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.

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- [Overview of LMS Organization](#)
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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

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

- 🏠 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.

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.

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

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.

Assignments

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

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.

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.

> ℹ️ 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	Due
0% complete	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.

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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.

> ℹ️ 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.

◄ _____ ►
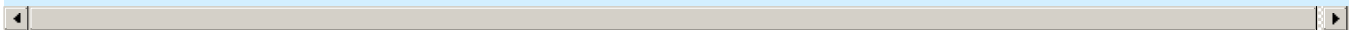
> ℹ️ Finishing video playback will unlock the video control bar.

Online Training

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

✓ 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
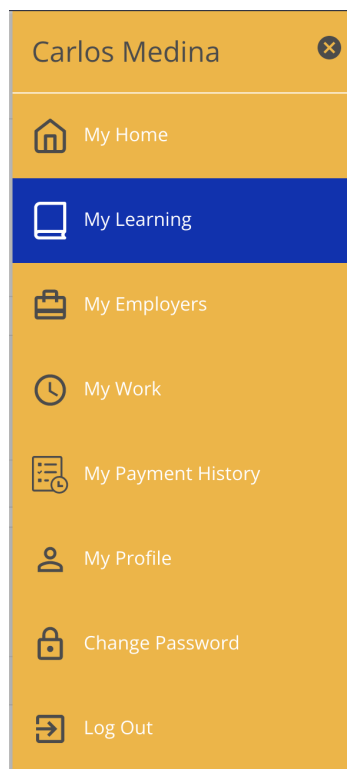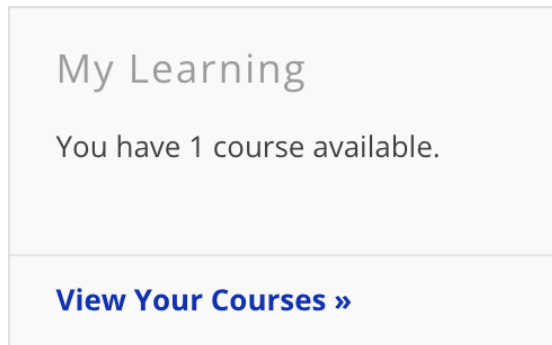
What courses am I required to take?

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

Courses	New Hires	Support Staff	SEMP Staff	Brokers	Family
	hired less than one year	*hired more than one year*	*hired more than one year; hired into SEMP job*	*active plan role of Support Broker or StartUp Broker*	*active plan role of Participant, Parent/Guardian, Family/Circle Contact, or Primary Contact*
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.

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.

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**.

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

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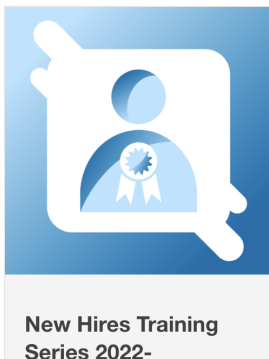
Please note that by default, courses assigned to support staff will not be available to view in the **My Learning** page for circle of support members. This feature must be enabled by internal ISS staff. If you would like to see the content of the courses assigned to support staff, please contact ISS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