

LMS (Learning Management System)

Information about the LMS, our Learning Management System, which is on the Portal in the My Learning section. The LMS replaced Mindflash in early 2022.

- [How to Get to LMS](#)
- [Overview of LMS Organization](#)
- [How to Complete Courses](#)
- [FAQ](#)

How to Get to LMS

There are 2 ways to navigate to the Learning Management System:

1. Click **View Your Courses** in the **My Learning** widget on the home page of the portal



MENU

Welcome Carlos Medina



Take Action

ACTION REQUIRED: Correct Shift
COMHAB shift for Owen Ellis
Rejection Reasons: Wrong Date

⌚ OPEN ETIME

Today's Time

Current Shift
Start: 12/30/2021 7:21 PM

[End Shift](#)

[View Shifts](#)

Expenses

Upload your latest expenses and receipts for review and approval.

[Submit Now »](#)

My Learning

You have 1 course available.

[View Your Courses »](#)

Paid Holidays ⓘ

Independence Day
Jul 04

Christmas Day
Dec 25

New Year's Day
Jan 01

UKG

Sign in to UKG to see your pay stubs and tax forms, check PTO, and verify your contact information.

[Sign in »](#)

My Info

Address
N/A

Email
democarlos@issny.org

Phone
N/A

[Profile »](#)

2. Click **My Learning** in the sidebar menu

Carlos Medina



My Home



My Learning



My Employers



My Work



My Payment History



My Profile



Change Password



Log Out

Overview of LMS Organization

Updated 07/29/22.

The Learning Management System structure can be broken down into a series of Courses, Lessons and Assignments. Assigned courses can be found by logging into the Portal and selecting **View Your Courses** in the My Learning widget or by selecting the **My Learning** tab from the menu.

ISS INDEPENDENT
SUPPORT SERVICES INC.
Make your Own Path

MENU

Welcome Carlos Medina

Take Action
ACTION REQUIRED: Correct Shift
COMHAB shift for Owen Ellis
Rejection Reasons: Wrong Date

EXPENSES
Upload your latest expenses and receipts for review and approval.
[Submit Now »](#)

Today's Time
Current Shift
Start: 12/30/2021 7:21 PM
[View Shifts](#)
[End Shift](#)

My Learning
You have 1 course available.
[View Your Courses »](#)

Paid Holidays
Independence Day
Jul 04
Christmas Day
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UKG
Sign in to UKG to see your pay stubs and tax forms, check PTO, and verify your contact information.
[Sign in »](#)

My Info
Address
N/A
Email
democarlos@issny.org
Phone
N/A
[Profile »](#)

Carlos Medina

[My Home](#)

[My Learning](#)

[My Employers](#)

[My Work](#)

[My Payment History](#)

[My Profile](#)

[Change Password](#)

[Log Out](#)

Courses

Courses are a series of curated lessons pertaining to a broad subject. Courses that are assigned can be found under the **Active** tab in the LMS. Courses that have been completed or are expired can be found under the **History** tab. Assigned courses should be completed before the Due Date stated in the course info and description.

The included screenshots serve as examples only. You will see the actual courses assigned specifically to you.



Select Status:

Active

History

Lessons

Lessons are individual sessions in which information is presented about a more specific subject through video, slide shows or documents. Lessons may have tasks or assignments that must be completed before finishing a lesson.

Online Training

My Courses (Logout)

New Hires Training Series 2022-Independent Support Services

This series consists of 5 videos and 2 PowerPoints, all of which are required by New York State as a condition of your continued employment as a Direct Support Professional. At the end of the PowerPoint there will be a quiz, both of which have a required 80% passing grade

0% Complete

1

Informed Decision Making

Please watch this video to assist with ensuring your decision making skills are knowledgeable & educated

[Start session »](#)

2

ISS & NYS Sexual Harassment Prevention Training

This is a mandated sexual harassment training that must be completed yearly. It is required for Administrative Staff, Support Staff, Brokers, and Participant/Family designees (those in a Supervisory role for Support Staff at Independent Support Services).

[Start session »](#)

3

Demonstrating Professionalism

Watch the video to learn how to properly exhibit the expected skills of your role as a Support Staff

[Start session »](#)

Online Training

[View all Lessons](#) [My Courses \(Logout\)](#)

Informed Decision Making

New Hires Training Series 2022-Independent Support Services

Please watch this video to assist with ensuring your decision making skills are knowledgeable & educated

▶ To save and return later pause the video here.

[RESUME](#) [REWIND](#)

Assignments

Status: In Progress

What's Next

Finished your session and wondering where to go now?

?

Questions or comments

>

Go to next lesson

⌵

View All Lessons

Assignments

Assignments are required tasks that are directly related to Lessons. Assignments may include downloading a document, watching a video or taking a quiz.

Assignments

⬅

Download Document

⬅

Please complete the quiz, which contains a requires a passing grade of 80%

[Start Quiz](#)


Status: In Progress

How to Complete Courses

Assigned courses can be found by logging into the Portal and selecting **View Your Courses** in the My Learning widget or by selecting the **My Learning** tab from the menu.

The screenshot displays the user interface of the ISS Independent Support Services Inc. portal. At the top left is the company logo. A 'MENU' button is located at the top right. The main header area says 'Welcome Carlos Medina' with a help icon. The dashboard is divided into several widgets: 'Take Action' with an orange 'ACTION REQUIRED: Correct Shift' alert; 'Expenses' with a 'Submit Now' button; 'Paid Holidays' listing Independence Day, Christmas Day, and New Year's Day; 'UKG' with a 'Sign in' button; 'My Info' with fields for Address, Email, and Phone; 'Today's Time' showing the current shift and an 'End Shift' button; and 'My Learning' which is highlighted with a red border and indicates 'You have 1 course available.' with a 'View Your Courses' link. On the right, a vertical sidebar menu for 'Carlos Medina' includes links to 'My Home', 'My Learning' (highlighted in blue), 'My Employers', 'My Work', 'My Payment History', 'My Profile', 'Change Password', and 'Log Out'.

Find the courses that have been assigned to you by selecting the **Active** tab and then click a course to drill down into the lessons.

 The included screenshots serve as examples only. You will see the actual courses assigned specifically to you.

Select Status:

Active



New Hires Training Series 2022- Independent Support Services

Progress

0% complete

Due

Dec 31, 2022

This series consists of 5 videos and 2 PowerPoints, all of which are required by New York State as a condition of your continued employment as a Direct Support Professional. At the end of the PowerPoints there will be a quiz, both of which have a required 80% passing grade

To begin a lesson, click the desired lesson widget and it will begin. The Learning Management System will remember progress that has been made on each lesson and will resume where left off.

New Hires Training Series 2022- Independent Support Services

This series consists of 5 videos and 2 PowerPoints, all of which are required by New York State as a condition of your continued employment as a Direct Support Professional. At the end of the PowerPoints there will be a quiz, both of which have a required 80% passing grade

0% Complete



1



Informed Decision Making

Please watch this video to assist with ensuring your decision making skills are knowledgeable & educated

[Start session »](#)

2



ISS & NYS Sexual Harassment Prevention Training

This is a mandated sexual harassment training that must be completed yearly. It is required for Administrative Staff, Support Staff, Brokers, and Participant/Family designees (those in a Supervisory role for Support Staff at Independent Support Services).

[Start session »](#)

3



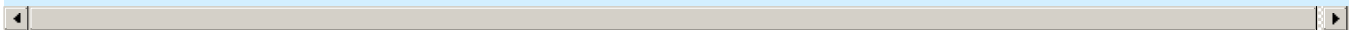
Demonstrating Professionalism

Watch the video to learn how to properly exhibit the expected skills of your role as a Support Staff

[Start session »](#)

Complete the assignments to finish the lesson. Once all assignments have been completed, click the **Go To Next Lesson** button at the bottom of the page. Please note that quiz assignments are pass/fail and can be retaken as many times as needed.

While watching videos, your progress is saved every two minutes. In the event that you have to re-log in because of a session timeout, closing a window, or other disconnection from the server, you can resume the video at the last saved spot.



Finishing video playback will unlock the video control bar.

Online Training

[View all Lessons](#)

[My Courses](#) [\(Logout\)](#)

Informed Decision Making

*New Hires Training Series
2022- Independent Support
Services*

Please watch this video to assist
with ensuring your decision making
skills are knowledgeable &
educated



Assignments



Watch Video

Status:
Completed

What's Next

*Finished your session and
wondering where to go now?*



Questions or comments



Go to next lesson



View All Lessons

FAQ

How do I know if I have courses assigned to me?

The "My Learning" widget will appear on the home page of the portal. This widget will inform you as to the number of courses currently assigned, **but not yet completed**.

Alternatively, assigned courses can be found by clicking the "My Learning" section of the menu on the right.

My Learning

You have 1 course available.

View Your Courses »

Carlos Medina

My Home

My Learning

My Employers

My Work

My Payment History

My Profile

Change Password

Log Out

What courses am I required to take?

Please refer to the following chart to see which courses you are required to take.

	New Hires	Support Staff	SEMP Staff	Brokers	Family
Courses	<i>hired less than one year</i>	<i>hired more than one year</i>	<i>hired more than one year; hired into SEMP job</i>	<i>active plan role of Support Broker or StartUp Broker</i>	<i>active plan role of Participant, Parent/Guardian, Family/Circle Contact, or Primary Contact</i>
New Hires Training Series	X				
Annual Training Series		X	X		

EVV - Support Staff	X	X	X		
EVV - Circle					X
SEMP Training Acknowledgement	if hired into SEMP job		X		
Sexual Harassment				X	X

When will I be invited into my courses?

When the LMS goes live, everyone who has required training will receive them immediately. Staff hired from 1/1/22 forward will receive the New Hires Training Series. Staff hired prior to 1/1/22 will receive the Annual Training Series. Brokers and Family will receive the EVV and/or Sexual Harassment training as required. Please refer to the chart above for clarification on which groups of users are assigned to which courses.

Remember, you will not receive an email invitation to take your courses or lessons. The My Learning widget on your Portal's home page will notify you if you have pending courses waiting.

My Learning

You have 1 course available.

[View Your Courses »](#)

How can I see course and completion status information for my support staff?

To see the courses that are assigned to your support staff, log into the portal and select "My Staff Learning" from the menu in order to navigate to the Staff Learning System.

Welcome Maxine Ellis

Expenses

Upload your latest expenses and receipts for review and approval.

[Submit Now »](#)

My Learning

You have 1 course available.

[View Your Courses »](#)

Choose A Participant

Ellis, Owen

Medicaid:

DOB:

Title: **Primary Contact**

Coordinator:

Need help?

Visit our [help section](#) or contact us at websupport@issny.org

Proudly providing Fiscal Intermediary services throughout NYS

Maxine Ellis



My Home



My Staff Learning



My Staff Work



My Learning



My Profile



Change Password



Log Out

Once at the My Staff Learning page, a filter can be seen at the top. Simply select the support staff which you would like to view the courses assigned, select a desired status from the top and select **Show** to view the results. Please note that the default status is set to **All**.

Staff Learning

Viewing Select Staff... Status All Show



Please select a staff member to view.

After the page has finished loading the results, the assigned courses will show in the body of the page.

Staff Learning: Carlos Medina

Viewing Carlos Medina Status All Show

2022 ISS Annual Training Series

Please complete the 13 lessons below, and any additional materials required within, to ensure your 2022 Annual Training is completed in full. When completing the training, you may clock in for a Non-Face to Face shift to be paid for your time. If you have any questions, please reach out to Training@issny.org for assistance.

Status: Incomplete
Progress: 0% complete
Due Date: Dec 31, 2022

Electronic Visit Verification (EVV) - Support Staff

Status: Archived
Progress: 0% complete
Expired



Please note that only the title, description, completion status and due dates can be seen from the **My Staff Learning** page.

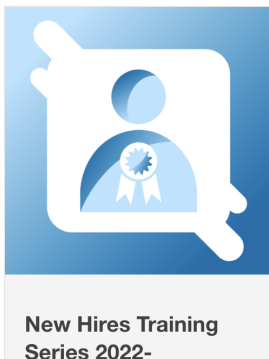
How can I see courses that my support staff are assigned?

To see the content of the courses that are assigned to your support staff, log into the portal and select "My Learning" from the menu in order to navigate to the Learning Management System.

Once in the LMS, a tab titled "Optional" will appear. The courses in this section are the courses that are currently assigned to the support staff.

[Help](#)[My Portal](#)[Logout](#)

Select Status:

[Active](#)[Optional](#)

Please note that by default, courses assigned to support staff will not be available to view in the **My Learning** page for circle of support members. This feature must be enabled by internal ISS staff. If you would like to see the content of the courses assigned to support staff, please contact ISS to have this enabled for your account. The included screenshots serve as examples only. You will see the actual courses assigned specifically to you.

How do I submit my hours for training?

In eTime, start a **non-face-to-face ComHab** shift for the participant you work the most weekly hours with. Let the shift run while you are completing the course and when you are done with training, end the shift. At the submission page, select **"Training"** as the staff activity and the reason can be whatever the training was (ex. Staff Action Plan,

Annual, etc.)

If you have already completed your training and need to submit your time, you will need to submit a forgotten shift using the details above as shift information. (<https://help.issny.org/books/etime/page/creating-and-submitting-a-forgotten-shift>).



If a staff member is completing their online training while another staff is actively working a shift, it is going to be flagged as an overlap, but this is 100% acceptable. Medicaid requires that all time overlaps have to be approved by the COS. The COS can approve the overlap and when they are required to give a reason, they can say something along the lines of "Staff completed non-face to face training".

I have multiple roles, what about duplicated courses or lessons?

For users that have multiple roles with ISS such as Support Staff, Brokers, and/or Family members, you will be assigned each course and/or lesson as required. If the lessons are exactly the same, the LMS will know when you have completed one and will not require you to take the same again for another role.

Updated 09/19/2023.