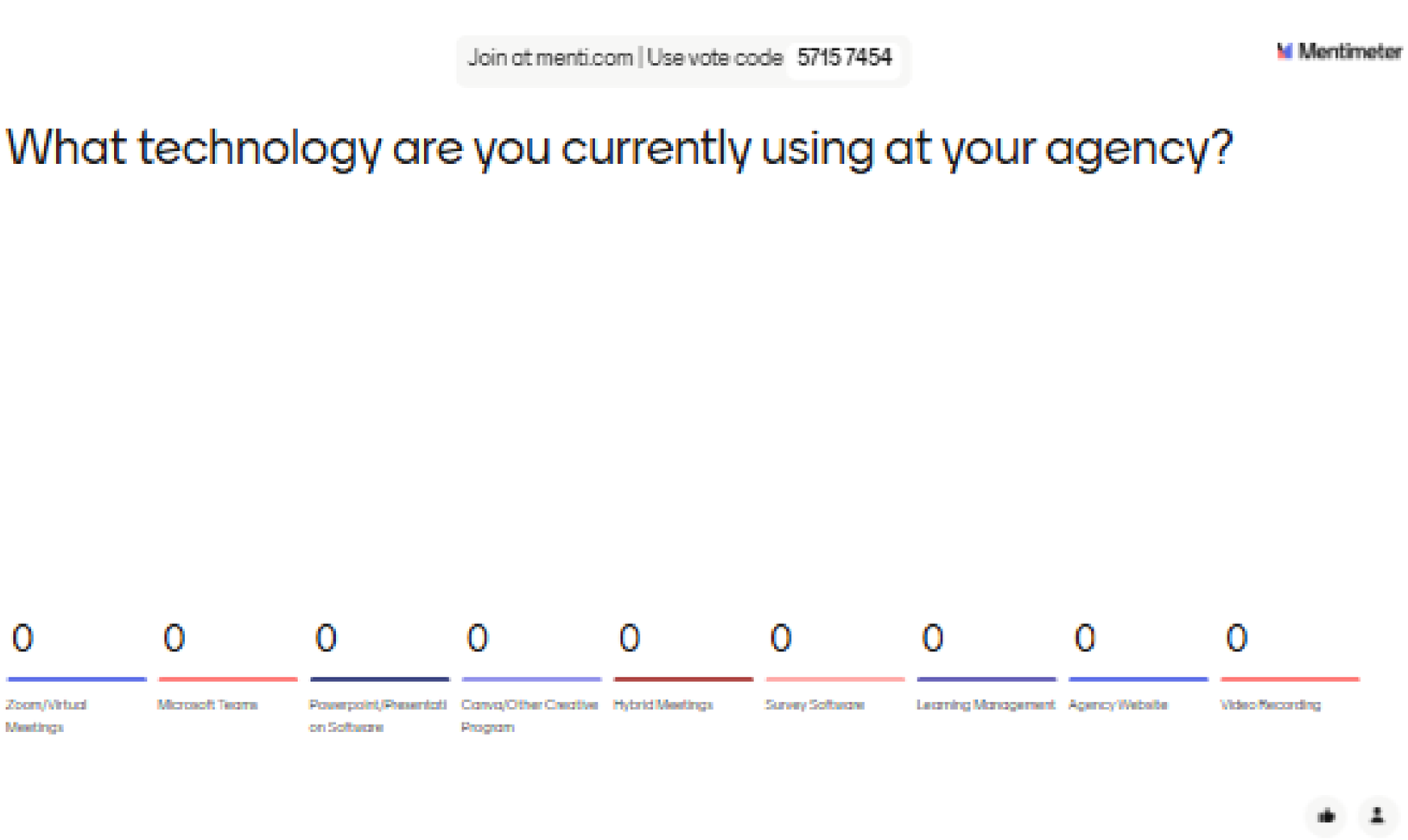
Powerpoint/Presentation Software
0
Canva/Other Creative Program
0
Hybrid Meetings
0
Survey Software
0
Learning Management
0
Agency Website
0
Video Recording

What Technology are You Using to Train Providers?

Results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AgeGuide's Partner Training Journey

Challenges with Partner Reporting and Compliance

- Lack of historical written guidance
- Confusion over requirements
- Workforce shortages
- Loss of knowledge transfer
- COVID environment

Where our Partners Needed Help

- Performance Reports
- Fiscal management
- Program Standards
- Understanding Databases/Technology
- Orientation to the Network & Federal Grants

Grantee Survey Results

Biggest barriers to ensuring staff are trained

Lack of Time to Learn New Systems and Skills

Staff Turnover / Need for Repeat Training

Difficulty Understanding Grant Concepts

Grantee Survey Results

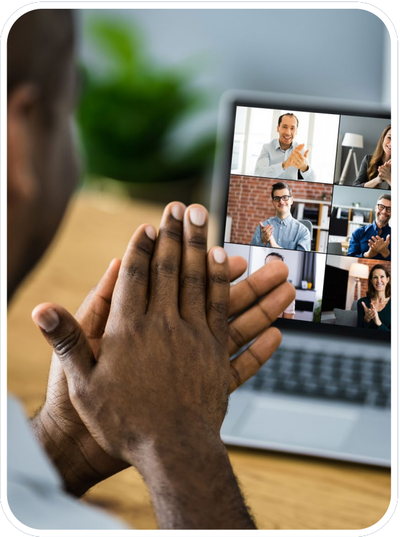
Biggest Challenge Areas with OAA Grants

Completing Grant Reports

Understanding Program Requirements

Understanding budgets and fiscal concepts

Training Format Preference - Ranking



#1 Virtual Session (Live)

#2 Pre-Recorded Video

#3 Written Guide

#4 In-Person Training Session

Our Goal:

Create trainings that could be accessed as-needed in the new virtual environment

Demonstration: Trainings & Resources Developed

Resources & Trainings

Onboarding Modules

Overview of the Aging Network
Older Americans Act Programs
Other Aging Network Services
Grants Management
Fiscal Procedures
Resources

Written Resources

Reporting Quick Reference Guide
Service Standards
Benefits Access Desk Guide
Budgeting Basics
Program FAQs
MIPPA “At a Glance”
Extra Help Flow Chart

Videos

Service Standards Videos
SHIP STARS Training Video
AgingIS Database Training Videos
SmartSimple Grant Management Videos
Aging and Disability Resource Trainings
Options Counseling Training
Medicare.gov Informational Videos

Shared Folders

Program and Financial Reporting
Disbursement Reports
Monitoring Results
Notice of Grant Award

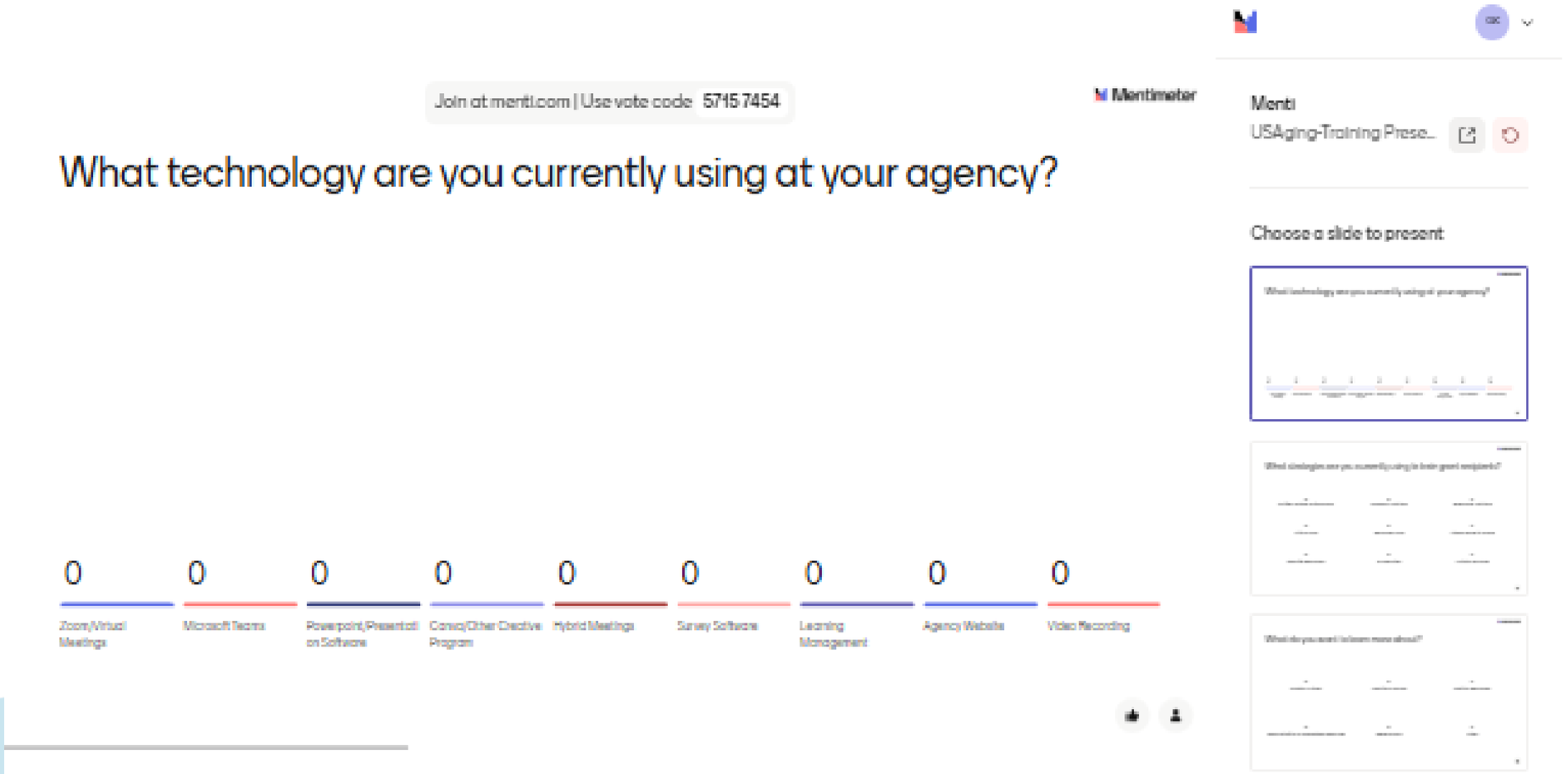
Live Recorded Sessions

Program Office Hours
Monthly Funded Partner Meetings
Quarterly Program Meetings
RFP/Renewal Technical Assistance
Reporting/Closeout Training
Demographic Report Training

Think-Session:
Support for Your Agency

What do you want to learn more about?

Results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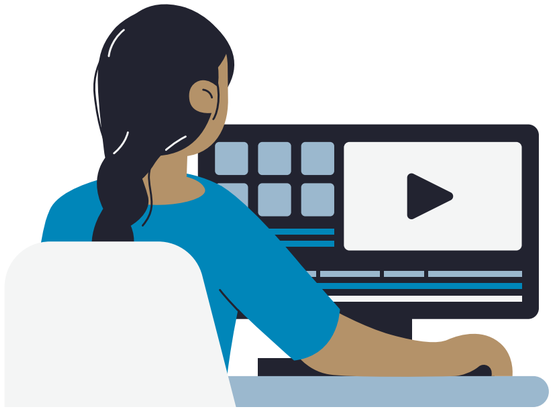
USAging-Training Prese...
Choose a slide to present

Making a Video



Good

Record a Zoom session and share the link

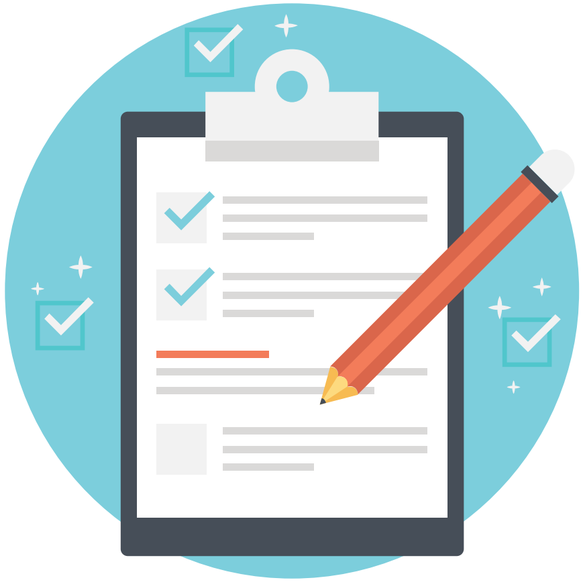
Better

Use your phone/tablet to record a presentation and post on YouTube

Best

Create a slide deck and record a voiceover with each slide. Replace slides and voiceover as information changes.

Creating a Survey



- Typeform
- Jotform
- Google Forms
- Microsoft Forms
- Survey Monkey

Hosting Resources

- Microsoft Sharepoint
- Google Drive
- Agency Webpage
- YouTube
- Vimeo

Provider Feedback:
Valued Resources

- Videos
- Cheat Sheets
- FAQs
- Example Handouts
- Live Q&A Sessions
- Skill Demonstration
- Best Practice Sharing
- Review of Common Errors

Provider Feedback: Making Trainings Accessible

- Advertise Resources Well
- Make Resources Easy to Access
- Explain the “Why” for each task
- Cut back on acronyms
- Leave time for Q&A sessions
- When things change, make sure to walk through them in detail
- Consider the technical abilities of grantees
- Consider one-on-one trainings when needed

Any Questions?

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