The College of Direct Support Administrator Training Manual

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES

Updated 1.22.13

For Technical Assistance on using the College of Direct Support send an email to: **CDSTA@umdnj.edu**

If you are using the College of Direct Support and are unable to get drop down menus when you click on the main menu bar, there may be a compatibility issue with your Internet Explorer, you may have a different version than the one required to use the system.

<u>Try the following steps:</u>
On the top of your web page go to “tools”
then click “compatibility view settings”
a pop-up window will appear
then check the box that says “display all websites in compatibility view”
then click the “close” button.
The page should refresh automatically (if not, then click refresh)

The College of Direct Support Administrator Training Manual

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The NJ Partnership for Direct Support Professional Workforce Development

"It's about the Quality… of supports that a well-trained workforce provides."

"It's about the Value… of professionalism gained through the College of Direct Support state-of-the-art training".

"It's about the Future… of Direct Support Professionals and the lives of people with developmental disabilities"

The College of Direct Support offers online learning and education to provide the Direct Support Workforce with more opportunities to strengthen the knowledge and skills needed to support people with disabilities. The goal is to provide a variety of opportunities to support the careers of direct support professionals.

The New Jersey Direct Support Professional Workforce Development Coalition

Mission: *To promote the recruitment and retention of a professional workforce to enhance the quality of direct supports for people with disabilities and their families*

NJ Direct Support Professional Workforce Development Coalition

Organization Representation

- Alliance for the Betterment of Citizens with Disabilities (ABCD)
- The Arc of New Jersey
- Consortium for Workforce and Economic Development/Community Colleges of New Jersey
- Department of Human Services
- Division of Developmental Disabilities
- Division of Disability Services
- The Elizabeth M. Boggs Center on Developmental Disabilities
- New Jersey Association of Community Providers (NJACP)
- New Jersey Council on Developmental Disabilities
- Family Representation
- DSP Representation

CDS Capabilities

- State of the Art Curriculum developed in partnership with an editorial board of national experts

- Tracking Training
  - E-Learning
  - In-Person Pre-Service Classroom training
  - Certification

- Compliance with CMS requirements through centralized tracking of the 5 pre-service trainings (First-Aid, CPR, Overview, Medication, Preventing Abuse & Neglect)

Capabilities cont'd.

- Addition of linked content
- Announcements
  - State & Agency levels
- Tracking Hire Dates
- Reports on agency and individual levels

Use of the CDS for Agencies

- Pre-Service Training Tracking – Minimum Requirement
- Offering Training on a course-by-course basis – Benefit, Optional
- Offering the NJ Career Path – Benefit, Optional

You are a CDS Agency Administrator…

- Skills / Attributes
  - Basic computer skills
  - Attention to detail
  - Good communicator
  - Manager
  - Planner
  - Organizer
  - Instructor
  - Assertive
  - Motivational
  - Empowering

Login Information

Website: Be sure to use the correct address: www.collegeofdirectsupport.com/embcenter

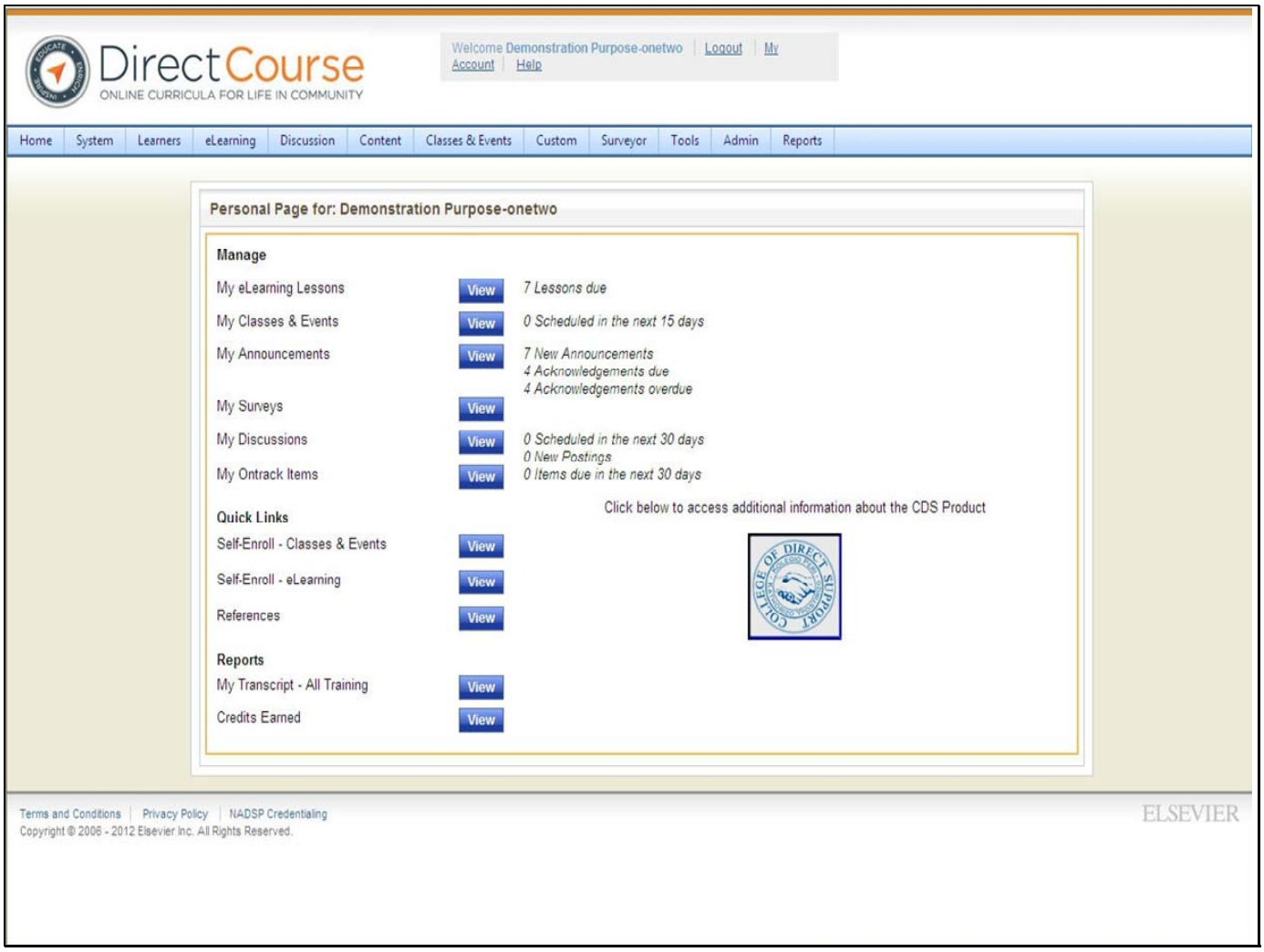
OR https://login.elsevierperformancemanager.com/systemlogin.aspx?virtualname=EMBcenter

Google may yield another CDS site.

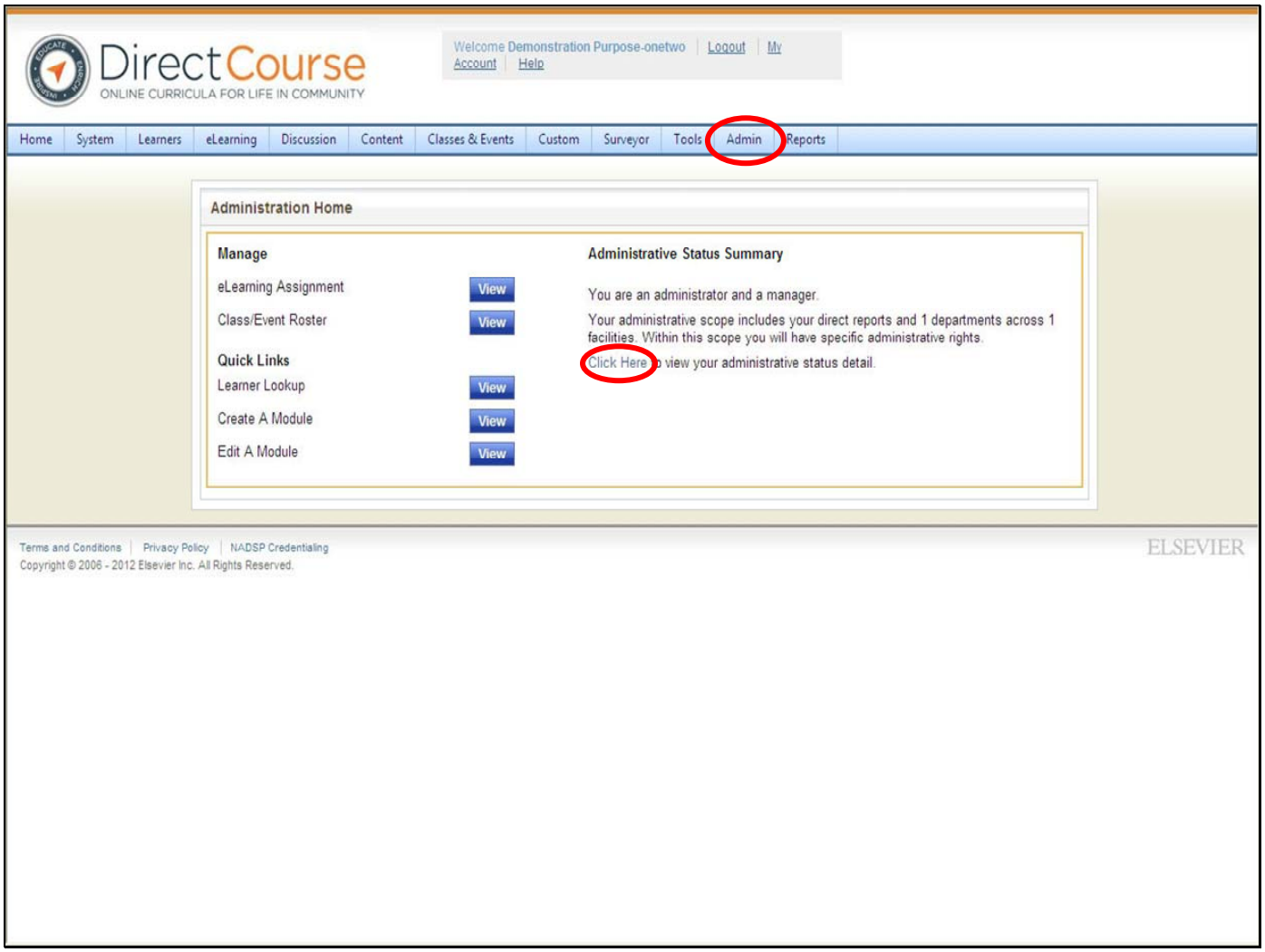
User ID: first letter of your first name, full last name, last four of your social security number

(Ex: joe Schmoe will be jschmoe1234)

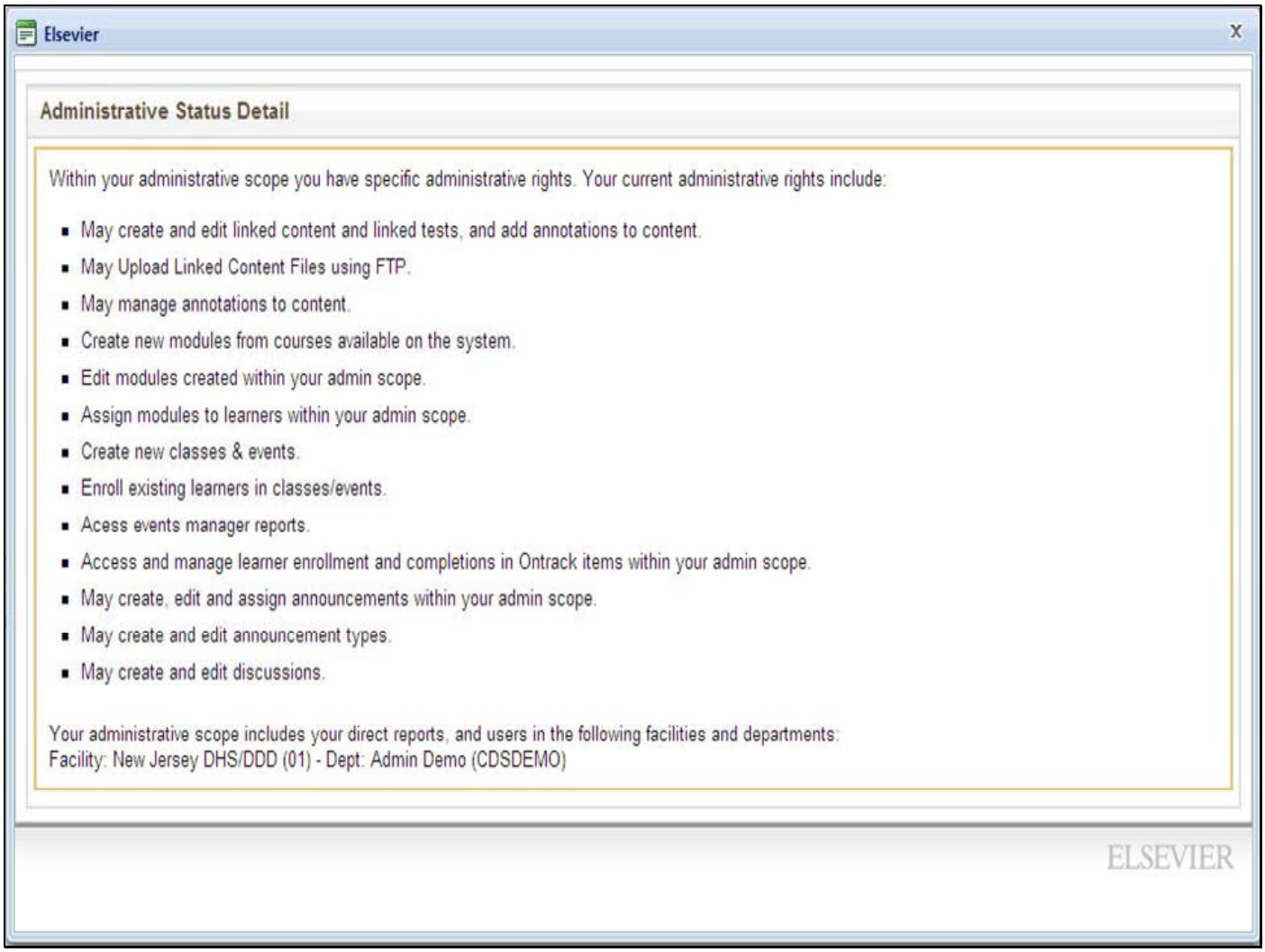
Password: hello



Once logged into the system, you will see your personal page information. All you of your privileges (both admin and personal) can be access from this page.



If you have administrative privileges in the system, an additional button will appear on your toolbar: Admin. When you **click on the Admin button**, you will see your admin home information page. You do not need to click on the Admin button for access to your admin privileges in the system.



When you **click on the Administrative Status Detail**, you will get a pop-up window with more information on your rights as an administrator in the system.

Your facility will be **New Jersey DHS/DDD** unless otherwise specified.

Department includes the **name of your agency** and all other agencies you have admin rights to in the system.

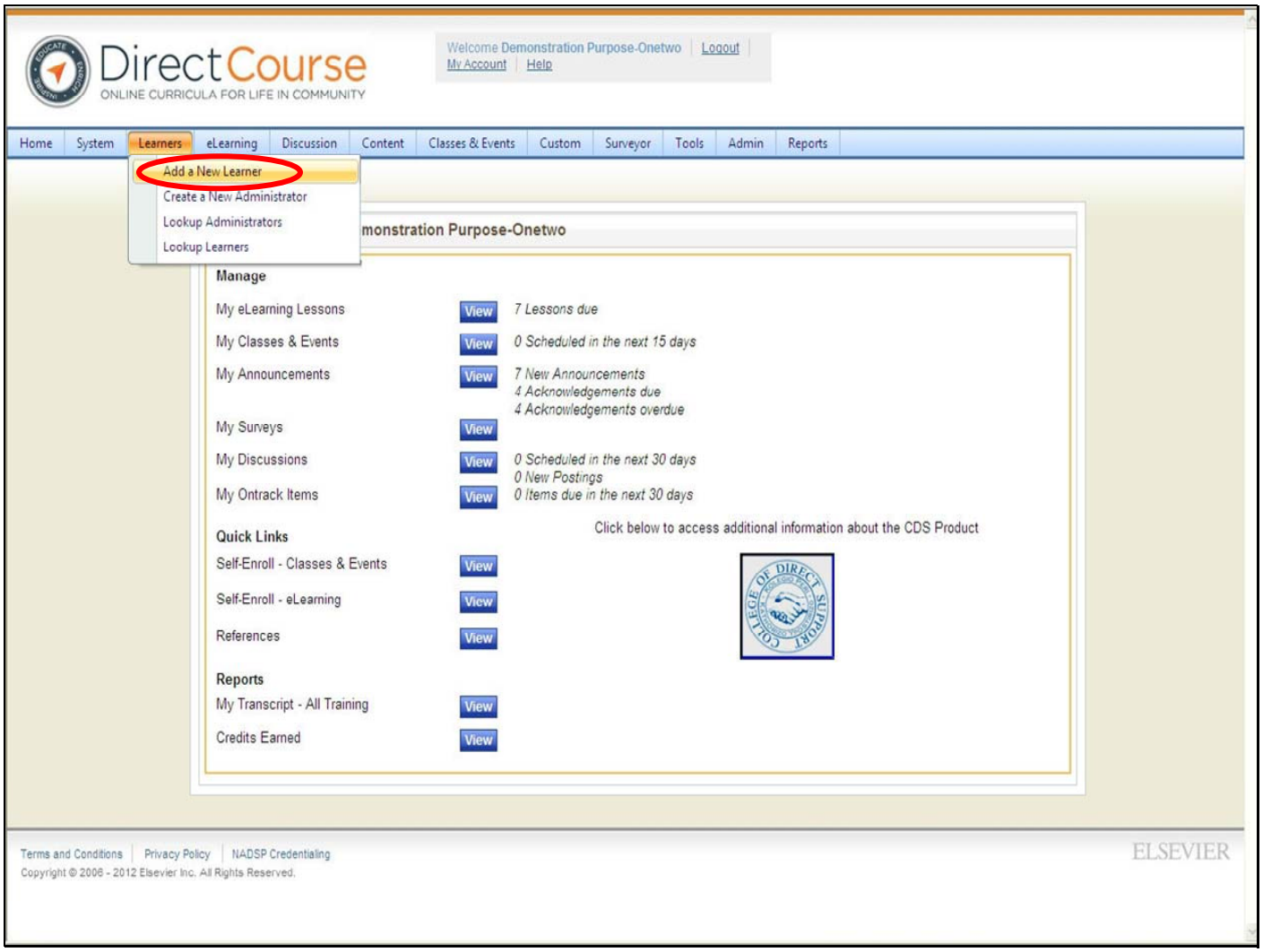
Adding New Learners

***It is important to remember that learners cannot be deleted from the system. If there is an error in the learner ID, please contact the CDS Central Administrator: CDSTA@umdnj.edu**

IMPORTANT:

Required Fields according to the Division of Developmental Disabilities in the state of New Jersey:

Learner ID, First Name, Last Name, Facility, Department and Hire Date. All other categories are optional.



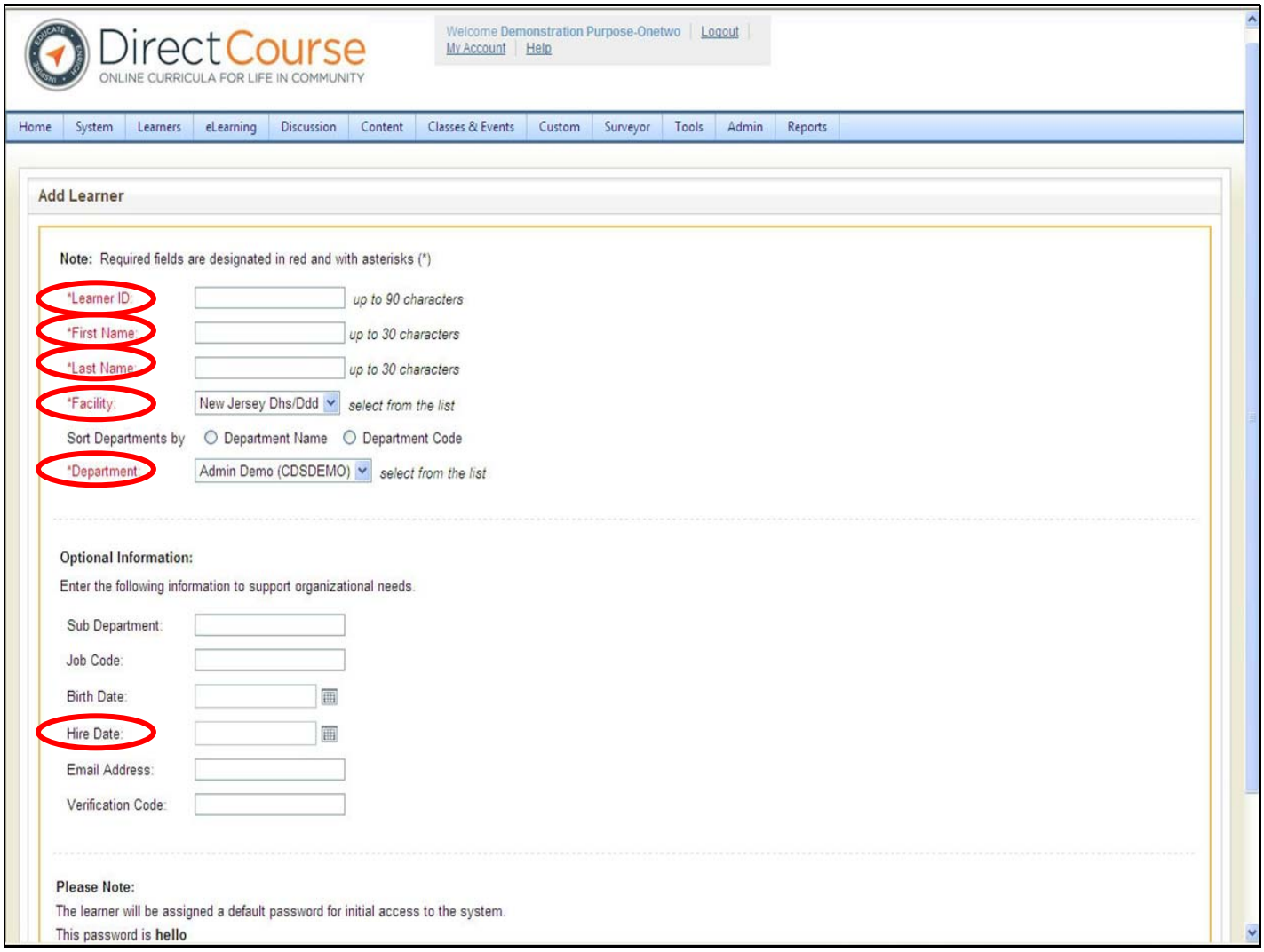
Once a learner is entered in the system, you can assign him/her lessons and then track and report on e-learning (online training) and classroom training.

- **Click on Learners then Add a New Learner**

You will only be able to add learners to your agency unless otherwise specified.

IMPORTANT: Required Fields according to DDD:

Learner ID, First Name, Last Name, Facility, Department and Hire Date. All other categories are optional.



Naming Format

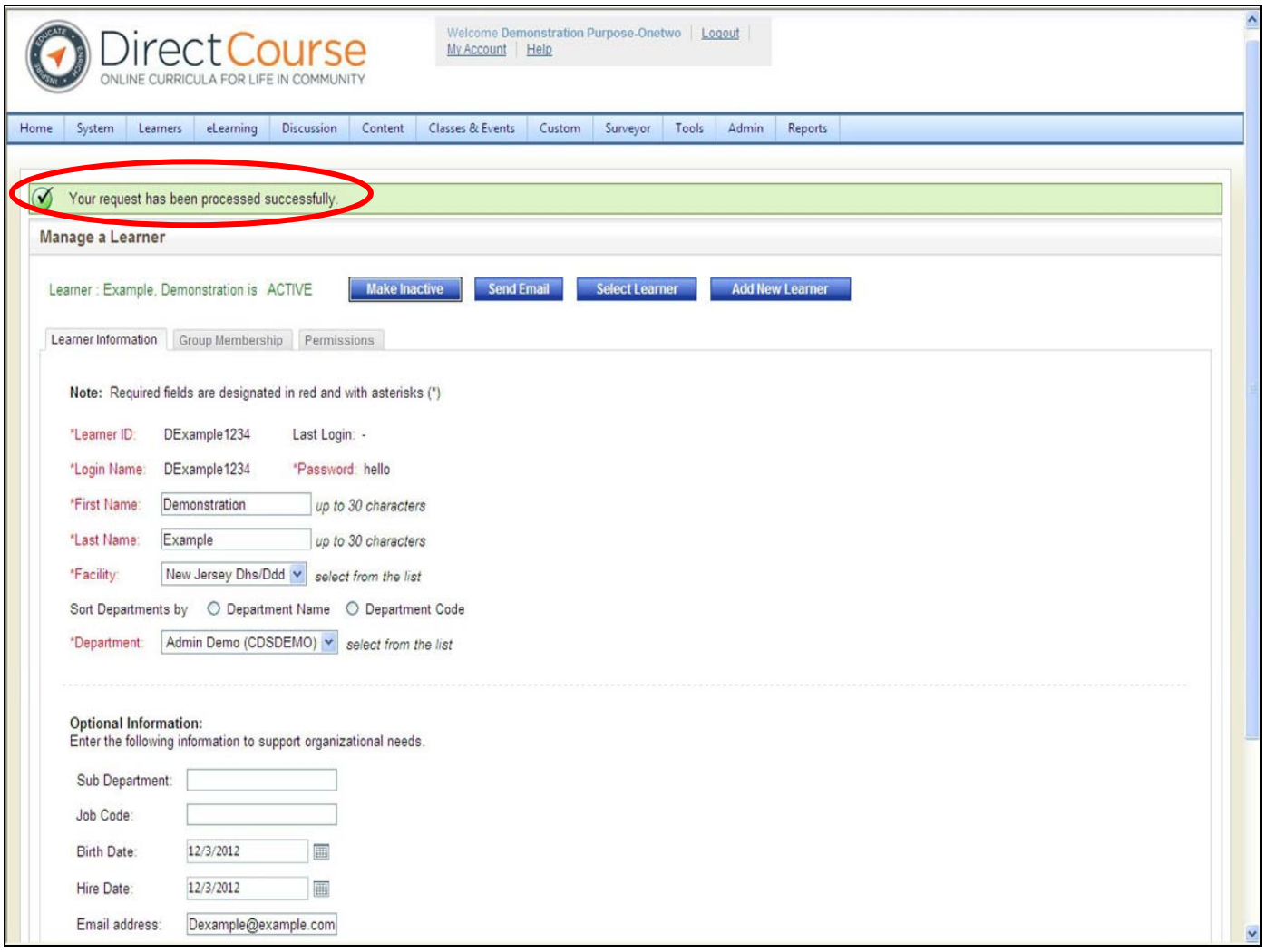
- New Jersey's Department of Developmental Disabilities requires that the following format be used:

First letter of their first name, full last name, the last four digits of their social security number: JDoeXXXX, where XXXX is the last four digits of a learner's social security number. Do not include spaces, hyphens, prefix, suffix or any additional characters to the user ID.

Example: Jan Doe would be JDoe1234 and Jane Doe-Smith would be JDoeSmith1234.

IMPORTANT: Required Fields according to DDD:

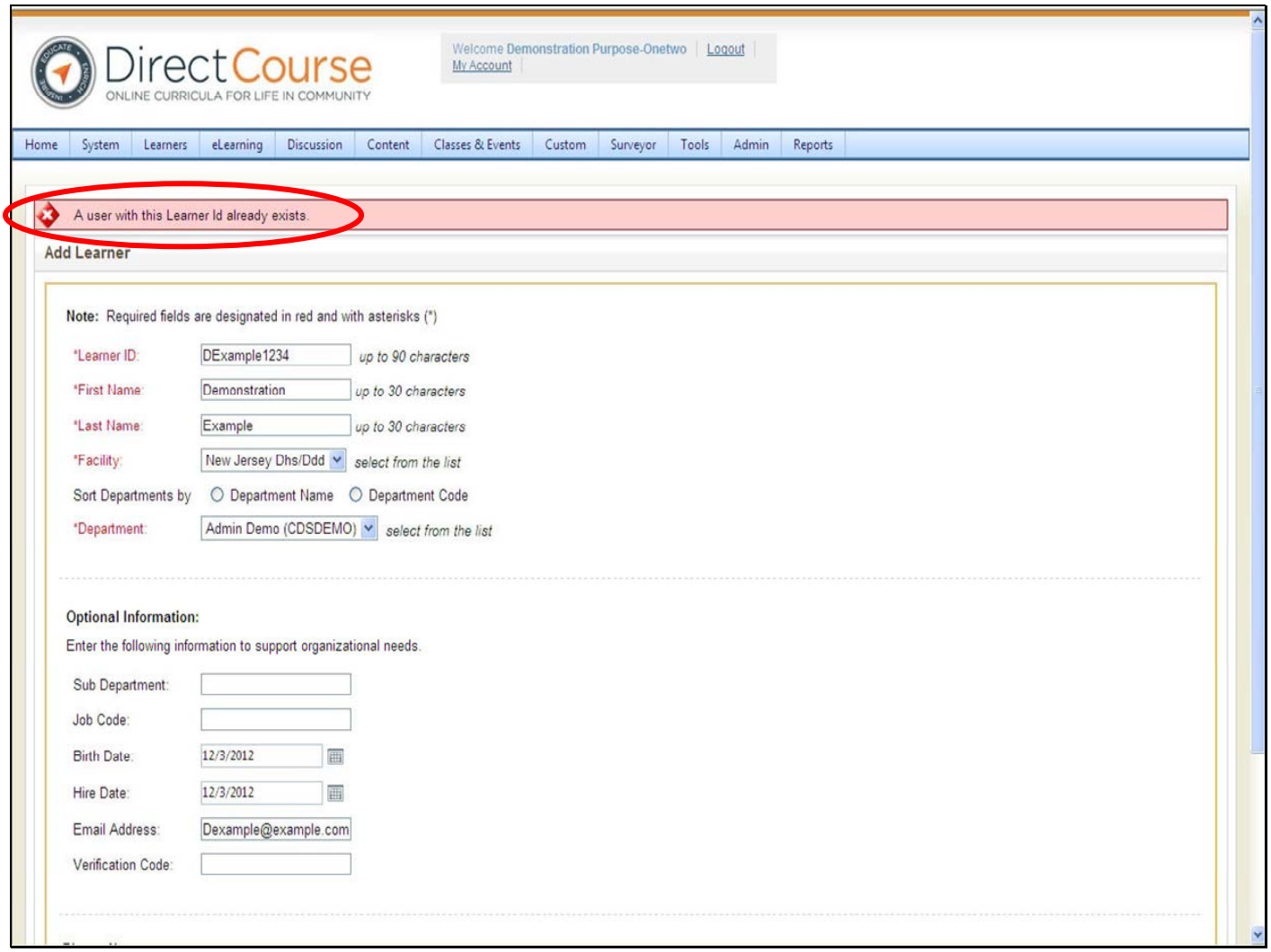
Learner ID, First Name, Last Name, Facility, Department and Hire Date. All other categories are optional.



Once all of the information is entered **click Save**. You will receive a confirmation: Your request has been processed successfully.

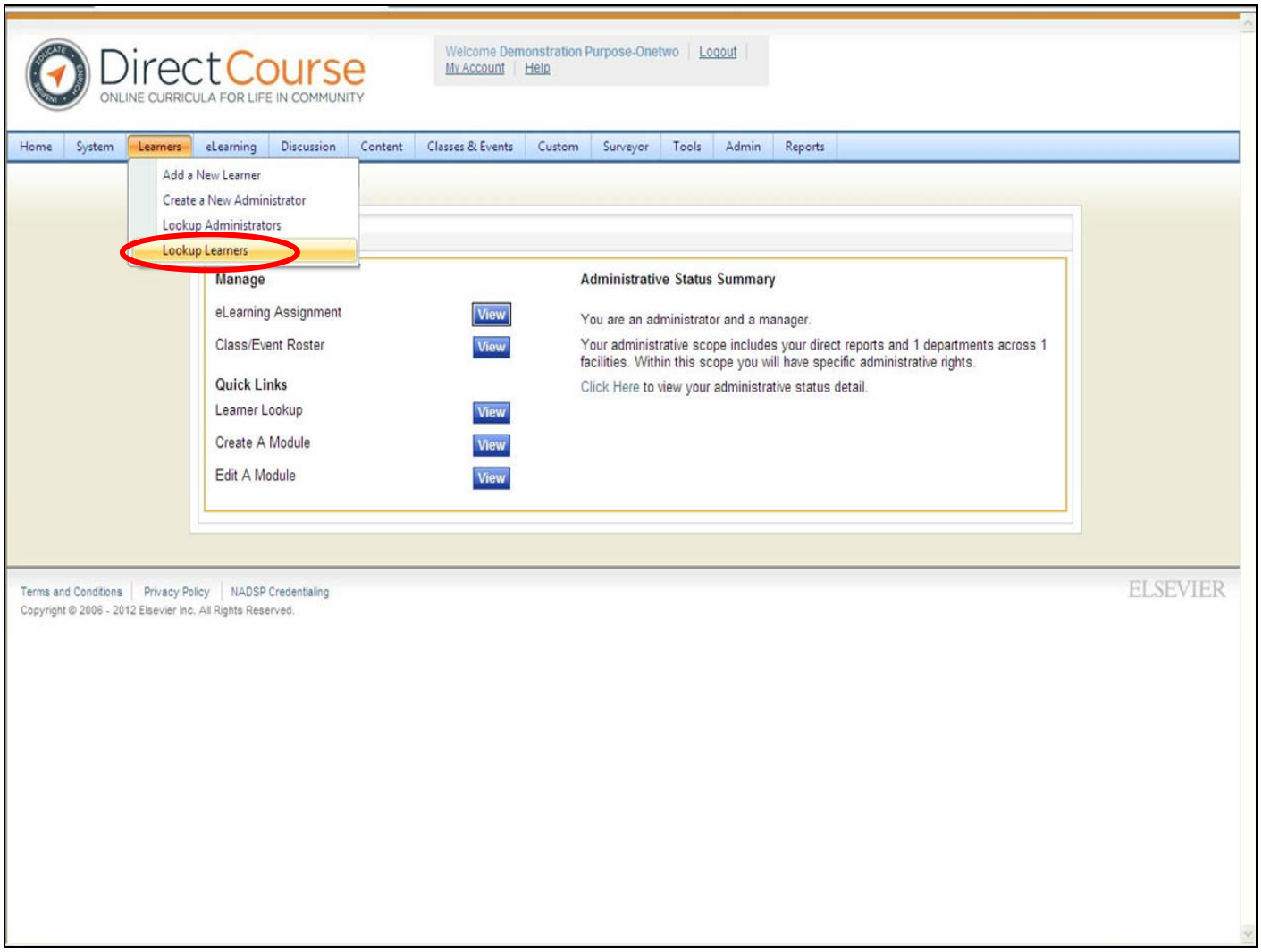
Note: Learners cannot be changed once they are saved.

If you made a mistake with the learner ID, please email the CDS Central Administrator: CDSTA@umdnj.edu.



If you try to enter a Learner into the system and the **Learner already exist**, you will get an error message. If the staff already exists in the system you will need **secondary/manager zone access** rights to the staff. **Email the CDS Central Administrator: CDSTA@umdnj.edu** for secondary/manager zone access rights to the staff in the system.

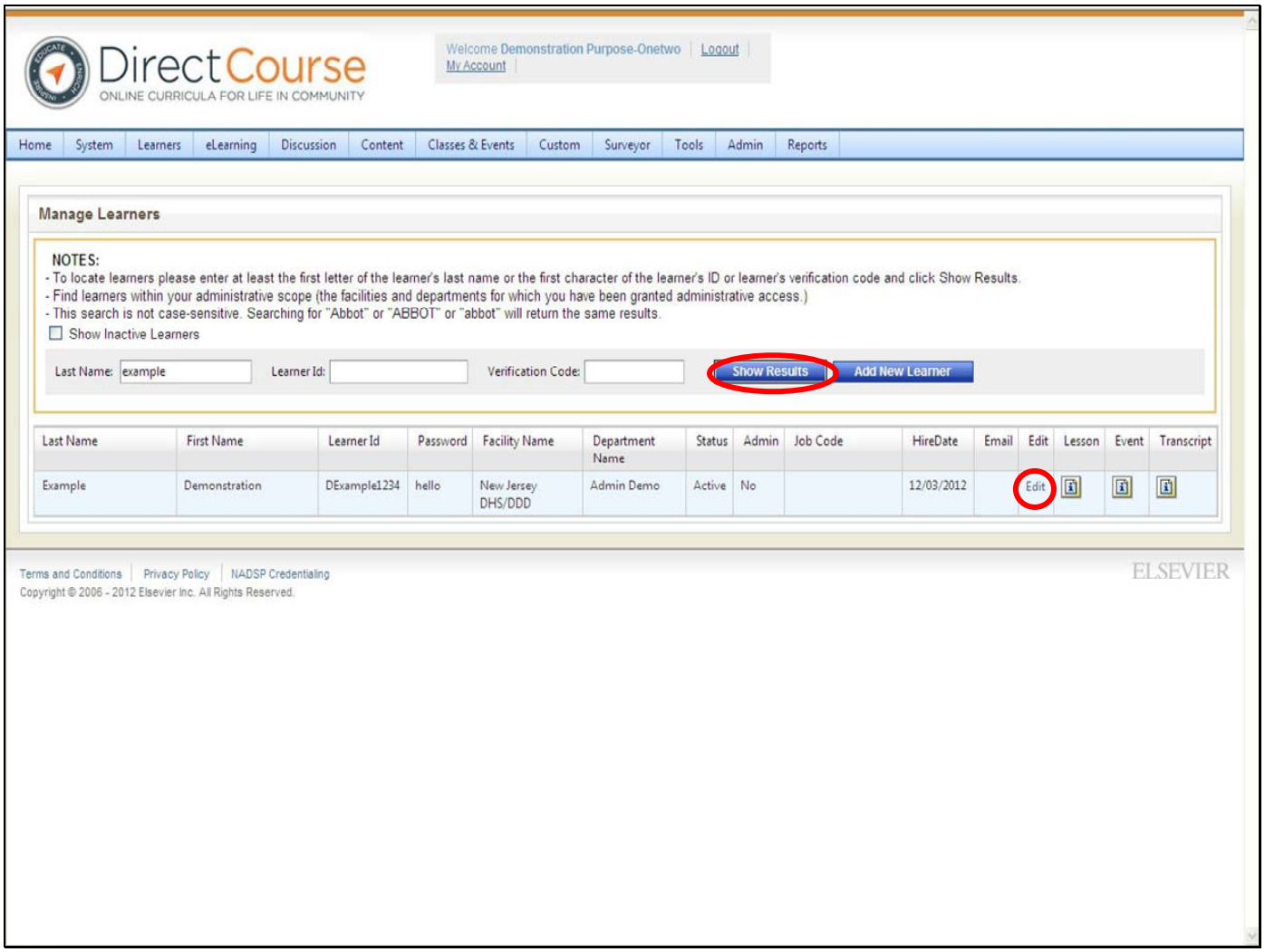
Looking Up and Editing Learner Information



There may be an occasion when you will need to change some learner information (this does not include the learner ID). This could include changing the Learner's last name, changing the Learner's status between active and inactive, etc…

- From the menu bar, **click Learners then Lookup Learners**

The Manage Learner's page will open.



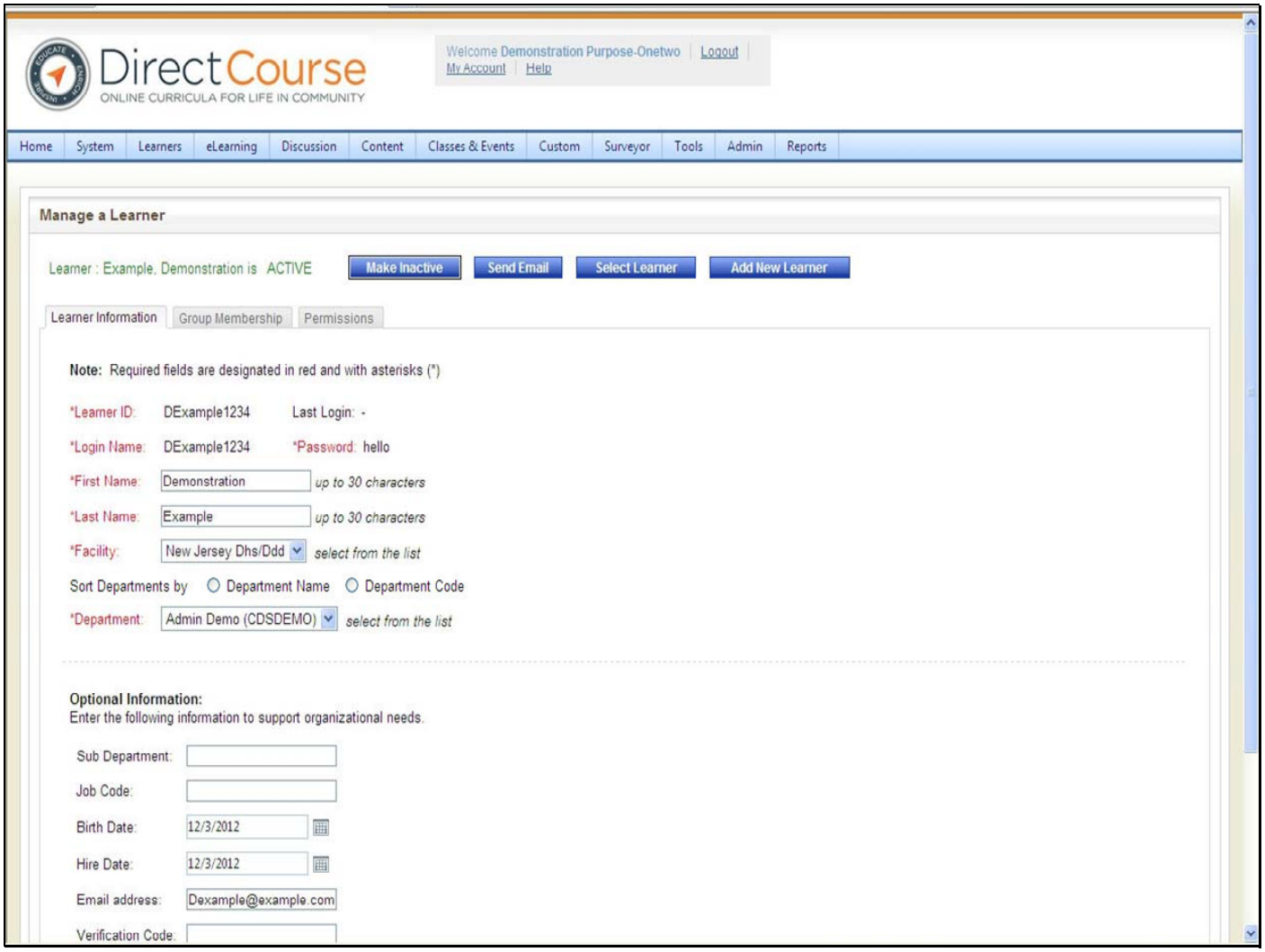
You can search for learners by last name, learner ID or verification code (only if one has been assigned to their learner ID).

- **Enter all or part f the Learner's last name** or you can search by Learner ID.
- Then **click Show Results**.

You can also use the "%" (percent sign) and click show results. This will yield all learners in the system to which you have access to.

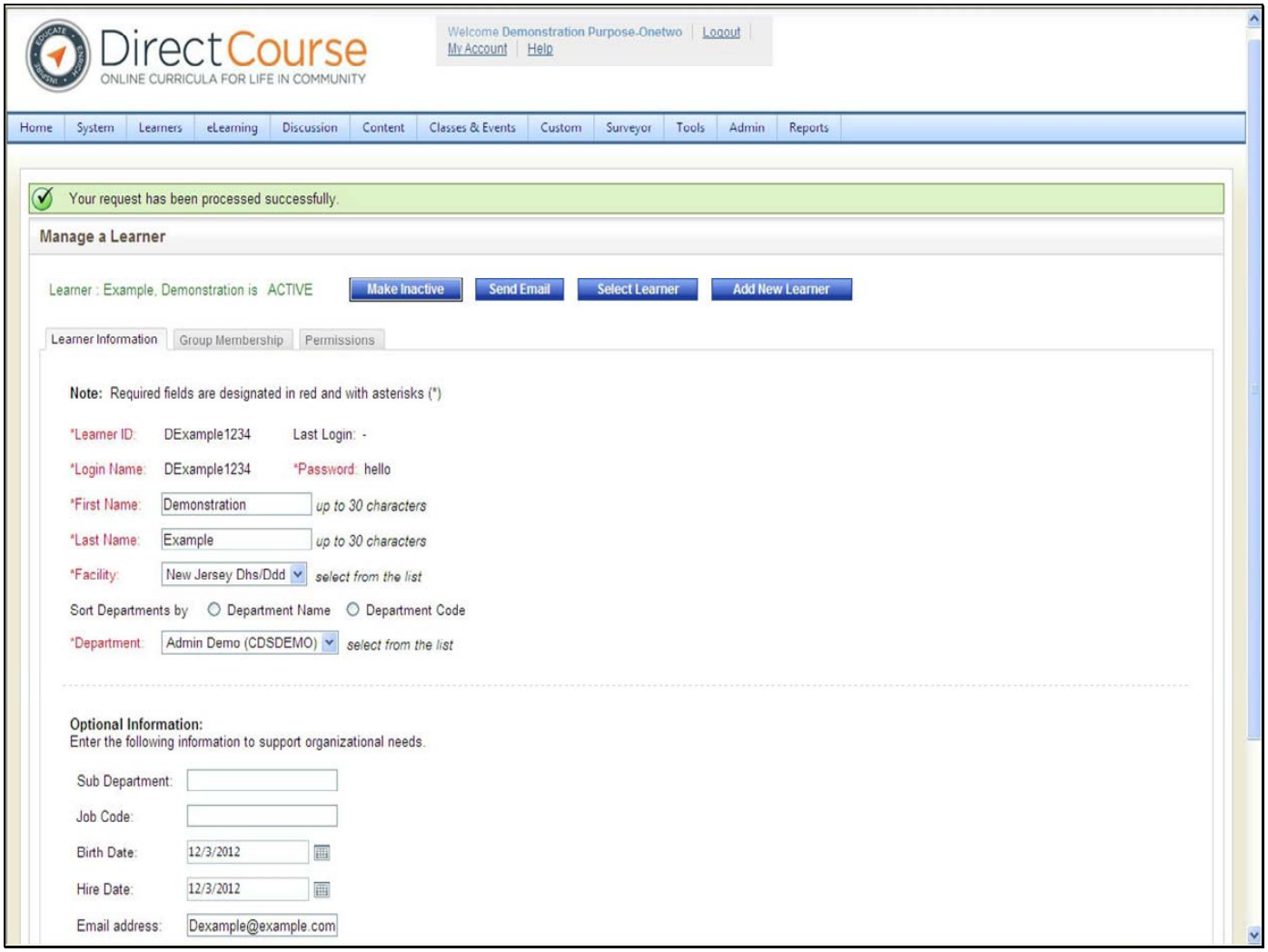
Find the specific Learner from the list. From this page, you can access all of the Learner's information.

Click the Edit button that corresponds to the learner information you which to edit.

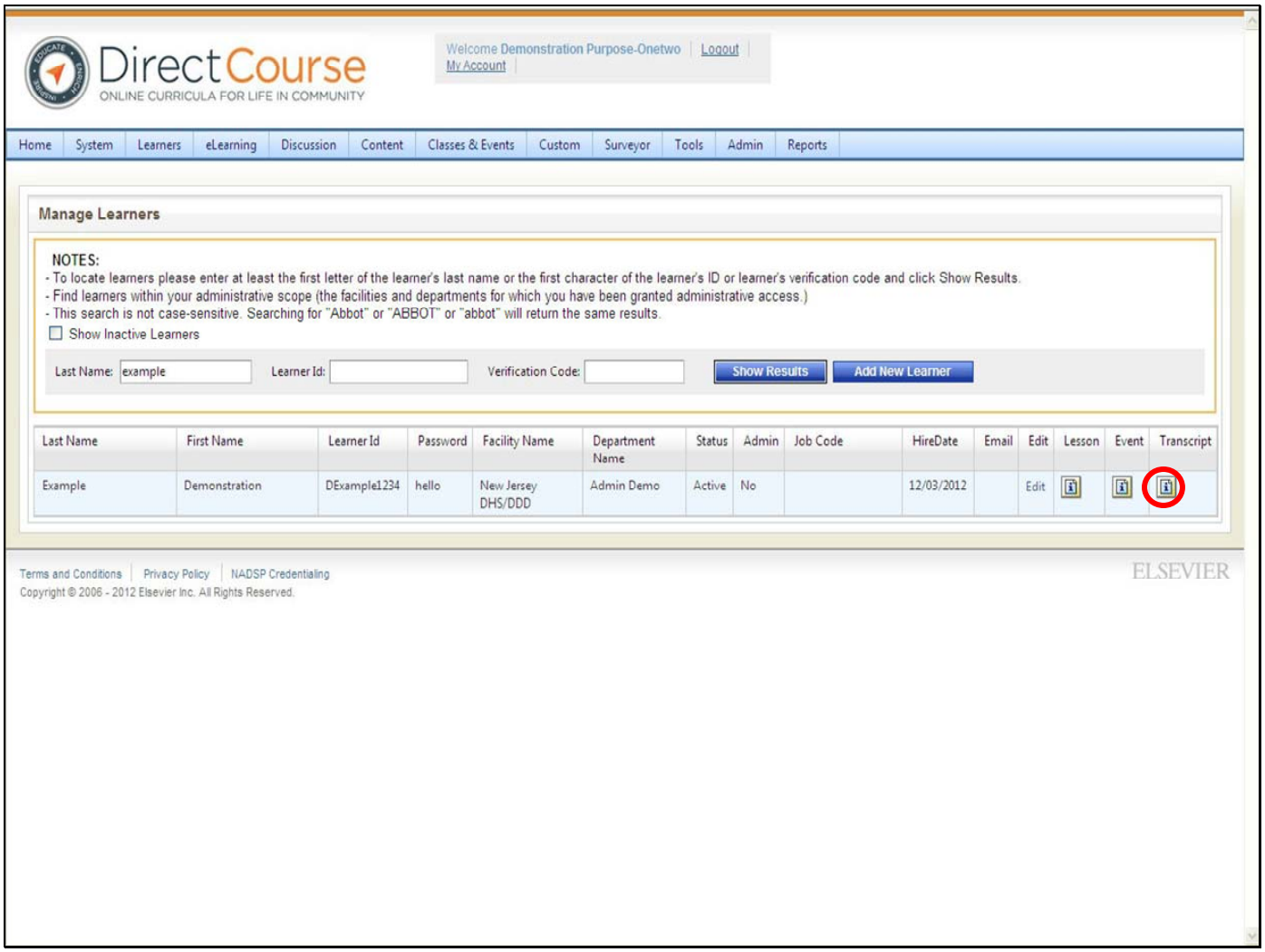


From this page you can edit the learner information: first and last name, sub department, job code, birth date, hire date, email address, verification code. **Once you have made the required changes, click Save.**

Note: User ID cannot be changed once created in the system. If there is an error in the learner ID, please contact the CDS Central Administrator: CDSTA@umdnj.edu

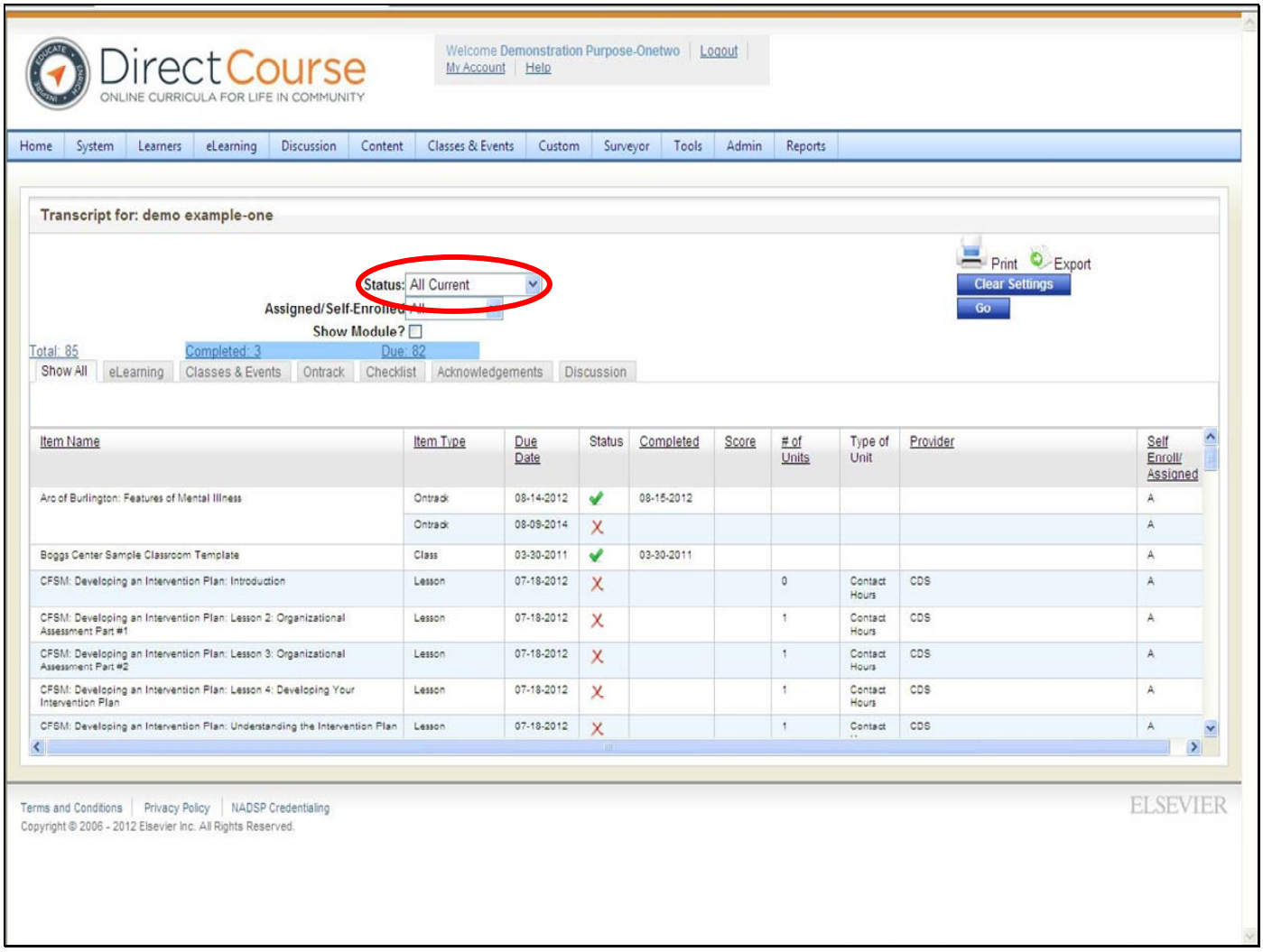


You will receive a confirmation message in green at the top of the page indicating that your request has been processed successfully.



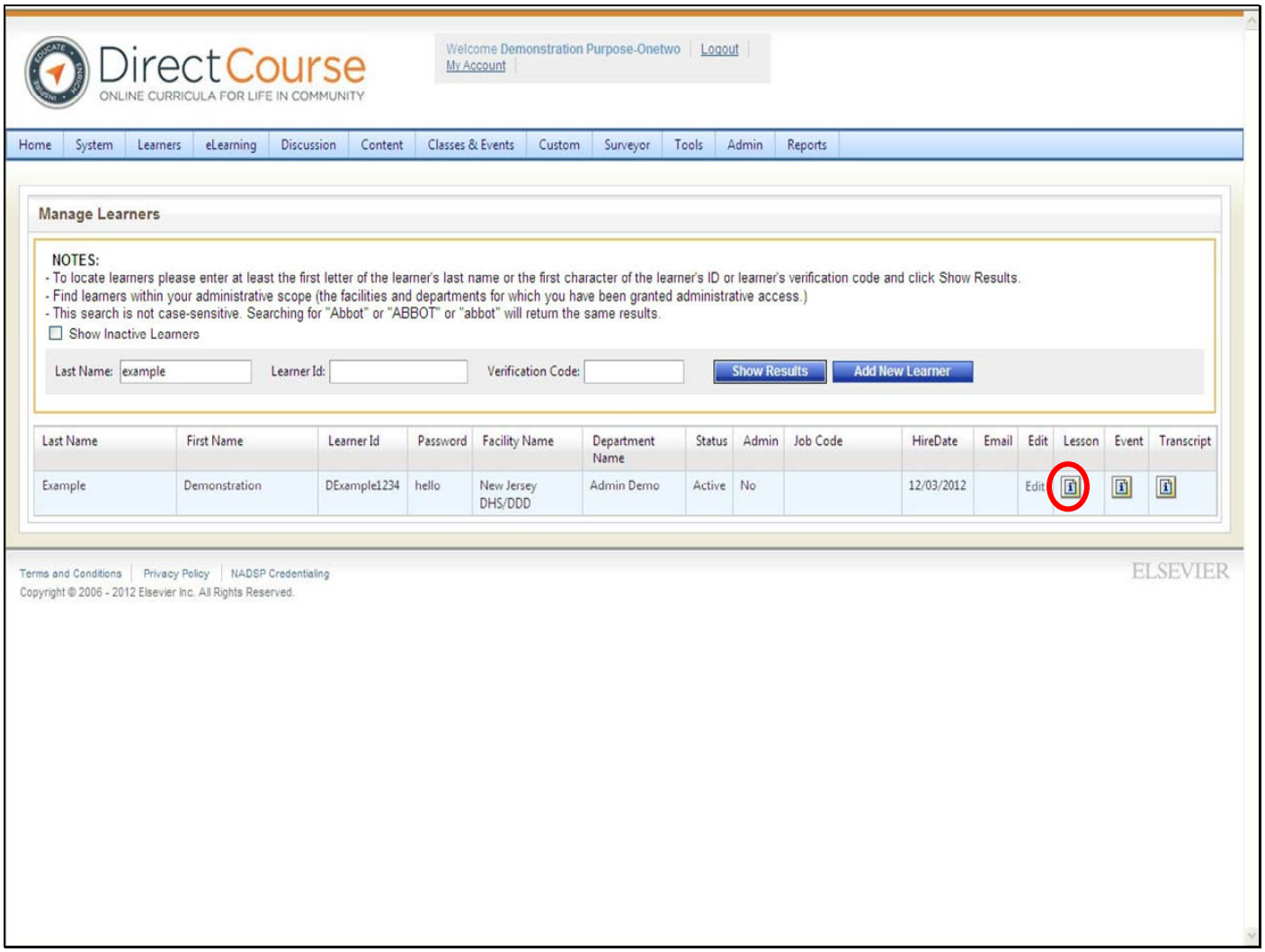
From the learner look up page, you can also view the learner's transcript.

Click on the Transcript icon.



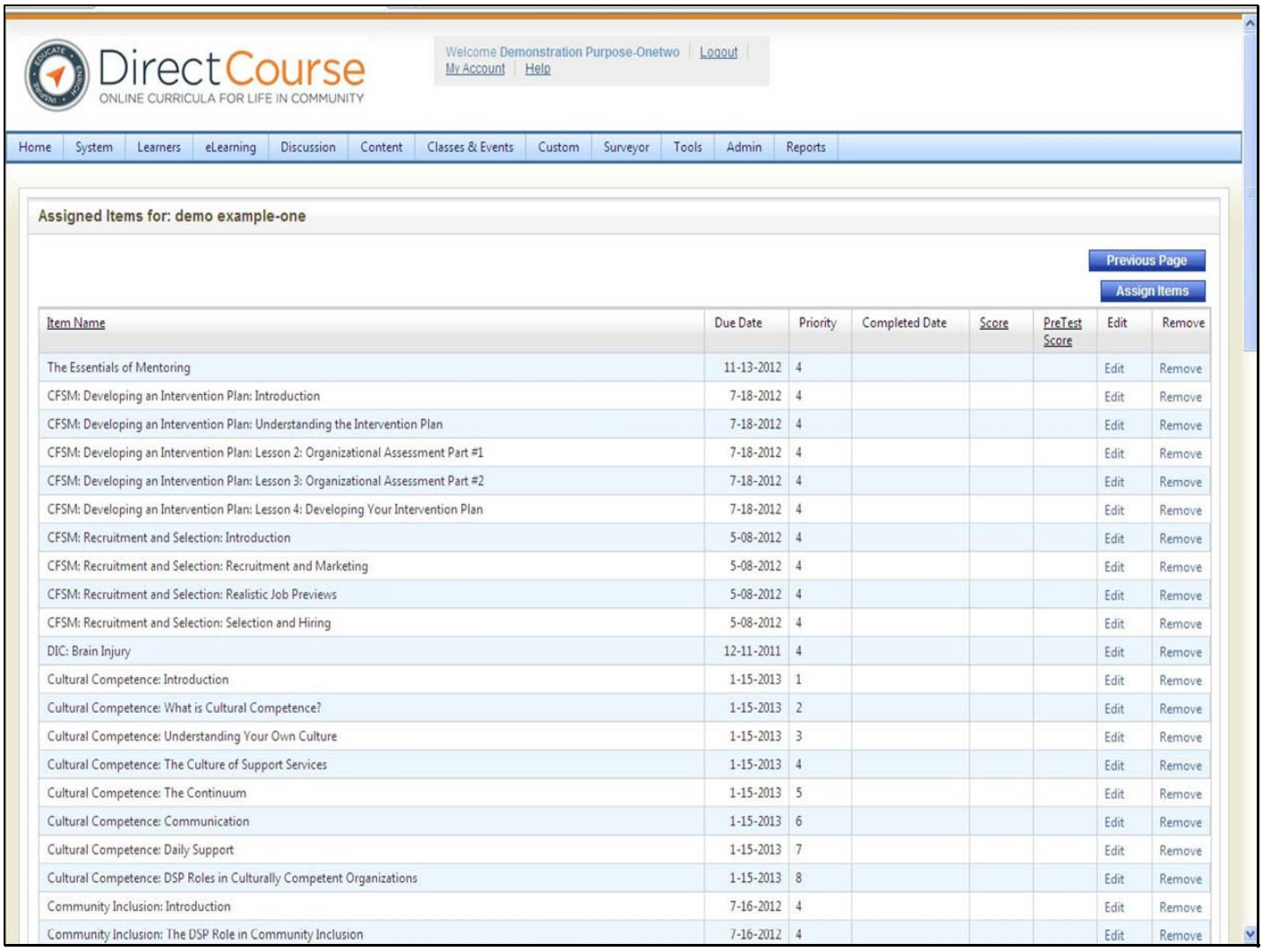
You can print specific information from the Learner's transcript. Learner transcripts can include E-Learning, Classes & Events, Ontrack, Checklists, Acknowledgements and Discussions. You may choose to print transcripts that reflect all or one of these options.

To view all past and current trainings you will need to change the status on the transcript. From the status bar select All Current and Archived from the selection then click Go. The page will refresh and all training both past and present will appear on the staff transcript.



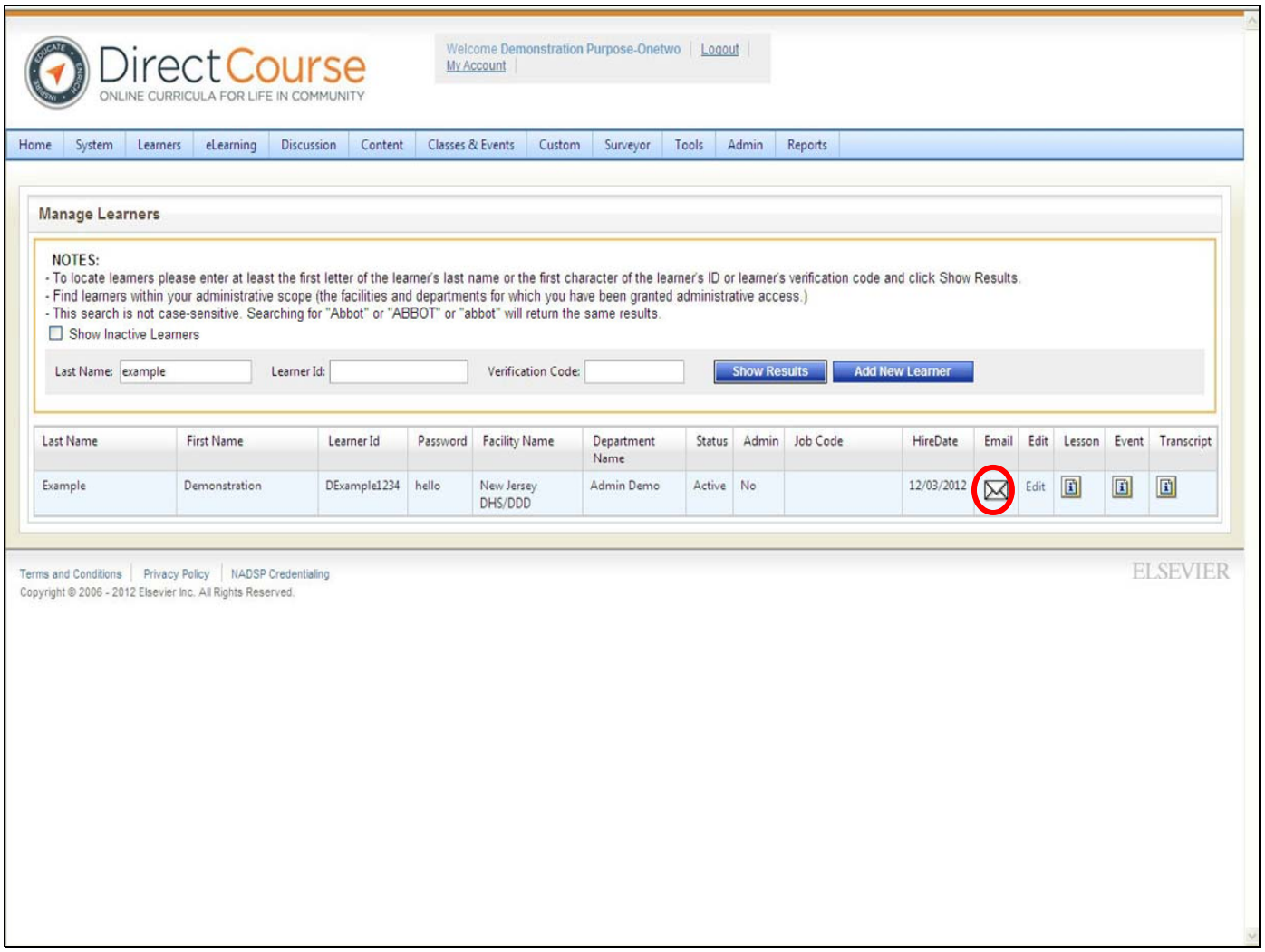
You may view, add, and/or edit all online and in classroom trainings assigned to the learner from the Learner lookup page by clicking on the appropriate icons.

Click on the lesson icon. The page will refresh and take you to the Assigned training page for the learner.



Item Name	Due Date	Priority	Completed Date	Score	PreTest Score	Edit	Remove
The Essentials of Mentoring	11-13-2012	4				Edit	Remove
CFSM: Developing an Intervention Plan: Introduction	7-18-2012	4				Edit	Remove
CFSM: Developing an Intervention Plan: Understanding the Intervention Plan	7-18-2012	4				Edit	Remove
CFSM: Developing an Intervention Plan: Lesson 2: Organizational Assessment Part #1	7-18-2012	4				Edit	Remove
CFSM: Developing an Intervention Plan: Lesson 3: Organizational Assessment Part #2	7-18-2012	4				Edit	Remove
CFSM: Developing an Intervention Plan: Lesson 4: Developing Your Intervention Plan	7-18-2012	4				Edit	Remove
CFSM: Recruitment and Selection: Introduction	5-08-2012	4				Edit	Remove
CFSM: Recruitment and Selection: Recruitment and Marketing	5-08-2012	4				Edit	Remove
CFSM: Recruitment and Selection: Realistic Job Previews	5-08-2012	4				Edit	Remove
CFSM: Recruitment and Selection: Selection and Hiring	5-08-2012	4				Edit	Remove
DIC: Brain Injury	12-11-2011	4				Edit	Remove
Cultural Competence: Introduction	1-15-2013	1				Edit	Remove
Cultural Competence: What is Cultural Competence?	1-15-2013	2				Edit	Remove
Cultural Competence: Understanding Your Own Culture	1-15-2013	3				Edit	Remove
Cultural Competence: The Culture of Support Services	1-15-2013	4				Edit	Remove
Cultural Competence: The Continuum	1-15-2013	5				Edit	Remove
Cultural Competence: Communication	1-15-2013	6				Edit	Remove
Cultural Competence: Daily Support	1-15-2013	7				Edit	Remove
Cultural Competence: DSP Roles in Culturally Competent Organizations	1-15-2013	8				Edit	Remove
Community Inclusion: Introduction	7-16-2012	4				Edit	Remove
Community Inclusion: The DSP Role in Community Inclusion	7-16-2012	4				Edit	Remove

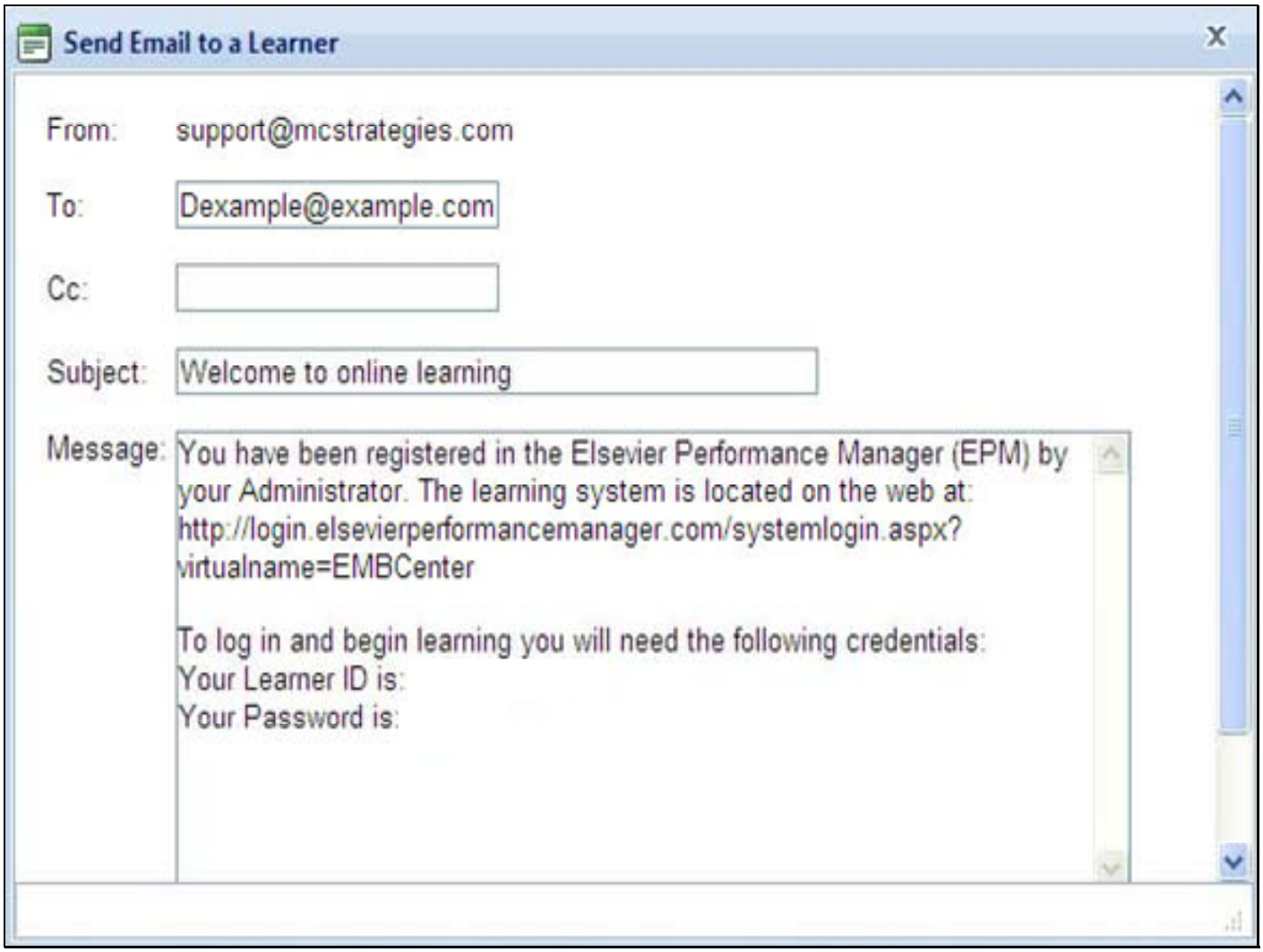
This is one way to manage/assign **online training** to Learners. For more information on assigning online training, see the section in your manual on E-Learning.



You can also send an email to the learner from the learner look up page. These are non-response emails. Learners will not be able to respond to the emails, but you can send them important information about their job, the agency, or assigned training through the system.

An email icon will only appear if the learner has an email address attached to them in the system.

Click on the email icon.

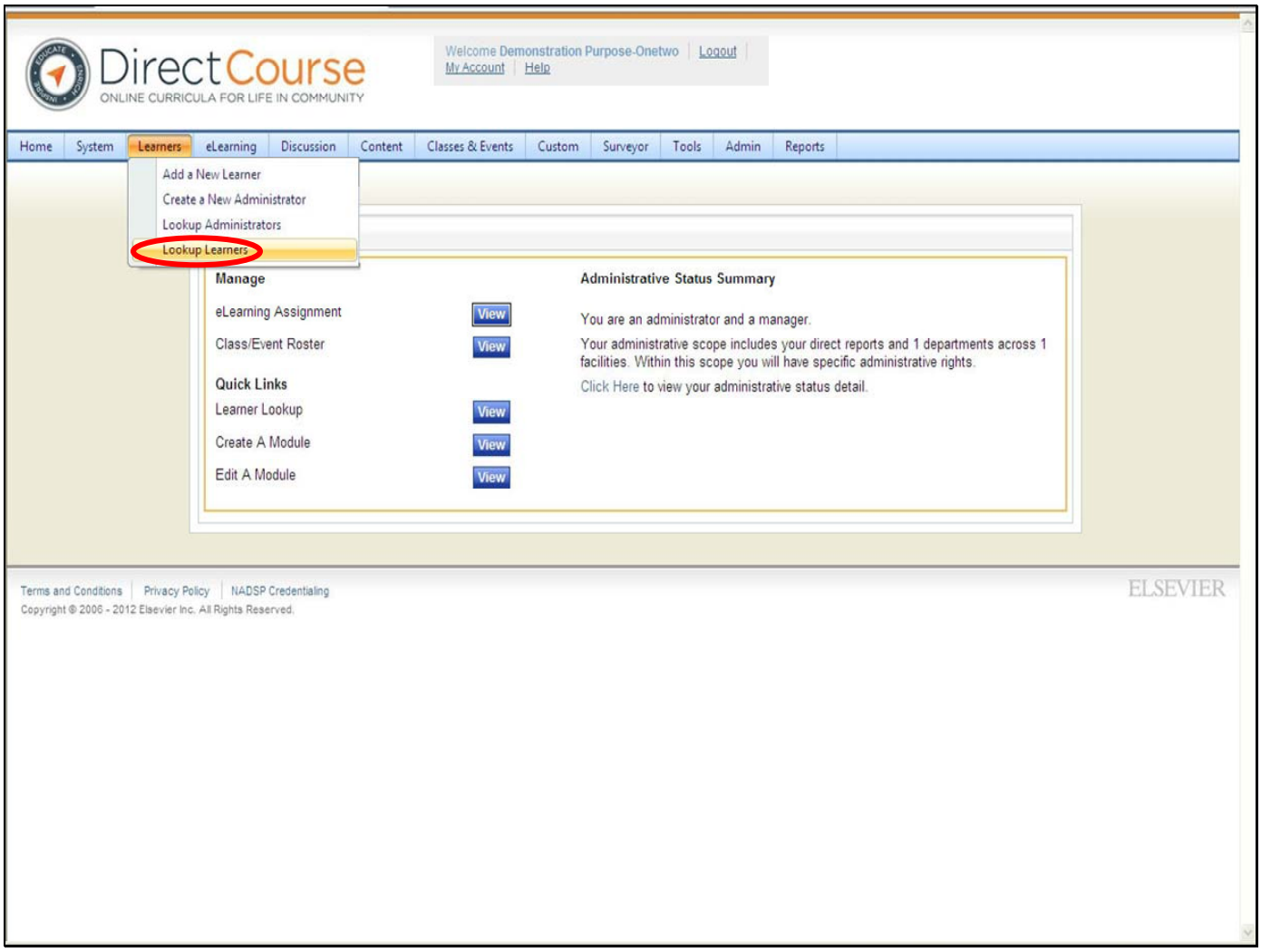


You can also send email to the Learner to let them know that they have been added to the system.

Note: encourage all of your learners to change their password when they first log into the system.

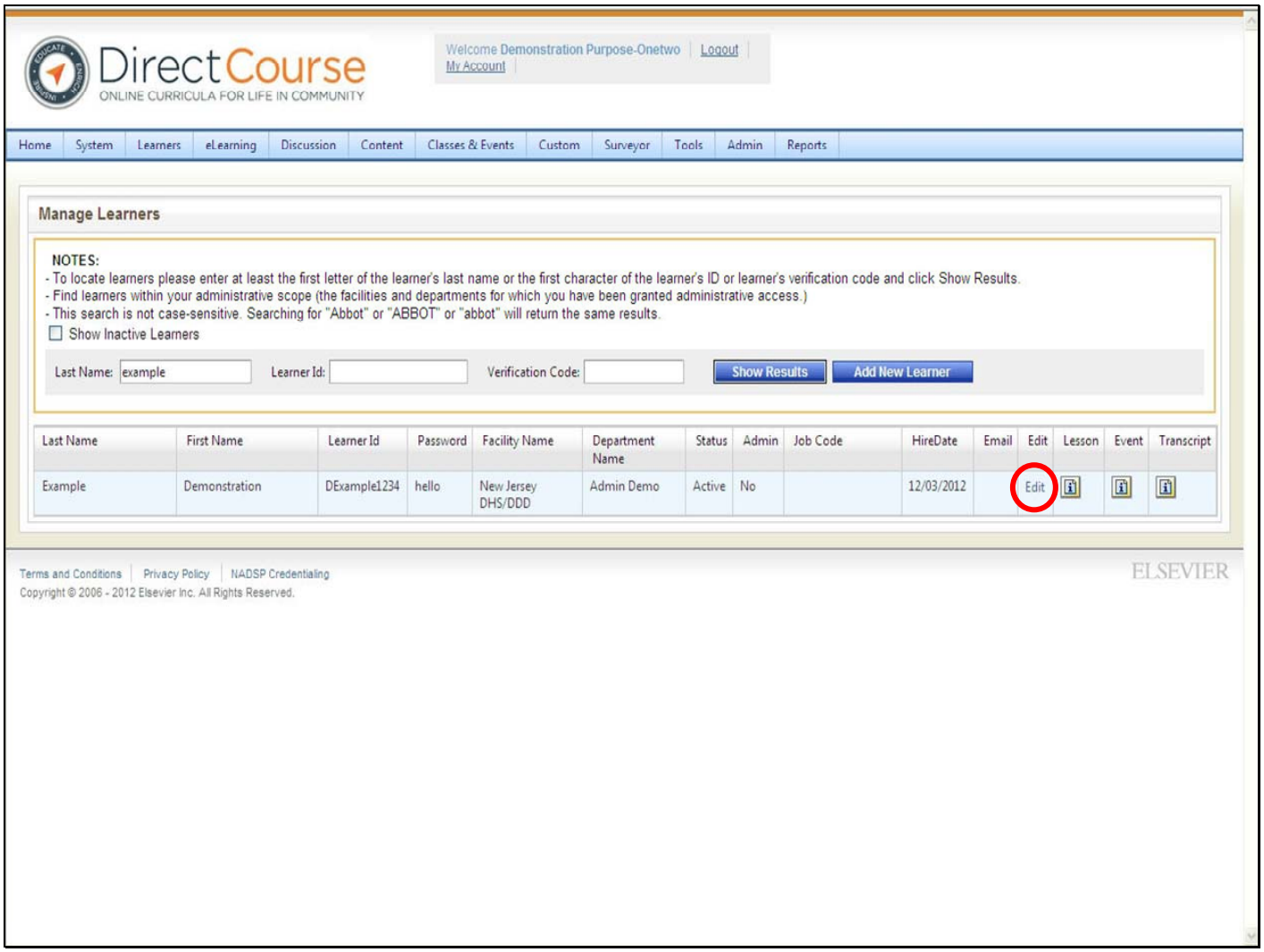
Complete as you would an ordinary email, then click Send.

Changing Learner Status
(When a Learner No Longer Works for Your Agency)



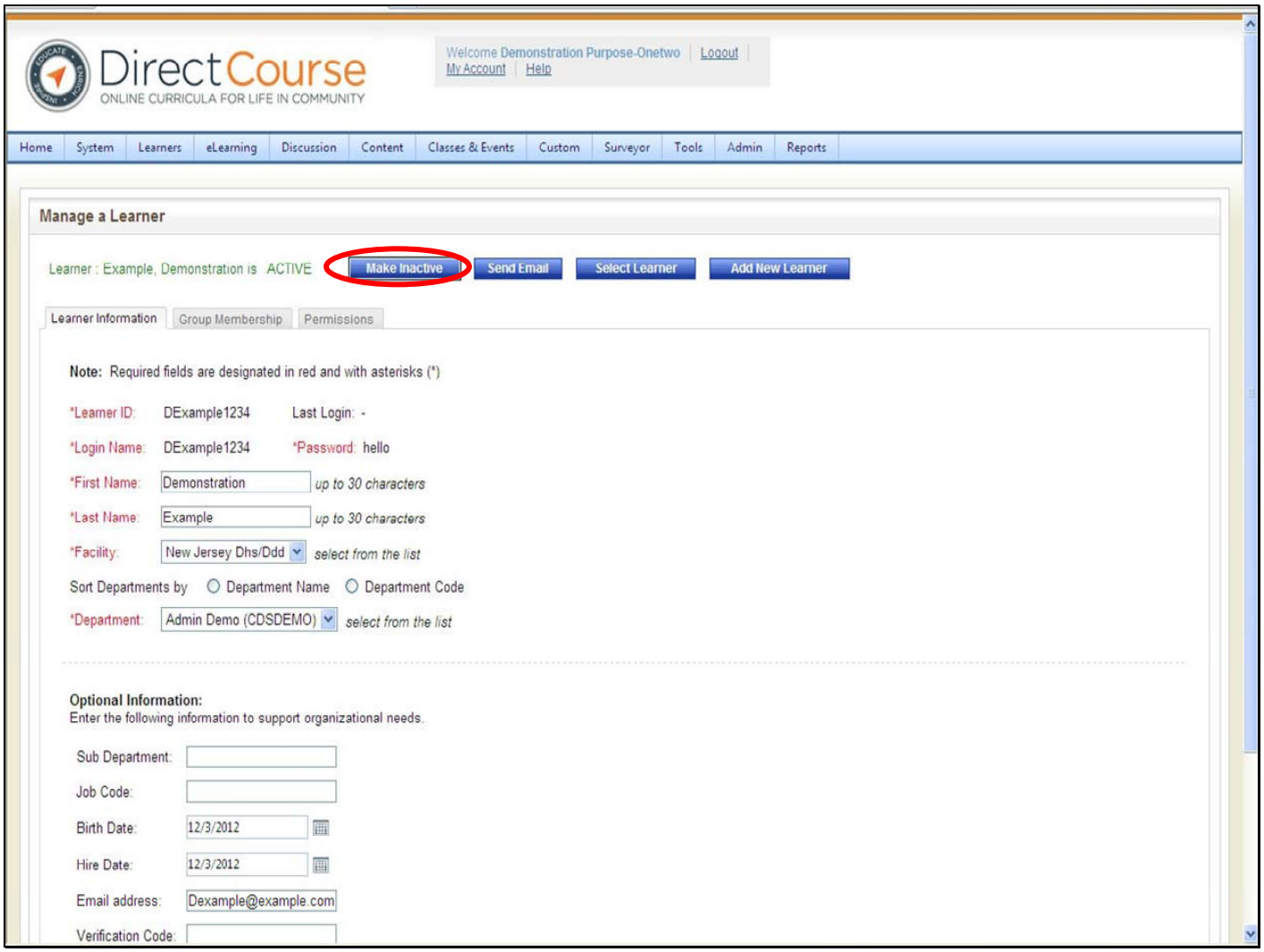
There may be an occasion when you will need to change the Learner status in the system. Once an employee/Learner leaves your agency, their **Learner Status must be changed within 10 days of their termination date.**

From the menu bar, **click Learners then Look Up Learners**



Enter all or part of the Learner's last name then click Search. A list of one or more Learners displays.

Select the Learner you which to change status then **click the Edit button**.



The page will refresh with the Learner's information.

Click the Make Inactive button then click Save

The Learner is now inactive in the system.

A message will appear in green at the top of the page indicating that your request has been processed successfully.

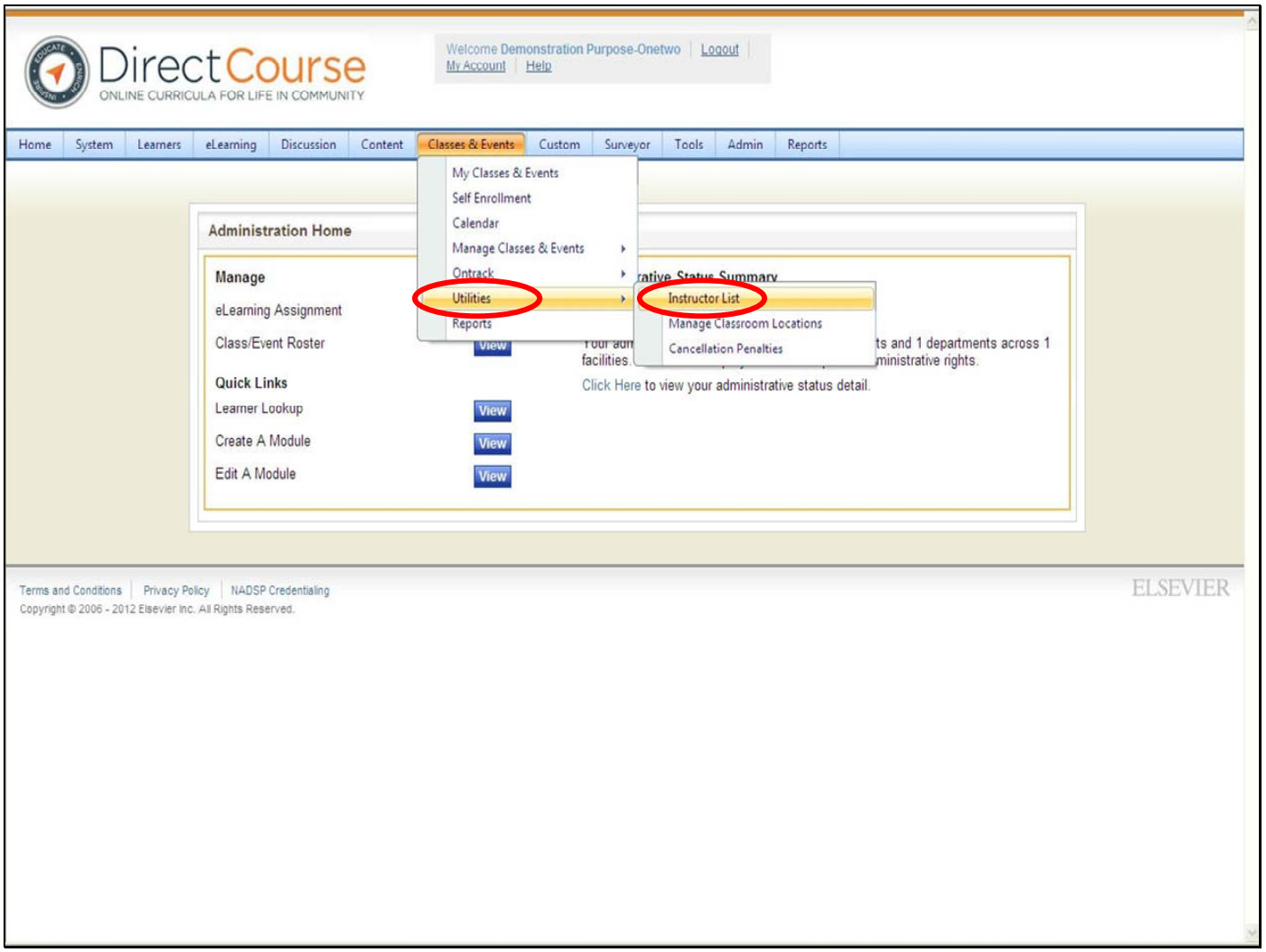
Classroom Training

Lead and Non-Lead training agencies along with agencies that are delivering their own First Aid and CPR will <u>already</u> have a template created for them by the System Administrator for the 5-Pre Service Trainings (<u>do not</u> make changes to the Pre-Service templates and do not create your own Pre-Service training templates):

Course Code	Course Name
PSCPR	Pre-Service CPR
PSFA	Pre-Service First Aid
PSM	Pre-Service Medication
PSO	Pre-Service Overview
PSPAN	Pre-Service Preventing Abuse and Neglect

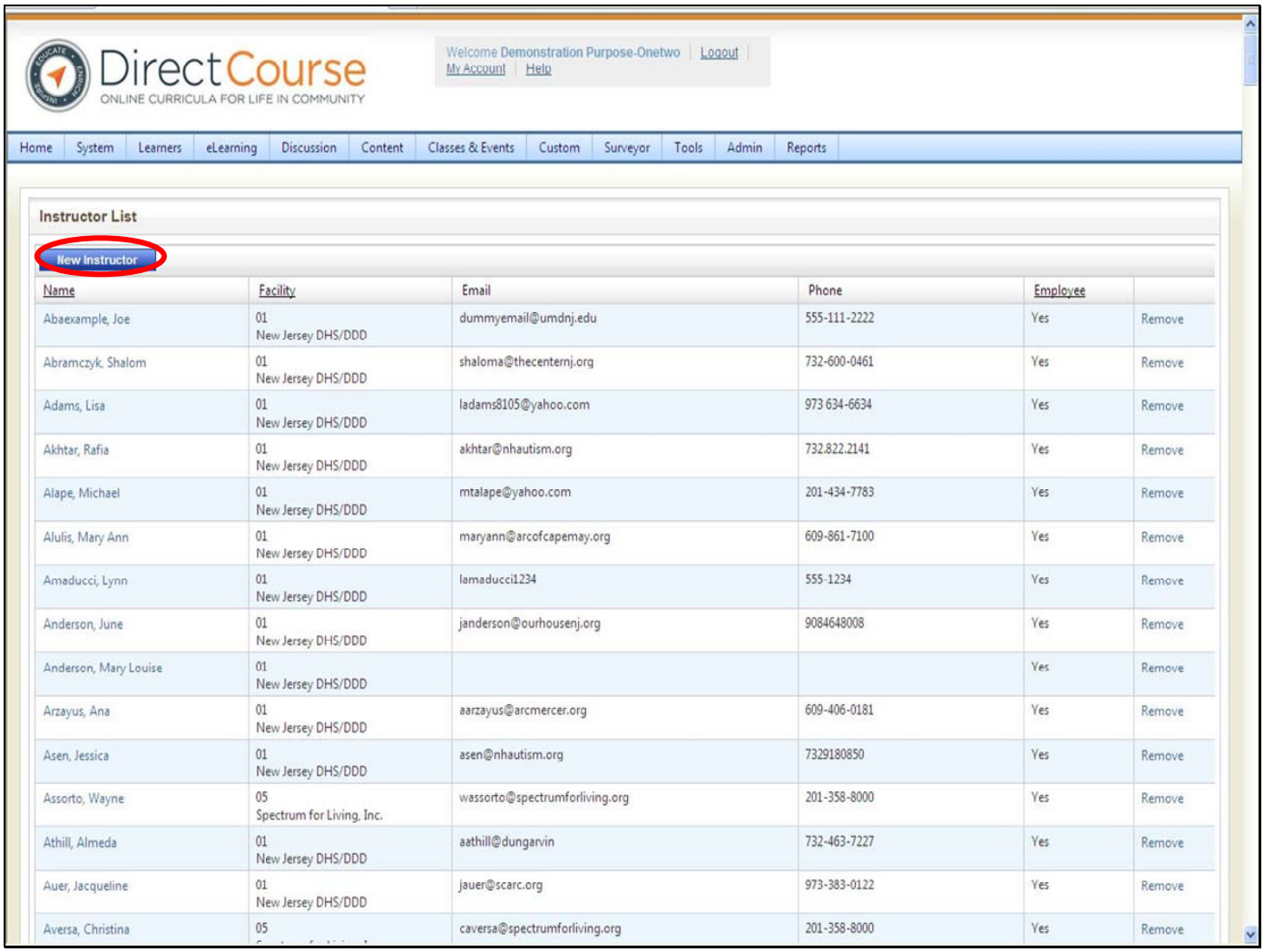
To schedule a Pre-Service Training move on to the next section: Scheduling Training

Adding/Editing Instructors



Instructors can be anyone who trains staff on any topic for any certified qualified provider agency.

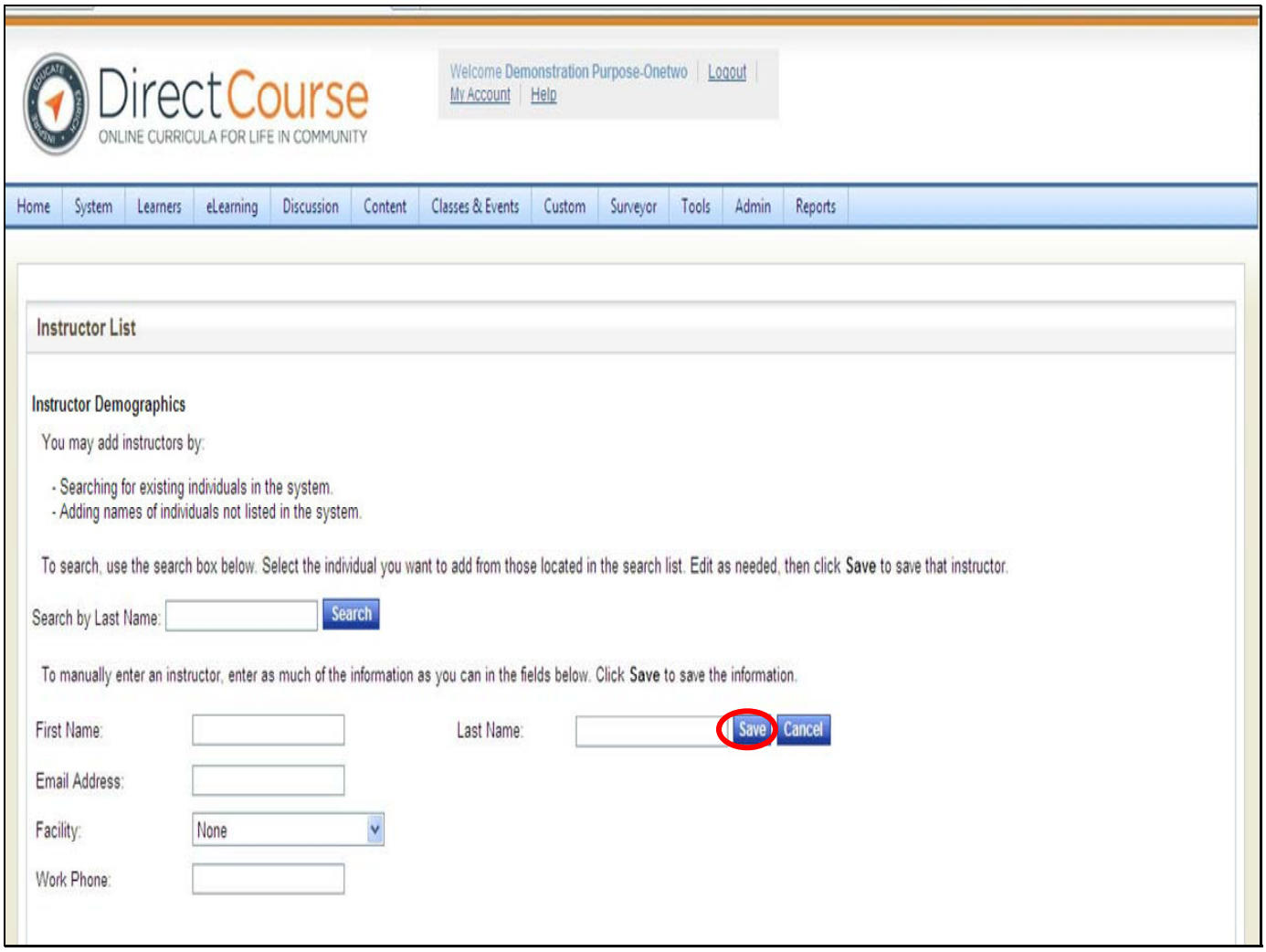
- **From the menu bar, click Classes and Events, Utilities, Instructor List.**



To add a new instructor, **click the New Instructor button**.

The instructor demographics page will open.

Note: You are not permitted to remove or update information for an instructor that is not from your own agency.



To enter a new instructor:

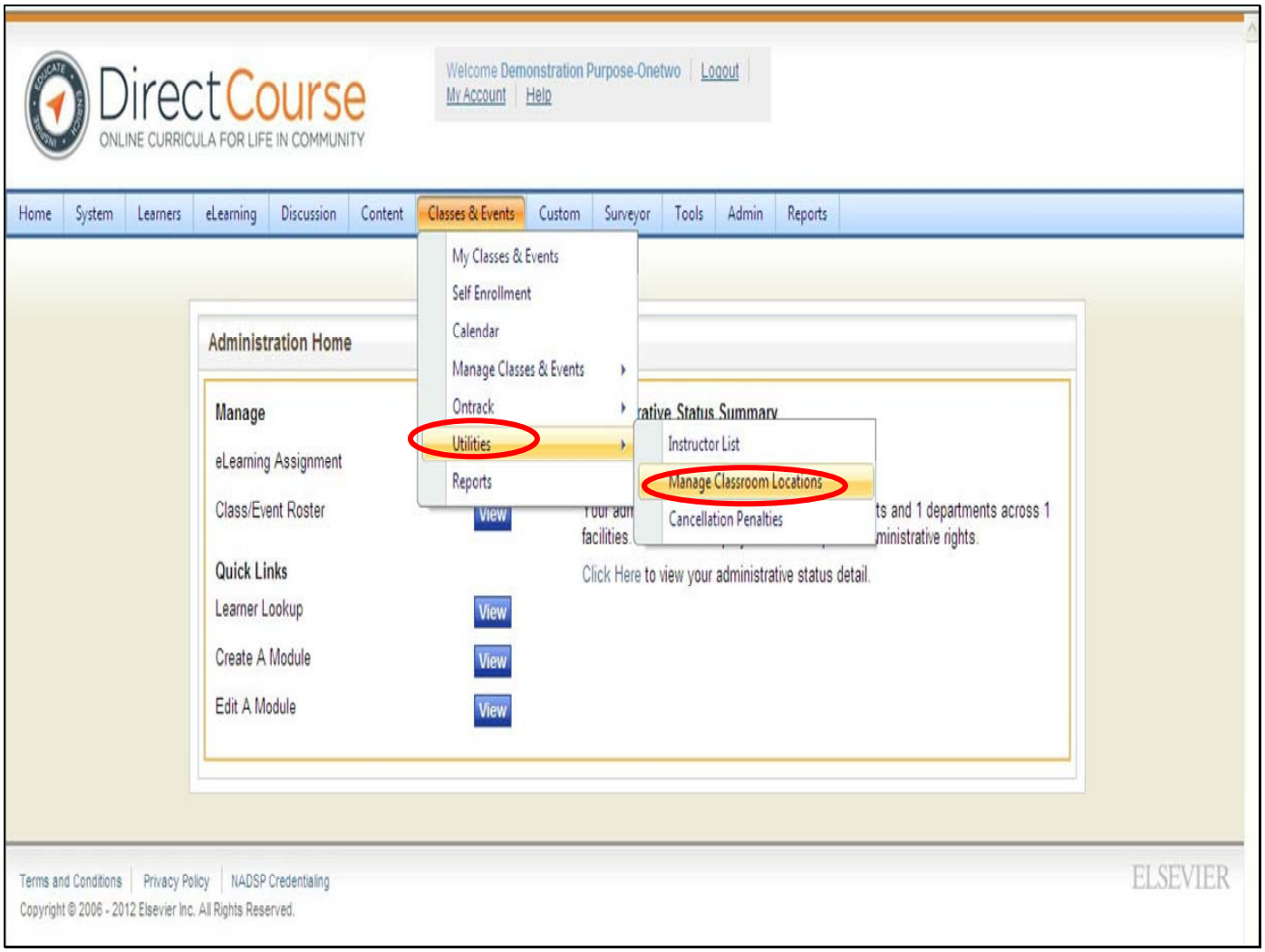
Enter instructor information, choose the facility (New Jersey DHS/DDD), , then **click save**.

If the instructor is a non-employee, keep “none” in the drop down box. This applies if you have a Red Cross instructor that conducts trainings at your agency or for your staff but does not work for a provider agency.

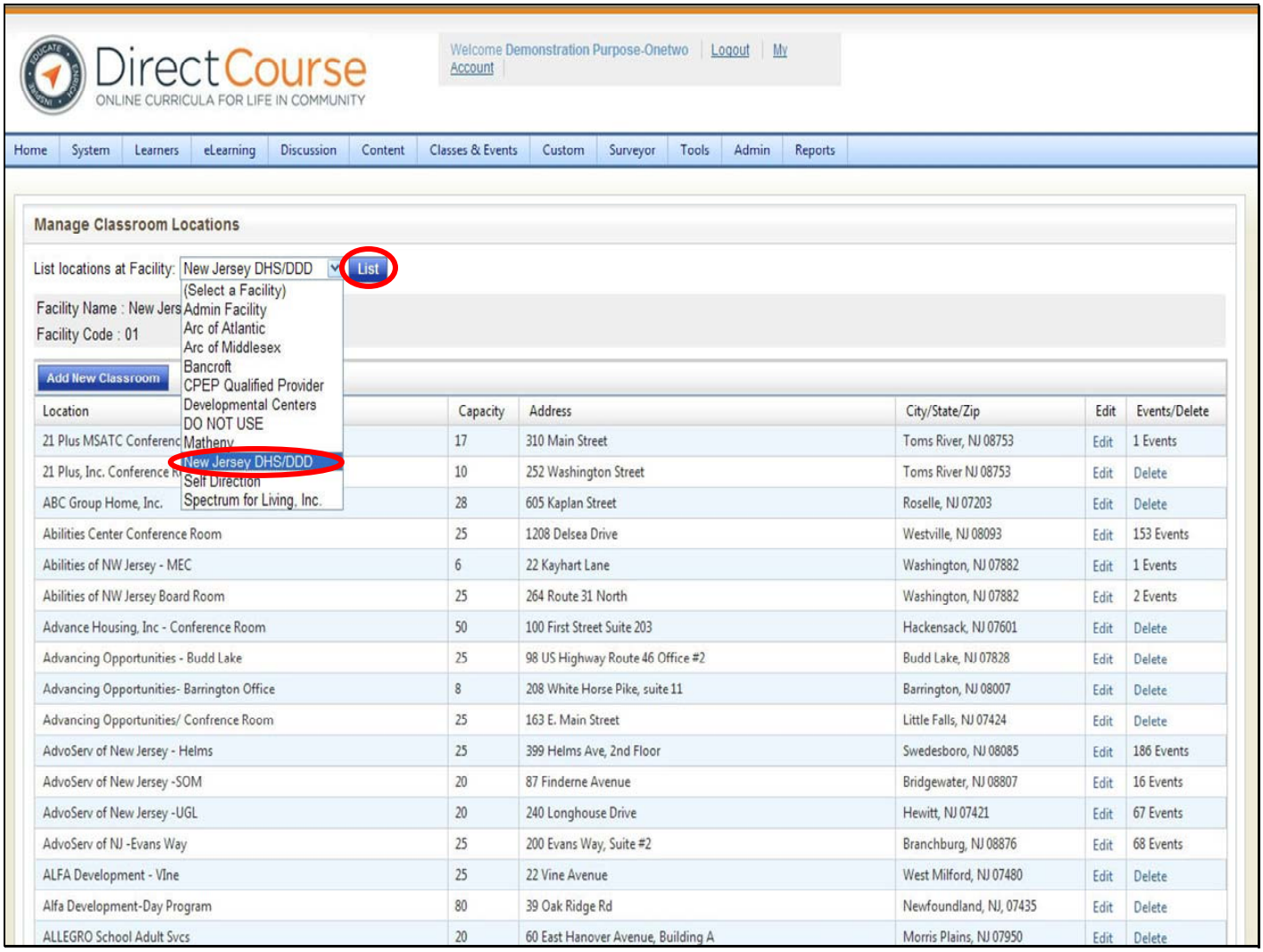
“The instructor was added” text displays in green below search by last name.

Close the pop-up window when done.

Adding/Editing Classroom Locations

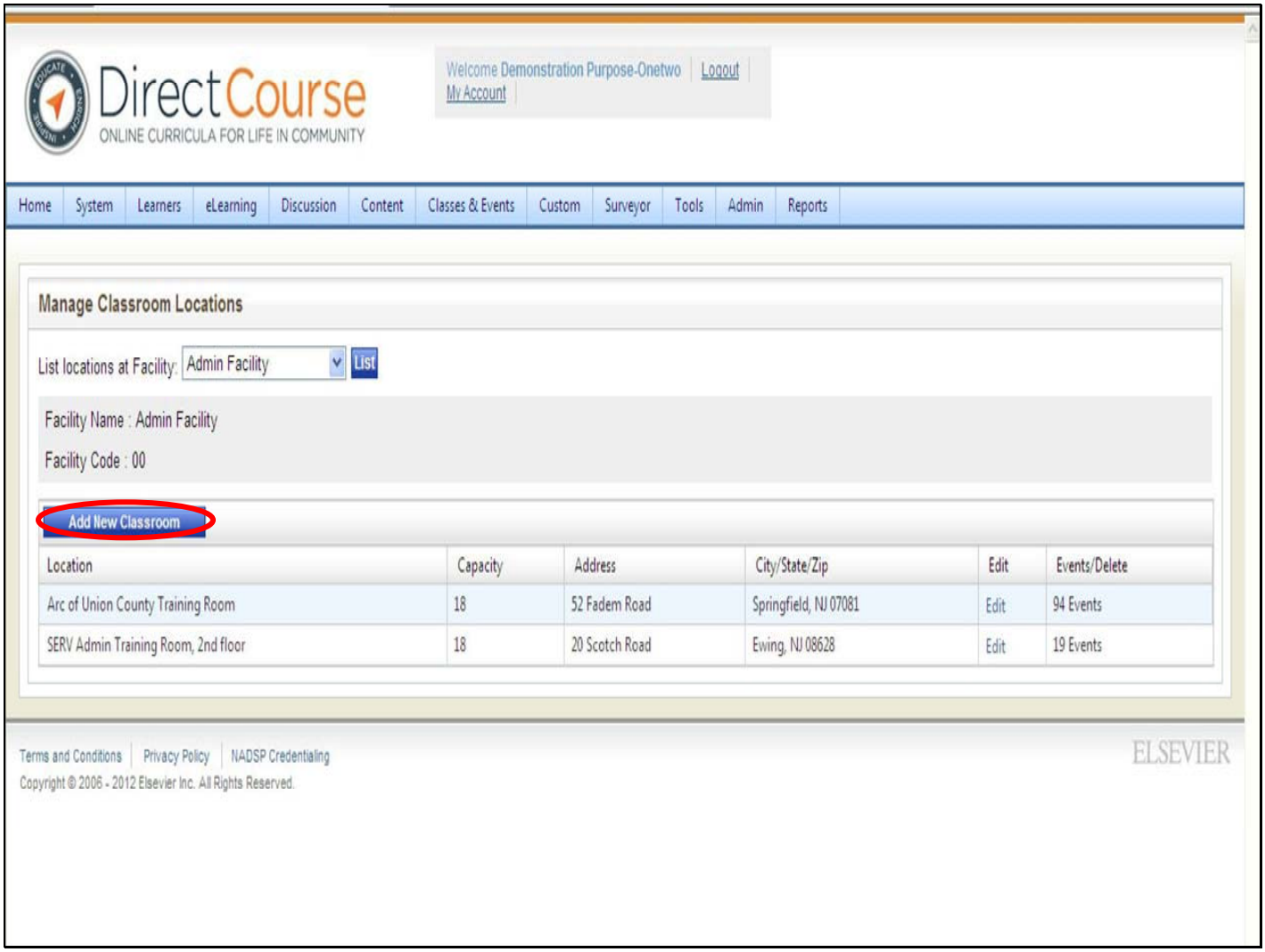


From the menu bar, **click Classes & Events, Utilities, and then Manage Classroom Locations.**



From the drop down menu, **select your facility: NJ DHS/DDD, then click List.**

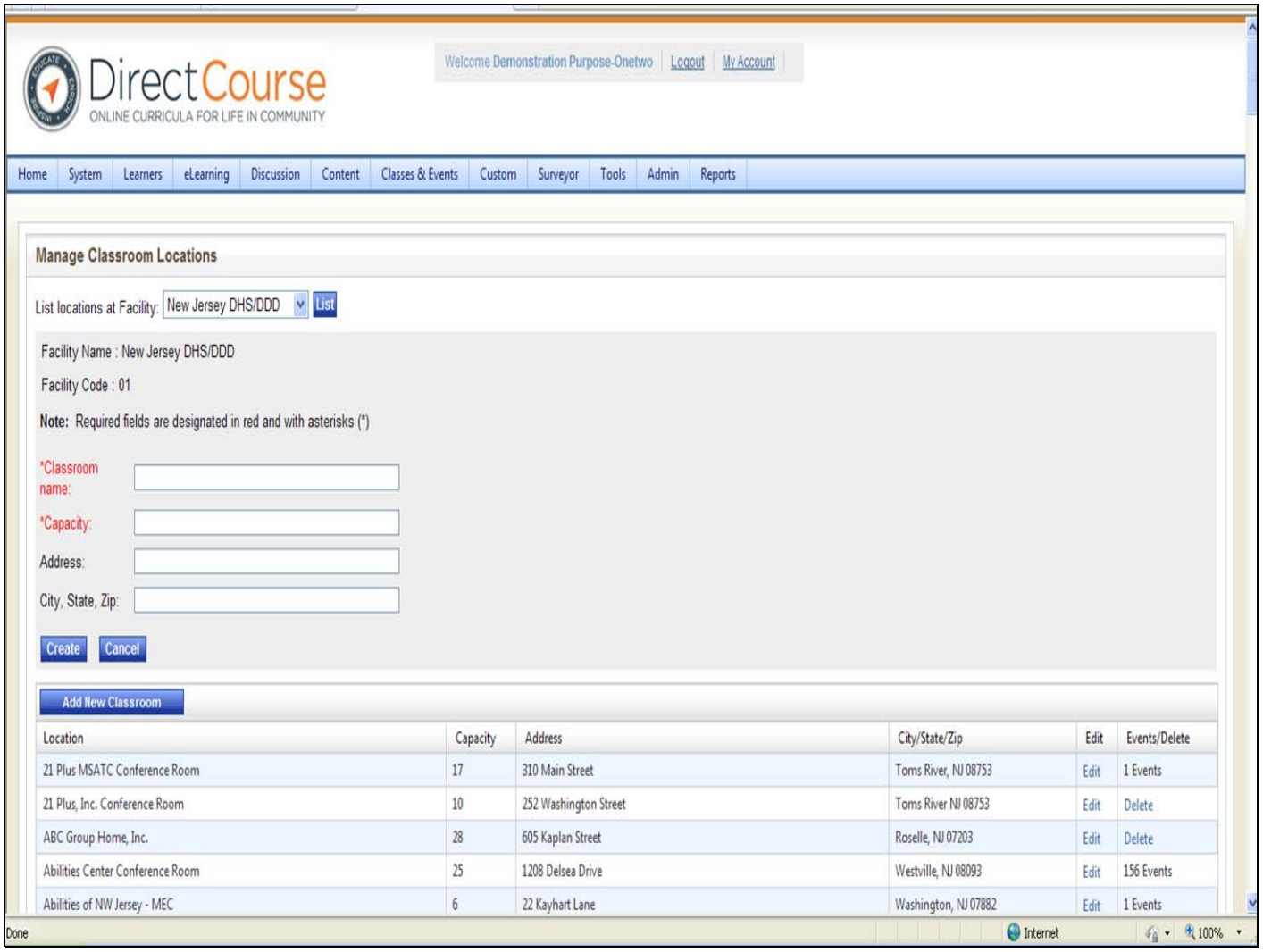
A list of classroom locations will appear.



Note: Classroom location must start with the name of your agency.

For example: Boggs Center Training Room A.

To enter a new location not already listed, click, **"Add New Classroom".**



Enter the classroom information then click "Create." The page will refresh and your new classroom location will be displayed below.

Scheduling a Classroom Training

Scheduling an event involves adding a specific time and date along with additional required and optional items to the previously created course template.

Lead and Non-Lead training agencies along with agencies that are delivering their own First Aid and CPR will <u>already</u> have a template created for them by the System Administrator for the 5-Pre Service Trainings (<u>do not</u> make changes to the Pre-Service templates):

Course Code	Course Name
PSCPR	Pre-Service CPR
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PSM	Pre-Service Medication
PSO	Pre-Service Overview
PSPAN	Pre-Service Preventing Abuse and Neglect

Learner Management System

Tracking Training

- Minimum requirement of agencies is to track pre-service training of all staff
- Use of the CDS LMS to track pre-service will support DDD in meeting its CMS requirement to track these trainings in a centralized location
- Potential future benefits – reduction in paper work, streamlining licensing reviews

Tracking Roles of Agencies & Training Agencies

Agencies

- Enroll new hires directly in CDS
- If you are a neither a lead or non-lead, but do your own CPR/First Aid you will need to use the system to track this data similar to the leads/non-leads
- Request secondary/manager zone access to staff if you are not the primary agency

Lead & Non-Lead Training Agencies

- Set up pre-service trainings in the system using available templates
- **Register** participants in pre-service training using CDS. Only trainers (or their designees) can register participants into trainings they create.
- Mark final status of participant (i.e. complete, incomplete, no show…) after the training

Scheduling an event involves adding a specific time and date along with additional required and optional items to the previously created course template.

Lead and Non-Lead training agencies along with agencies that are delivering their own First Aid and CPR will already have a template created for them by the System Administrator for the 5-Pre Service Trainings (do not make changes to the Pre-Service templates):

Course Code	Course Name
PSCPR	Pre-Service CPR
PSFA	Pre-Service First Aid
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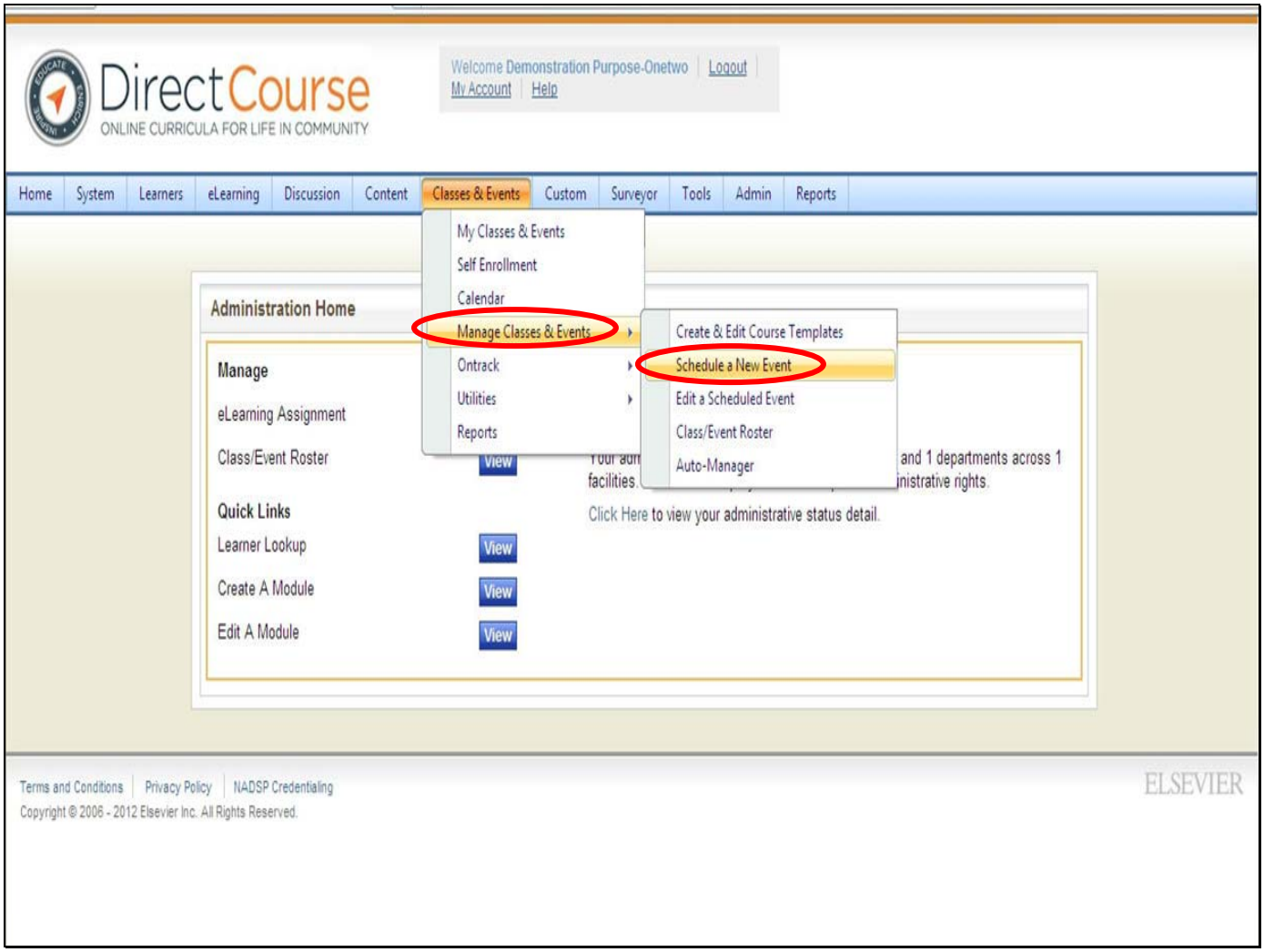
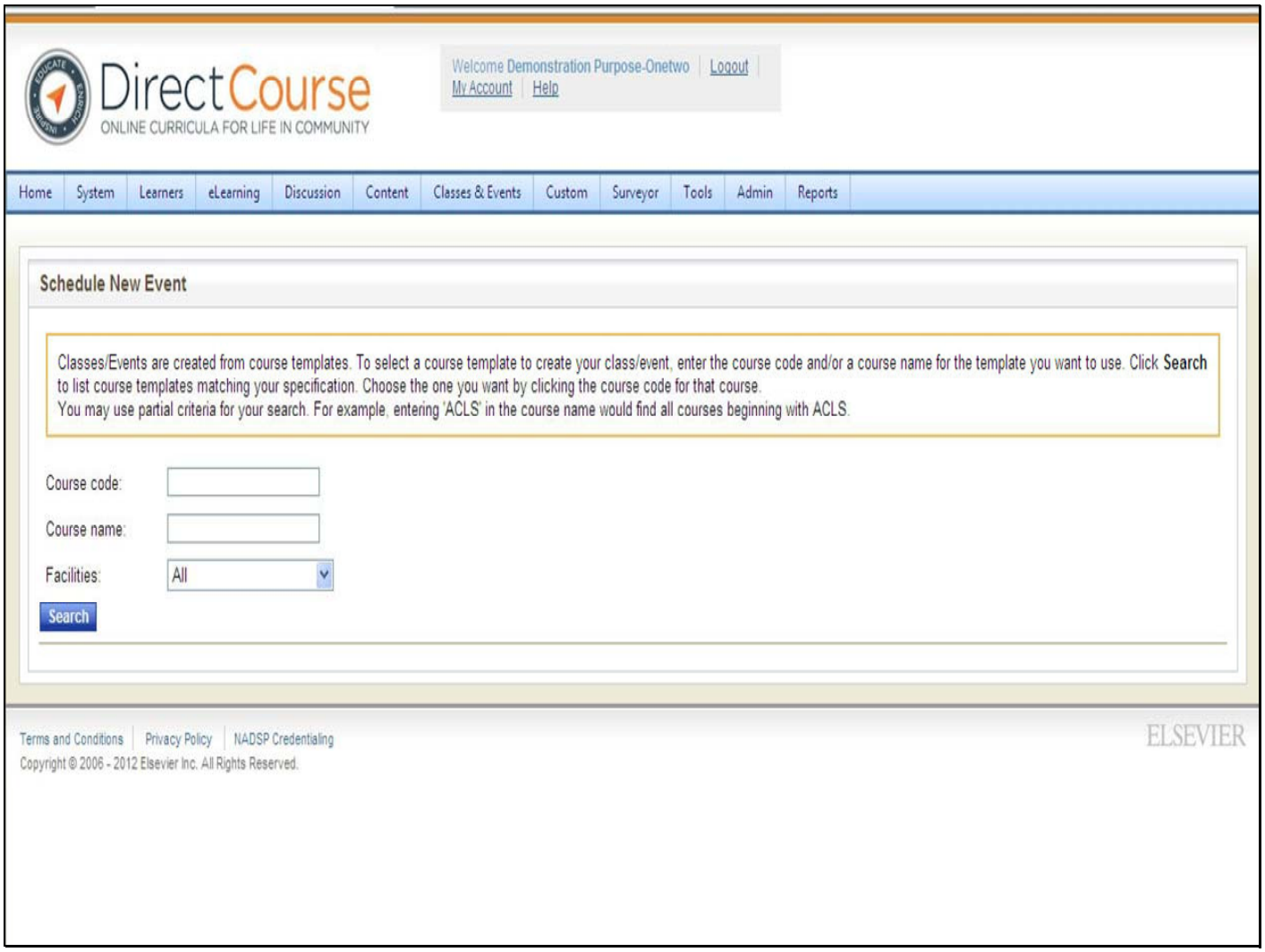


Click **Classes & Events** — **Manage Classes & Events** — **Schedule a New Event**.



- **Enter the Course Code then click Search**

Course Code	Course Name
PSCPR	Pre-Service CPR
PSFA	Pre-Service First Aid
PSM	Pre-Service Medication
PSO	Pre-Service Overview
PSPAN	Pre-Service Preventing Abuse and Neglect

DirectCourse
ONLINE CURRICULA FOR LIFE IN COMMUNITY

Welcome Demonstration Purpose-Onetwo | Logout | My Account

Home | System | Learners | eLearning | Discussion | Content | Classes & Events | Custom | Surveyor | Tools | Admin | Reports

Schedule New Event

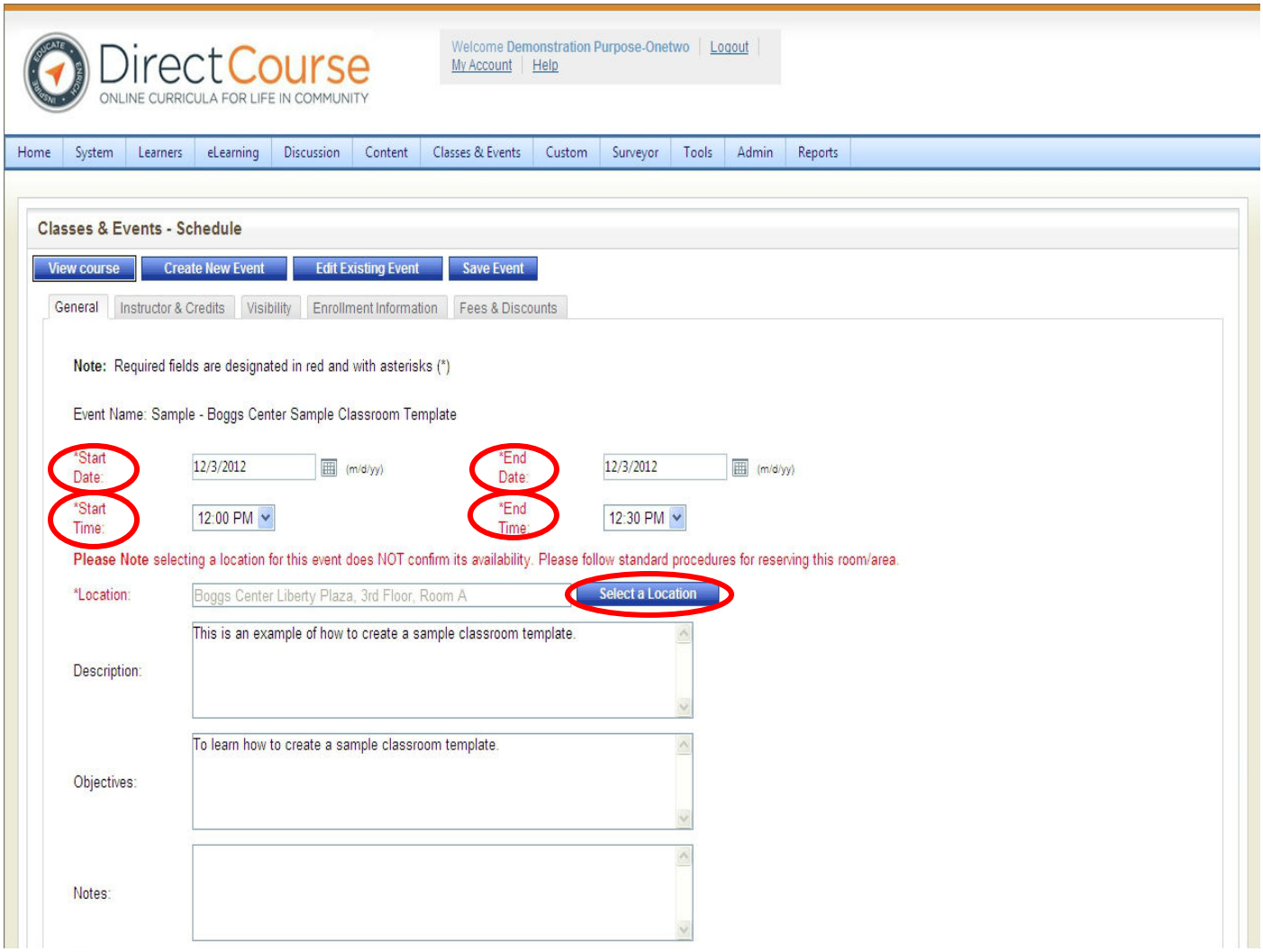
Classes/Events are created from course templates. To select a course template to create your class/event, enter the course code and/or a course name for the template you want to use. Click **Search** to list course templates matching your specification. Choose the one you want by clicking the course code for that course.
You may use partial criteria for your search. For example, entering 'ACLS' in the course name would find all courses beginning with ACLS.

Course code: ps
Course name:
Facilities: All
Search

Course Code	Course Name	Description
PSCPR	Pre-Service CPR	This training will include techniques to be used for rescue breathing, conscious and unconscious airway obstruction, Adult CPR and heart attack.
PSFA	Pre-Service First Aid	This training will provide staff with the knowledge and skills necessary in an emergency situation and to activate Emergency Medical Services (EMS). This training will prepare staff to prevent injury, promote personal safety, recognize emergencies and make appropriate decisions regarding care.
PSM	Pre-Service Medication	Upon completion of this course staff members will be able to: describe staff responsibilities related to all phases of medication, identify and report changes observed in individuals' physical and behavioral conditions, assist individuals with visiting a doctor, demonstrate proper use of medication forms, procedures to properly store and administer medication.
PSO	Pre-Service Overview of Developmental Disabilities	Content will contain the following: information about different types of disabilities and their causes, information on how to provide support and assistance, basic information about how a disability can affect the way a person learns and interacts with others, the importance of community integration, and different methods and teaching strategies.
PSPAN	Pre-Service Preventing Abuse and Neglect	Persons with developmental disabilities are at a very high risk of being abused or neglected. People on whom they rely for support and assistance may sometimes take advantage of them. These individuals often lack the power, personal resources, experience, communication skills and survival abilities needed to protect themselves. Staff will learn how to identify and understand the nature of different types of abuse and neglect. They will learn how to recognize and prevent possible causes of abuse and neglect as well as how to follow reporting procedures.

The system will show all templates matching your search criteria.

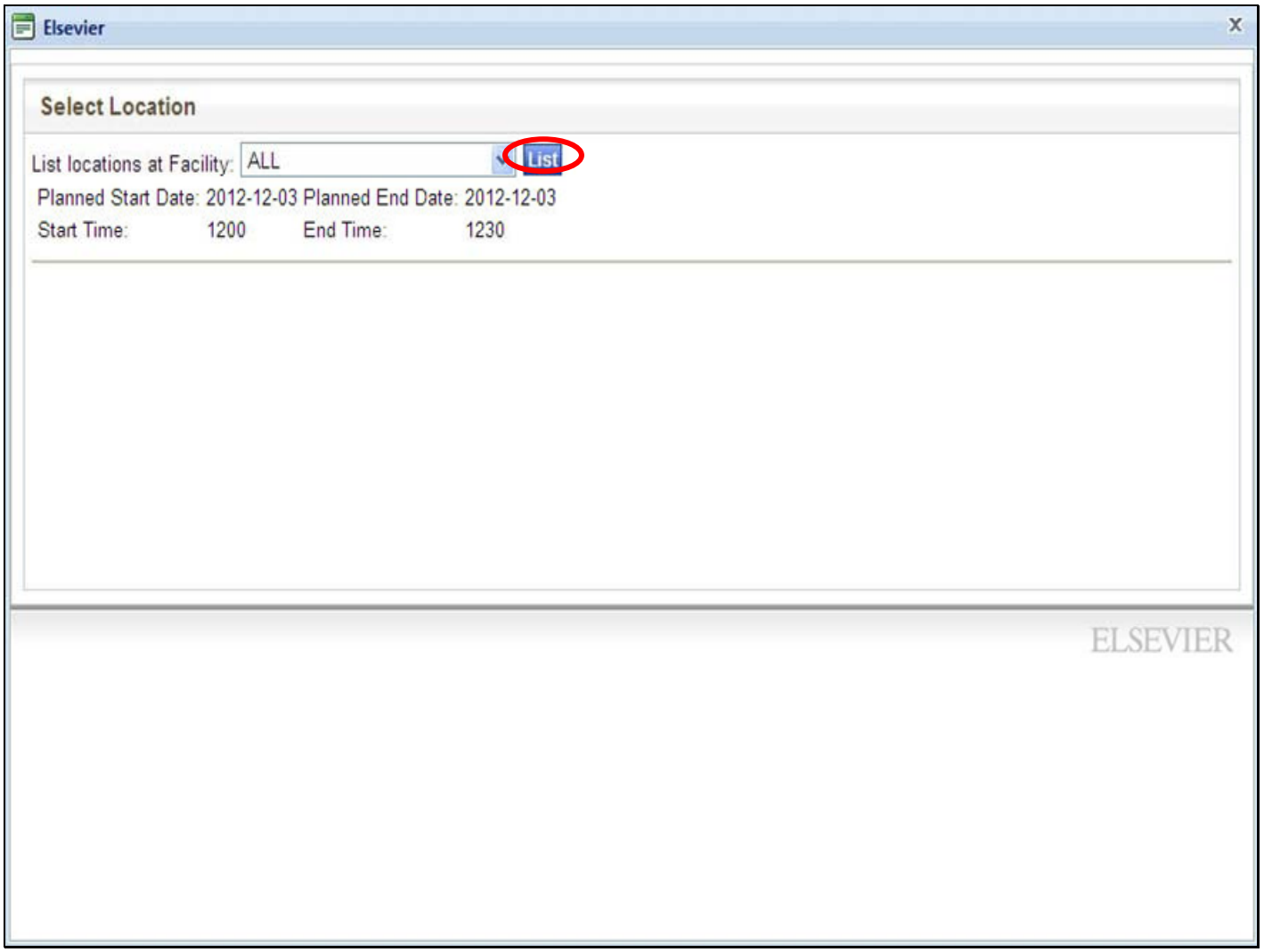
Click on the hyperlink/course code for the training you would like to schedule.



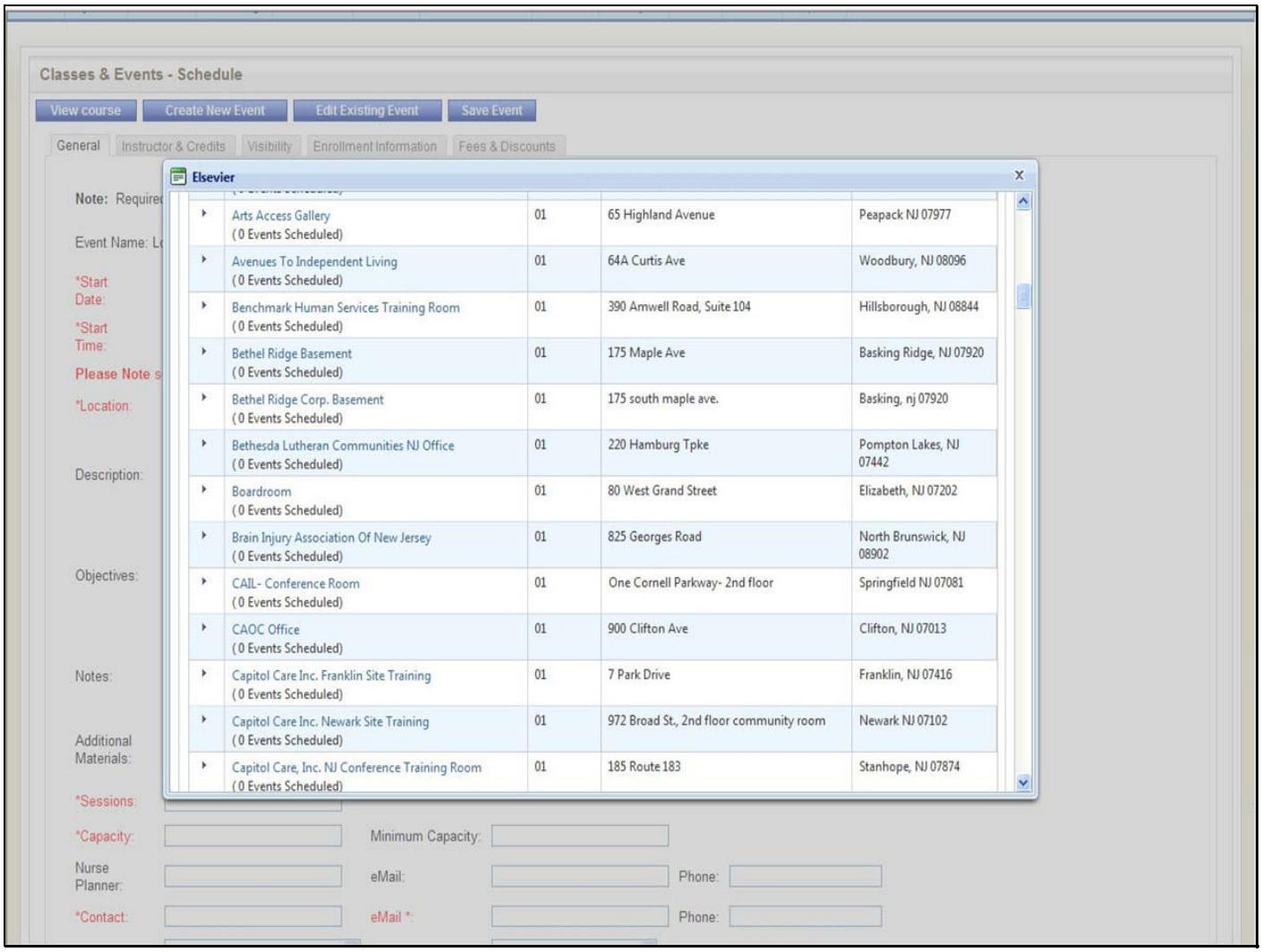
The Classes & Events – Schedule page opens with the course information added to the event you want to schedule.

Enter **Start Date**, **End Date**, **Start Time**, and **End Time**.

Click "**Select a Location**" button. (see next slide for popup).



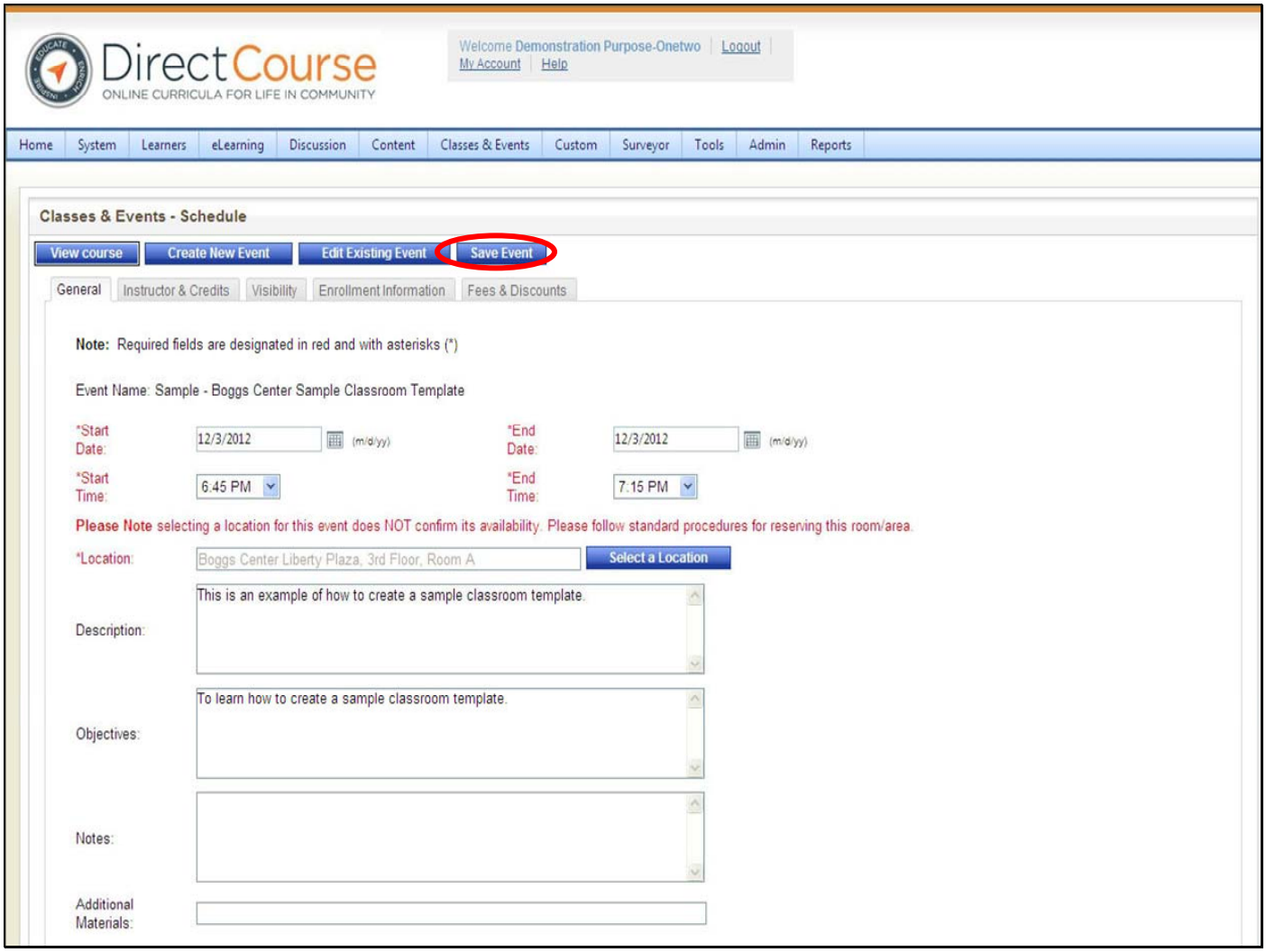
- Either select a **Facility** from the drop-down or choose **all locations**, then click the "**List**" button**.**



The Classroom list displays. Any Classroom that has any events assigned displays the event code, the name of the event, and start and end times for each event listed.

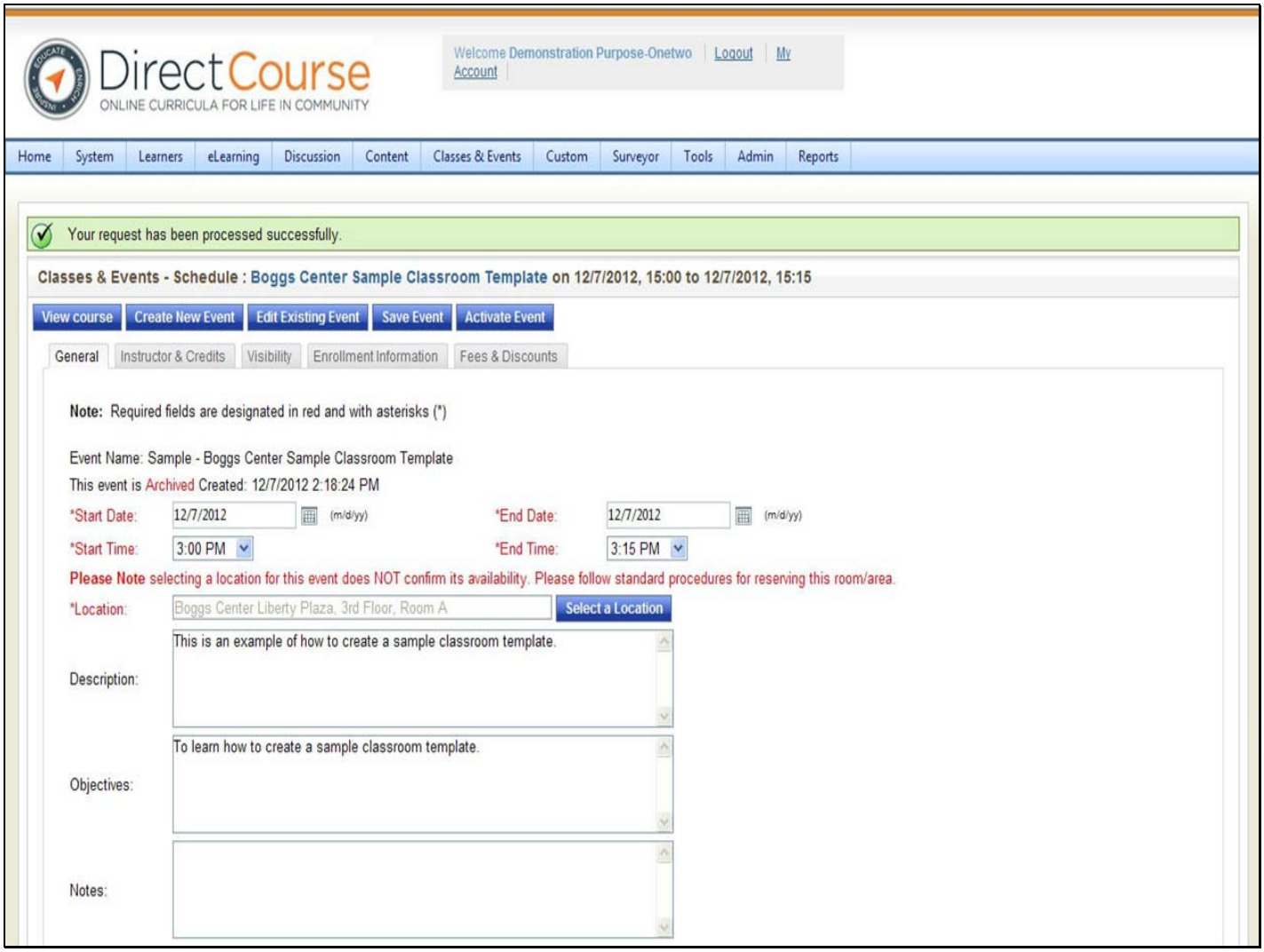
Note: If there is a conflict of events for a classroom, when you save the event you will be warned that the location is already assigned to another event. You will need to adjust your event information and reselect the training location before moving on.

- **Click the Location name** and close the pop-up window**.** The classroom is now added to the event.



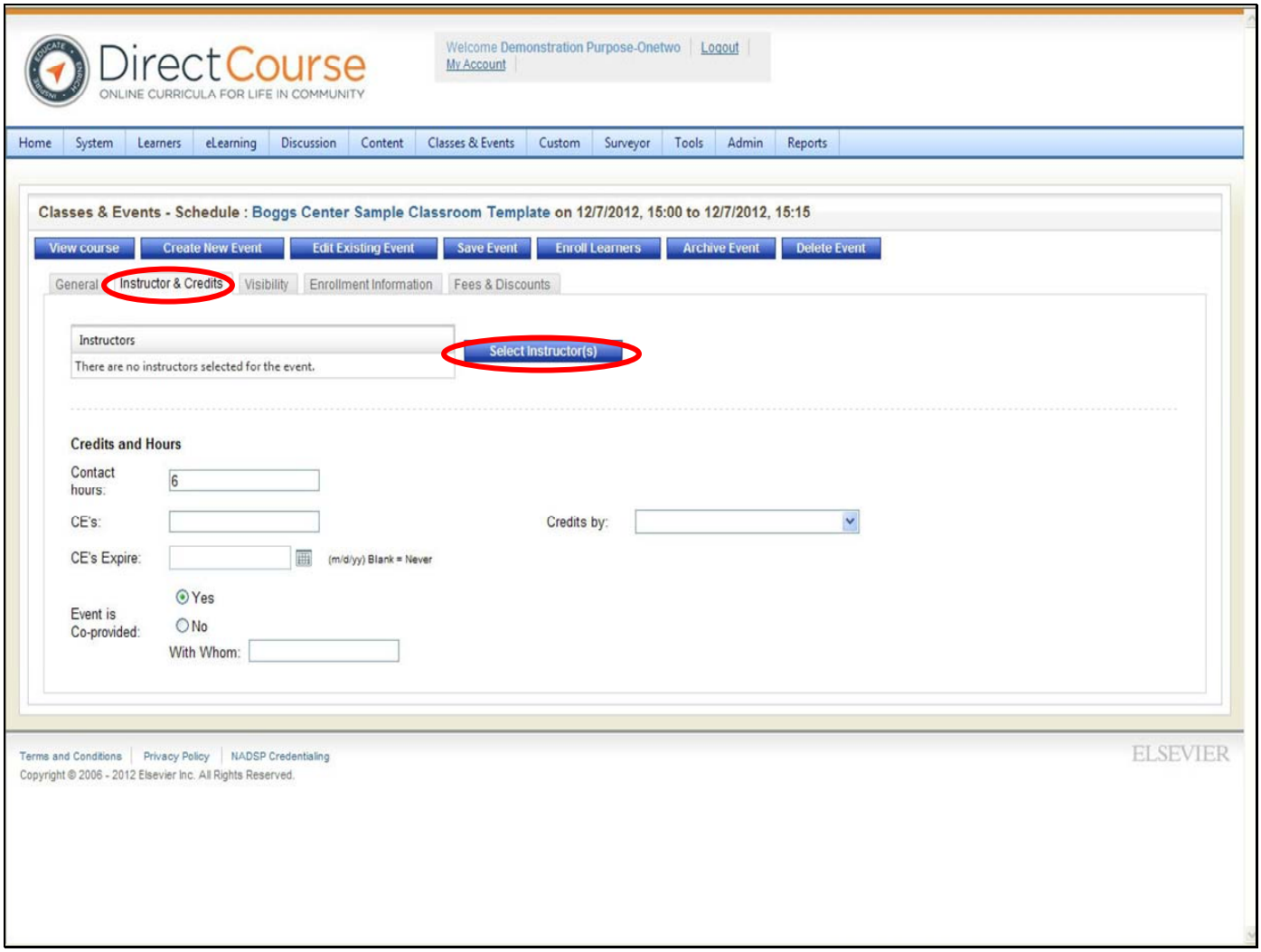
The location you have chosen will appear in the location box on the page.

Click "**Save Event**" at the top or bottom of the page. **(You must save the event before you can select an instructor or make visibility selections).**



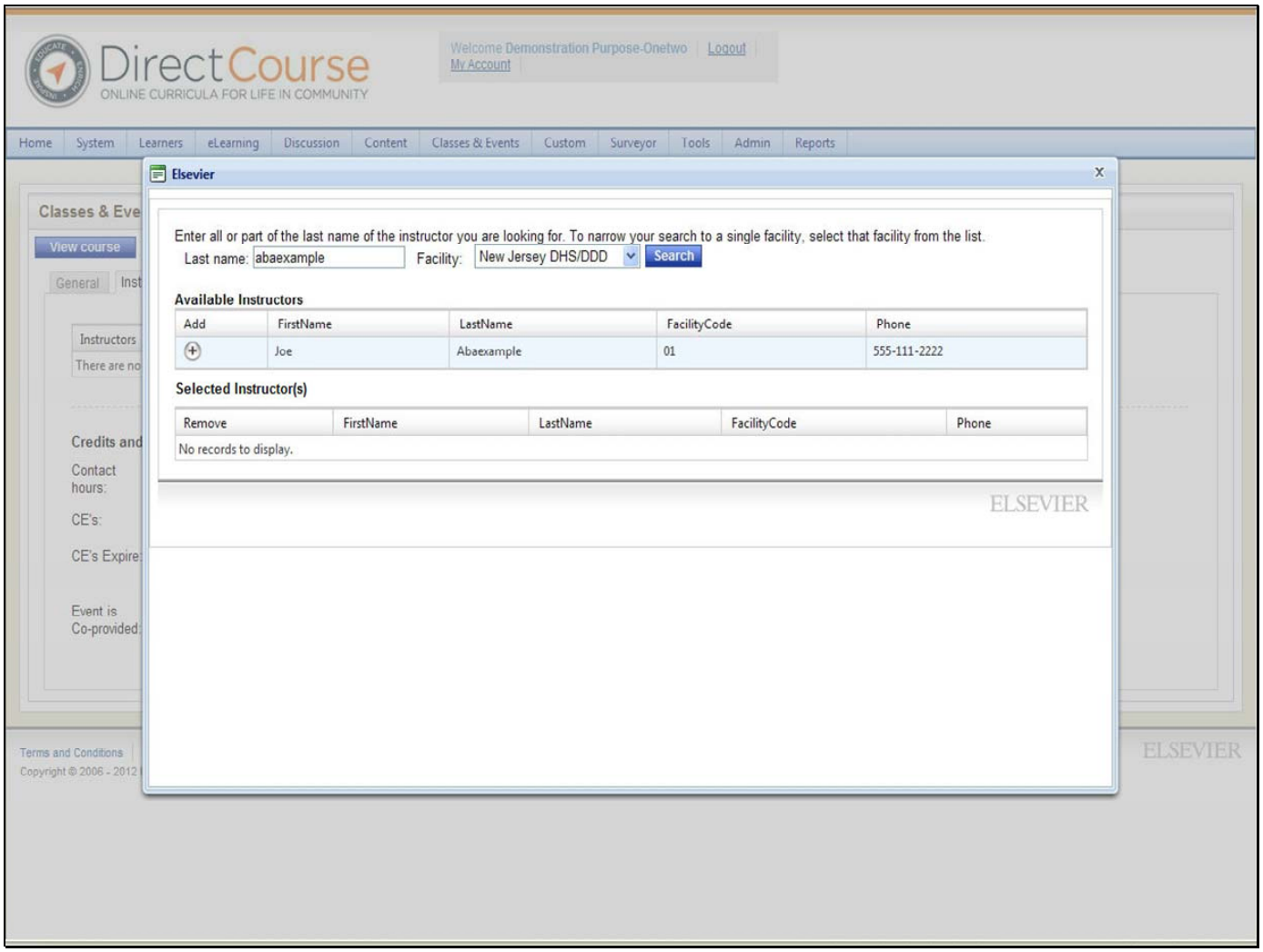
A pop up will appear "Saved Successfully" and the page will refresh with the new information.

A green confirmation banner will also appear on top indicating that your request was processed successfully.

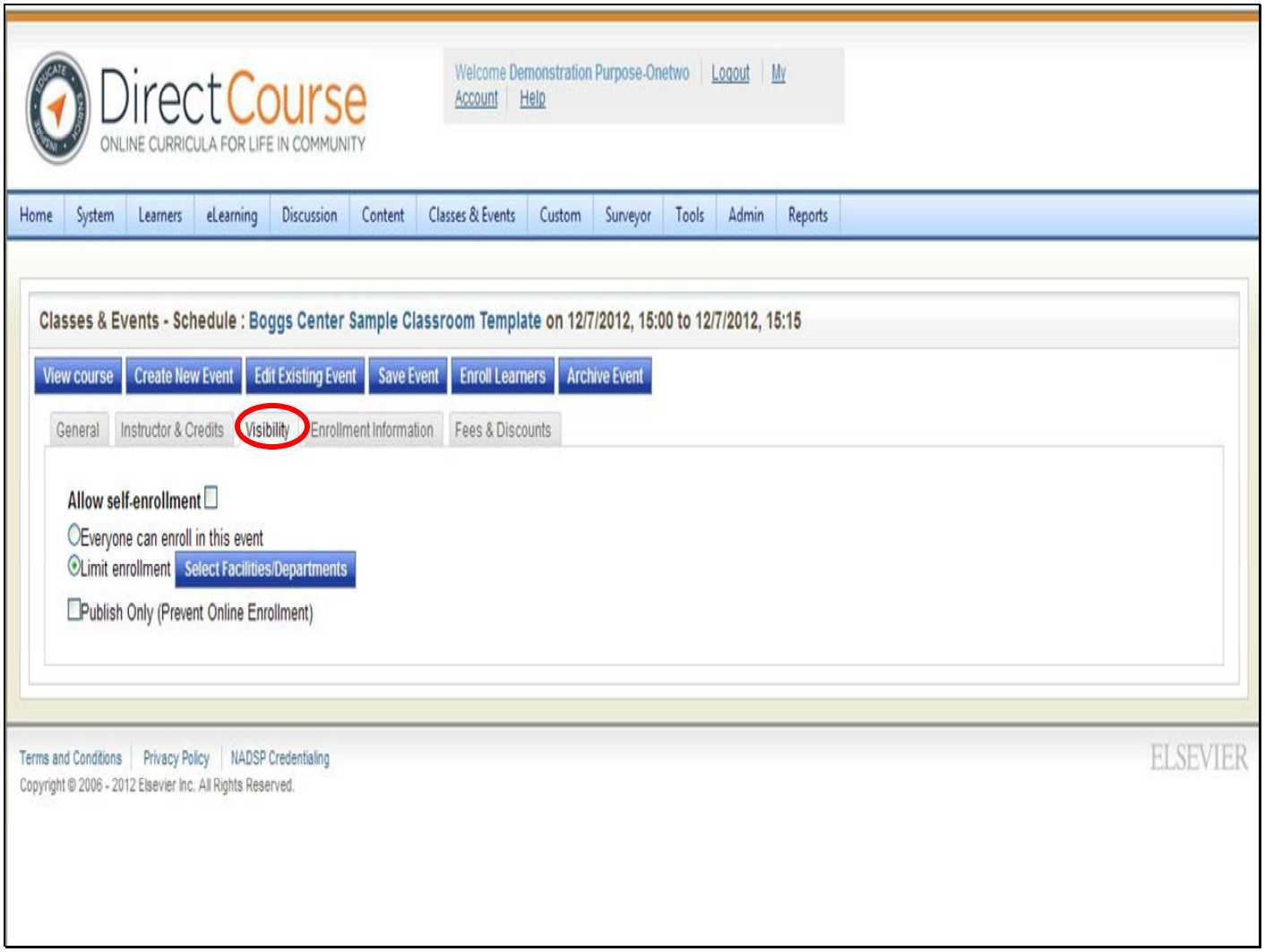


- **Click the Instructor & Credits tab**
- **Click on the "Select Instructor(s) button**

A pop up window will appear.



- **Enter the last name of the instructor you want to add to the event then click "Search".**
- **The instructor will show up under available instructors. Click the "+" sign under the "Add" column to add the instructor to the training.**
- **The instructor will move from the "available instructors list" to the "selected instructors(s) list".**
- **Close the pop up window.**



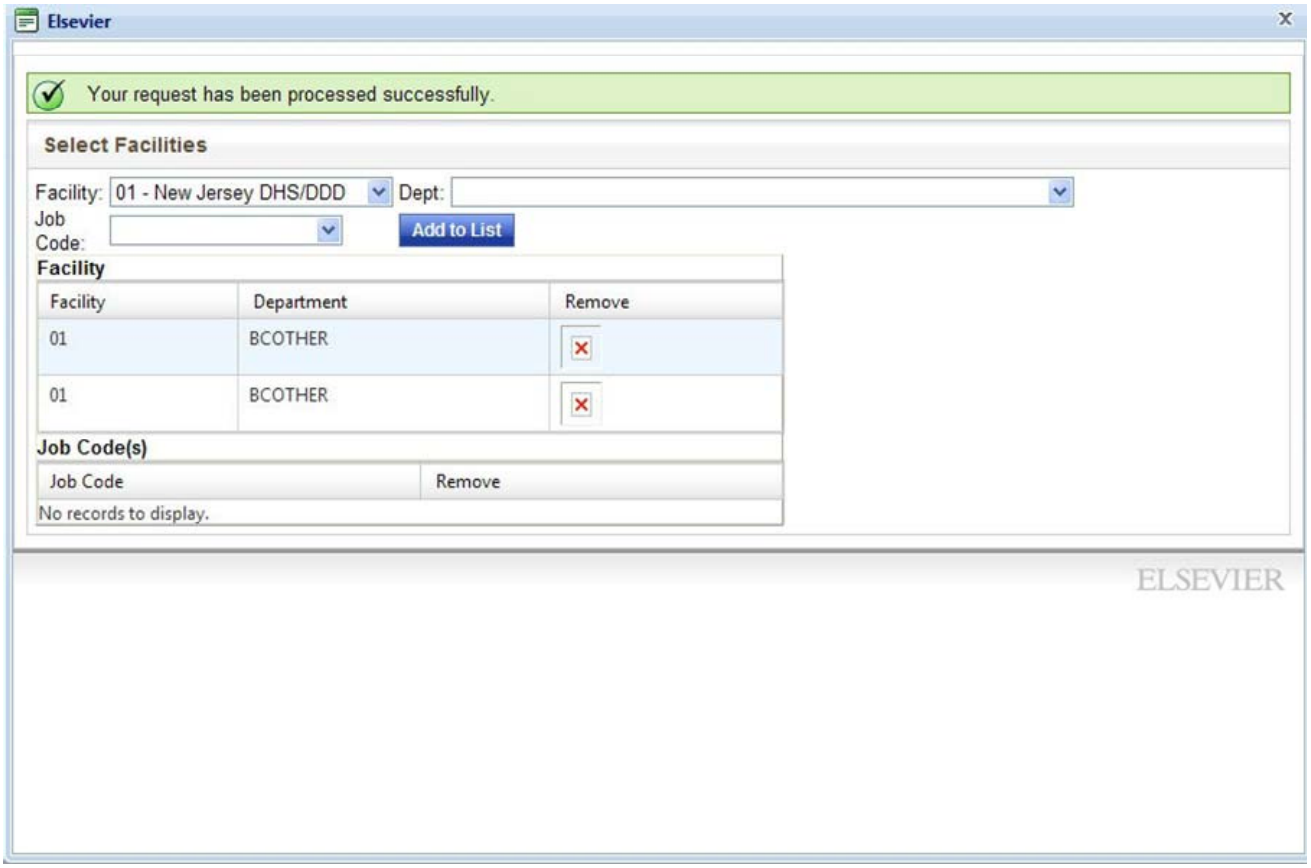
Select Visibility (Who can enroll in an event?)

Visibility limits who can enroll in an event. An administrator determines which facilities and/or departments can see this event for enrollment. You should limit visibility to your own department (or facility if applicable).

Note: If you do not select the limit visibility, everyone (learners and admin staff) will be able to enroll in your event.

- **Uncheck the box labeled "Allow self-enrollment" and**
- **Check the box labeled "Limit enrollment"**
- **Then click the box labeled "Select Facilities/Departments"**

A pop up window will appear.

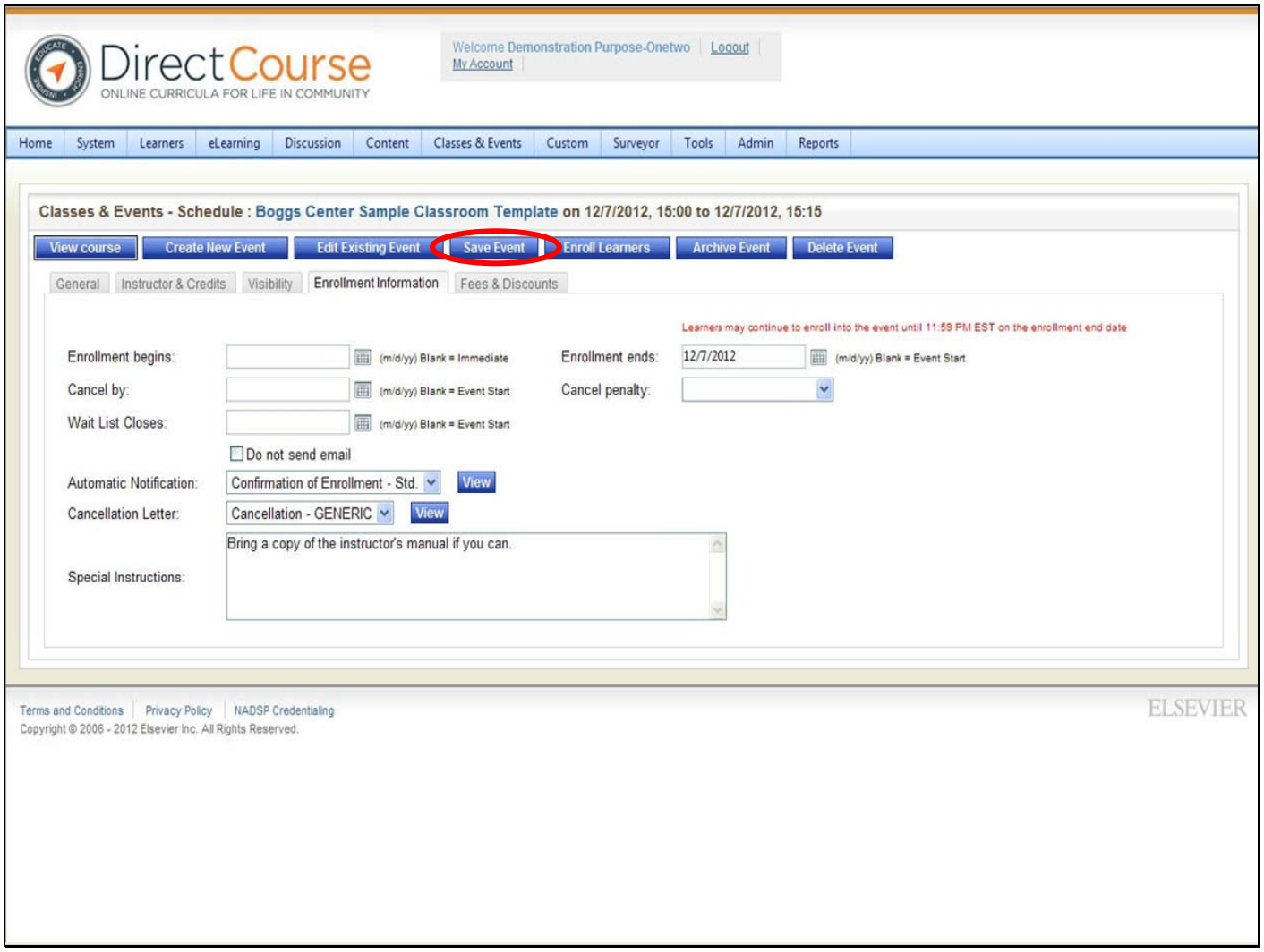


- Select your facility (New Jersey DHS/DDD) and department (Name of your agency),
- then **click** "**Add to List**".

The list of the departments you have chosen to make the event visible to will appear below.

A confirmation message will appear, indicating that your request was processed successfully.

Close the pop up window.



From this page you can continue to adjust enrollment information or just save the event.

- **Click "Save Event"**

Your event is now saved and you may begin enrolling learners to the training.

Tip: If you do not want to have a Wait list for an event, make the Wait List date the same date that enrollment begins.

Do not send email: If you do not want to send any emails for a specific event to your Learners, select the 'Do not send email' selection.

Automatic Notification: Enrollment confirmation emails sent by the LMS to Learners include event name, date of event, start and end times, location, any special instructions and other miscellaneous information.

Click the View button to the right, and the letter opens and you can print the letter. Only Learners that have eMail addresses in the system will be sent a registration confirmation.

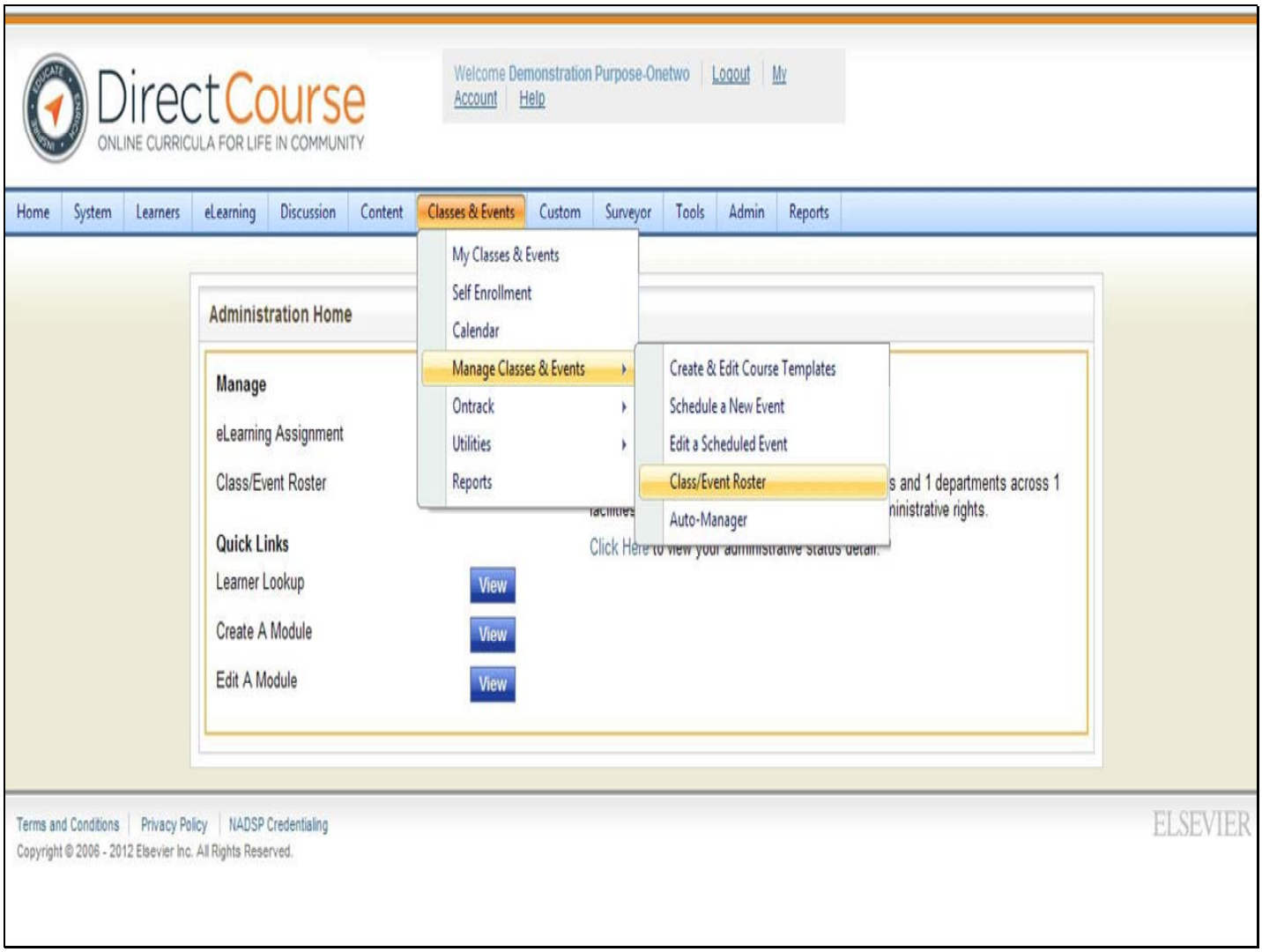
Cancellation Letter: If an Event is cancelled, a Cancellation letter that conveys cancellation information to Learners is sent by email. Click the View button on the right to see the contents of the 'Cancellation' letter. Only Learners that have eMail addresses in the system will be sent a 'Cancellation confirmation' letter.

Note: If one or more Learners are 'removed' from an Event, the removed Learners are NOT notified automatically by eMail.

Special Instructions: Communicates instructional information to the Learners. This information is viewed by the Learners in the eMail confirmation letters that are generated during the enrollment process. Only Learners that have eMail addresses in the system will be sent a registration confirmation.

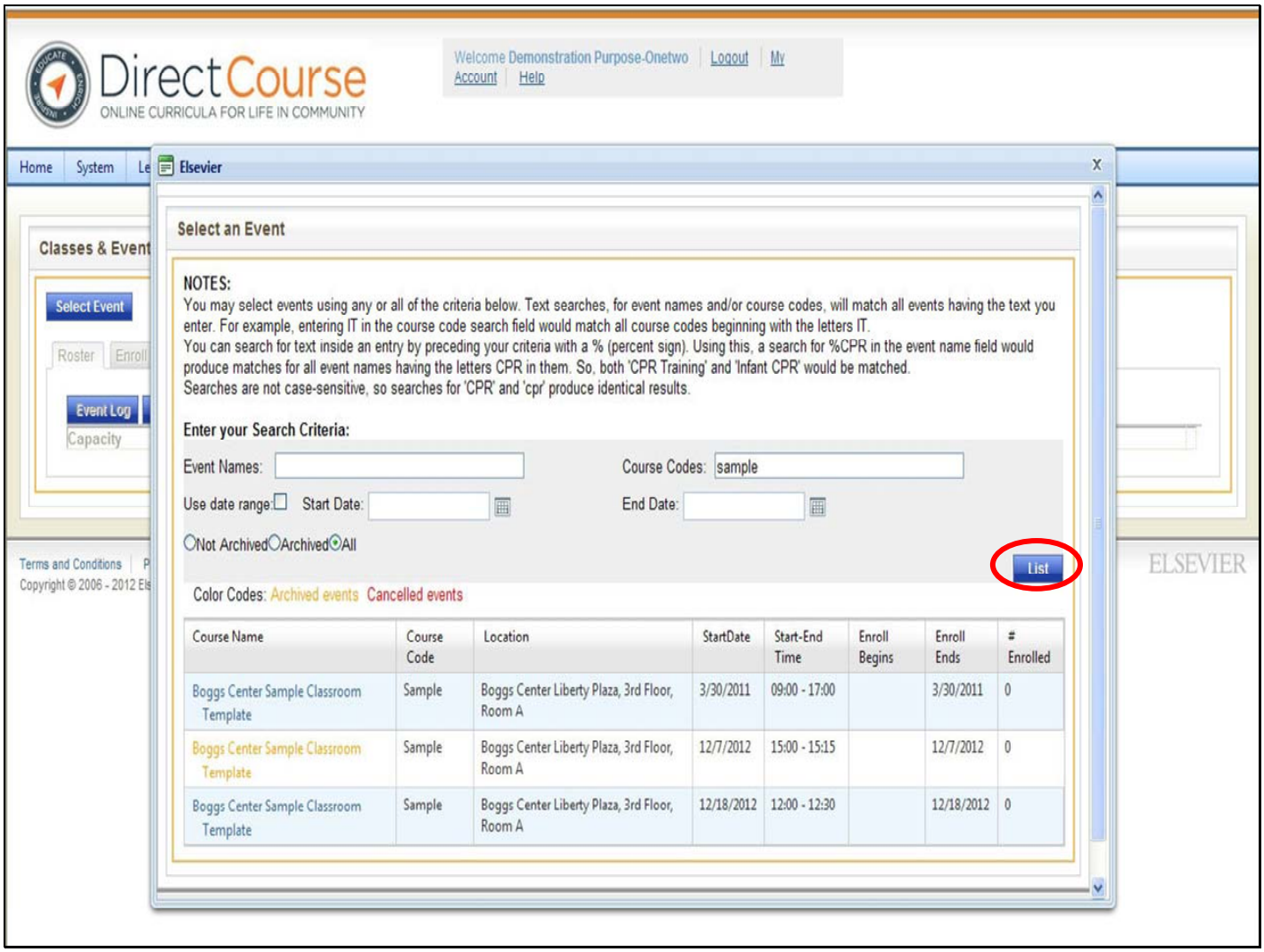
Enrolling Learners in a Classroom Training

Only Training Instructors that are hosting the event are permitted to enroll learners into their own classroom event. The rules for enrolling staff to a Pre-Service classroom based training has not changed, you will need to continue enrolling staff for training through the Lead or Non-Lead Training Instructor for that event as usual.



Select **Classes & Events – Manage Classes & Events – Class/Event Roster**

A pop up window will appear.

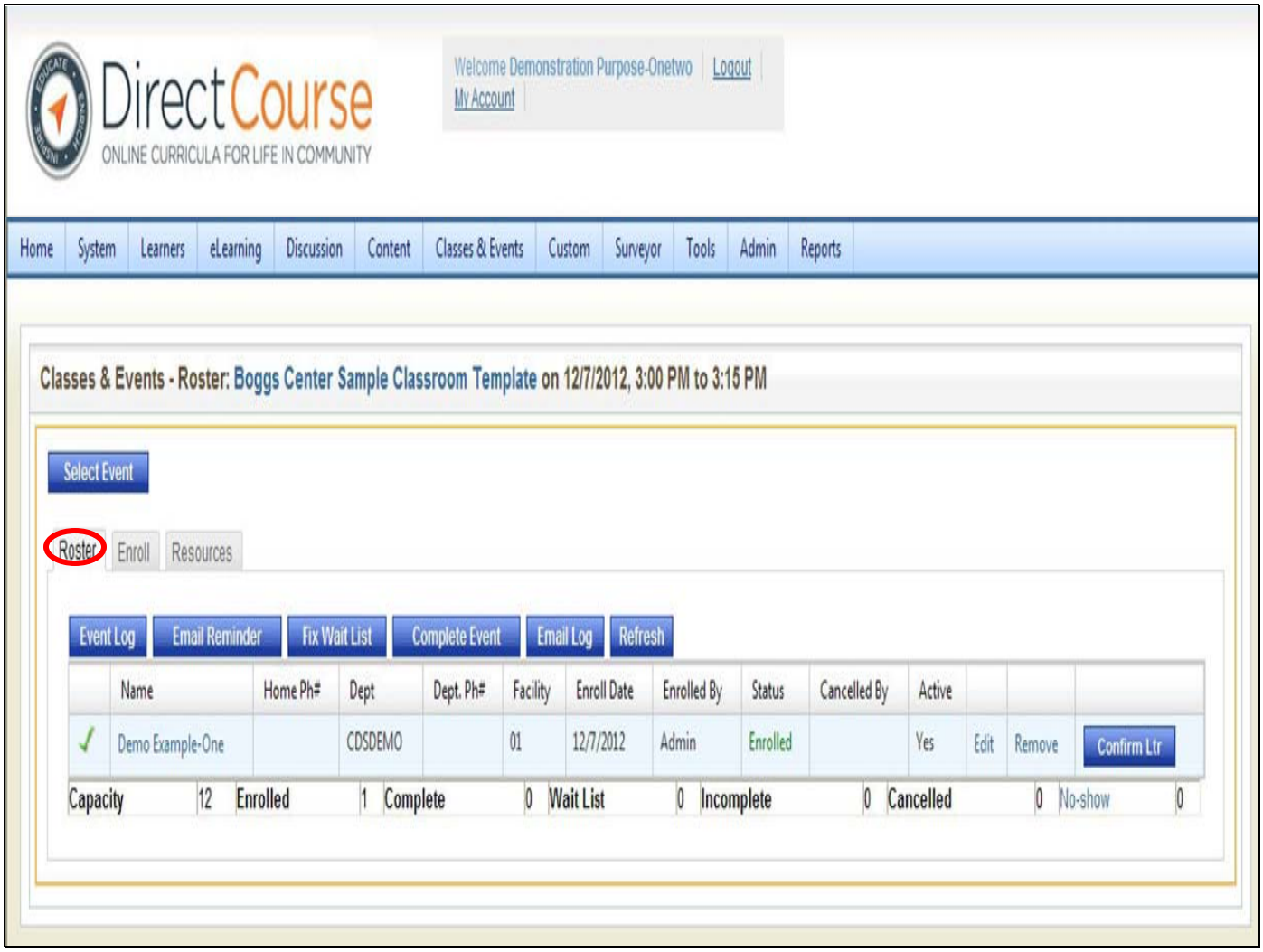


Enter either the course name or code.

Note: using the date range will help narrow your search results. Remember to check the "use date range" box then enter the start and end dates.

Then click the **List** button. The search will yield all trainings matching your search criteria.

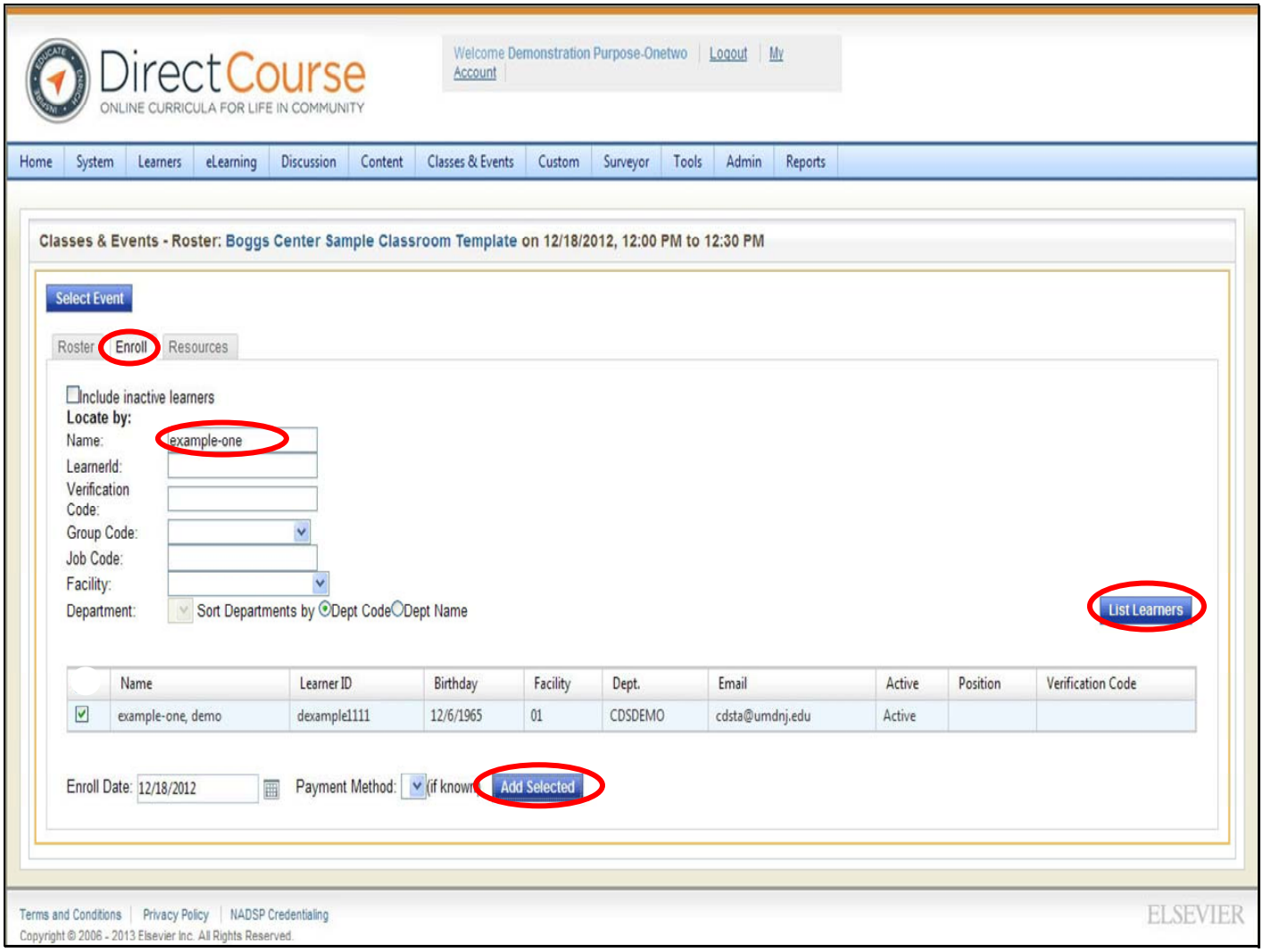
Click the event 'Course name' (shows as a hyper link) that you want.



Three tabs display across the top of the Classes & Events – Roster page: Roster, Enroll, & Resources.

Note: The "Roster" contains all currently enrolled Learners in this event. It also tells you the capacity for the event, wait list if available, number canceled, and when the event is completed the number of no-shows.

Click on the **"Enroll"** tab.



Enter the staff name

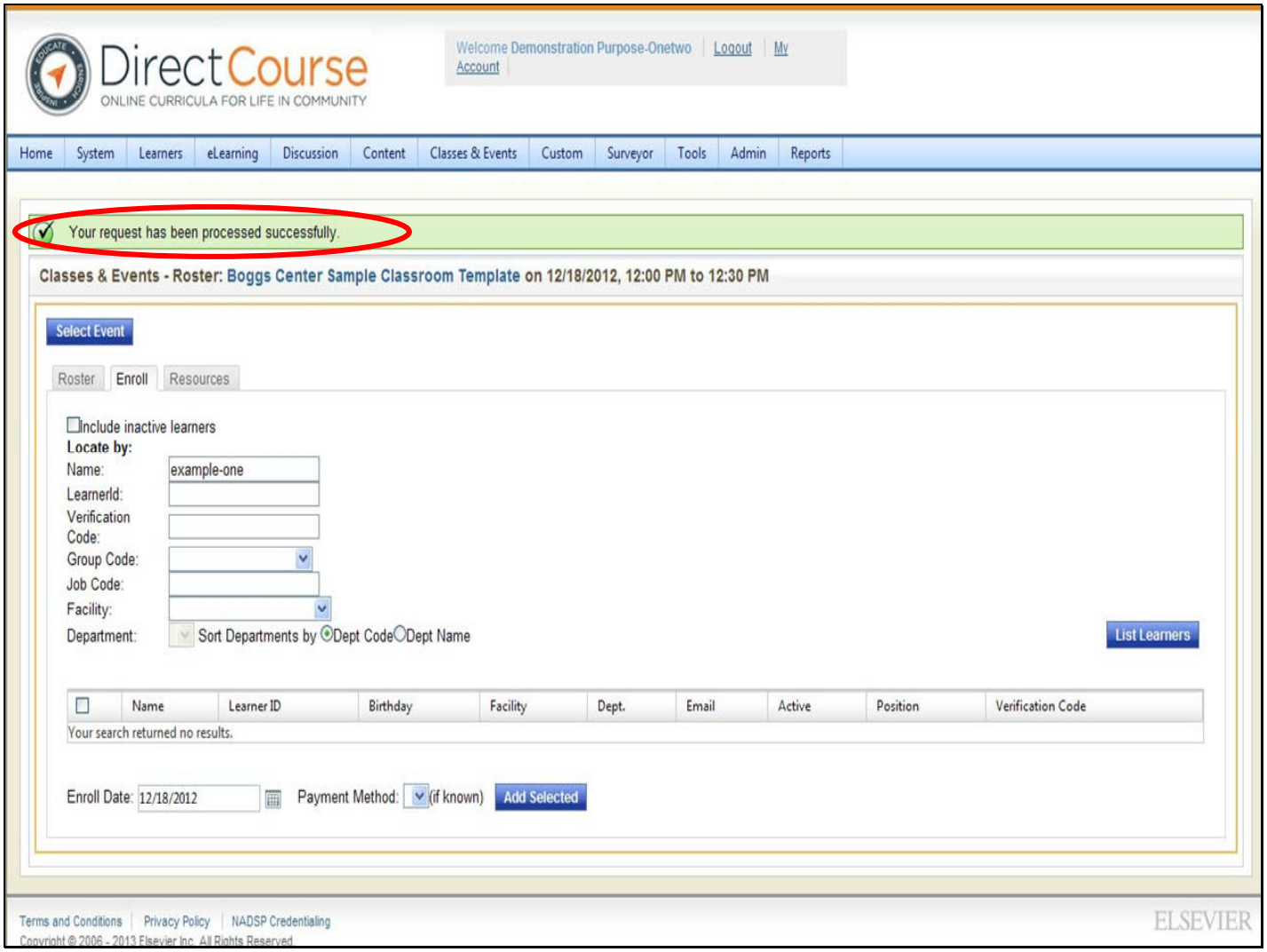
Select the Facility: New Jersey DHS/DDD (unless otherwise specified)

Select the department: (name of the agency the staff belong to)

Click **List Learners** button.

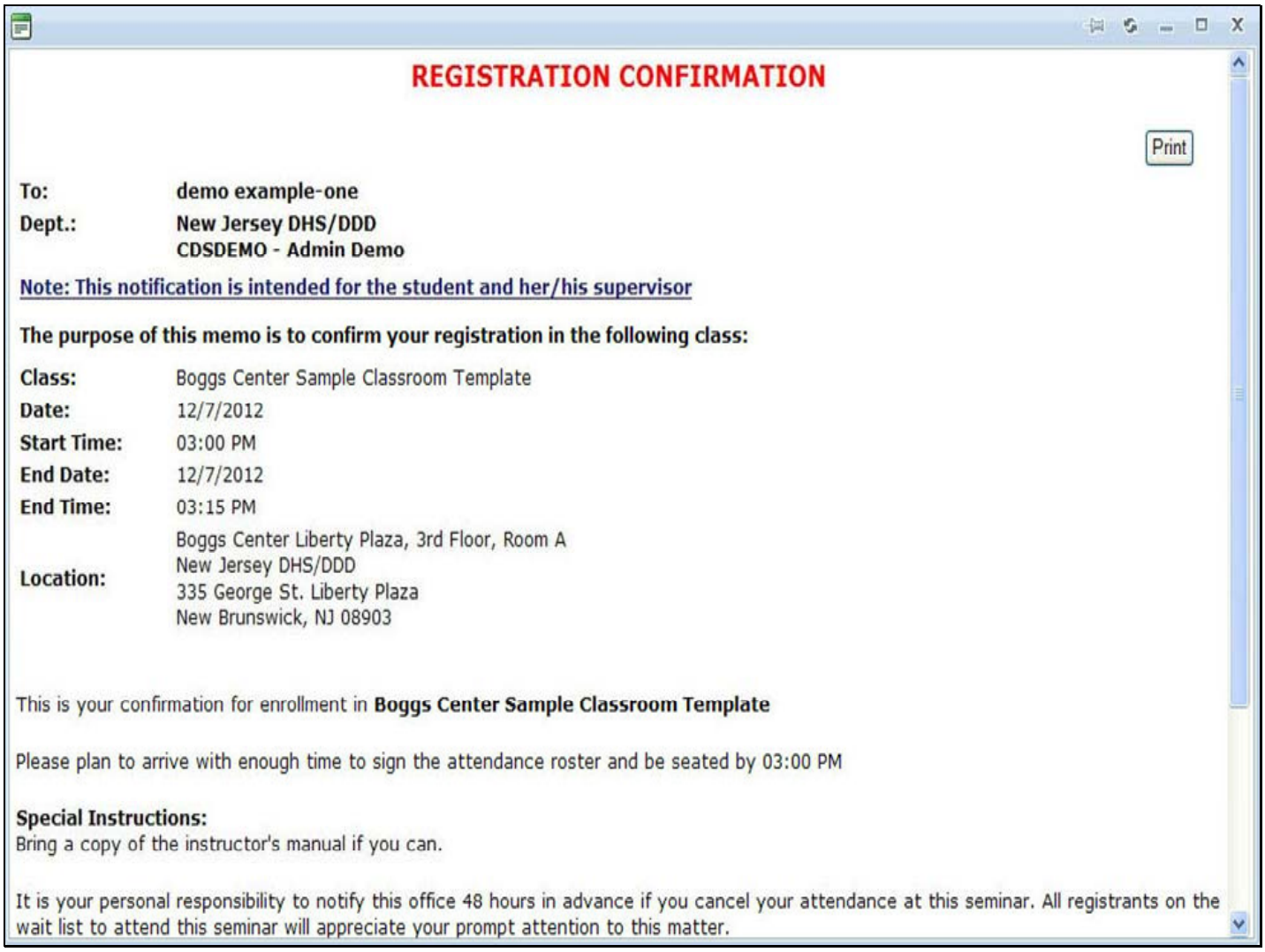
Select the check box to the left of each Learner that you want to enroll.

Click the "**Add Selected**" button when have finished choosing learners.



Once the learner has been added to the class roster, a green confirmation message will appear, indicating that your request has been processed successfully.

You can continue to add staff to the roster or click on the roster tab to see all learners enrolled in the class.



REGISTRATION CONFIRMATION

Print

To: demo example-one
Dept.: New Jersey DHS/DDD
CDSDEMO - Admin Demo

Note: This notification is intended for the student and her/his supervisor

The purpose of this memo is to confirm your registration in the following class:

Class: Boggs Center Sample Classroom Template
Date: 12/7/2012
Start Time: 03:00 PM
End Date: 12/7/2012
End Time: 03:15 PM
Location: Boggs Center Liberty Plaza, 3rd Floor, Room A
New Jersey DHS/DDD
335 George St. Liberty Plaza
New Brunswick, NJ 08903

This is your confirmation for enrollment in **Boggs Center Sample Classroom Template**

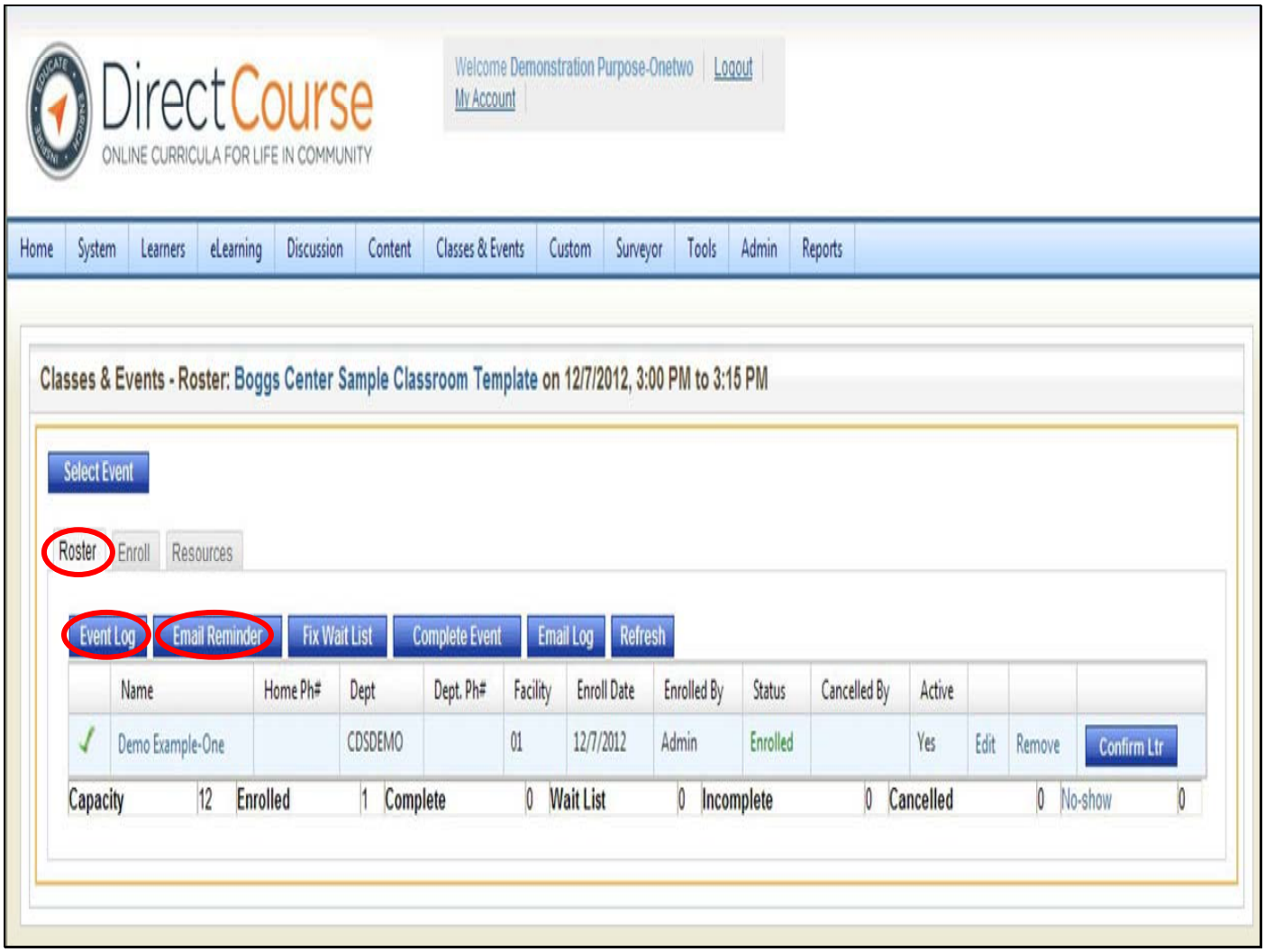
Please plan to arrive with enough time to sign the attendance roster and be seated by 03:00 PM

Special Instructions:
Bring a copy of the instructor's manual if you can.

It is your personal responsibility to notify this office 48 hours in advance if you cancel your attendance at this seminar. All registrants on the wait list to attend this seminar will appreciate your prompt attention to this matter.

The Learner will receive a registration confirmation email, once they have been enrolled in the class.

Note: Only Learners that have email addresses attached to their learner ID (as indicated by a check mark next to their name under the roster tab) in the system will be sent a **registration confirmation** and an **email reminder**.



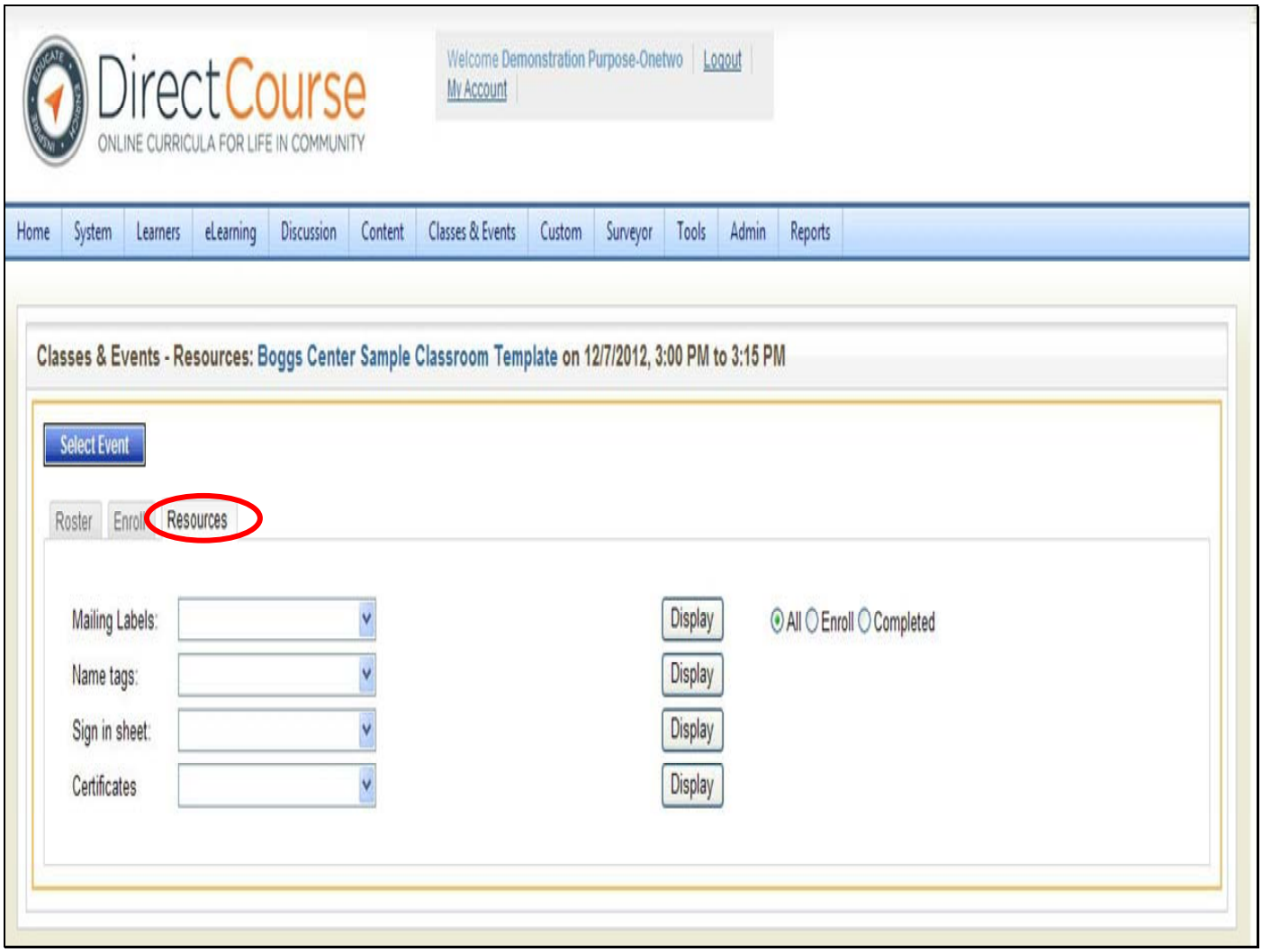
Click the **Roster** tab, and your selected Learners names now list on the 'Roster' tab.

You can view a list of information about the event from your Roster. The list includes the User ID, activity, and the date and time of the activity.

Event log – lists detailed information on the classroom event including User ID, the operation that was performed, the date of operation and if there was a change in status for the event.

Tip: You can use the **Email Reminder** button to remind all enrolled Learners about the scheduled event.

Note: Only Learners that have email addresses attached to their learner ID (as indicated by a check mark next to their name under the roster tab) in the system will be sent a **registration confirmation** and an **email reminder**.



Resources include the following:

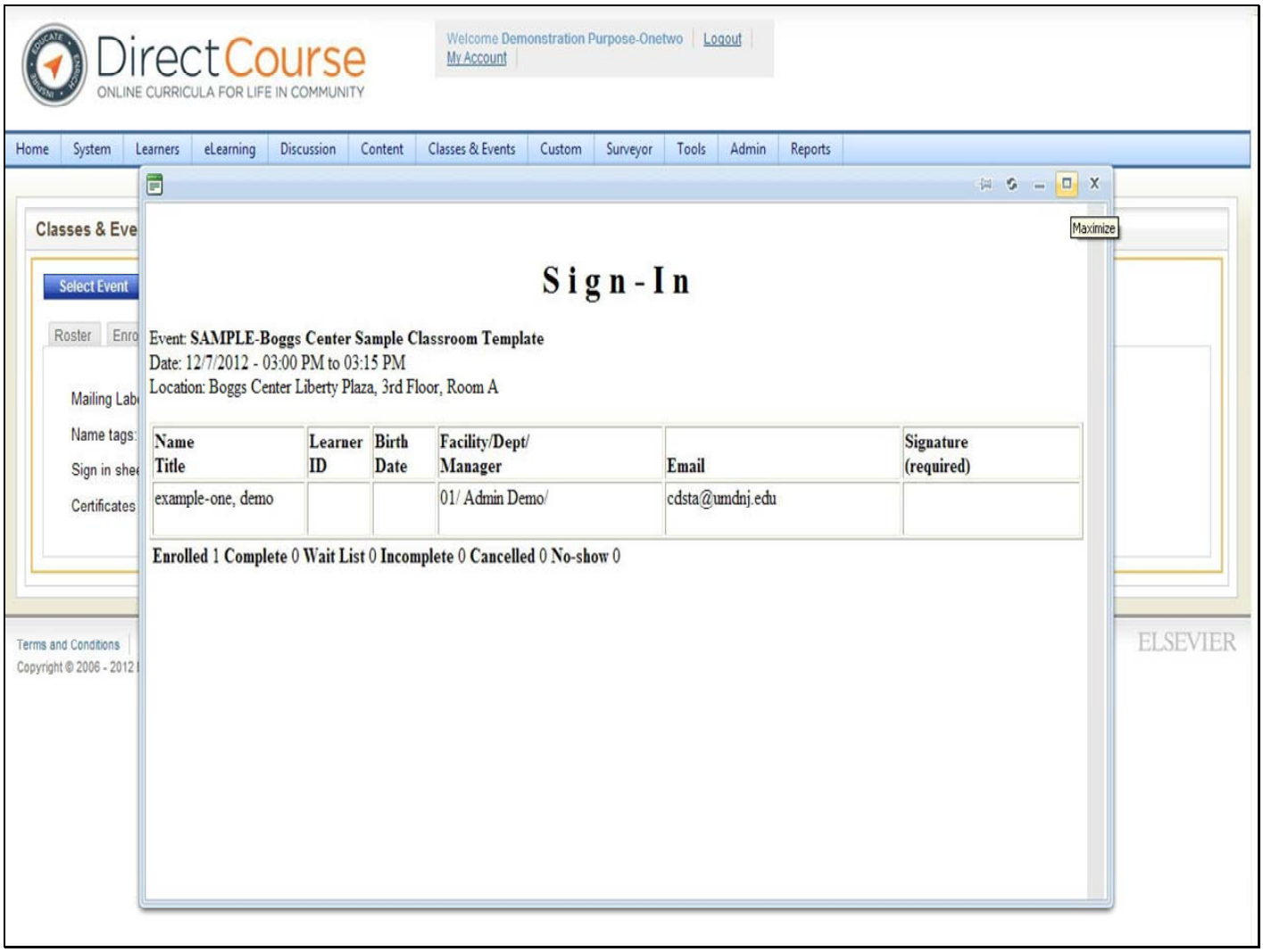
Mailing labels (pre-filled information on the mailing label) with several defaults you can select from or have your own customized mailing labels loaded.

Name tags (pre-filled name tags for each Learner) with several defaults you can select from or have your own customized name tags loaded.

Sign-in sheets (pre-filled information on the sign-sheet e.g., Names of Learners) with several defaults you can select from or have your own customized sign-in sheets loaded.

Select the type you want using the drop-down menu then click "**display**"

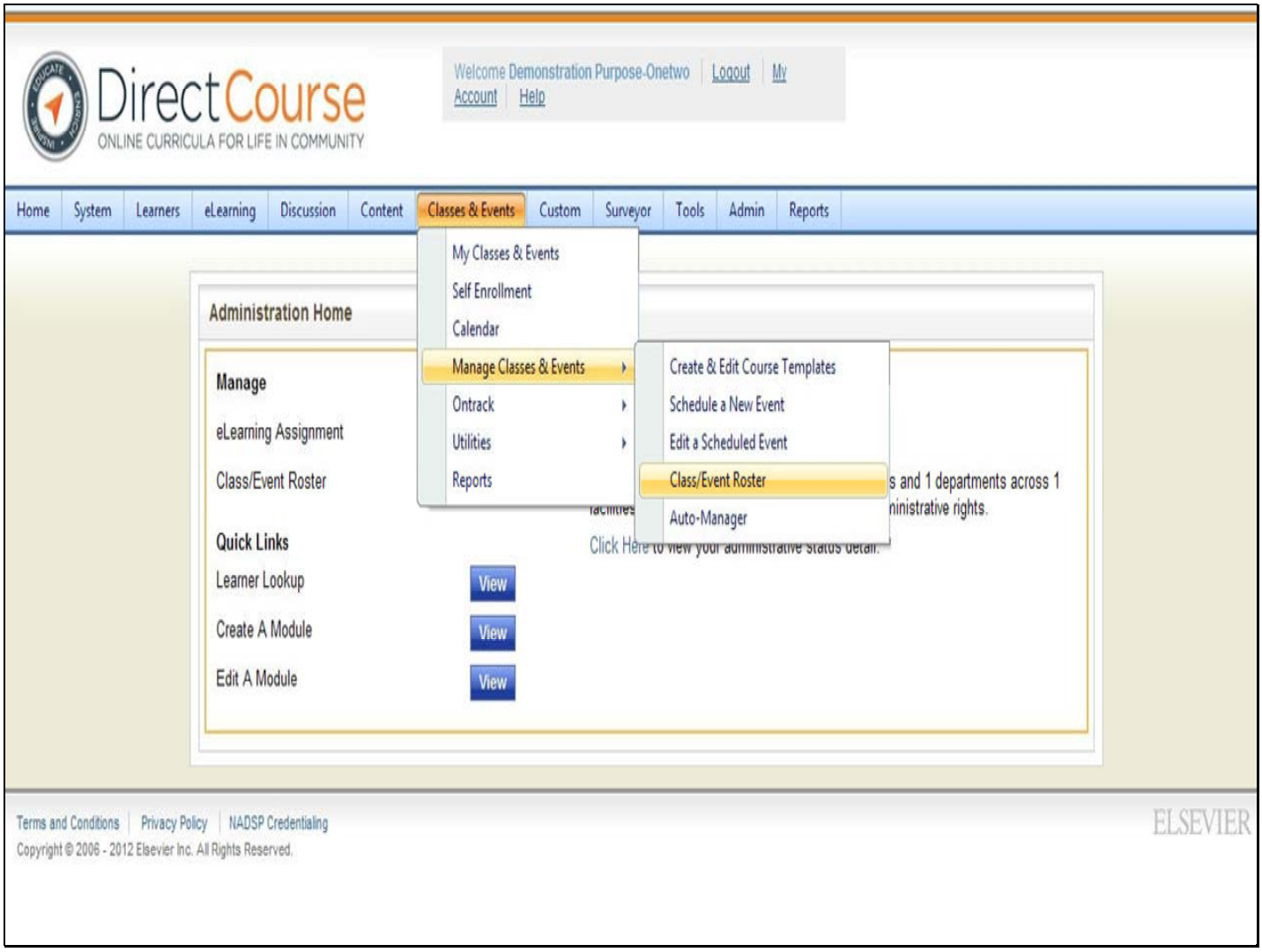
****Note:** Although certificates are listed as a resource here, your agency is still required to keep hard copies of all official New Jersey Pre-Service Training certificates. Certificates printed in the system for Pre-Service Trainings will not be accepted as confirmation that a Learner attended Pre-Service training.



Sample sign-in sheet.

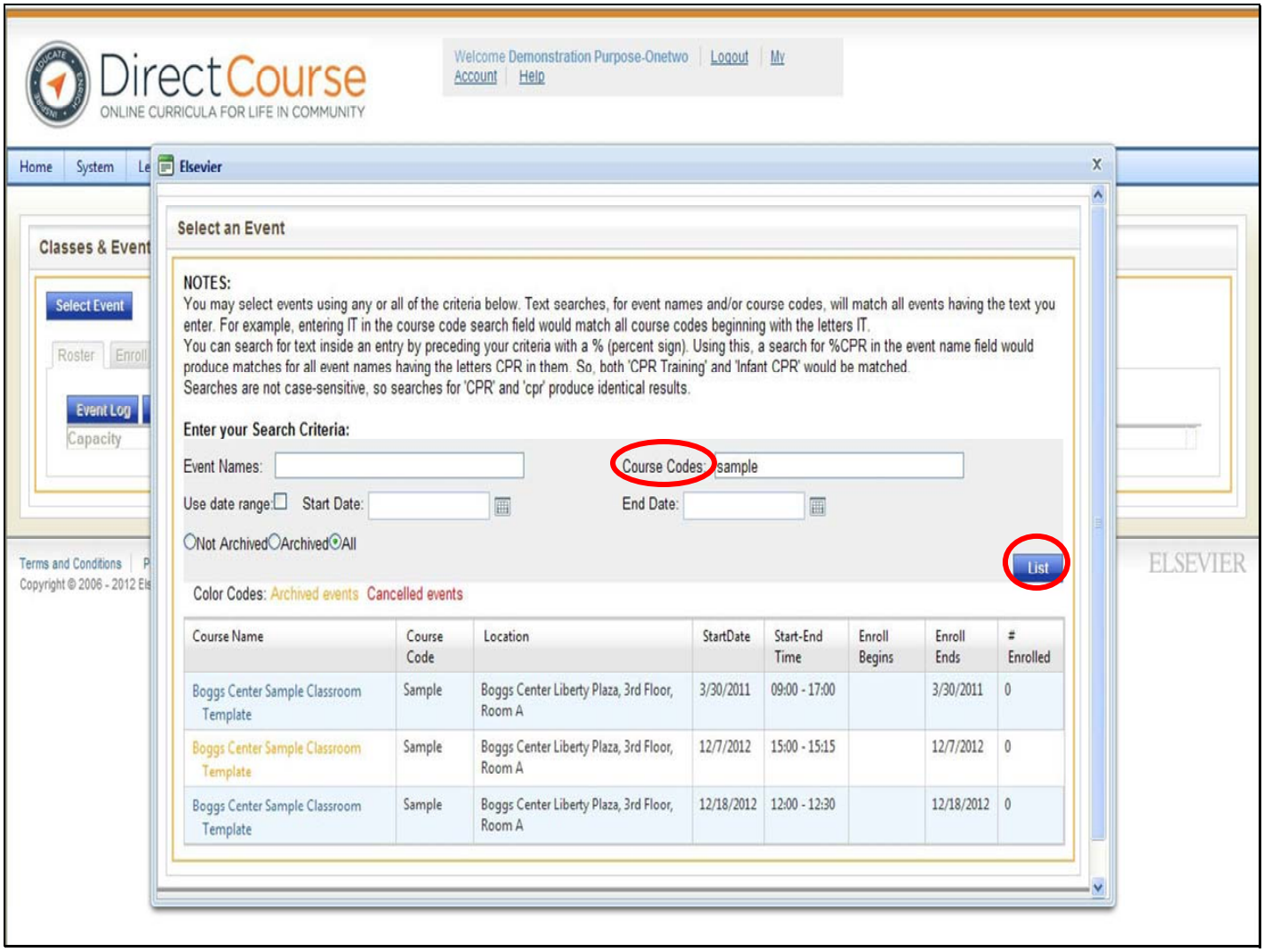
After the Classroom Training (editing Learner status)

****Note: Only the trainer or their designee shall make changes to the status of the Learner for the classroom training they are scheduled for. Changing the status of a Learner in a training that you did not conduct will result in loss of administrative privileges and other consequences.**



Updating Learner Status After the Classroom Event

Select **Classes & Events** — **Classes & Events** — **Class/Event Roster**.

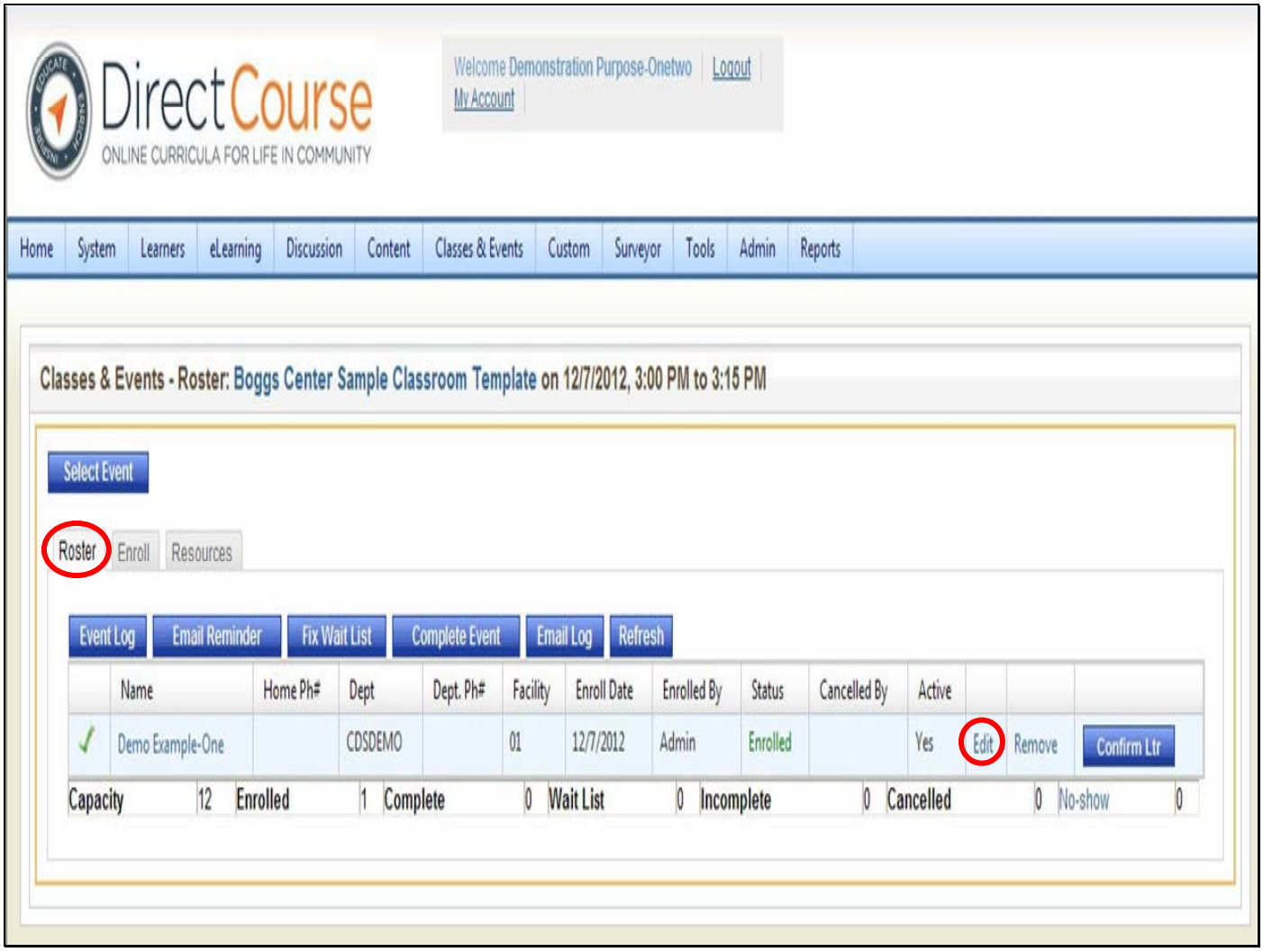


From the Search page, enter the search criteria for the event Roster you want to open.

Click the **List** button on the right.

Click the **name** of the course.

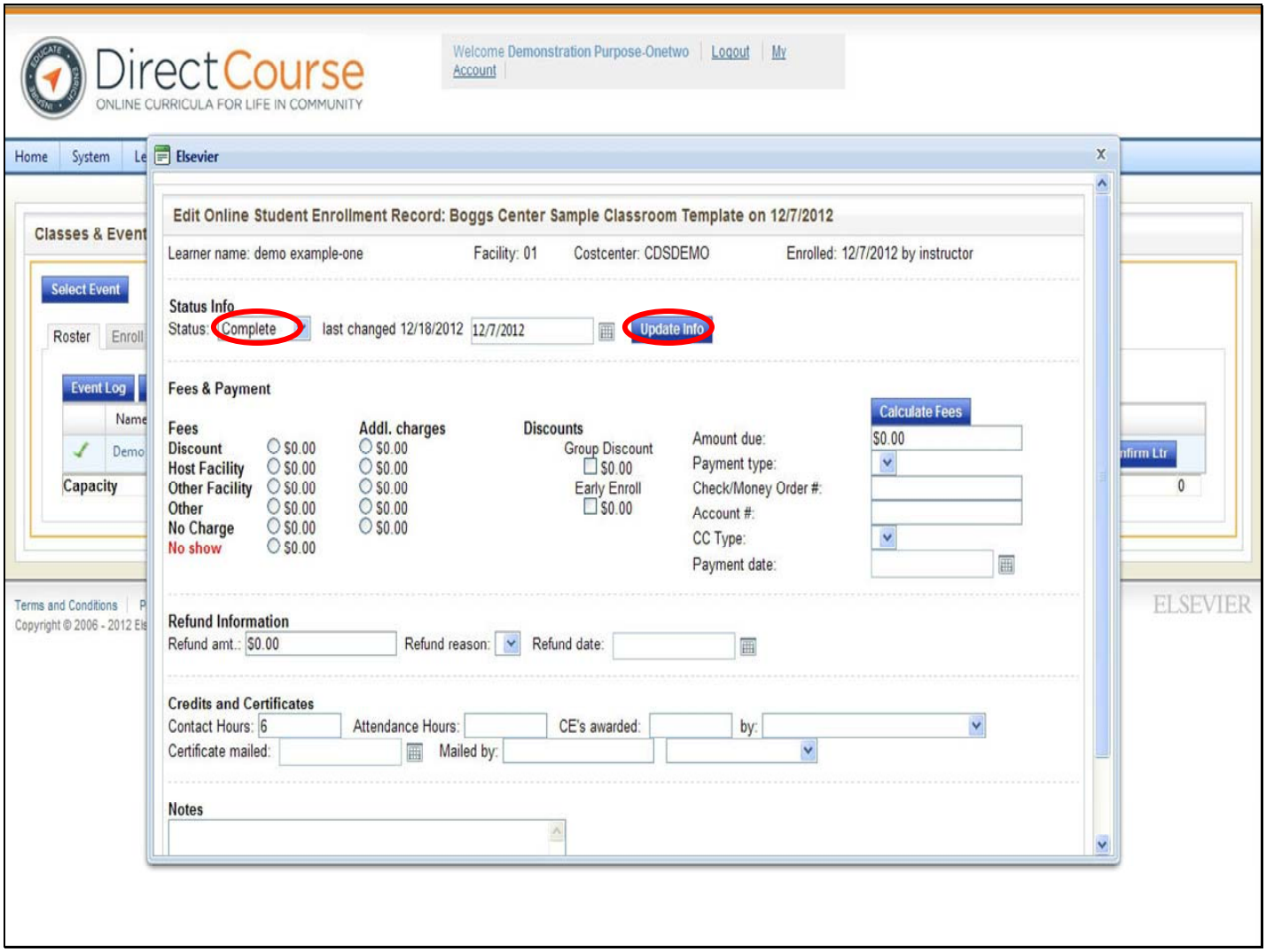
The Roster opens.



Once the classroom training is over, you may change the learner status info to: enrolled, waiting list, canceled, complete, no show, or incomplete.

Find the Learner's name on the left, **click the Edit** button to the right of the Learner's name. The Edit Online Student Enrollment Record opens in a pop up window for the selected Learner and event.

Note: You could change the status of each individual learner or edit the status for no show, incomplete or canceled learner first, then click "Complete Event" (which changes all remaining learner status from enrolled to complete).



The Status column displays either **"enrolled," "waiting list," "cancelled," "complete," "no show" or "incomplete."**

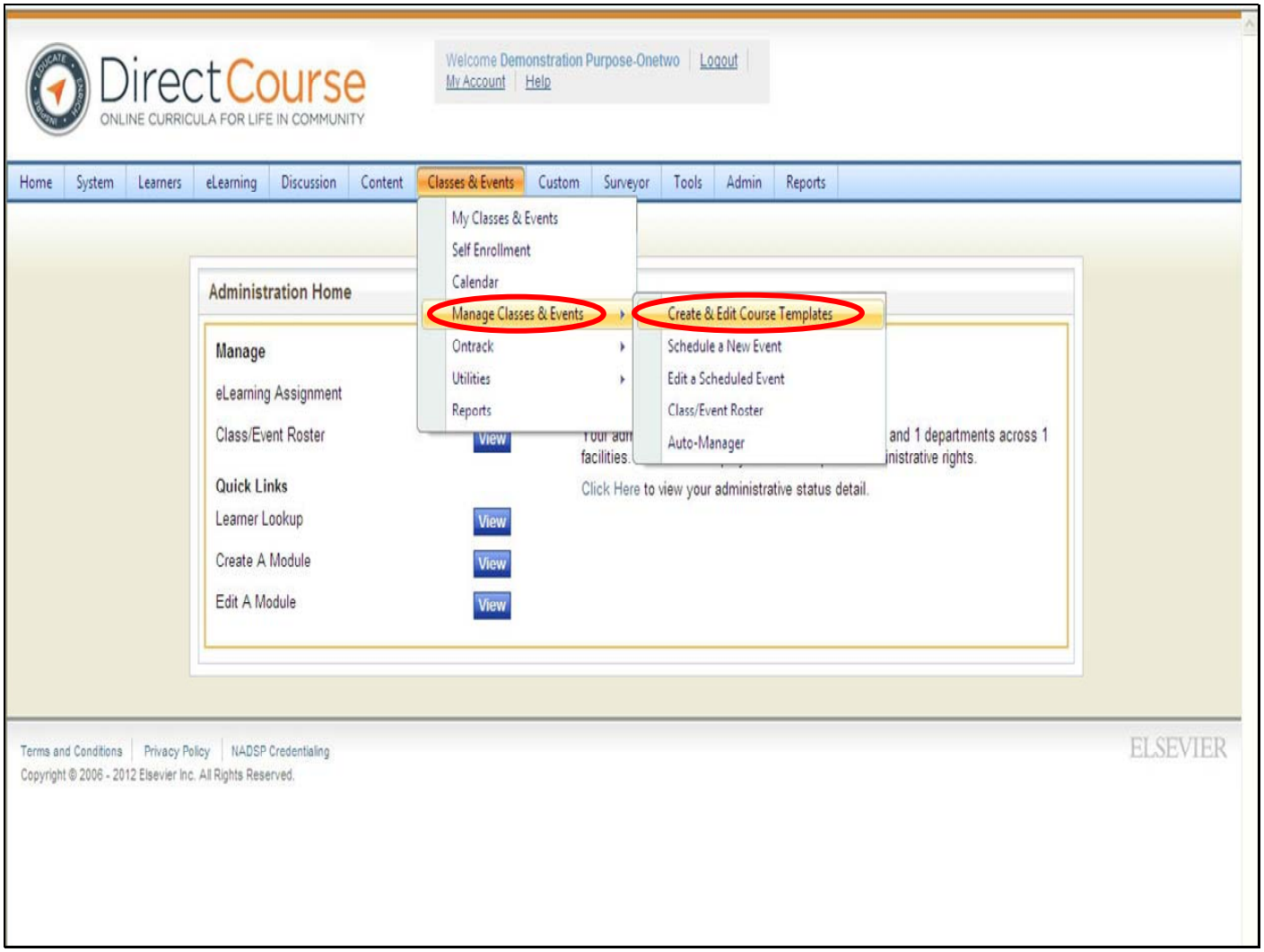
- **Change status then click Update Info**

Creating a Template for New Agency Specific Classroom Training

Classroom templates for the 5 Pre-Service Trainings have already been created for you (Overview of DD, Abuse & Neglect, CPR, FA, Medication). DO NOT create new classroom templates or make changes to any of the Pre-Service Trainings.

To schedule a Pre-Service Training move on to the section on Scheduling Training.
Lead and Non-Lead training agencies along with agencies that are delivering their own First Aid and CPR will already have a template created for them by the Central Administrator for the 5-Pre Service Trainings (do not make changes to the Pre-Service templates):

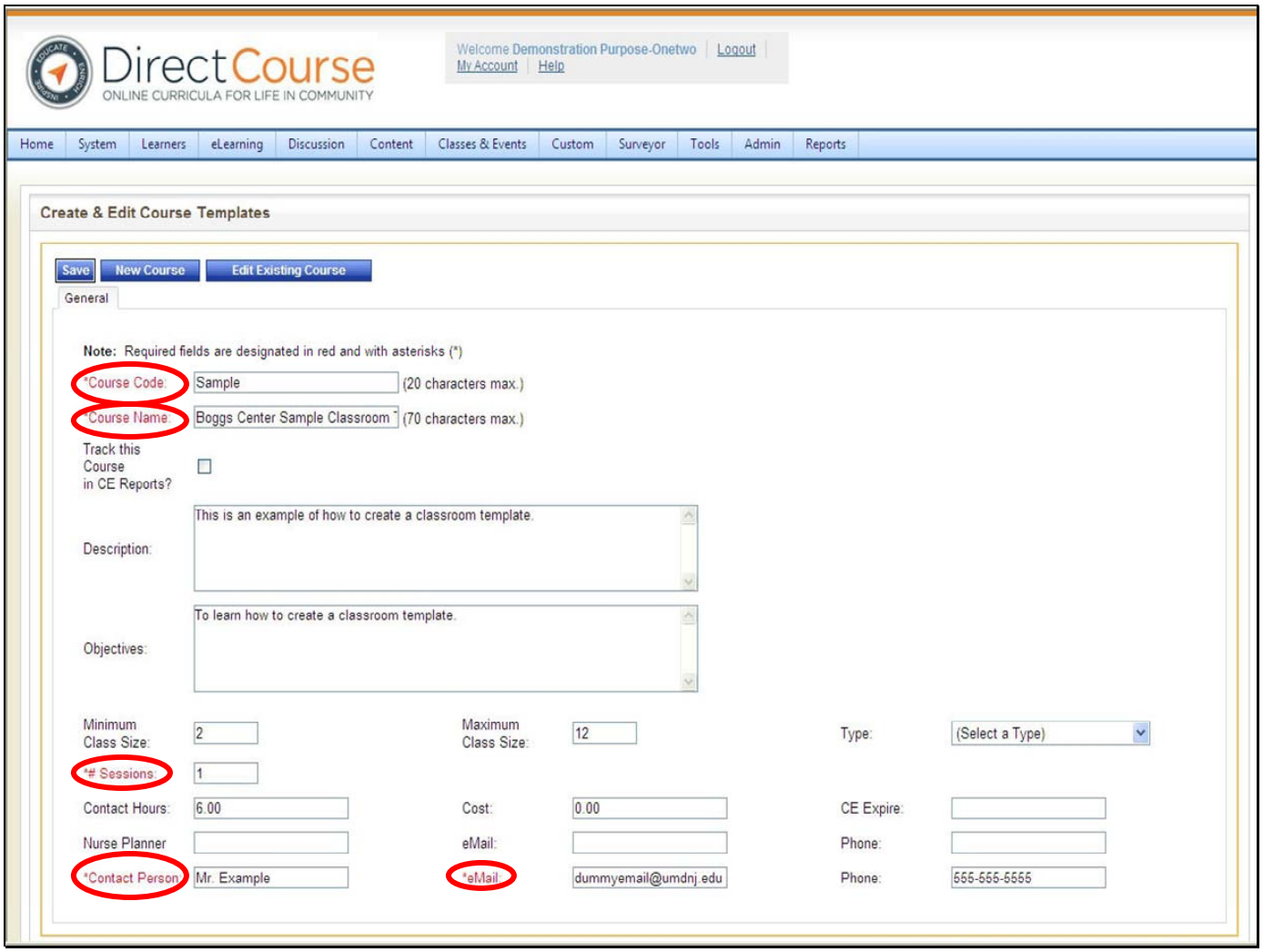
Course Code	Course Name
PSCPR	Pre-Service CPR
PSFA	Pre-Service First Aid
PSM	Pre-Service Medication
PSO	Pre-Service Overview
PSPAN	Pre-Service Preventing Abuse and Neglect



***Note: When creating a new agency specific class/event remember to name the class beginning with your agency's name (i.e. Boggs Center Orientation). Failure to adhere to the naming requirements will result in deletion of the posted class/event by the System Administrator.**

Note: If a template for the Class/Event you would like to schedule already exists, skip ahead to Scheduling Classes & Events section.

- **From your menu bar click Classes & Events, Manage Classes & Events, Create & Edit Course Template**



***Note: When creating a new class/event remember to name the class beginning with your agency's name (i.e. Boggs Center Sample Classroom Template). Failure to adhere to the naming requirements will result in deletion of the posted class/event by the System Administrator.**

Tip: All items marked in red are required items for the course and event. You may only use a course code once in the system. If the course code or name you have chosen already exits, you will be prompted to select a different course code/ course name for your template.

Enter all required information then **Click the "Save" button.**

Once the event has been saved, you will receive a confirmation message in green indicating that your request has been processed successfully.

Required. Add Course Code and Name

Course Code: This code helps you to search for courses when you need to edit information or schedule an Event. For example, Boggs Center Sample Classroom Template is coded as Sample

Course Name: The course name is also the Event title that Learners see along with the scheduled dates of the event when they self-enroll.

Note: The course name and code is used each time you schedule an event from the course template.

Enter a description and the objectives for the course.

Description: Describes the course and is available on the information screen that Learners can view when self-enrolling into an event.

Objectives: List of the course objectives and is available on the information screen that Learners can view when self-enrolling into an event.

Enter the size and type requirements:

Minimum class size: Defines the minimum number of Learners required for the class to be conducted. Some classes may need to be cancelled if not enough Learners enroll.

Maximum class size: Sets the maximum number of Learners allowed in a class.

Note: If the maximum number is met, additional Learners attempting to enroll in the class are added to the waitlist.

Type of event: Shows Learners what kind of training the event will be and appears on the information screen on Learner's side of the system (e.g., Classroom Training, Teleconference etc.).

 # Session (Required) – Enter the number of **Sessions** (days) to complete the event. This lets the Learners know how many days the event runs (e.g., a two-day class).

Enter the following as needed:

Contact Hours: Enter contact hours, (the total # of hours the training will be held for).

Cost: (does not apply)

CEU Expires: (does not apply)

Nurse Planner/eMail/Phone: (does not apply)

Required. Contact Person's name and eMail. Phone is optional.

Contact Person/eMail/phone: This information is listed on the event information page as the person to contact for assistance and is also listed in the eMail communications to Learners enrolled in the class (this could be the instructor of the class or the staff person's supervisor).

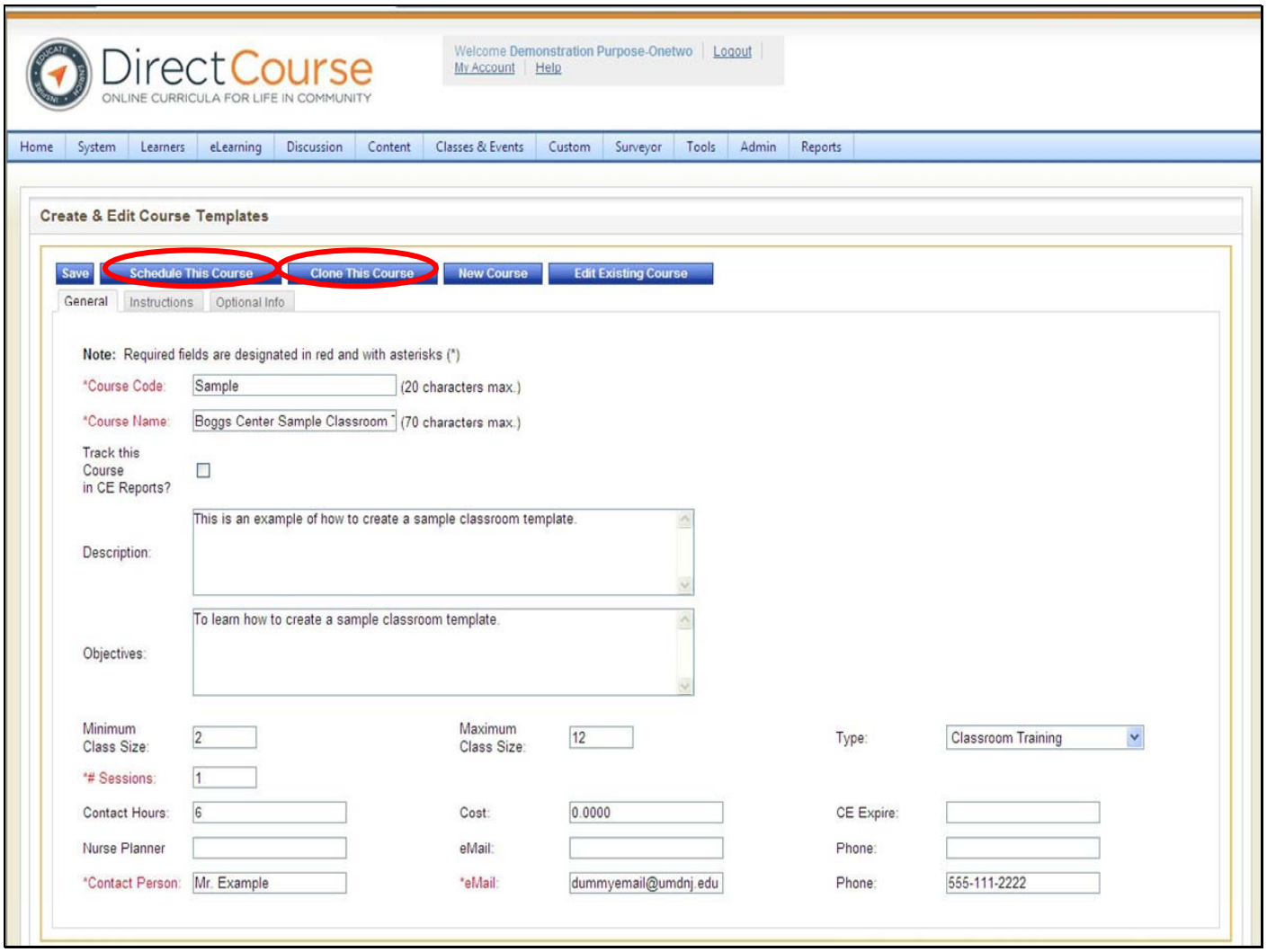
The following items are optional:

Addl. Materials: Allow additional materials to be outlined so Learners are aware of what might be required from the information window**.**

Special Instructions: This is an information field that displays on confirmation letters to Learners.

Note: This is an information item that displays on confirmation letters to Learners.

Additional Material Cost: (does not apply)



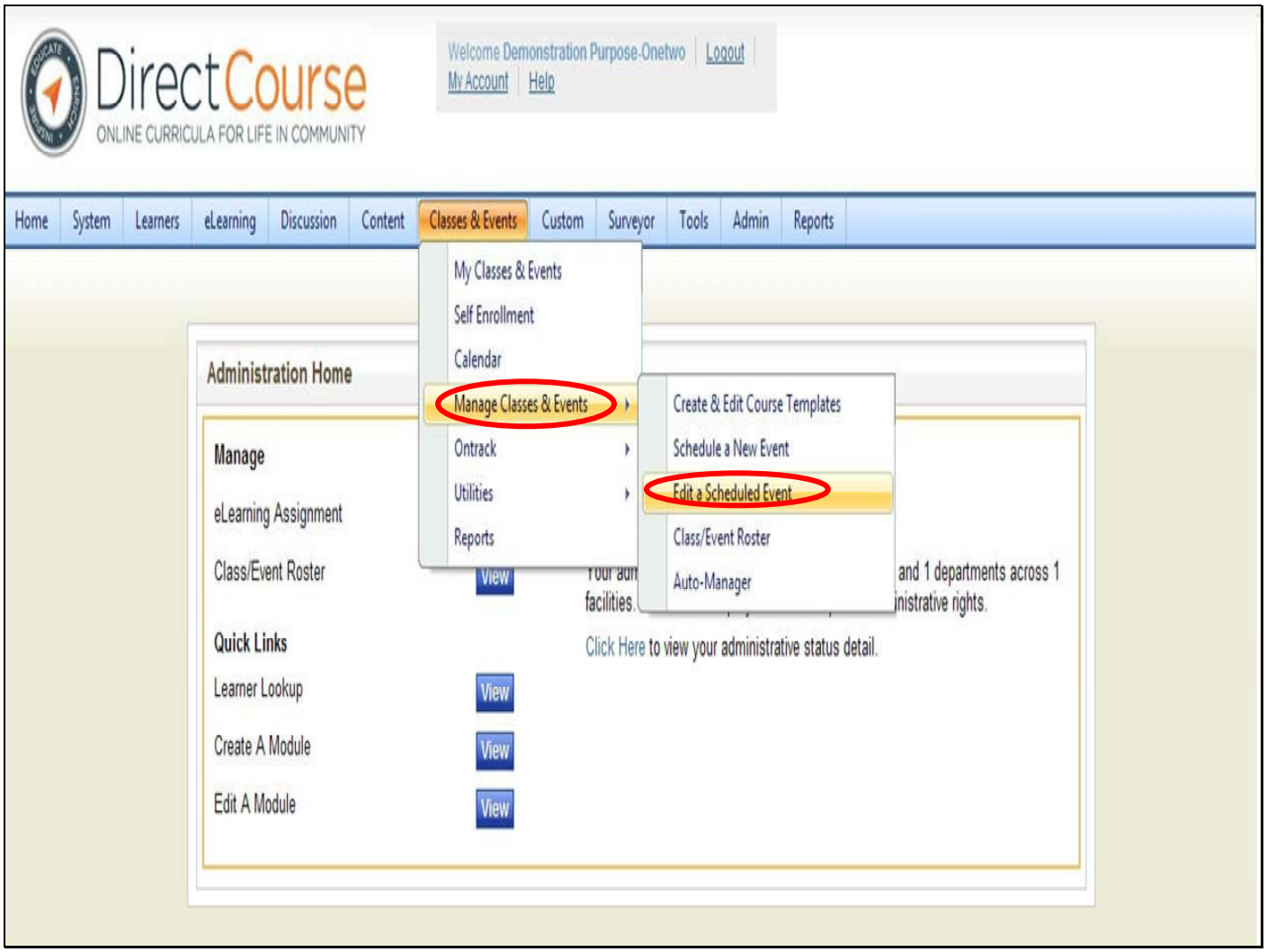
Once the course information is saved, two additional buttons display across the top of the page: **Schedule This Course** and **Clone This Course**.

Schedule this Course – where you create an Event by adding a date and time for the course to be held.

Clone this Course (not recommended)- copies the current course information and you gives it a new course code and name.

Note: If you decide to clone a course you have to give it a new course code and course name.

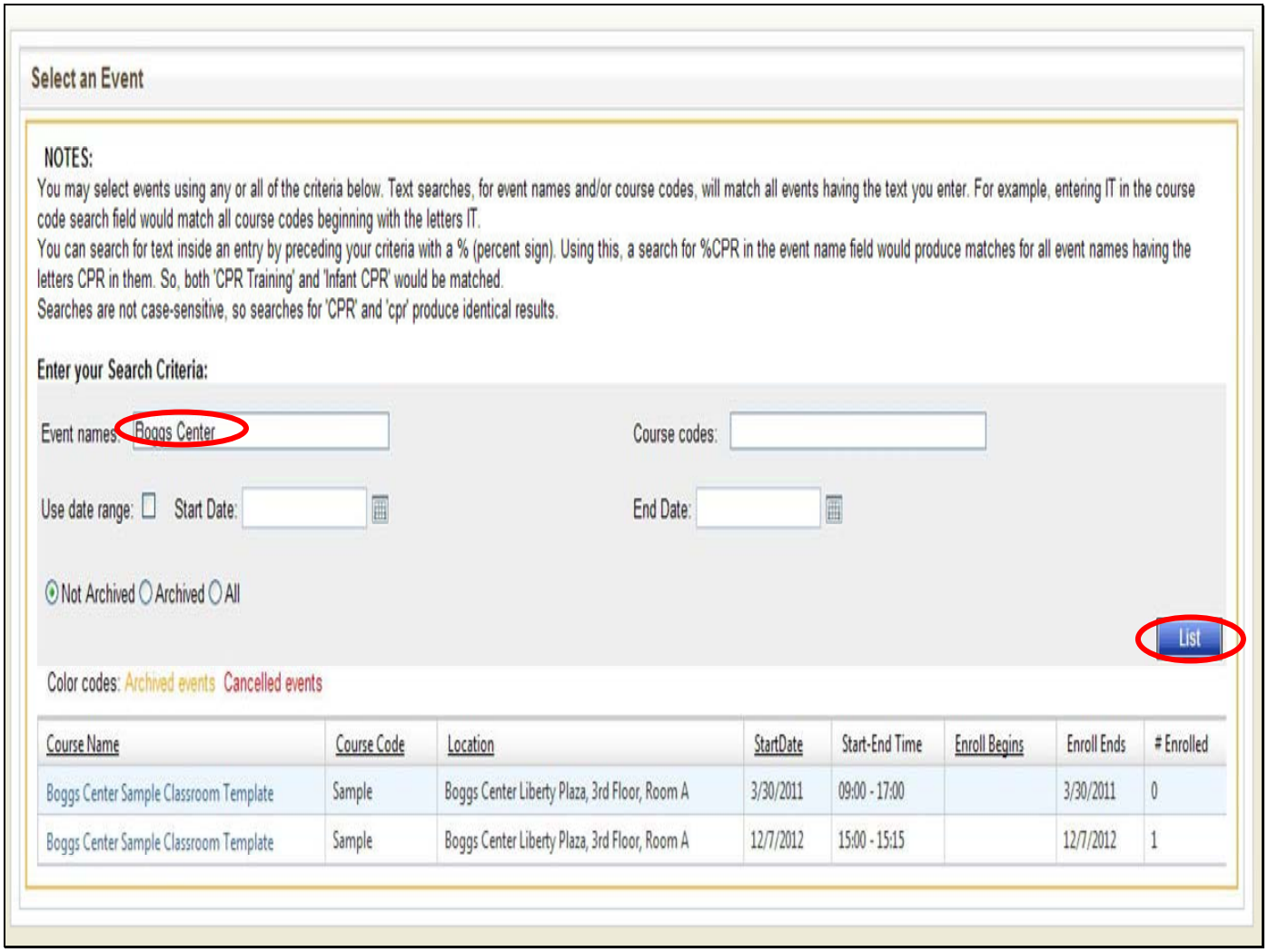
Archiving Events



Events can be archived. As your number of completed events grow you may want to “Archive”.

By archiving completed events, you can easily see events still pending.

- Select **Classes & Events – Classes & Events – Edit a Scheduled Event**



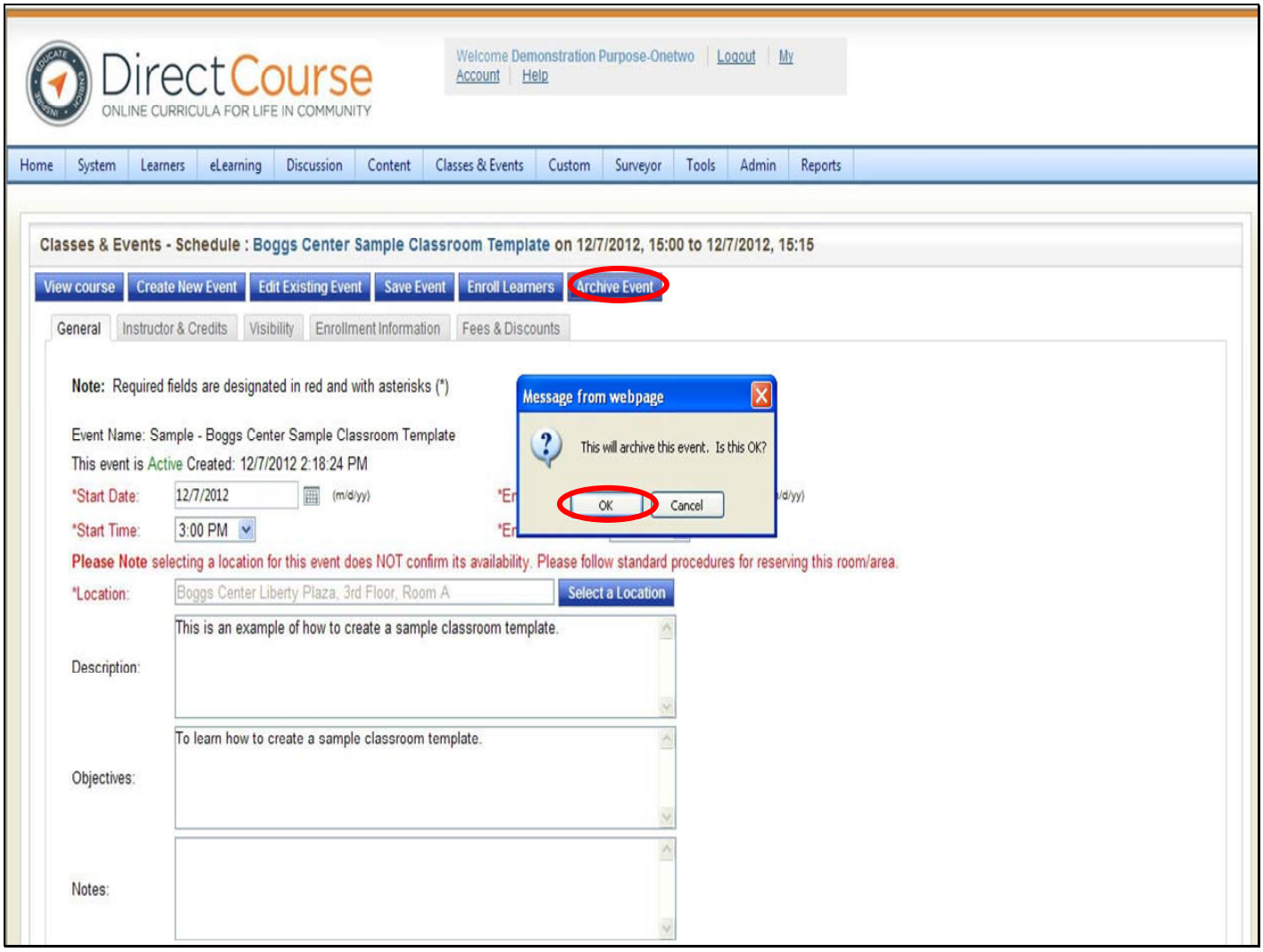
You can search for events in multiple ways:

"Search for event names like" – you can put the event name in part or all

"Use date range" – enter a start and/or end date

Then choose if you want to see events that have not been archived, or all events.

Click "**List**". Then click on the event hyperlink you want to archive.



The event details will appear, then click the "**Archive Event**" button in the upper right.

Click "**Ok**". You will receive a confirmation message once the event has been archived.

Note: When you search for events, all archived events display in orange.

Tip: To remove an Event from the archives, search and open the Event, then click the Activate Event button on the right.

Ontrack
(historical data and certifications)

OnTrack will be used to enter historical training information for staff and manage recurring requirements for training and licensing such as CPR and First Aid certification.

Historical training information refers to training prior to the rollout date for your region:

- Southern Region 1/1/11
- Lower Central Region 3/1/11
- Upper Central Region 5/1/11
- Northern Region 7/1/11

Required training information for Ontrack

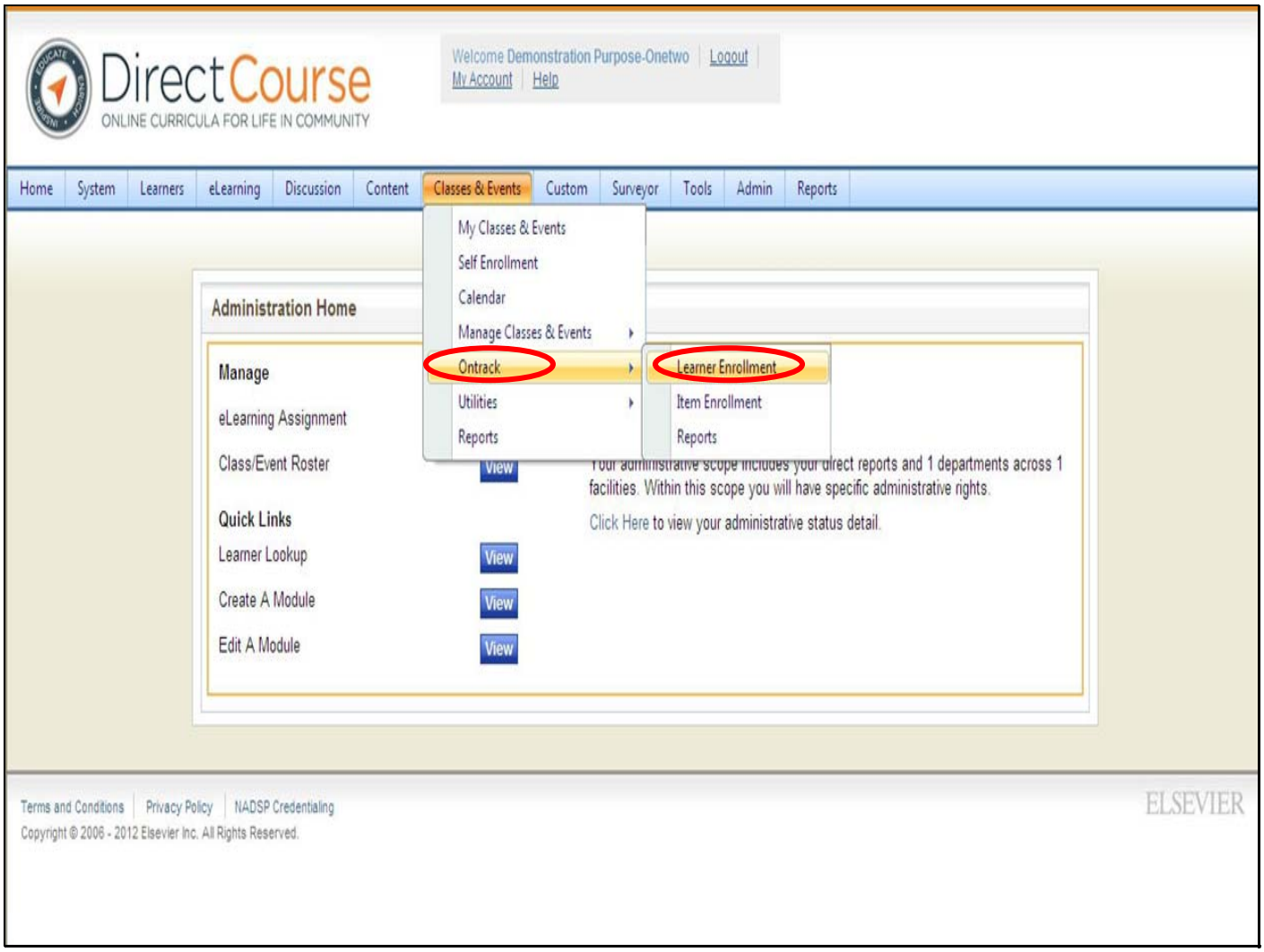
- Original Overview of DD
- Original Medication
- Original Preventing Abuse and Neglect
- Most recent CPR
- Most recent FA

Ontrack: Steps to Enroll and Schedule One Leaner At-a-Time

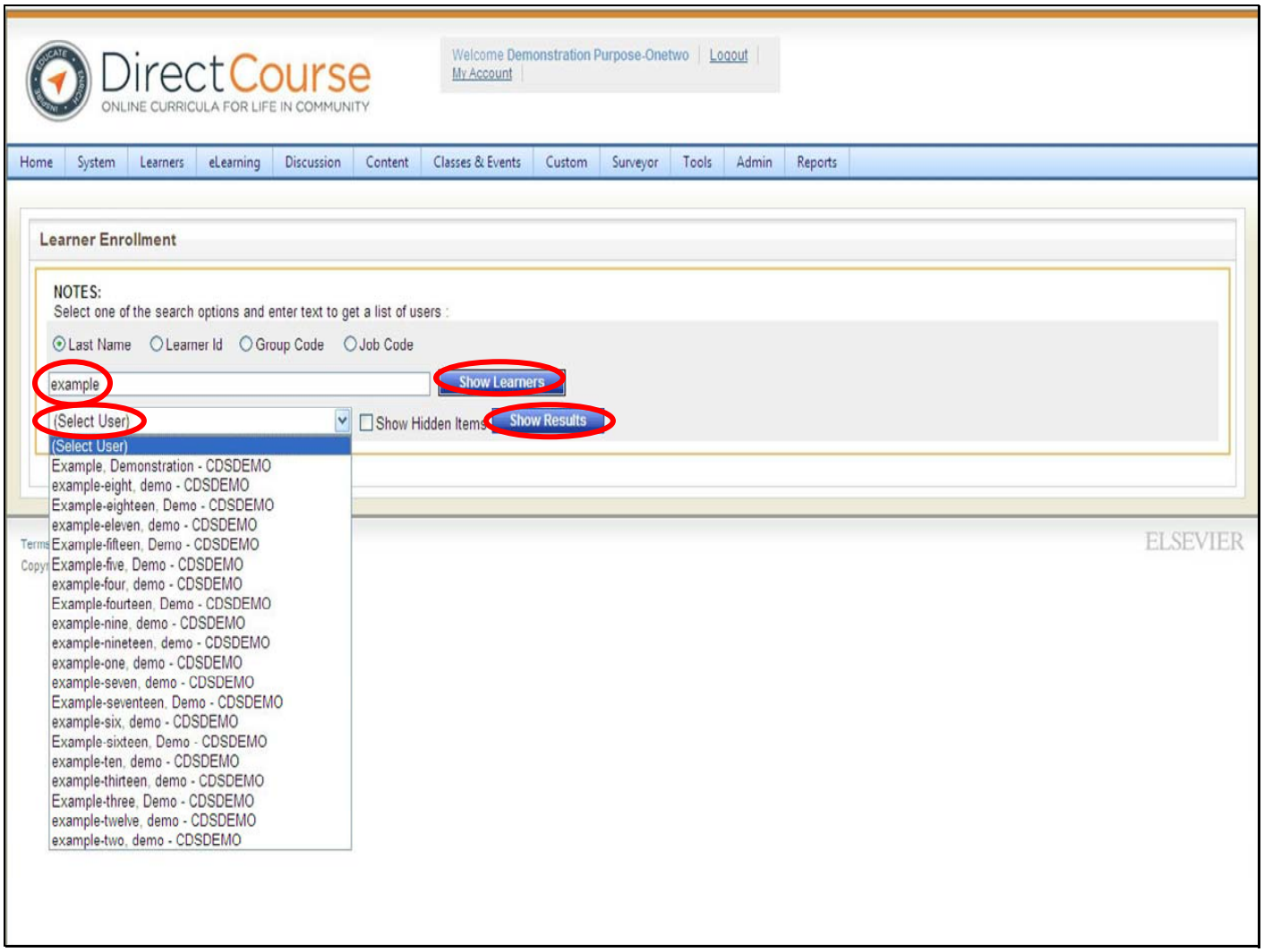
***After a training, the instructor/trainer will change the learner status for the event, then enter CPR and First Aid information into Ontrack if it applies. The system will remind the learner 15 days before the expiration date that they are approaching the end of their certification time.**

If you are the home agency for your staff you must use Ontrack to enter the following Pre-Service information:

- **The original dates for Overview of DD, Preventing Abuse & Neglect and Medication.**
- **The most recent dates for CPR and First Aid**



From the menu bar, select **Classes & Events — OnTrack — Learner Enrollment**.

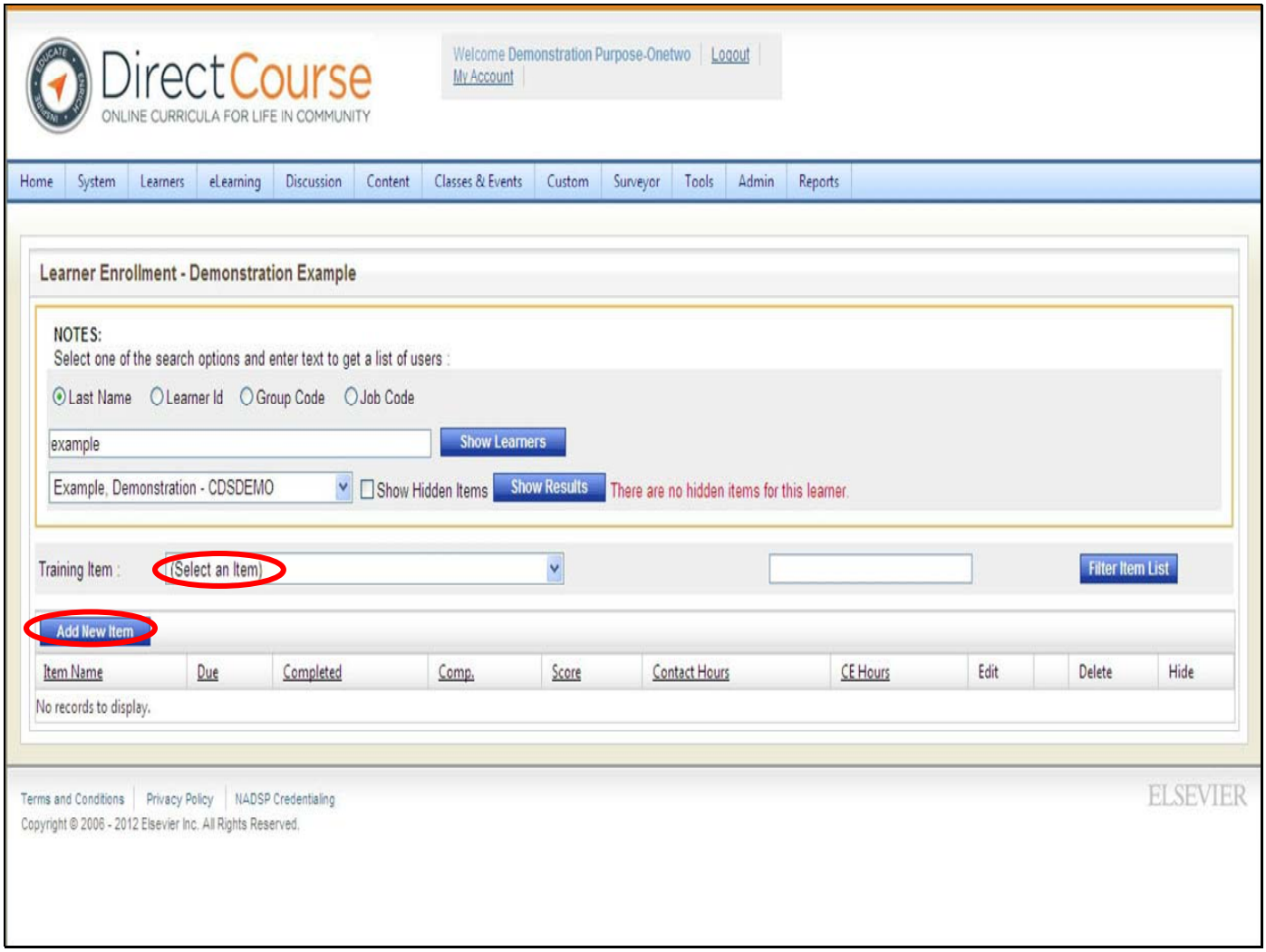


Select the radio button for how you want to search for a Learner: **Last Name**, **Learner Id**, **Group Code**, or **Job Code**.

Enter your selection in the text box (e.g., learner's last name).

Click the "**Show Learners**" button. One or more Learners display in the drop-down menu below.

From the "**Select User**" drop-down search results, select the Learner from the drop-down and then click **"Show Results"** button.



From the **Training Item** drop-down, select an enrollment item to assign the selected Learner.

The training items are listed alphabetically in the drop-down.

Pre-Service – CPR

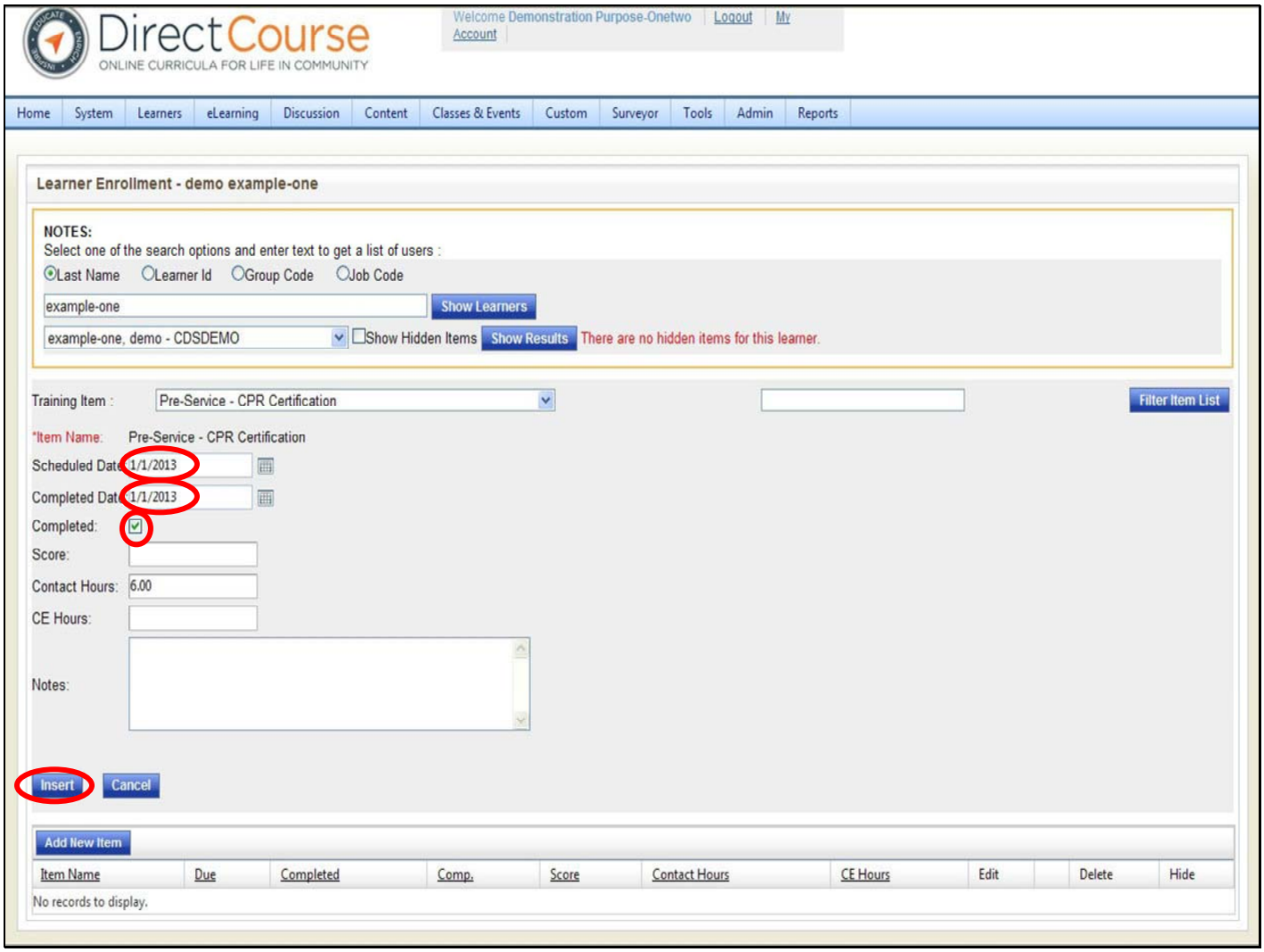
Pre-Service – First Aid

Pre-Service – Medication

Pre-Service – Overview of Developmental Disabilities

Pre-Service – Abuse and Neglect

Click the **Add New Item** button to assign the selected item to the selected learner.



The page will refresh to allow you to add the training dates.

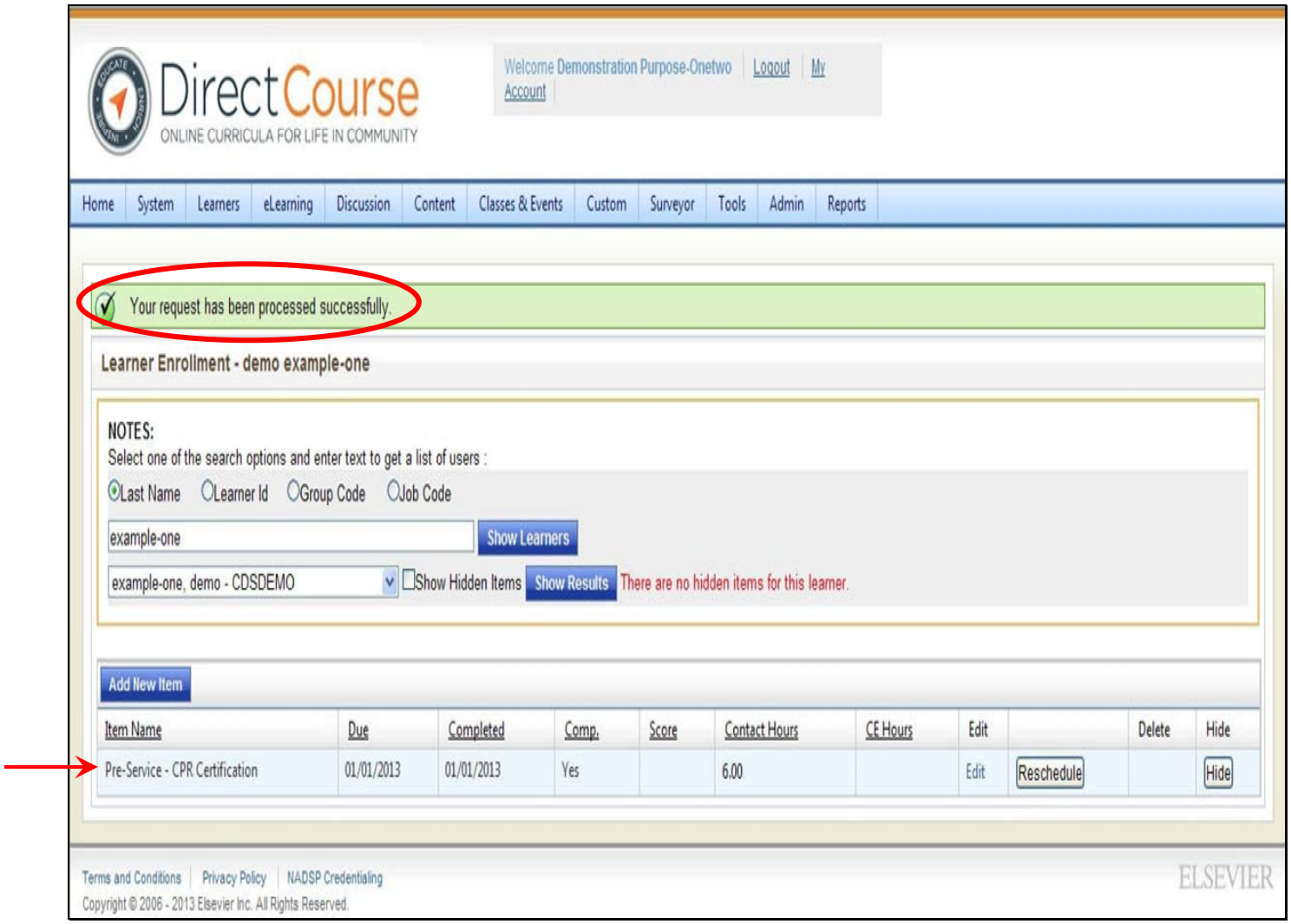
Enter the following information as needed.

Scheduled Date: Enter the date the item is scheduled to be completed.

Complete Date: Enter the date the item was completed on.

Check the "**Completed**" box.

Click on the "**Insert**" button.

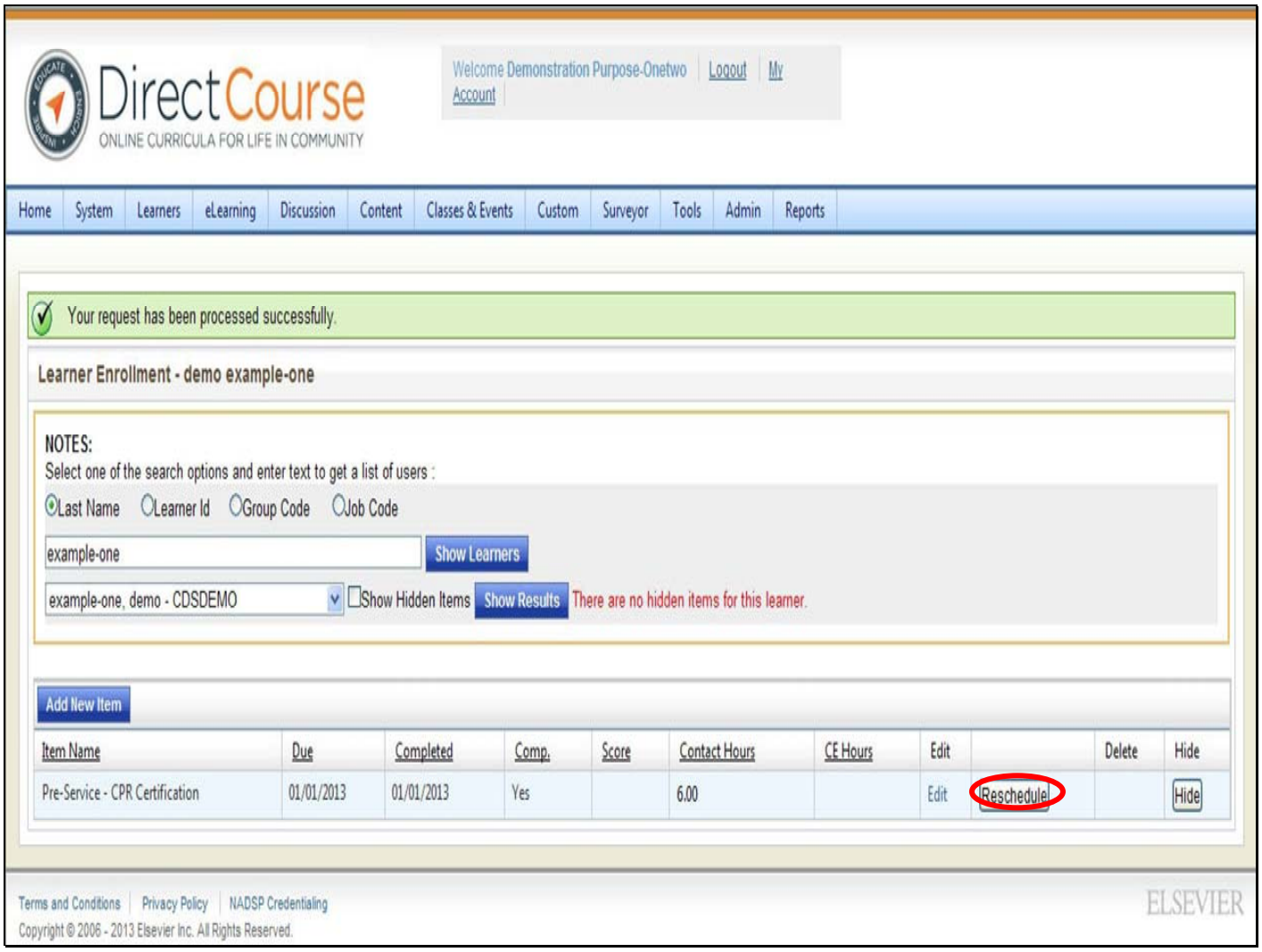


The item is now listed below in blue, with completion date and marked as complete. You will also receive a confirmation message above indicating that your request has been processed successfully.

Note: Once a learner has been marked as complete the option to remove the item from the learner record is no longer available.

Note: To confirm enrollment, look up learner then review transcript.

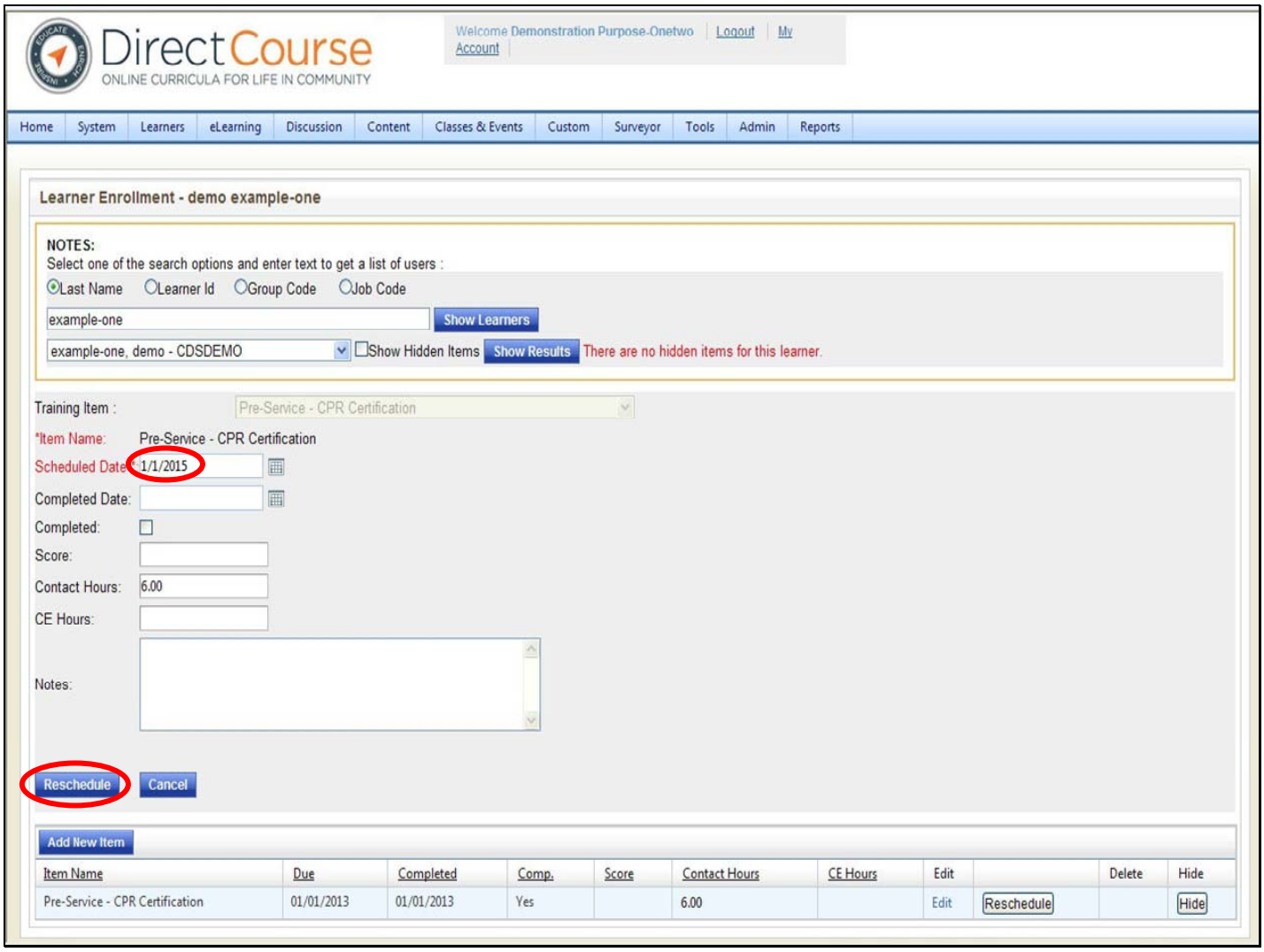
Note: When the learner attends a re-certification training, the trainer will look up the learner and from the item list click the item name and complete the information required for the learner (new complete date, mark the learner as complete, then add a re-schedule date).



If a training needs repeated certification (i.e. CPR & FA) then you will need to enter the end of the certification period (reschedule date).

Click the Reschedule button.

Note: if the training does not need to be taken again (i.e. Overview of DD, Medication and Preventing Abuse and Neglect are only required to be taken once by staff). You do not have to assign a reschedule date.



Enter a reschedule date based on the original date. Then click Reschedule.

DirectCourse
ONLINE CURRICULA FOR LIFE IN COMMUNITY

Welcome Demonstration Purpose-Onetwo | Logout | My Account

Home | System | Learners | eLearning | Discussion | Content | Classes & Events | Custom | Surveyor | Tools | Admin | Reports

Your request has been processed successfully.

Learner Enrollment - demo example-one

NOTES:
Select one of the search options and enter text to get a list of users :

Last Name Learner Id Group Code Job Code

example-one Show Learners

example-one, demo - CDSDEMO Show Hidden Items Show Results There are no hidden items for this learner.

Add New Item

Item Name	Due	Completed	Comp.	Score	Contact Hours	CE Hours	Edit		Delete	Hide
Pre-Service - CPR Certification	01/01/2013	01/01/2013	Yes		6.00		Edit	Reschedule		Hide
Pre-Service - CPR Certification	01/01/2015		No		6.00		Edit	Reschedule	Delete	Hide

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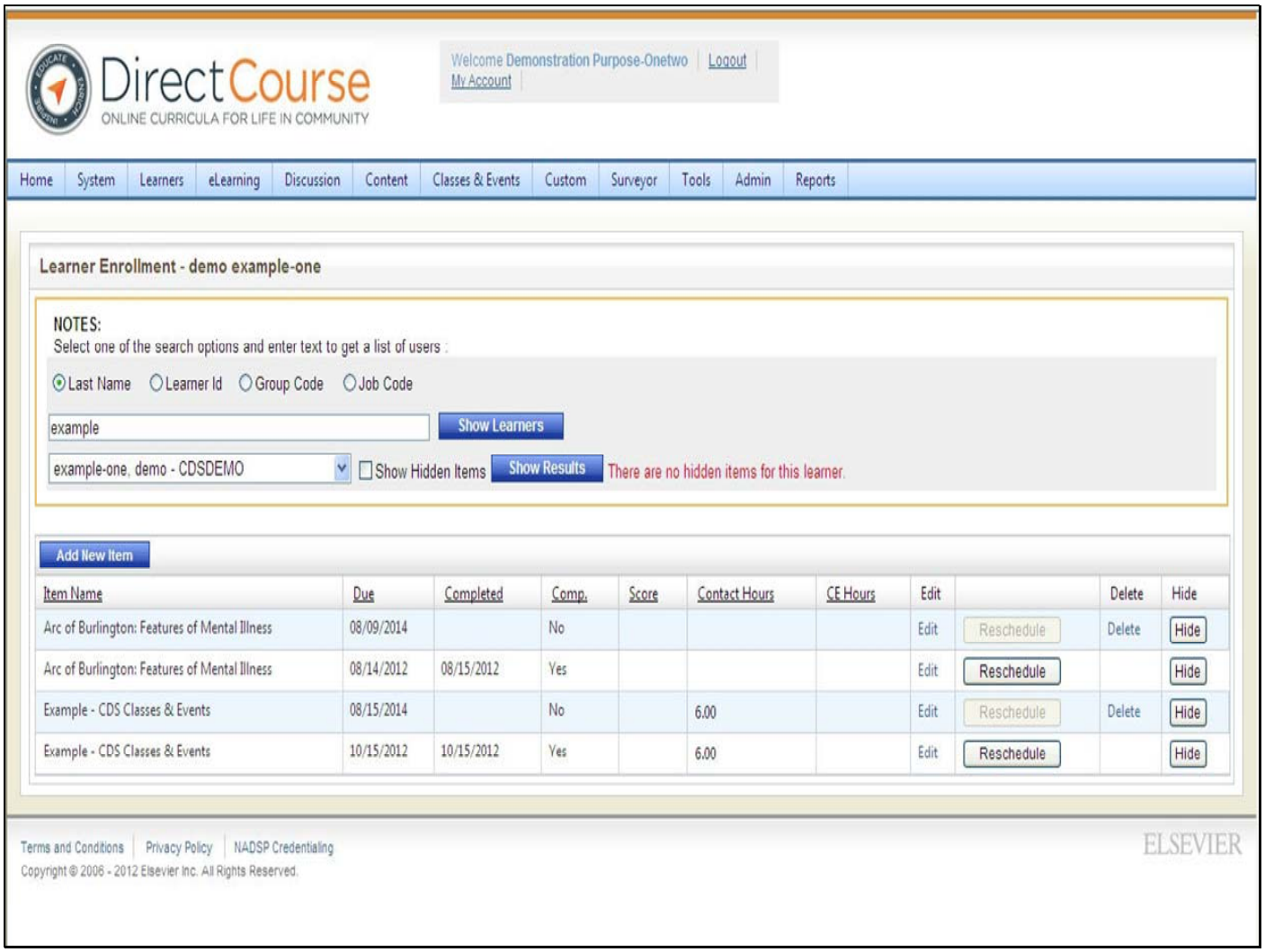
ELSEVIER

The completed date displays along with the repeat of the item with a new due date will now show on the screen.

You will also receive a confirmation above indicating that your request has been processed successfully.

Ontrack: Removing a Single Learner from an Item



Steps to Remove a Single Learner from an Item

From the menu bar, select **Classes & Events — Ontrack — Learner Enrollment**.

Search for the individual Learner that you want to remove items from.

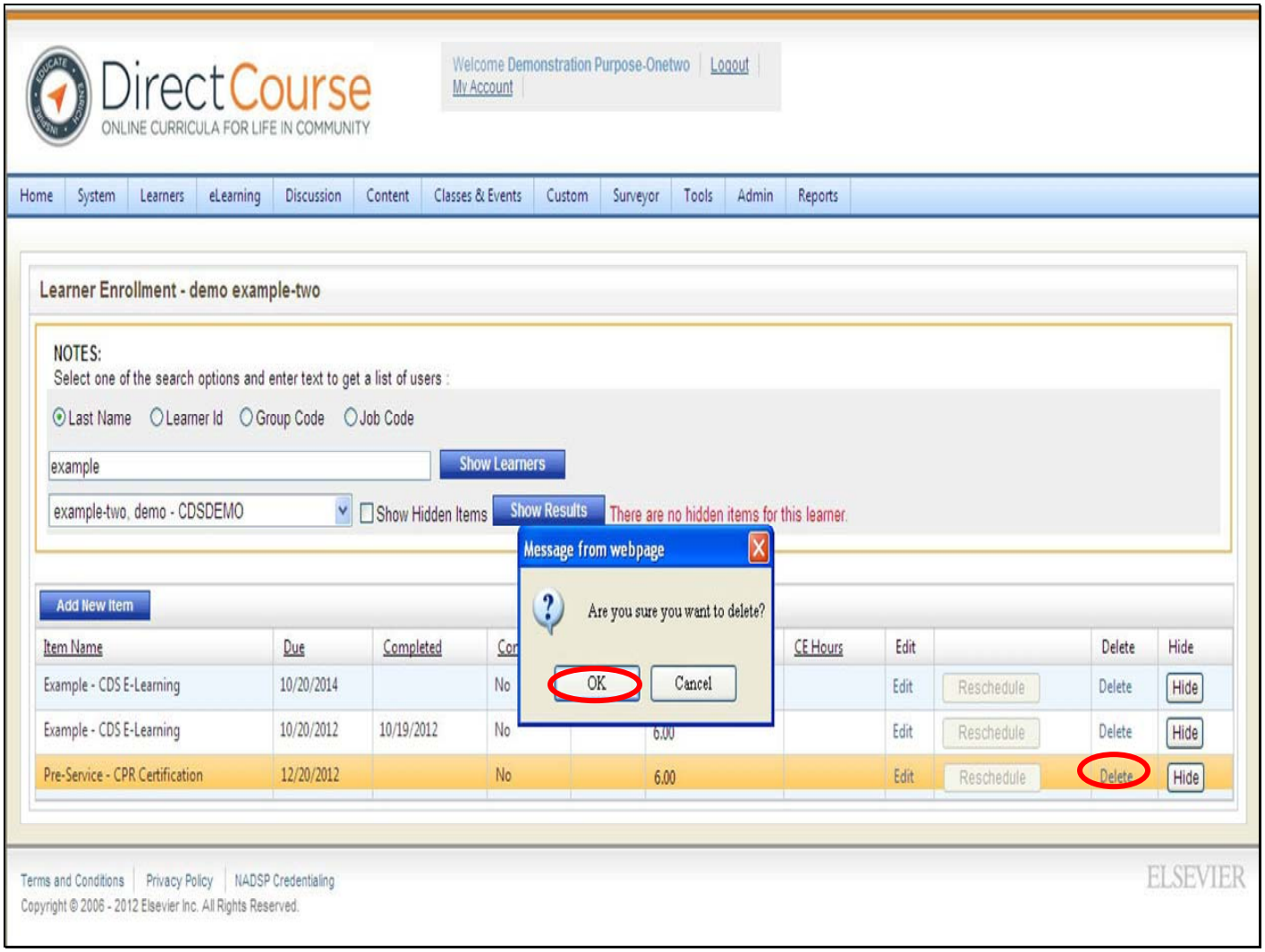
Select the radio button for how you want to search for a Learner: **Last Name**, **Learner Id**, **Group Code** or **Job Code**.

Enter your selection in the text box (e.g., Learner's last name), then click show learners.

One or more Learners display in the bottom in a drop-down menu.

Select the Learner from the drop-down.

The learner's Ontrack information will appear.



Click the **Delete** button to the right of the 'Item's Name' you which to remove from the learner.

A pop up window will appear asking "Are you sure you want to delete?" Select "Ok".

The page will reload and the item will no longer be listed for the learner.

Assigning E-Learning (online training)

There are several ways to assign E-Learning: by Individual, by Department and by Selected Learners (choosing multiple Learners from multiple areas within an agency).

CDS Curriculum

- 30 Courses in the General CDS Curriculum
  - National Best Practice
  - Multi-media and interactive
  - 4-8 Lessons Each
  - Tests
  - Suggested On-the-Job Competency Demonstration
- Disability Intensive Courses
- Film for Thought
- College of Frontline Supervision & Management
- More courses added and updated annually

www.collegeofdirectsupport.com

Flexibility in Offering Coursework

- Agencies may develop their own practices for offering courses/lessons to its staff
- Agencies have utilized the CDS for its state-of-the-art curriculum in many ways. This includes: on the clock/off the clock training, external/internal computer options, creative resources and motivation, seminars, and other flexible methods.
- Using the online trainings for continuing education opportunities for DSPs is encouraged.

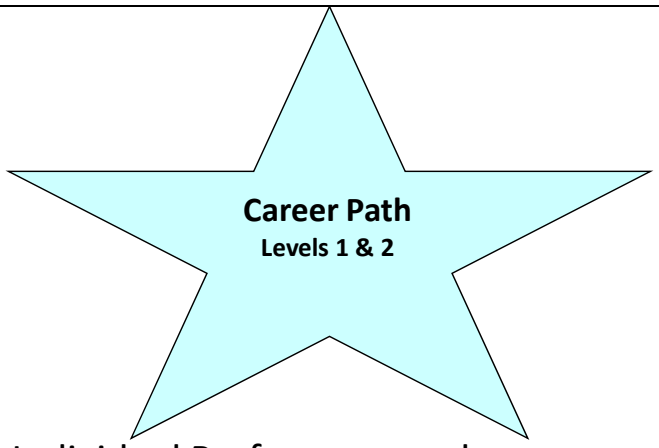
New Jersey Career Path

- Career Path Level I & II
  - College of Direct Support
    - 7 Training Courses in each level
      - 4 to 8 lessons in each module
      - At least an 80% on tests, can take up to 3X
  - Mentors support using skills on the job
  - The Portfolio documents that learning is used on the job and activities have been completed.
  - Current Career Path requirements differ from the model used in the pilot = Greater flexibility for agencies

College of Direct Support Courses incorporated with mentoring, on the job skill building, and portfolio completion

Level 1 Courses Include:

- Direct Support Professionalism
- Safety at Home and in the Community
- Documentation
- Community Inclusion
- Individual Rights and Choices
- Teaching People w/DD
- Cultural Competence



Level 2 Courses Include:

- Employment Supports: Exploring Individual Preferences and Opportunities for Job Attainment
- Person-Centered Planning
- Supporting Healthy Lives
- You've got a Friend: Supporting Family Connections, Friends, Love and the Pursuit of Happiness
- Positive Behavior Support
- Working with Families
- Everyone Communicates

- Mentoring continues with a mentor with similar concentration expertise
- Portfolio development focused around concentration.

Level III (Concentrations) *Amount of required training and mentoring TBD	
Mental Health Supports* Aging/End of Life Health Supports Person Centered Planning/Inclusion Multiple Disabilities Traumatic Brain Injury Autism Supervision Positive Behavior Supports Leadership/Mentoring	Level 3 coursework to be completed online, using existing College of Direct Support courses and lessons uploaded to the CDS, in combination with classroom based training. NJ Specializations will align with NADSP specialization requirements, although there will be more specialization options in NJ. *Currently in development

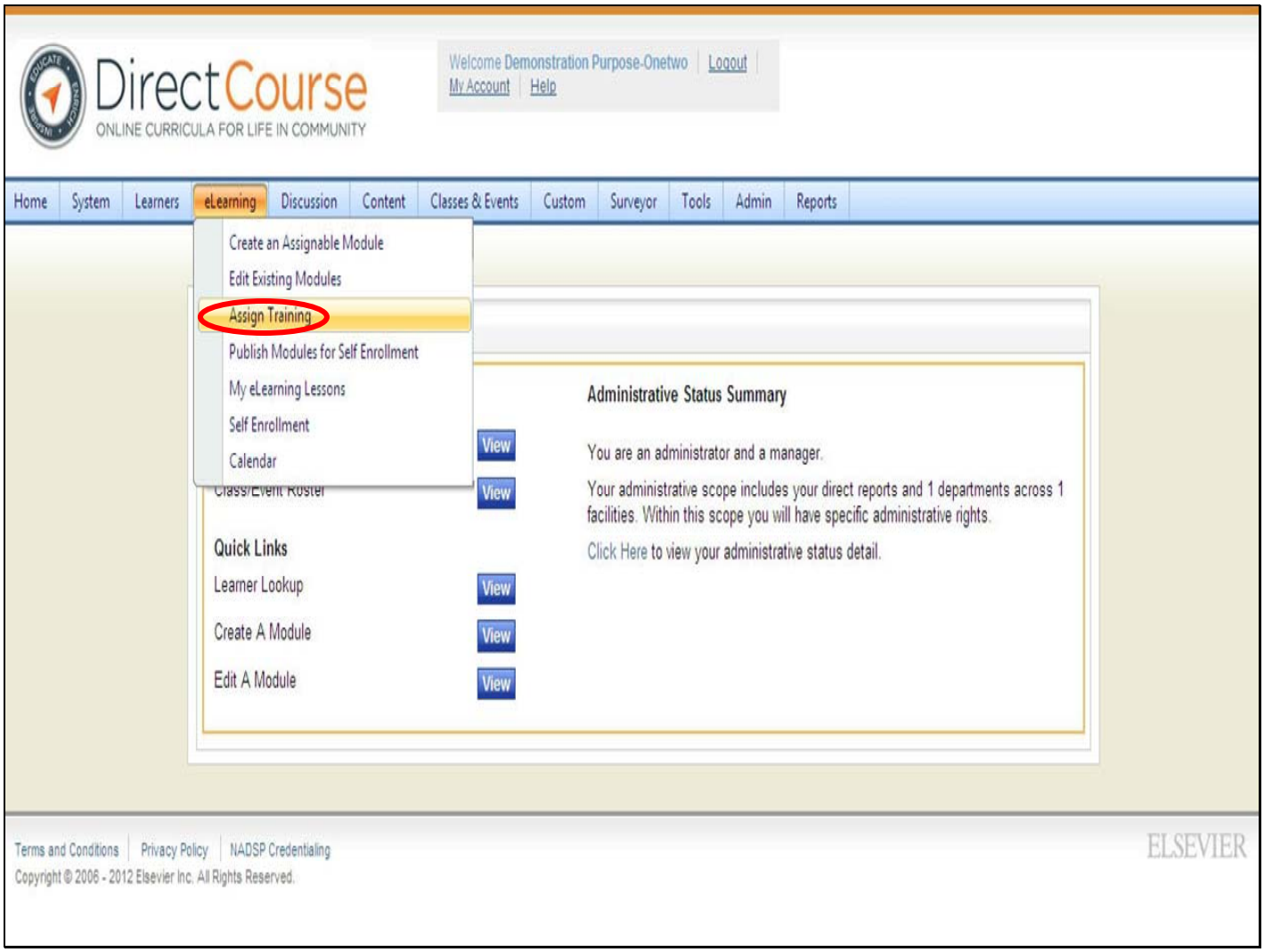
Pilot Outcomes

- Agency Turnover Survey Results:
  - Overall Agency reduction from 36% to 26%
  - Reduction from 38% to 12% in the part of the agency where staff could voluntarily participate in the career path training.
  - Only 16% of the people participating in the career path left their organizations.
  - Reduction in turnover leads to cost savings which maybe reinvested in the workforce and organization.

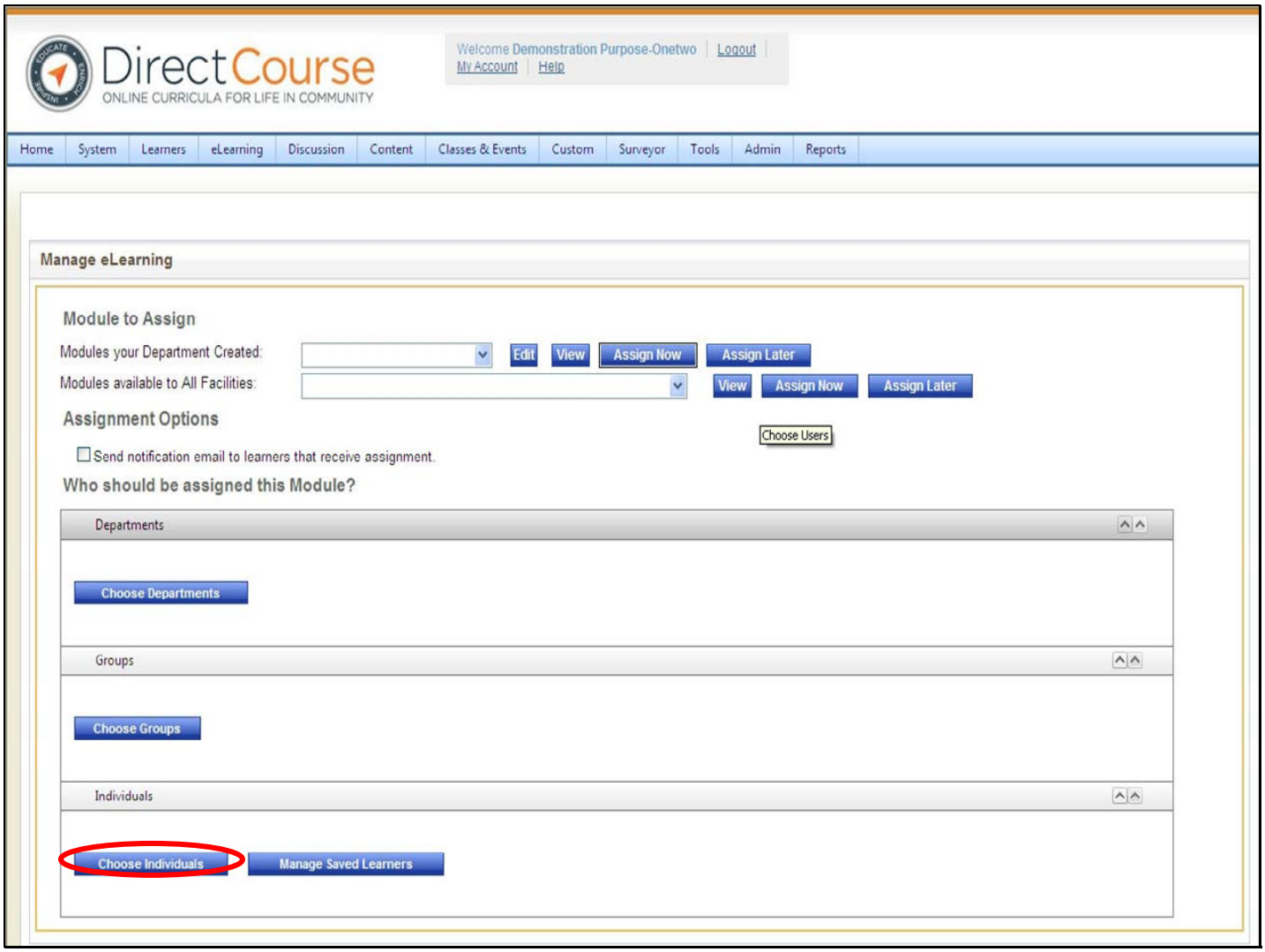
- NJ Community College faculty review committee recommended that the Career Path be accepted as 9 credits toward an Associate's Degree in Human/Social Services. Raritan Valley Community College has operationalized this. We will work with stakeholders to make this this option available at multiple community colleges throughout the state.

- 100% of responding DSPs strongly agreed/agreed that they would recommend that all DSPs participate in the Career Path and that as a result of the Career Path they are more likely to continue their careers as DSPs.

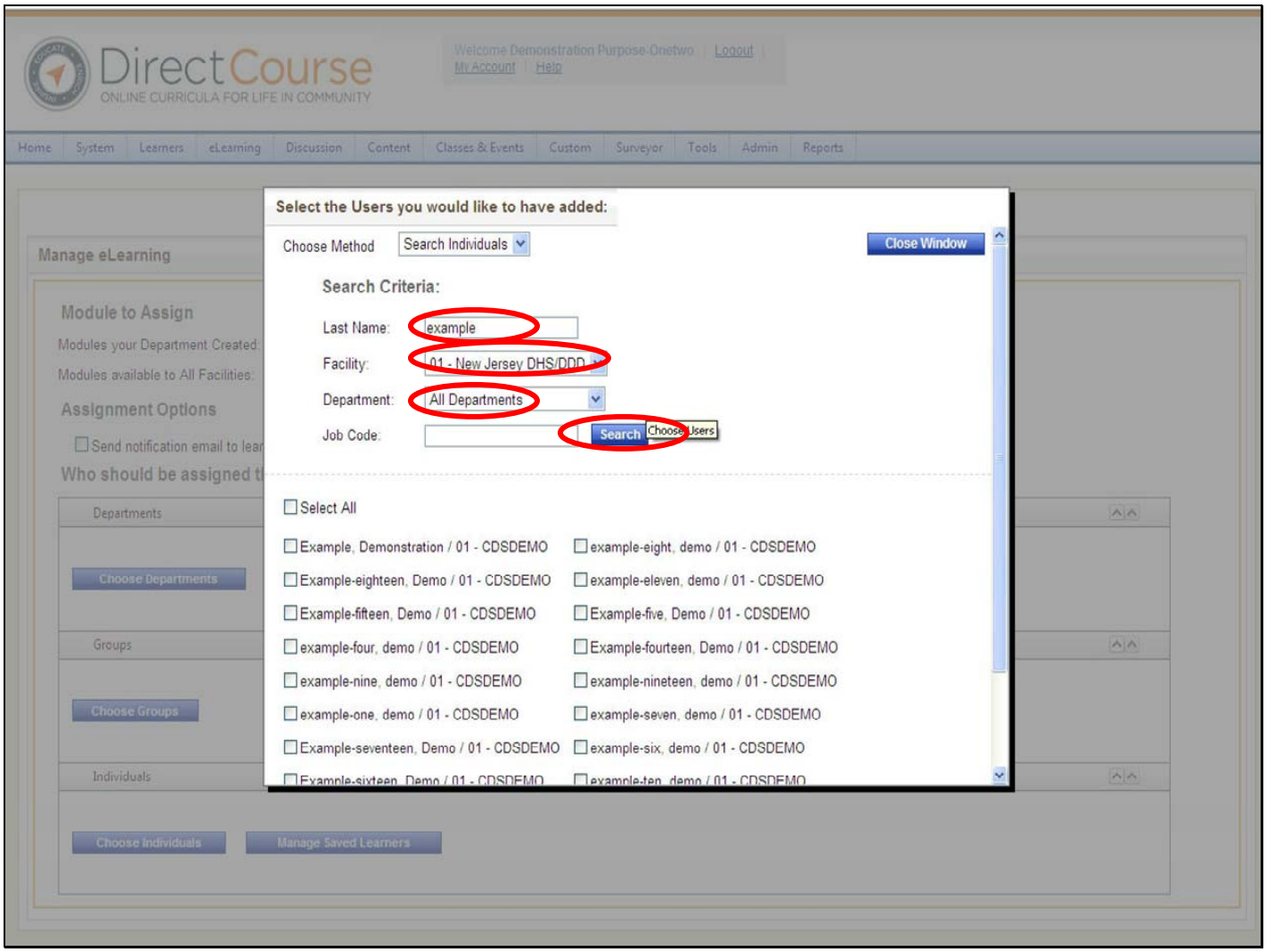
Assign E-Learning by Individual



From the menu bar, select **E-Learning — Assign Training**



- **Click Choose Individuals**

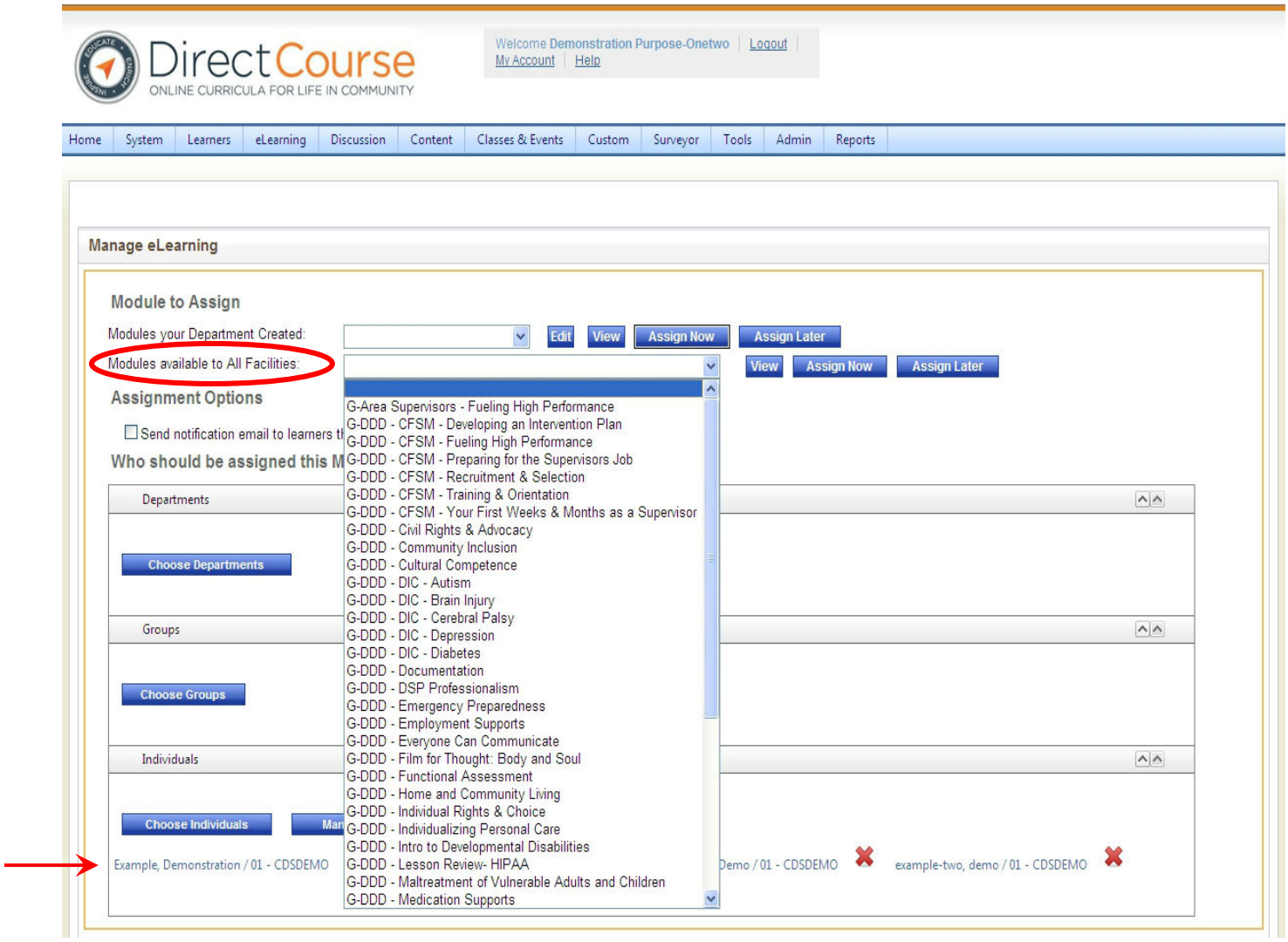


Type in all or part of a Learner's last name, select the facility and department and click the "**Search**" button.

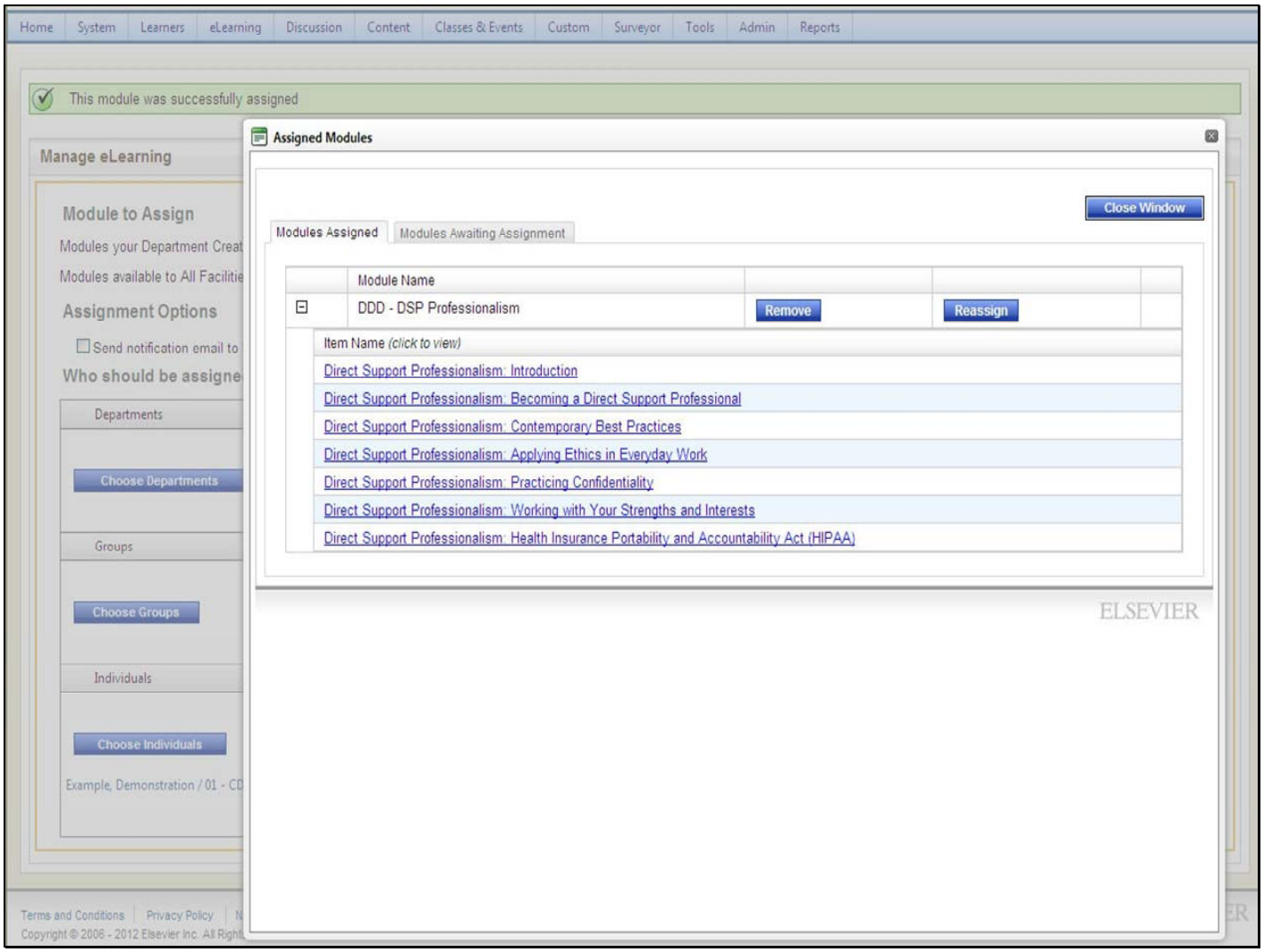
All learners matching your search criteria will appear below.

Click on a specific Learner from the list you would like to assign training.

Click "**Select Learner**" button.



- **The selected Learner(s) will appear below.**
- **Select the modules you would like to assign from "Modules available to all facilities" then click Assign Now**
- **Once the course has been assigned, you will receive an confirmation banner above indicating that the module was successful assigned.**



If you click on an individual learner ID, you will see all lessons already assigned to the staff. A pop-up will appear with the lessons included in the module. You can choose to remove some or all of the lessons/course or reassign. If not, click Close Window.

Once a learner has been assigned a module or lesson they will receive an email confirming the assignment.

Additional Information

- For an electronic copy of the manual and more information about the New Jersey Partnership for Direct Support Professional Workforce Development visit:

www.state.nj.us/humanservices/ddd/programs/cds.html

- For Technical Assistance on using the College of Direct Support email:

cdsta@umdnj.edu

For technical assistance, email the CDS Central Administrator:

CDSTA@umdnj.edu