

Tracking Home Visiting Effectiveness in Oregon (THEO): Getting Ready

What to expect

The new home visiting database, Tracking Home Visiting Effectiveness in Oregon (THEO), will begin rolling out in the summer of 2020 to Babies First!, CaCoon and the Nurse Family Partnership programs. Prior to each local program's rollout, the program's supervisor will have an initial conference call with state staff to discuss the training plan for their agency and to receive necessary paperwork that will require signatures.

One of the first tasks for each supervisor will be to select 1-2 staff members, who will become the local expert on THEO and act as a point of contact for THEO with other staff. This staff member will become the local Super User, who will be trained before the rest of the staff and will receive extra training and support. In addition to helping other staff with basic questions about THEO, Super Users will coordinate the onboarding of other staff and the signing of required paperwork.

Training for THEO

A variety of people with different job roles will use THEO, including home visitors and data entry clerks, who will document services in THEO, and local supervisors who will use THEO to monitor their programs and conduct quality assurance checks. Each person will have unique training needs, work hours, and learning style. To accommodate these different needs, flexible learning options are available.

Users may complete one or more of the following training options to learn how to use the database:

- Attend a scheduled interactive training webinar (highly recommended for all users);
- Attend all or part of informal drop-in webinars to ask questions and receive training support;
- Learn independently using online self-paced manuals with exercises.

All users will receive a login to a practice database where they can learn how to use THEO.

THEO Application Support is available for questions and support by phone and email, Monday through Friday, 8:00 am – 5:00 pm.

What do supervisors and Super Users need to do to prepare for THEO?

1. Identify one or more Super Users for the program.

- Each Super User will participate in a "Train the Trainer" webinar prior to the rest of the staff.
- State staff will follow up with Super Users to assure that comfort with system and questions are answered.
- Super Users will help onboard other users and assist with questions and training.

2. Let state staff know about any unique needs for your program.

- Do any staff require ADA, language, or schedule-related accommodation?
- Do you have a preference for the timing of rollout in your office (within the rollout phase designated for your program)?
- What processes or practices in your program will change?

3. Complete pre-rollout paperwork and checklists once you receive them.

- These will be provided in your initial conference call with state staff.
- These will include an agency agreement and individual account requests for all users..

4. Make sure everyone who will use THEO in your program has what they need:

- A computer or tablet with internet access;
- A compatible browser;
- A login to the Practice database and a login to the real database;
- Adequate training.

Note: Internet Explorer does not work with THEO. Recent versions of Mozilla Firefox, Microsoft Edge, Google Chrome, Apple Safari, and Opera are compatible with THEO. Parts of the THEO screens may be missing or not work correctly when you use a browser that is not compatible with THEO.

5. Confirm that everyone who chooses to register for a webinar has what they need.

- Webinars will be presented using free GoToWebinar software. This software must be installed on every computer where someone will log into GoToWebinar. Technical requirements and setup instructions are available at <https://support.logmeininc.com/gotowebinar/how-to-join-attendees>
- Test the internet connection, headset or speakers, and the phone system that each person will use to log in to a webinar.
- Assure that internet, video monitor, and audio equipment are available during the group training webinar. State staff are available to assist in locating a local facility if the agency does not have a computer training room available onsite.

6. Stay up-to-date.

- Regular updates will be posted on the THEO webpage: www.healthoregon.org/theo
- Training materials will be available on the website by May.

What if I have questions?

More information and answers to frequently asked questions are available at www.healthoregon.org/theo

You may also contact THEO Application Support:

Phone: 971-673-0382

Email: theo.support@state.or.us

Hours: Monday through Friday, 8:00 am – 5:00 pm