



**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 a NYS CASE training account at [www.nyscase.org](http://www.nyscase.org). 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 training confirmations, and any e-alerts NYS CASE may send.

## Registering for Trainings

Once you have received a training account, you may start planning for and registering for trainings. All 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 log into your NYS CASE account and you will automatically be taken to 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 links for Professional Development Plan, Courses (highlighted), 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 with a circular icon and a progress bar. All five tiers are marked as "Complete". Below the progress bars, there is a section titled "Course Registration" with text explaining that ACCES-VR requires employees to complete NYS CASE Tiers as part of their continuing education requirement and that 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, follow the steps in the pop-up window, and then click on the blue “registernow” button to complete your registration. If a course is full, you will see a blue “join waitlist” button. If you register for the waitlist, you will be contacted via email if there becomes an opening.

A registration confirmation email will be sent to you. Your supervisor will also receive a confirmation email.

If you wish to receive CRC credit, you must check the box on the 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 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, ***many courses have waiting lists; therefore 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.*** Please unregister for a course up until 2 days prior to the training date. If you cannot attend a course at the last minute, please email [nyscase@cornell.edu](mailto:nyscase@cornell.edu) to unregister. *Three class “no shows” will result in one’s supervisor being contacted and the NYS CASE account being placed in inactive status.*

## Attending Trainings

Several days before the training, you will receive an email with instructions on how to access the course materials on the NYS CASE webpage. Login information will also be provided in this email if it is a virtual training. In the case of a virtual training, you will also receive the login information from the web team the day before the training.

*Please note:* You may only attend a training if you have registered. Substitutes are not permitted. For virtual trainings, you must sign into the Q & A Box using your first and last name along with the name of your organization. This serves as your electronic signature. *Signing in any later than 15 minutes after the training start time may result in not obtaining credit for the class.*

Please refer to the [Distance Learning Protocol](#), also located on the [Resources](#) page, for attendance and participation expectations..

After the training, you will receive a follow-up email. If it is a virtual training, this email will be sent after the completion of the final session of the course. 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 it. **Completing an evaluation is required**

**in order to receive CRC credit. Your feedback is appreciated, as it helps us to better meet the needs of our ACCES-VR training constituents and to improve and enhance future training opportunities.** If you register for a training and subsequently do not show up, you will receive an *initial* email notification reminder stating that you were absent from the training. For a *second* missed training, your supervisor will be notified by email. For a *third* missed training, your NYS CASE account will be placed in active status. In order to reactivate your account, your supervisor will have to contact us. If at any time you or your supervisor believes that missed training notifications have been sent in error (i.e. you have changed jobs), please contact NYS CASE at [nyscase@cornell.edu](mailto:nyscase@cornell.edu).

## 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. All of our webinars and virtual training events are live captioned. All course PowerPoints are available as an accessible PDF, downloadable from the course materials link in your NYS CASE online account.

## Course Cancellations

Occasionally courses are cancelled due to unexpected events. Everyone registered for the training will be notified in the event of a 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 NYS CASE webpage ([www.nyscase.org](http://www.nyscase.org))

## 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 to be completed, but it is up to each person to decide which electives to take to satisfy tier requirements.
3. **Cross Tier Offering (CTO) Elective**: If you take an elective 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 completed a training, you will be able to download or print a certificate of training completion from the NYS CASE webpage. Once you have completed the requirements for a tier, you will be able to print a certificate of tier completion 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, along with a Verification of Completion (VOC) certificate. CRC VOCs are usually sent during the first week of the month after the course is completed.

## 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 several NYS CASE required trainings. Credit is granted when you provide documentation of having completed another course or training opportunity that is deemed similar in content to the NYS CASE curriculum (i.e. Certain courses from the OPWDD Innovations in Employment Supports). Course credit is available for both core and elective trainings.

### 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. Here, you are able to create personalized learning goals for yourself based on CRS requirements. Everyone must create a professional development plan goal. Please check your goals periodically, as your learning goals and ACCES-VR continuing education requirements may change.

### 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) elective credit to a particular tier, it also will show up there. In addition, course waiver credit also will appear under the appropriate tier.

### Benchmark Employ

The Benchmark Employ 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, you will have access to the *Supervisor Dashboard*. Here you can track how your staff are progressing with their tier completion requirements. Colorful tier badges indicate which tiers have been completed. If one of your staff has not been performing as expected (i.e. not completing required courses/tiers), they will be flagged.

***Please note: It is up to supervisors to notify NYS CASE of employees who no longer are in their jobs, or no longer work for your organization. It is important to keep your staff list current!***