

FAQS
Conversion from Trilogy to the Missouri Employee Learning System. (MELS)
November 15, 2012

This applies to all County Boards and providers of Targeted Case Management that currently use Trilogy's e-learning system for training, including the service coordination manual.

1. Why is DMH making a change from Trilogy to Moodle?

- DMH contract with Trilogy had expired and the State Statutes did not permit us to automatically use another extension. Our only option was to re-bid the project.
- We looked at alternatives very carefully and eventually opted to choose an open-source platform called MOODLE. Moodle is most frequently used in academic settings but has adapted well to business environments.
- The Missouri Department of Corrections uses Moodle to manage their training but in a much more limited way than what we will do in DMH.
- While DMH is using Moodle as our e-learning platform, DMH's learning system will be called the **Missouri Employee Learning System (MELS)**.

2. When will this change occur?

- Our first priority is to make sure that most of the State long-term care facilities will be "up and running" by the end of 2012.
- DMH's e-learning system on Trilogy will no longer be available **after December 25, 2012**. Migration of existing programs/classes from DMH's Trilogy e-learning system (including the service coordinator manual lessons) will begin December 26, 2012. **Therefore, the DMH Trilogy e-learning system will be permanently shutdown on December 26, 2012. The MELS system will be available for use February 1, 2013.**

3. Will this system be different than what we had with Trilogy?

- The County Boards and TCM providers primarily use the e-learning portion of the Learning Management System. The screens will look different but after you log-in, the usage should not be much different.

4. What happens to the data that is in Trilogy?

- a. For the County Boards and other TCM providers who have aligned with DMH?
 - All the previous data that you have had stored will be migrated to the State Data Center that you can access at any time.
- b. For the County Boards and other TCM providers who have their own contracts with Trilogy?
 - All the previous data that you have had stored will be migrated to the State Data Center that you can access at any time.

5. What happens to any courses that the County Boards and other TCM providers have developed and is on Trilogy?
 - a. For the County Boards and other TCM providers who have aligned with DMH?
 - If you created any courses that now reside on Trilogy, they will be migrated to MELS.
 - b. For the County Boards and other TCM providers who have their own contract with Trilogy?
 - If you created any course that now resides on Trilogy, they will be migrated to MELS.

6. Will the County Boards and other TCM providers be able to develop their own courses and place them on MELS?
 - This will depend on server space. We will have more information about our capacity to accommodate this once current migration is complete.

7. Will there be a cost join MELS?
 - No cost

8. Will there be an annual cost of using the MELS?
 - There will not be any annual cost for the use of MELS.

9. How will staff be trained?
 - DMH will provide the training. DMH staff are currently undergoing training so that they may be able to provide assistance and training for County Board and other TCM providers.

10. How will the County Boards and other TCM providers access MELS?
 - It will be web-based.
 - Each user will have a unique password.

11. Who should be contacted if there are user problems----regarding how to enroll, how to construct reports, accessing data, etc?
 - Each agency will need to appoint a “MELS Manager”. This individual will be the liaison to DMH/RO staff regarding policies, content developments, etc. Your local “MELS MANAGER” may designate day to day operations (e.g. course assignment, password re-sets) to another individual in the agency.
 - Therefore, the 1st in getting assistance will be to call your in-house MELS Manager/designee.
 - 2nd step, call a Regional Office MELS expert whose name will be given to you.
 - 3rd step, call the Division of DD MELS specialist.
 - 4th step, if the problem is not resolved, the Division office will contact the ITSD MELS help Desk.

12. Who should be contacted if there are technical problems?
 - Same as the user problems
13. Will agencies who are not on Trilogy be permitted to join now or later?
 - Any County Board or TCM provider who does not join will be able to join later.
14. Will there be a cost to any County Board or TCM provider who is not now on Trilogy and joins now or later?
 - No cost is anticipated at this time.
15. What control will the County Board or TCM provider Administrator/Registrar have at their site?
 - You can manage your own courses and your own users.
 - You will be able to access the data on the State Data Center.
16. Will users be able to access other courses currently used by other DMH entities?
 - You will not be able to access other courses now used by other DMH entities.
17. Will there be a cost to using the State Data Center? (The servers and data storage will be at the State Data Center)
 - The data (who attended training, when the training occurred, what was in the training, storage of courses, etc.) will be housed at the State Data Center. There will not be a cost for the first year. This will be reviewed on an annual basis. Any future cost will be contingent upon how much content each agency places on the server. Larger server space or a larger data storage warehouse requires bigger and more costly units.
18. Will different hardware be needed to use this system?
 - The requirements of the MELS should not be any different than what you have used in the past to access Trilogy.