



# DOH Learning Resources Supervisor Orientation Course Guide

June 2013

*Your Comprehensive Guide to DOH e-Workforce Support and Solutions*

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.



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## Slide 1 - Welcome Slide

Welcome to the Florida Department of Health's (DOH) new Learning Resources orientation presentation for supervisors.

This orientation is based on the upcoming "TRAIN Florida DOH Management Report" and the Employee Information Resource Center (ERIC) orientation presentation.

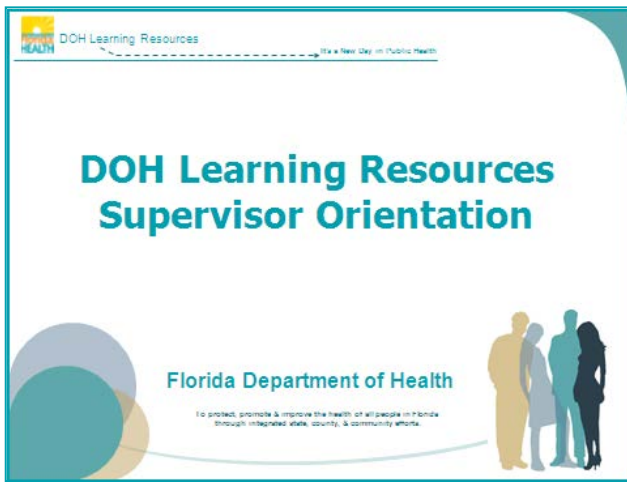
The State Surgeon General has declared that **It's a New Day in Public Health** and we have been directed that an integrated DOH is critical to our mission.

The Office of Performance and Quality Improvement-Workforce Development (OPQI-WFD) technology team is tasked with the following:

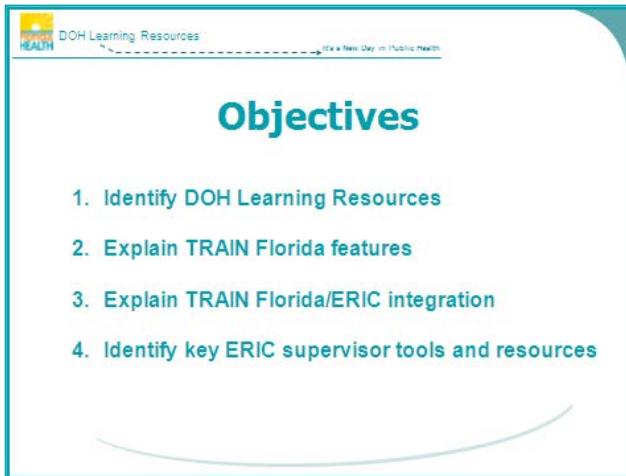
1. By July 1, 2013, successfully implement a new DOH Learning Management System (LMS).
2. Design and sustain an Employee Resource Information Center (ERIC).
3. Assist the Department with standardizing the DOH LMS processes.
4. Provide a DOH Reporting Portal consisting of HR information and training reports for employees and supervisors.
5. Provide DOH employees with the tools, information and resources that help identify training courses which meet CEU and licensing requirements, assist employees in identifying and meeting their Public Health Core Competencies and guide employees with accessible DOH career development tools.

Today's orientation will introduce you to our new DOH Learning Resources, TRAIN Florida and ERIC.

This presentation is presented by the Office of Performance and Quality Improvement – Workforce Development.



## Slide 2 – Objectives



DOH Learning Resources

**Objectives**

1. Identify DOH Learning Resources
2. Explain TRAIN Florida features
3. Explain TRAIN Florida/ERIC integration
4. Identify key ERIC supervisor tools and resources

By the end of this orientation you will be able to:

1. Identify the DOH Learning Resources
2. Explain the TRAIN Florida features
3. Explain how TRAIN Florida integrates with ERIC
4. Identify the key ERIC Supervisor tools and resources

## Slide 3 – State Surgeon General Message



DOH Learning Resources

**Welcome to DOH Learning Resources**

STATE SURGEON GENERAL

**The Florida Department of Health**  
To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts.

**JOHN H. ARMSTRONG, MD, FACEP**  
We also promote quality outcomes through learning and continuous performance improvement.

Providing innovative e-workforce solutions

**TRIN Florida**  
Prepared. On Track. Online.

**ERIC**  
Employee Resource Information Center

The Florida Department of Health is committed to our Mission:

To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts.

We also promote quality outcomes through learning and continuous performance improvement.

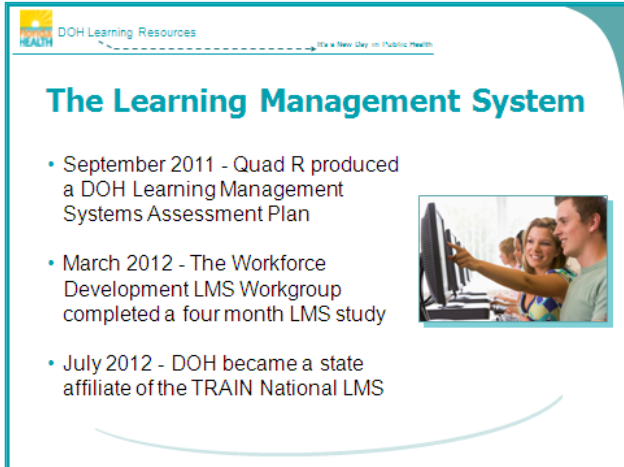
As directed by the State Surgeon General we are embarking on a journey, where the Department and our community health partners strengthen their Public Health Core Competencies and empower our employees through vibrant learning systems to support the mission of the Department.

Effective July 2013, the official source of the Department's learning resources is the TRAIN Florida learning management system (LMS). Our goal is to provide a user friendly enterprise to aid the Department in developing and sustaining a competent and qualified public health workforce and sharing public health training resources with our community health partners.

Successful management of large enterprises often requires vital functions to be standardized. A competent workforce is an ideal outcome guided by effective and standard methods of instructional design, development and delivery. The process of creating and applying training can influence the learner's ability to acquire the knowledge, skills and abilities required of their position and of DOH practices.



**Slide 4 – Welcome to TRAIN Florida**



**The Learning Management System**

- September 2011 - Quad R produced a DOH Learning Management Systems Assessment Plan
- March 2012 - The Workforce Development LMS Workgroup completed a four month LMS study
- July 2012 - DOH became a state affiliate of the TRAIN National LMS

Here is a brief outline on the steps that have been taken towards acquiring our new DOH learning management system.

In September 2011, Workforce Development contracted with Quad R to produce a DOH learning management system assessment, and provide recommendations.

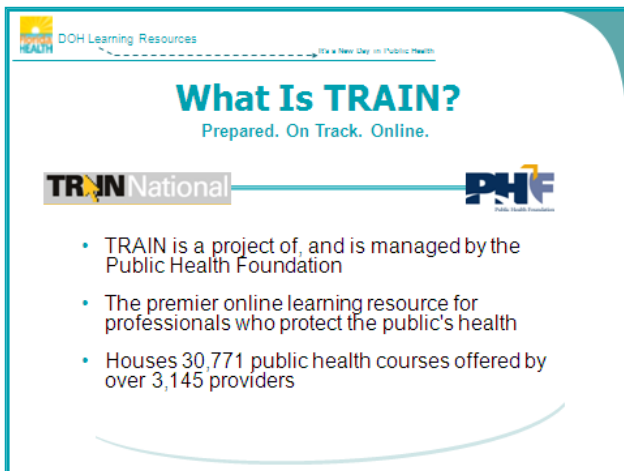
The final product was a LMS assessment plan which included recommendations for a LMS that would best meet the needs of the Department in the future.

In March 2012, the Workforce Development LMS statewide workgroup completed a four month LMS study and submitted their LMS requirements and recommendations to DOH leadership.

In July 2012, DOH signed an agreement with the Public Health Foundation (PHF) and became a state affiliate of the TRAIN National LMS.

Allow us to introduce you to TRAIN Florida, and briefly demonstrate how TRAIN Florida will assist the Department in **Developing and Sustaining a Competent and Qualified Public Health Workforce.**

**Slide 5 – What is TRAIN?**



**What Is TRAIN?**  
Prepared. On Track. Online.

**TRAIN National** **PHF**

- TRAIN is a project of, and is managed by the Public Health Foundation
- The premier online learning resource for professionals who protect the public's health
- Houses 30,771 public health courses offered by over 3,145 providers

The TrainingFinder Real-time Affiliate Integrated Network, or TRAIN, is a project of, and is managed by, the Public Health Foundation with a grant from The Robert Wood Johnson Foundation, funding from participating states, and the Centers for Disease Control and Prevention.

TRAIN is the nation's premier learning resource for professionals who protect the public's health and is comprised of the four national and 25 state participating TRAIN affiliate sites.

Because all TRAIN sites are connected, TRAIN users and access information about state, local, national, or international training available through any participating TRAIN site.

TRAIN houses over 30,771 public health courses offered by more than 3,145 providers.

## Slide 6 – What is TRAIN Florida?

DOH Learning Resources

It's a New Day in Public Health

**TRAIN Florida** What Is TRAIN Florida?

July 1, 2013 TRAIN Florida becomes the official DOH LMS

- Offering credible public health training in 60 subject areas
- Associating Public Health Core Competencies with all DOH trainings
- Assisting with DOH Accreditation requirements
- Providing comprehensive training data to support the Employee Resource Information Center (ERIC)

A Prepared Public Health Workforce Begins with You!

Effective July 1, 2013, TRAIN Florida will become the Department's official learning management system.

TRAIN Florida benefits the Department of Health by:

Offering credible public health training in 60 subject areas.

Offering courses that build professional skills and competencies associating the Public Health Core Competencies with all DOH trainings.

Assisting with DOH Accreditation requirements, and providing comprehensive training data to support the Employee Resource Information Center (ERIC).

TRAIN Florida will be continually upgraded to meet evolving DOH employee training and development demands. It will help foster a well prepared public health workforce.

## Slide 7 – TRAIN Florida System Features

DOH Learning Resources

It's a New Day in Public Health

**TRAIN Florida** Florida Department of Health's Official Learning Management System

**TRAIN Florida System Features**

System Features

TRAIN Florida is available 24/7

TRAIN Florida's system features provide a user friendly technological tool to aid the Department in **Developing and Sustaining a Competent and Qualified Public Health Workforce**. The DOH LMS TRAIN Florida is available 24 hours a day, seven days a week.

Let's review some of the key system features that will benefit the DOH executive staff, division directors and administrators, DOH supervisors, and most importantly DOH employees.

TRAIN Florida Administrators and Course Providers are approved and assigned by DOH division directors and CHD administrators to manage the system tools and resources.

The following two slides will present some of the key features that DOH employees can expect to find in the new TRAIN Florida LMS.

**Slide 8 – System Features - What to Expect!**

TRAIN Florida gives the Department a professional advantage in training and developing our public health workforce. The next two slides show a sample of the key system features you can expect to find in the new LMS:

DOH Learning Resources  
It's a New Day in Public Health

### System Features – What To Expect!

- Communication Features
- Customized Training Certificates
- Core Competencies in TRAIN Florida

TRAIN Florida is available 24/7



**Communication Features**

The TRAIN Florida communication features allow administrators to post important information to groups of TRAIN Florida users through announcements, discussion boards and course descriptions.

**Customized Training Certificates**

DOH LMS Administrators and Course Providers can include the number of CEUs and license number on course certificates.

**Core Competencies in TRAIN Florida**

The competency sets used in TRAIN have been shortened, or condensed to make it quick and easy for Course Providers to assign them when listing courses.

The TRAIN core competencies are the same used by the Council on Linkages. The tiers, domains, and competencies are available, and assigned to all DOH courses.

**Slide 9 – System Features - What To Expect! II**

**Continuing Education Units and Licensing Requirements**

Successfully tracking accurate continuing education units (CEUs) and licensing requirements has been a challenge for the Department in the past.

The TRAIN Florida course and class fields allow the TRAIN Florida Administrators to assign CEUs and provide licensing information to the learner, and have the information posted to the learner's training transcript and certificates.

**Non-DOH Training Activities**

Through an approval process, employees can add non-DOH trainings to their account, upload a certificate of completion that has been approved by a supervisor, and have the training posted to their training transcript.

**The Survey Feature**

TRAIN Florida Administrators can create and assign workforce development surveys to any DOH group, job classification, or training plan assignment.

**Unlimited Learner Accounts**


TRAIN Florida provides DOH with unlimited student, now called learner, accounts. This will allow DOH interns, volunteers, contractors, federal assignees and our potential 35,000 community based organizations and other public health partners, to be added to and tracked as learners in the LMS more easily.

DOH Learning Resources  
It's a New Day in Public Health

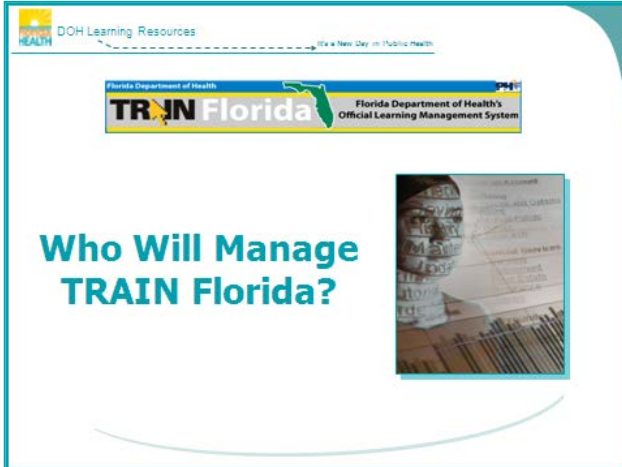
### System Features – What To Expect!

- Continuing Education Units and Licensing Requirements
- Non-DOH Training
- The Survey Feature
- Unlimited LearnerAccounts

TRAIN Florida is available 24/7



## Slide 10 – Who Will Manage TRAIN Florida?



DOH Learning Resources

It's a New Day in Public Health

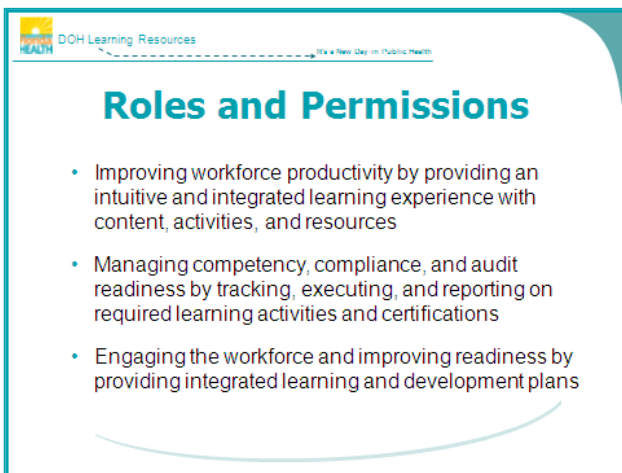
Florida Department of Health  
**TRAIN Florida**  
Florida Department of Health's  
Official Learning Management System

### Who Will Manage TRAIN Florida?

The TRAIN Florida Learning Management System provides automated content and administrative functions, as well as a full range of end user features encompassed by a learner centered, user friendly, intuitive learning event. It has a multi-tier architecture, an infrastructure that is flexible, and provides customizations that synchronize at each level of the database.

TRAIN Florida Administrators and Course Providers are approved by and assigned to manage the system by DOH division directors, and CHD administrators.

## Slide 11 – TRAIN Florida Roles and Permissions



DOH Learning Resources

It's a New Day in Public Health

### Roles and Permissions

- Improving workforce productivity by providing an intuitive and integrated learning experience with content, activities, and resources
- Managing competency, compliance, and audit readiness by tracking, executing, and reporting on required learning activities and certifications
- Engaging the workforce and improving readiness by providing integrated learning and development plans

### Let's review the TRAIN Florida Roles and Permissions

As part of the Department's initiative to standardize the DOH LMS processes, TRAIN Florida roles and permissions were assigned based on the training needs of the Children's Medical Services, County Health Departments and DOH divisions.

Defining TRAIN Florida's Administrator and Course Provider roles and permissions helps DOH with:

Improving workforce productivity by providing an intuitive and integrated learning experience with content, activities, and resources targeted for specific and general user communities.

Managing competency, compliance, and audit readiness by tracking, executing, and reporting on required learning activities and certifications across the organization, as well as, engaging the workforce and improving readiness by providing integrated learning and development plans that support employee growth.

## Slide 12 – TRAIN Florida Reporting



**TRAIN Florida Reporting**

TRAIN Florida reporting is real-time and is available 24/7

### Let's review the TRAIN Florida reporting process

The TRAIN Florida reporting feature provides DOH LMS Administrators with standard canned reports. The process of Ad-Hoc reporting will allow them to create, customize, share, and save these reports for use at any time.

TRAIN Florida Administrators, with the proper assigned role, are able to define the data elements that are displayed in the report, how the reports are displayed, add conditions and/or parameters to the report and clearly define the set of data to be reported.

## Slide 13 – Training Reports from ERIC



**Training Reports from ERIC**

DOH Training Reports will come from the Employee Resource Information Center

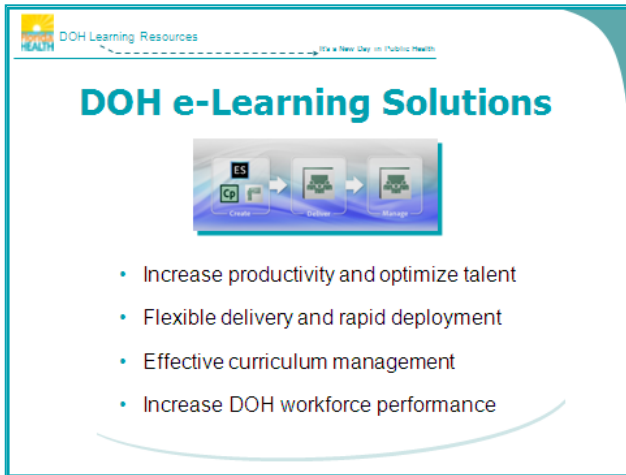
**ERIC**  
Employee Resource Information Center

Provides dynamic access to employee training data, and flexibility in reporting.

In lieu of assigning the role of TRAIN Florida Report Manager to potentially 3,500 TRAIN Florida Administrators, Course Providers, and DOH Supervisors, the DOH LMS Steering Committee and OPQI-WFD partners have recommended that the Department use the Employee Resource Information Center, or ERIC, Reporting Portal to provide TRAIN Florida users with DOH training reports.

The scope of the ERIC project is to build and maintain a competent, qualified DOH workforce by developing a comprehensive web application which provides dynamic access to employee training data, and flexibility in reporting.

## Slide 14 – DOH e-Learning Solutions



**DOH e-Learning Solutions**

- Increase productivity and optimize talent
- Flexible delivery and rapid deployment
- Effective curriculum management
- Increase DOH workforce performance

### Providing DOH with e-Learning Solutions

For the Department to succeed in today's rapidly changing and competitive state of Florida environment, it must increase workforce productivity and optimize organization-wide talent.

The Department is transforming ideas and information into innovation, action and enterprising business results through engaging content, flexible delivery and rapid deployment.

DOH e-Learning solutions include industry-leading authoring tools, real-time collaboration, effective curriculum management, and robust reporting capabilities.

Effective learning management will increase our DOH workforce performance.

## Slide 15 – DOH e-Learning Solutions II



**DOH e-Learning Solutions**

**The TRAIN Florida LMS enables DOH to:**

- Drive employee performance to new levels
- Engage employees with development opportunities
- Tightly link learning initiatives with key business operations
- Greatly increase customer satisfaction

With rapidly changing skill sets and job requirements, tracking and managing training and professional development information becomes an even more difficult challenge.

The robust and flexible TRAIN Florida LMS enables DOH to create, deliver, measure and evaluate Department learning programs to create a high-performing workforce.

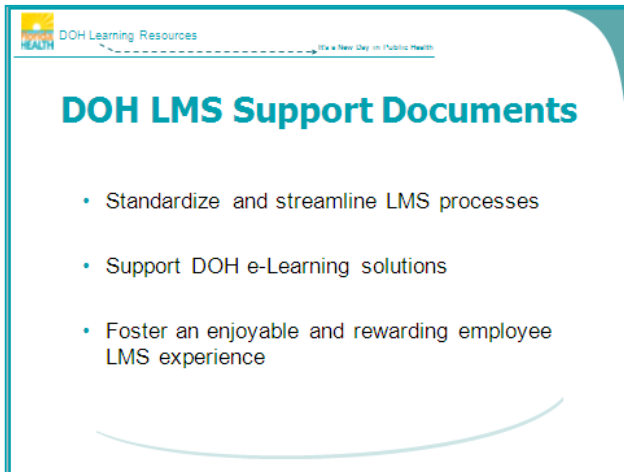
It will help the agency to drive employee performance to new levels and dramatically impact our services' bottom line.

By tying learning to various HR activities, the DOH LMS will engage employees with development opportunities, such as performance tracking, career development and succession planning.

TRAIN Florida will tightly link learning initiatives with key business operations and greatly increase service, customer satisfaction and overall results.

DOH realizes the importance of integrating effective e-Learning solutions using a highly functional LMS across all facets of the Department.

## Slide 16 – DOH LMS Support Documents



DOH Learning Resources

It's a New Day in Public Health

### DOH LMS Support Documents

- Standardize and streamline LMS processes
- Support DOH e-Learning solutions
- Foster an enjoyable and rewarding employee LMS experience

### Let's review the DOH LMS Support Documents

The State Surgeon General has stated that successfully managing large enterprises often requires some functions to be standardized.

Based on LMS industry research and input from OPQI-WFD partners, DOH has identified and will implement DOH LMS Support Documents which allow DOH to:

- Standardize and streamline DOH LMS processes
- Support our DOH e-Learning solutions, and
- Help supervisors and employees have an enjoyable and rewarding LMS experience.

## Slide 17 – DOH LMS Support Documents and Resources



DOH Learning Resources

It's a New Day in Public Health

### DOH LMS Support Documents and Resources

- DOH LMS Internal Operating Procedures (IOP)
- DOH LMS Training Content Standards
- TRAIN Florida Support and Communication Guide
- TRAIN Florida Knowledge & Resource Center web page

TRAIN Florida Knowledge and Resource Center

The **DOH LMS IOP** supports the DOH Training Policy. It provides standardized procedures to ensure all DOH LMS users have the necessary competencies and skill sets to utilize the Department's learning management system.

The **DOH Training Content Standards** help to ensure trainings produced through the Department are of high quality and fit the strategic objectives of the TRAIN system. The standards provide an explanation of each component, and work in conjunction with training development. They apply to any internally or externally developed course that will go into TRAIN Florida and will guide the development of courses while serving as a checklist for review of courses by DOH LMS Administrators and Course Providers.

The **TRAIN Florida Support and Communication Guide** provide all TRAIN Florida users with internal processes in regards to questions, concerns, and/or comments related to TRAIN Florida. The TRAIN Florida Support and Communication process is directly supported by the TRAIN Florida Knowledge and Resource Center web page.

The **TRAIN Florida Knowledge and Resource Center** web page consists of self-paced training tutorials and other resources to engage the TRAIN Florida users and provide them with just-in-time information and resources to guide their training.

A link to the TRAIN Florida Knowledge and Resource Center will be available via links on the DOH Internet and Intranet, as well as the TRAIN Florida log in page and learner home page.

We encourage all DOH supervisors to visit the TRAIN Florida Knowledge and Resource Center web page. This valuable resource will save you and your employee's valuable time when trying to locate TRAIN Florida information, tools and resources.

## Slide 18 – TRAIN Florida and ERIC Integration

Let's discuss how the Department will integrate the DOH e-Workforce Support and Solutions using TRAIN Florida and ERIC.

The best way to ensure an employee's LMS experience is learning-centric is to tailor the application and interface to the needs of the workforce.

In addition, the best way to ensure the application and interface is customized and configured to the organization's technological needs, is to build seamless pathways into and out of the system, to and from other systems with which employees spend time, and provide fast, simple, and intuitive interfaces at all access points.

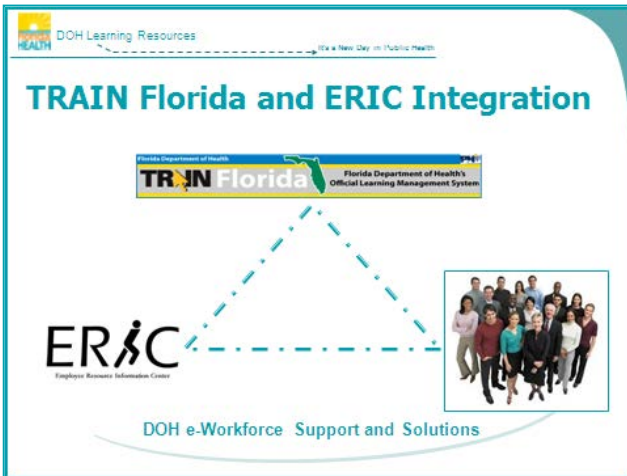
TRAIN Florida is the Department's central location for employee trainings.

In TRAIN Florida, the DOH employee can personally manage their trainings, certificates, and transcripts. However, they cannot readily generate reports.

With easy access to a reporting tool, DOH employees will have access to CEU and licensing requirements and compliance, determine which courses helps them to satisfy their DOH Employee Development Plan requirements, create a career path, or determine if the training courses meet their Public Health Core Competency needs.

This where the Employee Resource Information Center, or ERIC, comes in.

The following slides will explain how ERIC can provide supervisors and employees with DOH e-Workforce Support and Solutions.



## Slide 19 – Welcome to ERIC

Currently, the Department of Health does not have a central location for employees and supervisors to obtain training and development information, and reports.

ERIC will be the Department's "One Stop Shop" for employee access to this vital training and development information.

The scope of the ERIC project is to build and maintain a competent, skilled DOH workforce, by developing a comprehensive web application which provides dynamic access to employee training and flexibility in reporting.





Slide 20 – What is ERIC?

**What is ERIC?**  
The Employee Resource Information Center

- One-Stop-Shop for e-Workforce support and solutions
- Core Competencies and Continuing Education Units
- Access is personalized per employee DOH role
- Specialized access to training and development reports

DOH e-Workforce Support and Solutions ERIC

ERIC integrates Department e-Workforce tools, information, and resources into one central location, resulting in a “One Stop Shop” for all DOH employees. The ERIC home page will display employee and related training information.

DOH employees and supervisors will have access to vital training data and career development requirements such as Core Competencies and Continuing Education Units, succession planning information, various employee reports and dashboards, as well as a centralized statewide training calendar.

Access to information and reports in ERIC is personalized based on the employee’s role in the Department. DOH staff will have access to training and development reports, while managers, supervisors and DOH LMS Administrators will have access to more complex reports.

ERIC will serve as the DOH information portal to ensure that employees are provided with access to innovative and integrated e-Workforce Support and Solutions.

Slide 21 – ERIC Employee Home Page

**ERIC**  
Employee Resource Information Center

Gordon, Welcome to ERIC  
Date: 5/20/2013

**My DOH Information**  
Employee Essentials  
EDENS  
myDOH Position  
myDOH Training  
myDOH Training Requests  
myDOH Training Reports  
People First

**My DOH Resources**  
Distance Learning Network  
DOH Online Journals  
Training Resource Library  
Job Vacancies  
LMS (TRAK-IR)  
LMS (TRAK-IR)  
DOH Course Catalog  
DOH Key Contacts

**My DOH Tools**  
DOH Mentoring Program  
DOH Succession Planning  
Educational Leave with Pay  
myDOH Career Development  
my Training Assessment  
Trak IR Student Manual  
Tuition Waiver

Welcome to the ERIC Employee home page.

DOH employees will have access to the ERIC web site via a single sign-on. When the employee logs into ERIC, they will be recognized by the system and have access to the tools, information, and resources that are specific to their role in the Department.

The network hub of DOH data sources are the core of the ERIC system. ERIC pulls information from the following databases: DOH LMS, the People First data warehouse, and the DOH Active Directory structure, along with multiple other built-in databases.

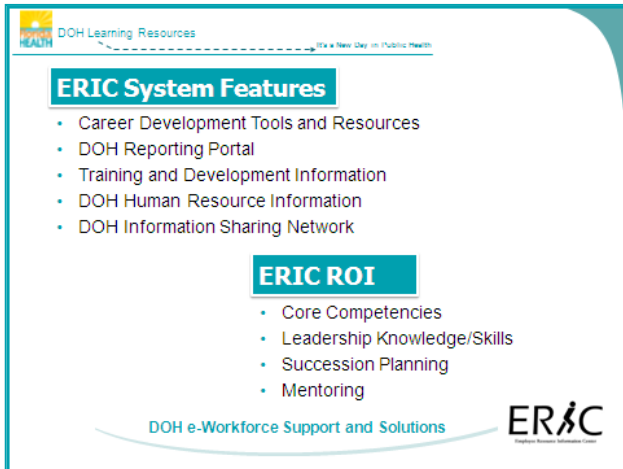
Data is collected by ERIC from the DOH LMS database download.

The Human Resource data warehouse contains non-confidential People First data to assist in preparing succession plans, in-house mentoring and various HR reports for managers and supervisors.

The DOH Active Directory structure allows the ERIC system to greet the DOH employee via a single sign-on, using their network information.

ERIC system administrators will manage the web content and links, to keep the employee interface up to date.

## Slide 22 – ERIC System Features



DOH Learning Resources


**ERIC System Features**

- Career Development Tools and Resources
- DOH Reporting Portal
- Training and Development Information
- DOH Human Resource Information
- DOH Information Sharing Network

**ERIC ROI**

- Core Competencies
- Leadership Knowledge/Skills
- Succession Planning
- Mentoring

DOH e-Workforce Support and Solutions



Here are some of ERIC's system features:

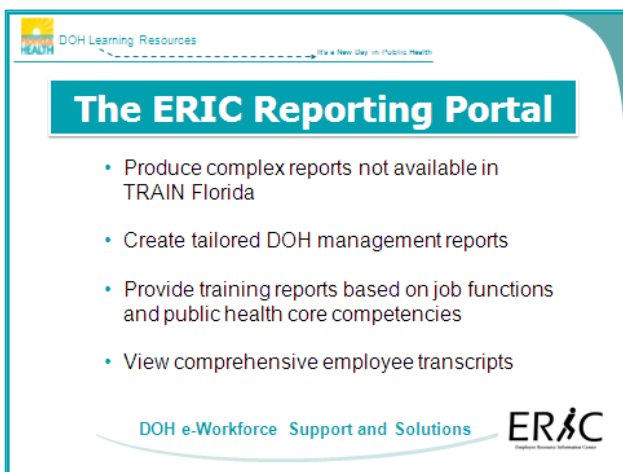
- Career Development tools and resources
- DOH Reporting Portal
- Training and development information and data
- DOH Human Resources information
- DOH information sharing network

ERIC also provides DOH with vital return on investments and intangibles such as:

- Public Health Core Competencies
- Leadership and Knowledge Skills
- Succession Planning
- Mentoring

Web pages have also been created to assist the DOH new employee with their training onboarding. As a supervisor, you will find these pages to be a value resource.

## Slide 23 – Introduction to ERIC Reporting Portal




DOH Learning Resources

**The ERIC Reporting Portal**

- Produce complex reports not available in TRAIN Florida
- Create tailored DOH management reports
- Provide training reports based on job functions and public health core competencies
- View comprehensive employee transcripts

DOH e-Workforce Support and Solutions



### Let's preview the DOH ERIC Reporting Portal

The ERIC workgroup facilitated by Workforce Development, has generated and is testing sample Training Reports using Crystal Reports created by the Hillsborough CHD Knowledge Management team.

The primary focus is to have ERIC:

Produce complex reports not available in TRAIN Florida.

Create tailored DOH management reports.

Provide training reports based on job functions and public health core competencies, and comprehensive employee transcripts.

## Slide 24 – ERIC Employee Reporting Portal

The ERIC Employee Reporting Portal provides information based on the following question:

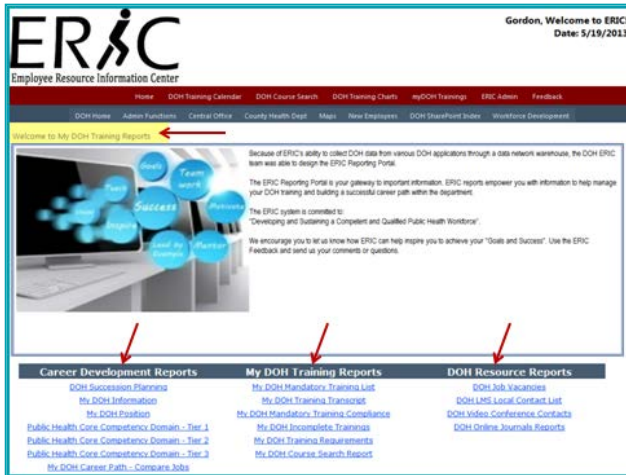
What do employees want to see in order to manage trainings and build a career path?

Because of ERIC's ability to collect DOH data from various DOH applications through a data network warehouse, the DOH ERIC team was able to design the ERIC Employee Reporting Portal, around the needs of DOH employees.

The ERIC Employee Reporting Portal is our employee's gateway to important information and empowers them to help manage their DOH training and build a successful career path within the Department.

The ERIC Employee Reporting Portal provide reports based on the employee's role in the Department. All employees will have access to their individual training reports and HR information.

The ERIC system is committed to **Developing and Sustaining a Competent and Qualified Public Health Workforce.**



## Slide 25 – DOH Supervisor/Manager Access

As a DOH manger or supervisor, you are probably wondering how ERIC is going to help you manage your direct reports.

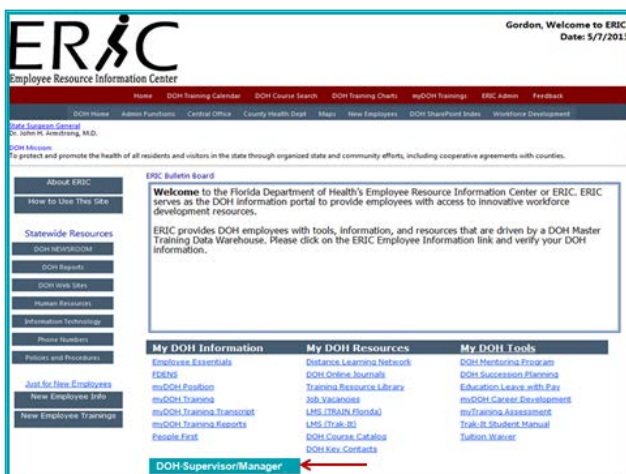
Let's take look at the ERIC Supervisor web pages. As we stated earlier, employees will have access to the ERIC web site through a single sign-on.

When the employee logs into ERIC, they will be recognized and have access to the tools, information, and resources that are specific to their role in the Department. This also applies to the DOH manager and supervisor.

When you access ERIC, ERIC will know that you have a supervisory role in the Department, and provide you with the DOH Supervisor/Manager button, located at the bottom of the screen.

When you click on this button, ERIC will re-direct you to the DOH Supervisor/Manager web page.

Let us at look at what you will gain access to.

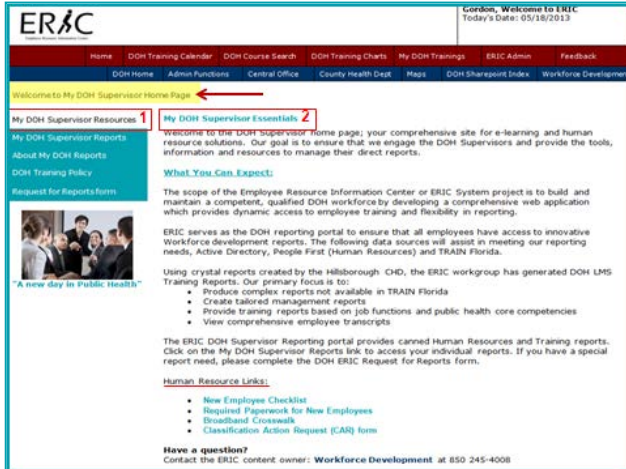


## Slide 26 – The My DOH Supervisor Home Page

Welcome to the My DOH Supervisor Home Page.

This page has two sections:

1. The left navigation menu, My DOH Supervisor Resources, is where you will find links to My Supervisor Reports, My DOH Reports, the DOH Training Policy and a link to request special reports from the ERIC administrators.
2. In the center pane, My DOH Supervisor Essentials, ERIC provides you with links to several Human Resource documents and forms that are used often.



ERIC pulls employee data from a centralized DOH data repository that includes the People First Data Warehouse, FIRS, DOH Active Directory and the DOH Learning Management System.

Please contact your local Human Resource Liaison for Human Resource updates and your DOH LMS Local Administrators for training updates to employee information.

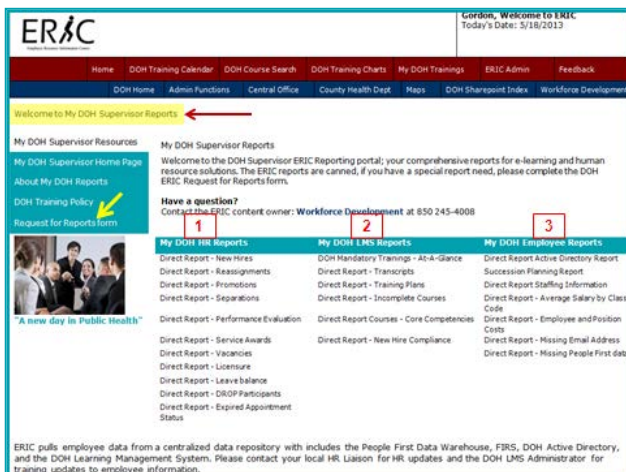
## Slide 27 – My DOH Supervisor Reports

This is the DOH Supervisor ERIC Reporting Portal. Here you will find comprehensive reports for your e-learning and human resource solutions.

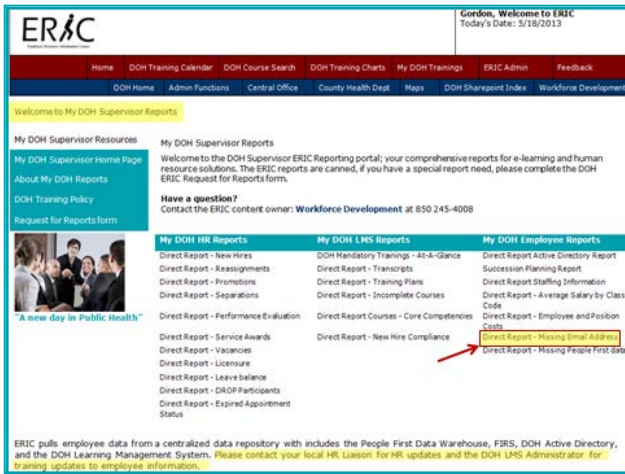
The ERIC reports are standardized, if you have a need for a custom report, please complete the DOH ERIC Request for Reports form located on the left navigation menu.

The DOH Supervisor ERIC Reporting Portal has three reporting categories based on the direct reports found in FIRS. The categories are:

1. The My DOH HR Reports to provide you with direct reports Human Resources information.
2. The My DOH LMS Reports assist you with monitoring and helping your employees with their trainings.
3. The My DOH Employee Reports – These are special reports which were identified by DOH Human Resources and the DOH Information Technology teams, to assist you in managing your employee's information.



**Slide 28 – DOH Supervisor Report – Example**



Here is an example of a special DOH Employee Report:

Your new hire did not receive an e-mail notification from the DOH LMS TRAIN Florida system, notifying them of their login information.

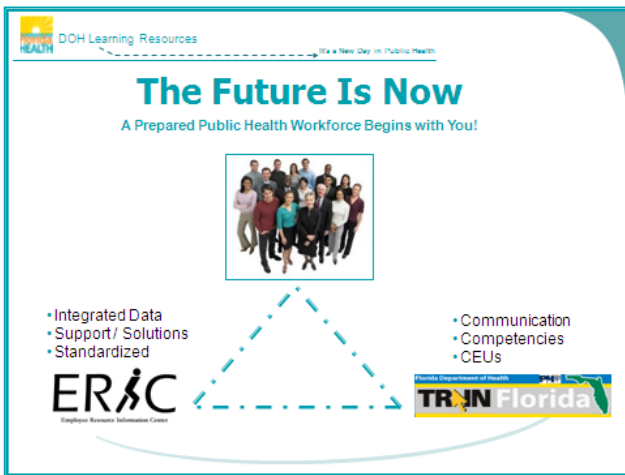
Your correct course of action would be to click on the Direct Report – Missing E-mail Address link.

This report displays the employee's e-mail address located in Active Directory, People First and the DOH LMS applications.

All three email addresses must match in each application.

If the DOH LMS e-mail address were missing or incorrect, you would contact your DOH LMS Local Administrator to update the account.

**Slide 29 – The Future Is Now**



For the Florida Department of Health the Future is Now, and the successful training and development of each employee plays a critical role in the Department fulfilling its mission:

To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts.

Here is a quick summary of what we covered today. The two main DOH Learning Resources are the TRAIN Florida Learning Management System and the ERIC System.

TRAIN Florida gives DOH a professional advantage in training and developing our public health workforce. Some of key system features you can expect to find in the new LMS are:

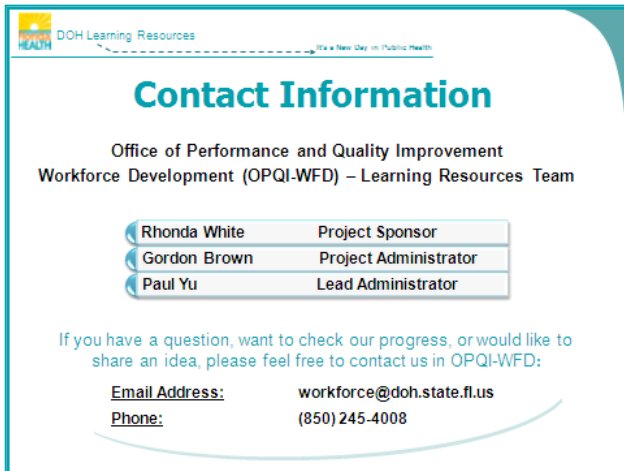
- Communication Features
- Competencies in TRAIN Florida
- Continuing Education Units and Licensing Requirements
- Non-DOH Training Activities

DOH has developed support documents that will allow us to standardize and streamline the DOH LMS processes. Integrating data from TRAIN Florida into the ERIC System provides FDOH e-Workforce Support and Solutions for employees and supervisors.

We are embarking on a journey where the Department and our community health partners strengthen their Public Health Core Competencies and empower our employees through vibrant learning systems to support the mission of the Department.

The DOH supervisor will play a key role in our journey's success.

**Slide 30 – Contact Information**



DOH Learning Resources

**Contact Information**

Office of Performance and Quality Improvement  
Workforce Development (OPQI-WFD) – Learning Resources Team

Rhonda White	Project Sponsor
Gordon Brown	Project Administrator
Paul Yu	Lead Administrator

If you have a question, want to check our progress, or would like to share an idea, please feel free to contact us in OPQI-WFD:

**Email Address:** workforce@doh.state.fl.us  
**Phone:** (850) 245-4008

If you have a question, want to check our progress, or would like to share an idea, please feel free to contact us in OPQI-Workforce Development.

By e-mail at [workforce@doh.state.fl.us](mailto:workforce@doh.state.fl.us) or by phone at 850-245-4008.

**Slide 31 – Questions, Comments and Discussion**



DOH Learning Resources

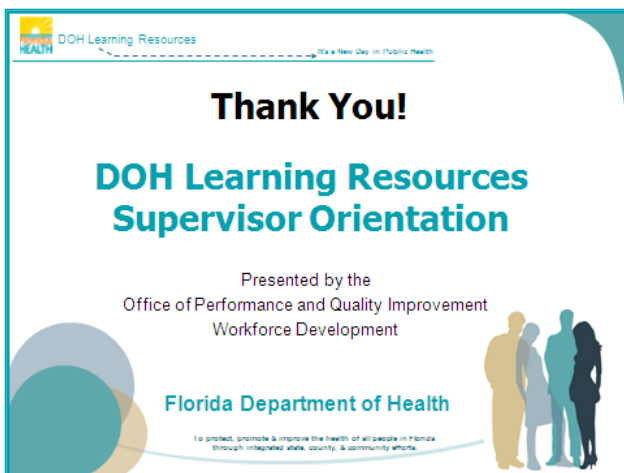
**Have a Question or a Comment?**

**Let's Talk!**



We have allotted some time to take your question, comments and discuss your points of interest about what you have seen today.

**Slide 32 – Conclusion Slide**



DOH Learning Resources


**Thank You!**

**DOH Learning Resources Supervisor Orientation**

Presented by the  
Office of Performance and Quality Improvement  
Workforce Development

Florida Department of Health

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.



On behalf of the Office of Performance and Quality Improvement - Workforce Development, thank you for attending the DOH Learning Resources Supervisor Orientation.