

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](#)

New Hires Training
Series 2022-

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.

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