



MEMO: CMG Connect Site Administrators

UPDATES

1. CMG Connect is the new diocesan safe environment adult training platform.
2. Until further notice, adult training is only available Online.
3. The new Diocesan Safe Environment Training for Adults (online and in-person) includes videos on:
 - 1) identifying inappropriate relationships and potential grooming,
 - 2) identifying and reporting suspected child abuse and neglect, and
 - 3) keeping kids safe on the internet and social media.

The rest of the training focuses on the diocesan *Safe Environment Policy for the Protection of Children*, the *Code of Pastoral Conduct*, and the *California Child Abuse and Neglect Reporting Law*. Every segment of this training includes a short quiz to help trainees retain essential diocesan policy guidelines and California law requirements and to feel confident in questioning inappropriate behavior and reporting any suspected child abuse. An Affidavit of Safe Environment Compliance must be signed by all trainees to complete the training.

- To set the online training to Spanish, the account user can change the language settings in the My Profile link.
 - To set the online Training to Spanish for an account user, the Site Administrator can change the language in the user account's Edit page.
4. Please, make sure that people required to be safe environment compliant have a CMG Connect account.
 - [Click here](#) and share the instructions for users who previously had a Virtus account can activate their CMG account, and for new users.
 - Please, also share the instructions with people you know had a Virtus account but never received an email with instructions.
 5. A Safe Environment Facilitator training flyer will be emailed soon.
 - A Safe Environment Facilitator is the person(s) assigned by the Parish Pastor/Administrator or Principal to be trained and certified by the Office of Child and Youth Protection to facilitate safe environment training at the parish or school.
 - All previously certified Safe Environment Facilitators must renew their certification to facilitate the new diocesan training.
 - Live training can be offered once parishes and schools have Safe Environment training facilitators.
 6. As of July 1, 2023, all safe environment training expires **every three years**, based on the last Virtus training. Monthly bulletins are no longer required.
 7. Circle of Grace is the new Pre-K and K-12 children and teen safety training program. All children and youth program administrators have been given instructions and access to the curriculum. All Circle of Grace training must be recorded (documented) on the diocesan CMG Connect website, in the **Children Data** section – [click here for the instruction sheet](#).

FEATURES

1. What is the **Secondary Users** link in my CMG Connect Site Administrator account for?

The Secondary Users tool allows you to search the entire diocese for user accounts that do not have your entity as their primary location, allowing you to add them to your Secondary Users list, for view only. [Click here to view the directions on how to use this tool.](#)

2. Go to the **Resources** link in your CMG Connect account for a list of Site Administrator tutorial videos and instructional flyers.

CHALLENGES

1. Why do most CMG Connect accounts show they are expired or have inaccurate compliance information and where can I see a user account's accurate and compliance training and background check information?

The Certification Status on most CMG Connect accounts does not reflect the actual status from the imported Virtus training and background check data, since, after the data transfer, each account requires manual compliance status approval. Our office is in the process of manually updating the Certification Status of all accounts.

- To access a user account's training and background check information:
 1. Click on the **Site** link and then click on the user account name.
 2. Scroll down and click on Background Checks.
 3. Scroll down and click on Imported Trainings (for historical Virtus training)
 4. or click on Connect Trainings for CMG Connect trainings.

2. Why are there duplicate or multiple accounts for some users?

Because diocesan employees and clergy previously had a CMG Connect account for required Sexual Harassment Training through the Office of Human Resources, the Virtus data transfer enabled the CMG Connect system to automatically create a new account for everyone, prompting duplicate or multiple CMG Connect accounts. **Our office is currently merging duplicate CMG Connect accounts.**

3. What if the Background Check information of someone who is already background checked does not appear?

Our office is manually adding all the new Livescan Background Check data to CMG Connect accounts. This is a slow process since we retrieve this data from the Office of Human Resources as it trickles in from the California Department of Justice. **NOTE:** An influx of background check requests to the DOJ, per AB 506, has slowed the process.

- For background check questions, contact Paula Garcia in HR at (909) 475-5175 or at pgarcia@sbdiocese.org.
- For information on background check results, contact Maryangeles in our office at (909) 475-5125 or at mguerrero@sbdiocese.org.

For assistance on all safe environment compliance matters, contact our office at (909) 475-5128 or email us at childandyouthprotection@sbdiocese.org - visit our website at www.docyp.org



Office of Child and Youth Protection
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