



**Consortium for Advancing
and Supporting Employment**

GUIDELINES

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Requesting an Account

It is **required** that everyone seeking a training account must be an employment services provider whose organization has a contract with ACCES-VR. If you meet the criteria, then you may request an NYS CASE training account on the www.nyscase.org webpage. Once you have requested an account, you should receive an email with notice of your approval within 48 hours. If your request was denied, you should receive an email explaining why.

Everyone needs to register with their own email account, either professional or private, so that your NYS CASE account can be linked directly to you (i.e., not a group email account for your agency). Your email account is your ticket to receiving ongoing notices about upcoming trainings, receiving your training confirmations, and any e-alerts NYS CASE may send. Make sure to provide an email account you use regularly, and that is readily available to you.

Registering for Trainings

Once you have received a training account, you may start planning for and registering for trainings. All training courses will be open for registration at least eight weeks prior to the training date. Course registration is closed 48 hours before the training is scheduled. If you want to register in that timeframe, you must call customer service and they will register you as long as there is space in the training.

In order to register for trainings, you must login to your NYS CASE account and you will automatically be taken the “My Dashboard” page. Registration is one of the options on the menu on the left.



The screenshot shows the NYS CASE website interface. At the top, there is a navigation bar with the NYS CASE logo and links for COURSES, ACHIEVEMENTS, RESOURCES, and FAQ. Below this is a secondary navigation bar with buttons for Professional Development Plan, Courses (selected), Benchmark SE, Tutorials, and Supervisors. A sidebar on the left contains links for Register for a Training, My Upcoming Courses, My Completed Courses, and Course Waiver Form. The main content area is titled "My Progress" and displays five tiers of course completion, each represented by a colored circle and a progress bar. All five tiers are marked as "Complete".

| Tier | Progress |
|--------|----------------------|
| Tier 1 | 0/5 Courses Complete |
| Tier 2 | 0/5 Courses Complete |
| Tier 3 | 0/5 Courses Complete |
| Tier 4 | 0/5 Courses Complete |
| Tier 5 | 0/5 Courses Complete |

Course Registration

ACCES-VR requires that employees of contracted agencies complete NYS CASE Tiers as part of their continuing education requirement.

NYS CASE professional development courses will open for registration **twelve (12)** weeks before the training date.

Search for courses according to Tier, Region, or Subject. Once you find a course you want to take, select the green “register” button and follow the steps in the pop up window and then click on the blue “register now” button to complete your registration.

A registration confirmation email will be sent to you. Your supervisor will also receive a confirmation email to make sure that they agree that this training meets your professional development needs.

If you wish to receive CRC credit for the trainings, you must check the box on your registration form. You only need to check the box for CRC credit if you are maintaining a Certified Rehabilitation Counselor (CRC) certification and need official continuing education documentation to submit to CRCC.

Unregistering for Trainings

If you registered for a training but find you are unable to attend, it is possible to unregister for a training on the CASE webpage. Under My Dashboard, select the “My Upcoming Courses” tab. You will see a list of all the trainings for which you have enrolled. There is a blue “cancel registration” button to the right of the training details. Remember, **most courses have a waiting list so it is necessary to unregister for a course in order to allow for someone on the waiting list to take your place at the training.** You must unregister for a course up until 2 days prior to the training date. If you cannot attend a course at the last minute you must call (607-255-4349) or email (nyscase@cornell.edu) to unregister.

Attending Trainings

A week in advance of the training, you will receive an email with instructions on how to access the course materials on the NYS CASE webpage as well as directions to the training location. It is your responsibility to follow-up to ensure you received this email. If three days prior to the training you have yet to receive the materials email, please contact the NYS CASE offices immediately at 607-255-4349.

YOU ARE REQUIRED TO PRINT THE TRAINING MANUAL, which is available under My Upcoming Registered Courses on the webpage. Failure to bring either a print or electronic version of the manual will compromise your ability to fully engage and participate in the class. Please note that most training sites do not have public wifi available, so it is advisable that you download the training manual to your device if you plan on accessing the electronic version during training.

Please note: you may only attend a training if you have registered for it. You **MAY NOT** attend a training in place of someone else. There is a wait list for most of the trainings and if you are unable to attend, please un-register for the class (or call 607-255-4349 if it is last minute) so that we may contact the person on the top of the waiting list.

If you attend a training without first registering for it, you will receive an email that will be copied to your supervisor notifying you that you are in violation of NYS CASE and ACCES-VR policy. Failing to register for a course may result in credit not being given for the course, or potentially being asked to leave the training premises. Space is limited for our training programs, and some facilities have risk management procedures the NYS CASE must follow.

Once at the training, there will be a sign in/out sheet with all registered participants’ names. Please sign next to your name at the beginning and end of each training. Failure to sign in may result in your not receiving credit for the course.

NYS CASE also offers distance learning trainings. Please refer to the *Distance Learning Protocol*, also located on the Resources page, for expectations for attendance and participation.

After you have taken the training, you will receive a follow up email within a few days. There will be a link to access an online training evaluation. The evaluation is anonymous and confidential, but we will track whether or not you have completed an evaluation. **Completing an evaluation is required for**

receiving CRC credit. The evaluation form should only take 10 minutes to complete. We value your feedback as it helps us to improve our services.

If you registered for a training and subsequently did not attend or unregister for the training, you will receive an email warning you that you should have unregistered and that following two more “strikes,” your account will be placed on hold. A second offense will lead to your supervisor being notified. A third offense will lead to your account being placed on hold. Your supervisor must call NYS CASE to reactivate your account. Please note: legitimate excuses for course absences will not result in a strike against you.

Strikes are cleared once per year in January so that you begin the year with a clean slate.

Accommodations

NYS CASE is committed to ensuring equal access to our trainings. When you register for a course, there is the opportunity to request accommodations. If you are able, please give us as much notice as possible so that we can best meet your accommodation needs. If you need to request an American Sign Language interpreter, we need at least one week’s notice to make the necessary arrangements. **Please note that we will not print course materials as an accommodation.**

All of the course power points are available as an accessible PDF, downloadable from the course materials on the webpage. All of our webinars are live captioned.

Course Cancellations

Occasionally courses are cancelled due to weather or other unexpected events. Everyone registered for the training will be notified by phone and email in the event of a last minute cancellation.

Enter your emergency number in your user profile under “account” on the webpage so that you can be notified in case of course cancellation.

Cancelled courses will be rescheduled. All original registrants will automatically be registered for the new date. If you are unable to attend on the rescheduled date, please unregister for the training on the webpage.

Receiving Credit

NYS CASE courses fall into three categories:

1. **Core Courses:** these are required coursework for a tier
2. **Elective Courses:** each tier requires elective coursework be completed, but it is up to each person to decide which electives to take to satisfy tier requirements
3. **Cross Tier Offerings (CTO):** if you take a course with a CTO designation, you may apply the credit to a tier of your choice once you have successfully completed the course

Once you have successfully completed a training, you will be able to print a certificate for the training from the NYS CASE webpage.

Once you have successfully completed the requirements for a tier, you will be able to print a certificate for the tier from the NYS CASE webpage.

If you have selected to receive CRC credit, you will receive an official notification email that you have completed the course. This email is the necessary documentation to submit for maintaining your certification.

Website Features

Course Waivers

On the “My Dashboard” page, there is a tab for “Course Waiver Form.” This is an opportunity for employment services providers to waive NYS CASE required trainings. Credit is granted as long as you can provide documentation of having successfully completed another course or training opportunity that is deemed similar in content to the NYS CASE curriculum. Course credit is available for both core and elective trainings. A panel convenes quarterly to review all course waiver requests.

Professional Development Plan

The Professional Development tool available on the “My Dashboard” page of the NYS CASE website assists you in meeting the training standard requirements established by ACCES-VR under the CRS 2.0 contract. You are able to create personalized learning goals for yourself and the system will automatically assign a due date for the goal(s) based on CRS requirements. Everyone should create a professional development plan goal.

Tracking your progress

How close are you to completing a tier? On the “My Dashboard” page, you will see colorful badges for each tier with a progress bar beneath them. Each tier requires that you complete five trainings and as you complete them, the progress bar will fill in. You can also go to the “My Completed Courses” tab to see which courses you have taken that meet the tier completion requirements. If you have assigned Cross Tier Offering (CTO) credit to a particular tier, it will show up there. Course waiver credit will also appear under the appropriate tier.

Benchmark SE

The Benchmark SE tool is only available to registrants of the Tier III Program Evaluation and Using Data to Influence Performance course. It is a self-assessment tool that allows you to evaluate your agency’s employment services programs.

Supervisor Dashboard

If you have self-identified as a supervisor in your account settings and other NYS CASE account holders have listed you as their supervisor, then you will have access to the Supervisor Dashboard. Here you can track how your staff are doing with their tier completion requirements. Colorful tier badges indicate which tiers have been completed. If one of your staff have not been performing as expected (i.e., not completing tiers in a timely manner), they will be flagged. It is up to supervisors to notify NYS CASE of employees who no longer work at your agency and keep your staff list current.

NYS CASE Listserv

You are able to register for the NYS CASE Listserv on the webpage. The listserv emails will notify account holders of upcoming trainings and general news about the NYS CASE program. You are also able to unsubscribe to the listserv on the webpage.