

## Dear ETP Stakeholders:

We are very excited to announce that our new Cal-E-Force application system is now live.

This new system, which is based on a Salesforce platform, has been designed to make the application process smoother for applicants and allows them to submit complete information when they are ready to start training. This allows our internal workflows to have complete information to develop and create proposals for the Panel.

Throughout this transition to a new system we have prioritized engaging all stakeholders in a meaningful way and making the process transparent. We have done this during the preparation stage as well as in our approach to rolling-out the system. We have continued to leverage technology by holding many webinars and posting a large amount of documentation and tools on our ETP webpage for easy access.

Here are some specific actions we have taken in this regard:

### 1. Preparation Stage

- a. Informational Operations Sessions: This was on the operational side on Application Changes and Roll-out – 2 sessions and Q & A
- b. Demonstrations - Held 3 sessions for Single Employers, MECs, and for Stakeholders – Allowed for different groups to participate, new customers, repeats and MEC and Single. Posted these materials on the website
- c. Training Sessions – We held 3 sessions for these same groups
- d. New Applicant Session – We held a special session targeted to new users to answer live questions. Staff personally reached out to new applicants and found out that about 35-40% were not current users of the system

**In these session we reached over 260 individual attendee logins responding to over 550 questions.**

- e. [Application FAQs](#) were posted to our website specifically for the Application
- f. Offline Templates were posted to our website to capture the information on a MEC and Single Application to allow them to gather information at any time, and prior to launch

- g. Reference materials were posted to our website, including: Step by Step guides on how to do the entire Application for Registration, Authorizing a Subcontractor, completing a MEC and a Single Employer application
- h. Set up a Stakeholder Email [Sign Up](#): this allows any member to sign up and receive our email blasts that we also post on the website

## **2. Roll Out Approach**

- a. Live Support – Open Webinar to All, with breakout rooms to answer program and technical questions
- b. Call in Lines for questions
- c. Command Center – email to contact and ask questions for program and technical
- d. Onsite staff checking the system and CDT checking the website traffic and support
- e. Daily status for management – system and submittals tracking
- f. Backup Staff available to provide support

## **What's Next?**

The registration opened at 9:00 a.m. yesterday morning (September 29<sup>th</sup>) and as of the afternoon of the 29<sup>th</sup> already we have 150 New Registrations (some may have been duplicates). Additionally, 74 subcontractors went into the system and received their authorization to represent their clients. In the near future, we will review any feedback we got during the launch, including adding in enhancements to Cal-E-Force. We will seek to better serve the new users that are wanting to participate in the ETP program, including providing proactive support from our marketing unit (EDU), looking at terminology that is used in ETP and re-examining our 'first in – first out' system to see if there are viable alternatives. ETP will continue to engage new applicants and provide ongoing support to our stakeholders both on our program operations and technical solutions. Thank you for your engagement and patience throughout this transition.

Sincerely,

Tara Armstrong and Peter Cooper