



Computer Training Course Catalog



PROFESSIONAL DEVELOPMENT PROGRAM
ROCKEFELLER COLLEGE UNIVERSITY AT ALBANY State University of New York

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Microsoft Courses by Skill Level

Windows	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Windows 7: Using the Operating System	✓			7
Windows 7: Using the Operating System (iLinc)	✓			7
Office	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Office 2010: Moving to Office 2010	✓			7
Office 2010: Moving to Office 2010 (iLinc)	✓			7
Office 2010: Moving to Office 2010 (HSLC web)	✓			8
Digital Literacy Fundamentals: Skills for Using Your Computer Effectively	✓			8
Office 2010: Timesaving Tips and Tricks		✓		8
Office 2013: Bridging the Gap from Office 2010 to 2013	✓			8
Office 2013: Bridging the Gap from Office 2010 to 2013—Part 1 (iLinc)	✓			9
Office 2013: Bridging the Gap from Office 2010 to 2013—Part 2 (iLinc)	✓			9
Outlook	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Outlook 2010: Managing Calendars	✓			10
Outlook 2010: Managing Calendars (iLinc)	✓			10
Outlook 2010: Email Basics	✓			10
Outlook 2010: Email Basics (iLinc)	✓			10
Outlook 2013: Moving to Outlook 2013 (HSLC web)	✓			11
Word	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Word 2010: Level One	✓			11
Word 2010: Level Two		✓		11
Word 2010: Creating Templates and Forms		✓		11
Word 2010: Creating Templates and Forms (iLinc)		✓		11
Word 2010: Preparing and Editing Large Documents			✓	12
Word 2010: Moving to Word 2010	✓			12
Word 2010: Moving to Word 2010 (iLinc)	✓			12
Excel	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Excel 2010: Level One	✓			12
Excel 2010: Level Two		✓		13
Excel 2010: Level Three			✓	13
Excel 2010: Basics	✓			13
Excel 2010: Basics (iLinc)	✓			13
Excel 2010: Data Sorting, Charts, Graphs, and Graphics		✓		13
Excel 2010: Charts and Graphics (iLinc)		✓		13
Excel 2010: Formatting Worksheets	✓			14
Excel 2010: Formatting Worksheets (iLinc)	✓			14
Excel 2010: Working with Formulas and Functions		✓		14
Excel 2010: Formulas and Functions (iLinc)		✓		14
Excel 2010: Using Tables and PivotTables to Analyze Data			✓	15
Excel 2010: Using Tables and PivotTables to Analyze Data (iLinc)			✓	15
Excel 2010: Moving to Excel 2010	✓			15
Excel 2010: Moving to Excel 2010 (iLinc)	✓			15

Access	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Access 2010: Level 1—Creating and Managing Databases	✓			15
Access 2010: Basics	✓			16
Access 2010: Basics (iLinc)	✓			16
Access 2010: Queries, Forms, and Reports (Introduction)	✓			16
Access 2010: Excel to Access: Importing and Viewing Data		✓		16

PowerPoint	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
PowerPoint 2010: Creating a Basic PowerPoint Presentation	✓			17
PowerPoint 2010: Creating a Basic Presentation (iLinc)	✓			17
PowerPoint 2010: Best Practices for Design and Delivery		✓		17

OneNote	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
OneNote 2010: Basics	✓			18

Visio	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Visio 2010: Getting Started: Diagrams, Flowcharts, & Organization Charts	✓			18

Courses are offered as instructor-led classroom training unless otherwise noted.

Course Icons



INSTRUCTOR-LED CLASSROOM TRAINING

Classroom training on Microsoft and New York State proprietary applications is delivered in computer labs, conference rooms, local district offices, and other sites across the state using existing computer labs or portable lab equipment. This is dependent on site restrictions and lab availability. Trainees practice the skills taught in training and are provided with training support materials to use as a reference at their office.



VIRTUAL CLASSROOM TRAINING

iLinc courses that focus on a single topic are available for some Microsoft applications, NYS proprietary applications, and topics of interest to network administrators. Enrollees in these classes will “attend” class via the Internet using a personal computer. Trainees are provided with access to training support materials after class for reference at their office. Prior to attending the first class, hardware and software must be set up on the computer. Contact your LAN Administrator or technology support staff for assistance.



WEB-BASED TRAINING

Web-based courses are available on STARS/HSLC and are indicated by (HSLC web) in the filename. This type of training allows you to learn at your own pace, review when you need to, and complete your training over a series of sessions. Training includes instruction, demonstrations, and interactive activities.



WEBINAR

Webinar training is also available for trainees in remote locations. Current training is aimed at NYS proprietary applications. Enrollees will “attend” class via an Internet link provided to them by PDP.

Training Information

How Do I Obtain Information to Register for Training or Cancel Enrollment?

Registration for these courses is available via the Statewide Training Automated Registration System/ Human Services Learning Center (STARS/HSLC).

Local district staff should consult their Staff Development Coordinator (SDC) for registration.

OCFS staff should contact their Training Coordinator or supervisor. Training Coordinators should process nominations through STARS/HSLC. Training Coordinators without STARS/HSLC access should contact Catherine Klose of the Professional Development Program (PDP) at cklose@albany.edu or 518-442-6604 for registration assistance. Supervisory approval is required.

OTDA staff should contact their Training Coordinator. Supervisory approval is required.

Upon registration, staff are tentatively enrolled in the class. If the class is over enrolled, staff and/or their supervisor will be contacted if they need to register for another offering on a different date. Depending on the type of training, a confirmation message for all confirmed trainees will be generated from STARS/HSLC or by PDP staff prior to the class and sent to trainees via email.

Training Coordinators and Staff Development Coordinators are requested to cancel enrollment via STARS/HSLC. For additional assistance, Catherine Klose (PDP) can be reached at cklose@albany.edu or 518-442-6604.

PDP Monthly Newsletters

To subscribe to PDP's monthly training newsletter, PDP Training News, please contact Catherine Klose (PDP) at cklose@albany.edu or 518-442-6604.

Searching for PDP Computer Training in STARS/HSLC:

Search under Provider: "SUNY Albany—PDP" and Content: "Systems Microcomputer".

What If a Course Is Not Listed in the Catalog or in STARS/HSLC?

If you do not see a course that meets your needs or require training on an application that is in a different version (Excel 2013 versus Excel 2010, for example), please forward your need/suggestion, by email, to Janet Gorsky of the OCFS Bureau of Training and Development (BTD) at janet.gorsky@ocfs.ny.gov, or to Desiree Dukes of the Office of Temporary and Disability Assistance (OTDA) Bureau of Training and Management Analysis (TAMA) at desiree.dukes@otda.ny.gov. Contact Ms. Dukes for OTDA-specific application training.

Other Scheduling...

PDP is currently developing Office 2013 training. For additional information regarding such courses as they are released, consult the PDP Training News monthly newsletter.

How Do I Get Help After a Class?

After attending a class, you may email follow-up questions to PDP's Department of Computer Training Services at: PDP-computerhelp@albany.edu. One of our trainers will respond to your request in a timely manner.

Prerequisites

MS Windows 7: Using the Operating System or equivalent knowledge is the prerequisite for all courses, and is the only prerequisite for Basics or Level I courses; for specialized half-day or upper level courses, Basics level or prior level or equivalent knowledge is required.

Additionally, for iLinc classes, all interested users must attend the Introduction to iLinc course prior to registering for a content course. This course runs approximately 60 minutes, and will help trainees become familiar with the iLinc interface and the operation of different tools. Introduction to iLinc classes are offered multiple times every week.

Windows

Windows 7: Using the Operating System

1/2 DAY



This class provides basic Windows 7 operating system instruction. The purpose of this course is to teach you how to navigate through the enhanced operating system through customization and file management. This course is intended for both users currently using Windows 7 and those anticipating new computer equipment or the Windows 7 upgrade. Topics include:

- Working with Windows 7
- Getting Help
- Customizing Windows 7
- Managing and searching folders and files

Windows 7: Using the Operating System (iLinc)

2 HOURS



This virtual class provides basic Windows 7 operating system instruction. The purpose of this course is to teach you how to navigate through the enhanced operating system through customization and file management. This course is intended for both users currently using Windows 7 and those anticipating new computer equipment or the Windows 7 upgrade. Topics include:

- Customizing Windows 7
- Managing folders and files
- Getting help

Note: Microsoft Office courses are listed in STARS/HSLC with the prefix MS.

Office

Office 2010: Moving to Office 2010

1/2 DAY



This class explores Microsoft Office 2010 and allows students to become familiar with the new environment and updated features in the Office 2010 application suite. Topics include:

- Exploring and Customizing the Office 2010 Environment (File Tab, Backstage View, and the Ribbon)
- Enabling and Using the Outlook 2010 Conversation View
- Examining New Features in Word and Excel 2010 (Print Preview, Live Preview, and the Word Navigation Pane)
- Exploring OneNote 2010

Office 2010: Moving to Office 2010 (iLinc)

2 HOURS



This virtual class explores Microsoft Office 2010 and allows students to become familiar with the new environment and updated features in the Office 2010 application suite. There is an opportunity for hands-on practice at the end of the class. Topics include:

- Exploring and Customizing the Office 2010 Environment (File Tab, Backstage View, and the Ribbon)
- Enabling and Using the Outlook 2010 Conversation View
- Examining New Features in Word and Excel 2010 (Print Preview, Live Preview, and the Word Navigation Pane)
- Exploring OneNote 2010

Office 2010: Moving to Office 2010 (HSLC web)

45 MINUTES



This computer-based training course explores Microsoft Office 2010 and allows students to become familiar with the new environment and updated features in the Office 2010 application suite. Students can proceed through the training at their own pace. There are numerous demonstrations and an opportunity for hands-on practice. Topics include:

- Exploring and Customizing the Office 2010 Environment (File Tab, Backstage View, and the Ribbon)
- Enabling and Using the Outlook 2010 Conversation View
- Examining New Features in Word and Excel 2010 (Print Preview, Live Preview, and the Word Navigation Pane)
- Exploring OneNote 2010

Digital Literacy Fundamentals: Skills for Using Your Computer Effectively

1/2 DAY



In order to make efficient use of a PC, there are several essential skills that need to be mastered. An understanding of how to navigate within the Windows 7 environment can reduce frustration due to wasted time and loss of data. This course is aimed at users with minimal prior experience or comfort with personal computers, and teaches students the foundational concepts and skillsets necessary to begin effectively utilizing their computer. Topics include:

- An overview of the Windows 7 operating system, including its objects and features
- Best practices for file management
- Navigating the Internet and Intranet using a web browser
- Introducing the function and utility of the various Microsoft Office 2010 applications
- Searching and browsing Microsoft Windows Help

Office 2010: Timesaving Tips and Tricks

1/2 DAY



This one-half day classroom training course looks at various ways to work more effectively in Microsoft Office 2010 applications, focusing on key features that will help organize your workload, reduce repetitive tasks, optimize your workflow, and even impress your colleagues. Trainees are expected to have a basic understanding of Microsoft Outlook, Word, and Excel prior to participating in the class. Topics include:

- Email overload: organizational techniques (including the 4 Ds) that will help you manage your email effectively, prioritize your work, and help you quickly retrieve messages for follow-up or review
- Word document techniques: tips and tricks for quickly editing and updating documents to ensure consistent formatting and a professional appearance
- Excel: using features such as sorting, filtering, and table formatting to help manage large datasets

Office 2013: Bridging the Gap from Office 2010 to 2013

COMING SOON



What's changed? What's new? Those are the questions that most staff who are transitioning from Office 2010 to Office 2013 have. This course, designed for staff who are already comfortable working with Office 2010 applications, explores the key changes to the 2013 versions of Outlook, Excel, Word, and PowerPoint. The instructor-led course includes demonstrations, interaction with the instructor and other trainees, as well as hands-on practice at the end of each section – even for those trainees who may not have Office 2013 on their own computers. Topics include:

- The new Office 2013 Start screen and its options for creating and opening files
- Navigating the newly designed Outlook 2013 environment and its new timesaving features such as the Peek tool and easy ways to identify unread messages and access contacts from anywhere in Outlook
- Utilizing “intelligent” features in Excel 2013 that make preparing, visualizing, charting, and analyzing your data easier through tools like Flash Fill, Chart

Recommendations, and Quick Analysis

- Editing PDF files through Word 2013 and using other enhanced editing and formatting features
- Word's new Read Mode, aimed at tablet and smartphone users
- Enhanced formatting tools in PowerPoint 2013 that make it easier to apply common themes, color choices, and layout options across slides
- Leveraging the PresenterView in PowerPoint 2013 to support multiple display devices during a presentation

Office 2013: Bridging the Gap from Office 2010 to 2013: Part I—Outlook and Word (iLinc)

2 HOURS



What's changed in Outlook? What's new in Word? These are questions faced by staff who are transitioning from Office 2010 to Office 2013. This virtual course, designed for staff who are already comfortable working with Office 2010 applications, explores the key changes to the 2013 versions of Outlook and Word. The instructor-led course includes demonstrations, interaction with the instructor and other trainees, as well as hands-on practice at the end of each section—even for those trainees who may not have Office 2013 on their own computers. Topics include:

- The new Office 2013 Start screen and its options for creating and opening files
- Navigating the newly designed Outlook 2013 environment and its new timesaving features such as the Peek tool and easy ways to identify unread messages and access contacts from anywhere in Outlook
- Editing PDF files through Word 2013 and using other enhanced editing and formatting features
- Word's new Read Mode, aimed at tablet and smartphone users

Trainees may also be interested in a related course, MS Office 2013: Bridging the Gap from Office 2010 to 2013: Part 2 – Excel and PowerPoint, which focuses on these other applications

Office 2013: Bridging the Gap from Office 2010 to 2013: Part 2—Excel and PowerPoint (iLinc)

2 HOURS



What's changed in Excel? What are the new features in PowerPoint? These are common questions that most staff who are transitioning from Office 2010 to Office 2013 have. This virtual course, designed for staff who are already comfortable working with Office 2010 applications, explores the key changes to the 2013 versions of Excel and PowerPoint. The instructor-led course includes demonstrations, interaction with the instructor and other trainees, as well as hands-on practice at the end of each section—even for those trainees who may not have Office 2013 on their own computers. Topics include:

- The new Office 2013 Start screen and its options for creating and opening files
- Utilizing “intelligent” features in Excel 2013 that make preparing, visualizing, charting, and analyzing your data easier through tools like Flash Fill, Chart Recommendations, and Quick Analysis
- Enhanced formatting tools in PowerPoint 2013 that make it easier to apply common themes, color choices, and layout options across slides
- Leveraging the PresenterView in PowerPoint 2013 to support multiple display devices during a presentation

Trainees may also be interested in a related course, MS Office 2013: Bridging the Gap from Office 2010 to 2013: Part 1 – Outlook and Word, which focuses on these other applications. The “Part 1” course does not need to be taken prior to the “Part 2” course.

Outlook

Outlook

Outlook 2010: Managing Calendars

1/2 DAY



This class teaches students how to use the calendar features of Outlook 2010. Topics include:

- Accessing calendar views
- Creating appointments
- Scheduling individual and recurring meetings
- Sharing and adding calendars

Note: Microsoft Office courses are listed in STARS/HSLC with the prefix MS.

Outlook 2010: Managing Calendars (iLinc)

2 HOURS



This virtual class teaches students how to use the calendar features of Outlook 2010. Topics include:

- Accessing calendar view
- Creating appointments
- Scheduling individual and recurring meetings
- Sharing and adding calendars
- Using the Outlook 2010 Help feature

Outlook 2010: Email Basics

1/2 DAY



This course teaches students the basics of navigating and using Microsoft Outlook 2010 to effectively communicate via email. Topics include:

- Navigating Outlook 2010
- Composing and managing email messages
- Using the Automatic Replies feature
- Formatting messages
- Working with file attachments
- Organizing messages with folders
- Using the Outlook 2010 Help feature

Outlook 2010: Email Basics (iLinc)

2 HOURS

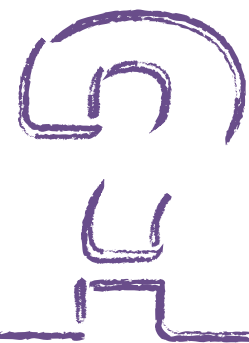


This virtual class teaches students the basics of navigating and using Outlook 2010 to effectively communicate via email. Topics include:

- Navigating Outlook 2010
- Composing and managing email messages
- Formatting messages
- Working with file attachments
- Organizing messages with folders
- Using the Outlook 2010 Help feature

Why take a course on Outlook?

Whether you're new to Outlook, or you already use Outlook to communicate with co-workers, our Outlook courses teach you how to use the application more efficiently and take advantage of its many features, including formatting messages, using the calendar, and organizing messages with folders.



Word

Outlook 2013: Moving to Outlook 2013 (HSLC web)

COMING SOON



This self-directed, computer-based training course on the Human Services Learning Center (HSLC) explores Microsoft Outlook 2013 and allows trainees to become familiar with the new environment and updated features in Outlook 2013. Trainees can proceed through the training at their own pace and have an opportunity for hands-on practice. Topics include:

- Utilizing the Peek feature to quickly view mail, calendars, contacts, and tasks.
- Understanding the new Mail view.
- Implementing the Weather bar in Calendar view.
- Accessing contact information from People view.
- Creating Favorites in order to quickly send email.

Word

Word 2010: Level One

1 DAY



This class provides instruction on using Word 2010 to edit and modify the appearance of text, insert illustrations and images, check spelling and grammar, add headers and footers, and print documents. Topics include:

- Exploring the Word 2010 interface
- Entering and editing text
- Modifying the appearance of text
- Adding illustrations to a document
- Checking spelling and grammar
- Adding headers and footers
- Previewing and printing a document

Word 2010: Level Two

1 DAY



This class provides instruction on using some of the more advanced features in Word 2010 to create and work with more complex documents. Topics include:

- Sorting, renumbering, and customizing lists
- Customizing tables and inserting charts
- Creating, modifying, and applying styles and themes
- Modifying pictures and inserting screenshots
- Controlling the flow of text in a document
- Creating templates
- Using the mail merge feature

Word 2010: Creating Templates and Forms

1/2 DAY



This course teaches students how to create basic templates and create/automate forms in Word 2010. Topics include:

- Creating a document based on a template
- Creating a template
- Adding form fields to a document
- Creating and automating a form

Word 2010: Creating Templates and Forms (iLinc)

2 HOURS



This virtual course teaches students how to create basic templates and create/automate forms in Word 2010. Topics include:

- Creating a document based on a template
- Creating a template
- Adding form fields to a document
- Creating and automating a form

Word/Excel

Word 2010: Preparing and Editing Large Documents

1/2 DAY



This advanced course teaches students how to work with large documents and reports in Word 2010. Topics include:

- Creating a style and maintaining text and format consistency
- Inserting section breaks and columns
- Reviewing and comparing documents
- Inserting bookmarks, footnotes, endnotes, and hyperlinks
- Inserting Tables of Contents and Figures
- Creating a master document

Word 2010: Moving to Word 2010

1/2 DAY



This class provides instruction on the primary new features in Word 2010. The training is intended for experienced Word 2007 users needing to learn the key changes in Word 2010. Topics include:

- Exploring the Word 2010 interface
- Customizing the Ribbon and toolbars
- Saving a document
- Modifying text and using Live Preview
- Using the Navigation pane to search a document
- Previewing and printing a document
- Inserting and formatting screenshots in a document

Word 2010: Moving to Word 2010 (iLinc)

2 HOURS



This virtual class provides instruction on the primary new features in Word 2010. The training is intended for experienced Word 2007 users needing to learn the key changes in Word 2010. Topics include:

- Exploring the Word 2010 interface
- Modifying text and using Live Preview
- Using the Navigation pane to search a document
- Previewing and printing a document
- Inserting and formatting screenshots in a document

Excel

Excel 2010: Level One

1 DAY

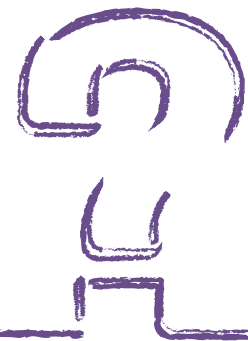


This class provides instruction on using Excel 2010 to create, format, and print basic worksheets. Topics include:

- Customizing the Excel 2010 interface
- Creating a basic worksheet
- Creating formulas and inserting functions
- Modifying and formatting a worksheet
- Managing multiple worksheets
- Printing a workbook

Why take a course on Word?

Our Word courses teach you to use the application for much more than just word processing. Learn how Word's user-friendly tools, such as templates and forms, tables and charts, and advanced formatting, can help you create polished and informative documents.



Excel 2010: Level Two

1 DAY



This class provides instruction on working with various Excel 2010 tools to analyze data in worksheets. It also covers organizing table data and presenting data as charts. Topics include:

- Calculating data using advanced formulas and functions
- Organizing worksheet and table data
- Creating, formatting, and modifying charts
- Analyzing data using PivotTables, Slicers, and PivotCharts
- Inserting and modifying graphic objects
- Customizing workbooks

Excel 2010: Level Three

1 DAY



This advanced class provides instruction on working with various Excel 2010 tools to automate Excel tasks, apply advanced analysis techniques, troubleshoot errors, and collaborate on worksheets. Topics include:

- Creating and editing macros
- Collaborating with other Excel users
- Auditing worksheets
- Analyzing data
- Working with multiple workbooks
- Exporting data

Excel 2010: Basics

1/2 DAY



This class provides basic Excel 2010 instruction for users with little or no experience with Excel and/or performing basic calculations. Topics include:

- Customizing the Excel 2010 interface
- Creating a basic worksheet
- Creating formulas and inserting functions
- Searching and manipulating data
- Printing a workbook

Excel 2010: Basics (iLinc)

2 HOURS



This virtual class provides basic Excel 2010 instruction for users with little or no experience with Excel and/or performing basic calculations. Topics include:

- Getting Started with Excel 2010
- Creating a basic worksheet
- Creating formulas and inserting functions
- Modifying a worksheet
- Searching and manipulating data
- Printing a workbook
- Accessing the Excel 2010 Help menu

Excel 2010: Data Sorting, Charts, Graphs, and Graphics

1/2 DAY



This class provides instruction on how to sort data and use charting and graphing features in Excel 2010 to create visual impact.

Topics include:

- Organizing worksheet and table data
- Sorting and filtering data
- Creating, formatting, and modifying charts
- Inserting and modifying graphic objects
- Creating Sparklines

Excel 2010: Charts and Graphics (iLinc)

2 HOURS



This virtual class explores the charting and graphics features of Microsoft Excel 2010. Topics include:

- Creating and Modifying Charts
- Creating Sparklines
- Working with Graphic Objects
- Using the Excel 2010 Help Menu

Excel 2010: Formatting Worksheets

1/2 DAY



This class provides instruction on the basics of modifying, formatting, and printing worksheets in Excel 2010. Topics include:

- Editing worksheet data
- Finding and replacing data
- Formatting a worksheet using fonts, borders, and color
- Using number formatting, applying styles, and aligning content
- Defining a page layout
- Printing a worksheet

Excel 2010: Formatting Worksheets (iLinc)

2 HOURS



This virtual class explores the basics of formatting Excel 2010 worksheets. Topics include:

- Formatting a Worksheet
- Modifying Worksheet Content via the Editing Group
- Applying Page Setup Options
- Formatting Data for Analysis
- Using the Excel 2010 Help Menu

Excel 2010: Working with Formulas and Functions

1/2 DAY



This course teaches students how to perform calculations, create advanced formulas, and use specialized functions in Excel 2010. Topics include:

- Performing calculations
- Creating formulas and using common functions
- Calculating data with advanced formulas
- Using specialized functions
- Analyzing and calculating data with logical and look up functions

Excel 2010: Formulas and Functions (iLinc)

2 HOURS

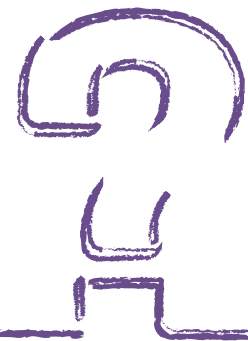


This virtual class introduces students to Excel 2010 formulas and functions. The training covers how to perform calculations, enter formulas, and use basic functions in Excel 2010. Topics include:

- Entering formulas
- Performing calculations
- Copying formulas and using absolute references
- Using the Function Library and inserting functions
- Accessing the Excel 2010 Help menu

Why take a course on Excel?

Large amounts of data can be difficult to manage. Our Excel courses teach you to use tools such as formulas and functions, charts and graphs, and advanced formatting to make the most of your data and organize it in a way that makes sense to you and your co-workers.



Excel 2010: Using Tables and PivotTables to Analyze Data

1/2 DAY



This advanced class is designed to teach students how to dynamically analyze large amounts of data in an Excel 2010 spreadsheet. Topics include:

- Creating, modifying, and formatting tables
- Sorting and filtering data
- Using functions to calculate data
- Creating a PivotTable report
- Filtering data using slicers
- Analyzing data using PivotCharts

Excel 2010: Using Tables and PivotTables to Analyze Data (iLinc)

2 HOURS



This advanced virtual class teaches students how to dynamically analyze large amounts of data in an Excel 2010 spreadsheet. Topics include:

- Creating, modifying, and formatting tables
- Sorting and filtering data
- Using functions to calculate data
- Creating a PivotTable report
- Filtering data using slicers
- Analyzing data using PivotCharts

Excel 2010: Moving to Excel 2010

1/2 DAY



This class provides instruction on the primary new features in Excel 2010. The training is intended for experienced Excel 2007 users needing to learn the key changes in Excel 2010. Topics include:

- Exploring and customizing the Excel 2010 interface
- Inserting functions
- Creating and reusing formulas
- Previewing and printing a workbook
- Sorting/filtering data and using the Search Filter
- Creating Sparklines

Excel 2010: Moving to Excel 2010 (iLinc)

2 HOURS



This virtual class provides instruction on the primary new features in Excel 2010. The training is intended for experienced Excel 2007 users needing to learn the key changes in Excel 2010. Topics include:

- Exploring the Excel 2010 interface
- Inserting functions
- Creating and reusing formulas
- Printing a worksheet and a workbook
- Sorting/filtering data and using the Search Filter
- Creating Sparklines

Access

Access 2010: Level I—Creating and Managing Databases

1 DAY



This class provides instruction on the database design process and using Access 2010 to create and manage databases. Topics include:

- Identifying the Access interface
- Designing and creating a database
- Establishing table relationships
- Sorting and filtering records
- Querying a database
- Designing forms
- Generating reports

Access/PowerPoint

Access 2010: Basics

1/2 DAY



This class provides basic Access 2010 instruction for users with little or no experience with Access 2010 databases. Topics include:

- Identifying the Access interface
- Designing and creating a database
- Creating and managing tables
- Establishing table relationships
- Modifying table data
- Sorting and filtering records

Access 2010: Queries, Forms, and Reports (Introduction)

1/2 DAY



This course teaches students how to query databases, design forms, and generate reports in Access 2010. Topics include:

- Creating queries
- Designing and creating forms
- Viewing and editing data using an Access 2010 form
- Creating and formatting reports
- Printing reports

Access 2010: Basics (iLinc)

2 HOURS



This virtual course provides basic Access 2010 instruction for users with little or no experience with Access 2010 databases. Topics include:

- Identifying the Access interface
- Designing and creating a database
- Creating and managing tables
- Establishing table relationships
- Modifying table data
- Sorting and filtering records

MS Access 2010: Excel to Access: Importing and Viewing Data

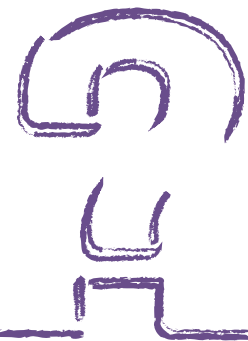
1/2 DAY



Excel is frequently used to store list information, such as staff names and phone numbers, equipment/inventory records, vendors/suppliers, or even office locations. Sometimes, moving the data into Access provides a better solution to reporting and tracking needs, by leveraging the use of Access relational database tables, queries, forms, and reports. Access forms, for example, can be used to control how data is viewed or modified. This course, aimed at experienced Excel users and introductory-level Access users, teaches students how to prepare the Excel data for import into Access, how to move or import the data into Access, and how to view and edit the data once within Access.

Why take a course on Access?

You can use Access to easily create a database and report project data in advanced ways, even if you don't have programming experience. In addition to designing and managing databases, our Access courses teach you how to create tables and establish table relationships, query databases and generate reports, and import data from Excel to Access.



PowerPoint/OneNote/Visio

Topics include:

- Understanding the benefits of importing Excel data into Access
- Design considerations to prepare Excel data for Access
- Creating an Access database
- Importing Excel data into Access
- Querying a database
- Viewing and editing data using an Access form
- Creating a report in Access

PowerPoint

PowerPoint 2010: Creating a Basic PowerPoint Presentation

1/2 DAY



This class teaches students how to create and deliver basic PowerPoint 2010 presentations.

Topics include:

- Getting started with PowerPoint 2010
- Viewing and saving presentations
- Creating and editing a basic presentation
- Printing a presentation
- Delivering a presentation

PowerPoint 2010: Creating a Basic Presentation (iLinc)

2 HOURS



This virtual class teaches students how to create and deliver a basic PowerPoint 2010 presentation. Topics include:

- Exploring the PowerPoint 2010 environment
- Creating and editing a presentation
- Formatting text on slides
- Preparing to deliver a presentation.

MS PowerPoint 2010: Best Practices for Design and Delivery

1/2 DAY

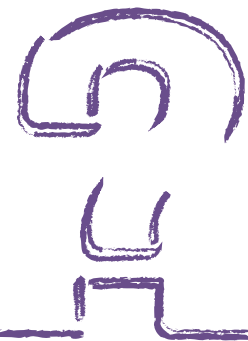


Microsoft PowerPoint can be a valuable tool when creating a presentation. When used correctly, it will capture the attention of an audience and help communicate the presenter's message effectively. This course, aimed at trainees with experience creating a basic PowerPoint presentation, teaches students how to use best practices and techniques in PowerPoint to create, deliver, and package an effective presentation. Topics include:

- Understanding PowerPoint best practices regarding style, content, layout, and presentation skills
- Creating a PowerPoint presentation and applying themes
- Formatting text on slides
- Adding graphical objects to a presentation
- Working with charts
- Preparing to deliver a presentation
- Packaging and publishing a presentation

Why take a course on PowerPoint?

Our PowerPoint courses teach you to use the tools and techniques in PowerPoint to give your presentations visual impact, engage your audience, and communicate your message. Learn to customize slides using themes, charts, and graphical objects, as well as best practices for delivering an effective presentation.



OneNote

OneNote 2010: Basics

1/2 DAY



This course teaches students how to create, edit, organize, and enhance notes in OneNote 2010. Topics include:

- Exploring the OneNote 2010 interface
- Creating, editing, and formatting notes
- Organizing content and searching for information
- Using Outlook 2010 with OneNote 2010

Visio

Visio 2010: Getting Started: Diagrams, Flowcharts, & Organization Charts

1/2 DAY



This class provides instruction on using Visio 2010 to create diagrams, add shapes and text, build flowcharts, and create organization charts. Topics include:

- Exploring the Visio interface
- Creating diagrams
- Adding shapes to a diagram
- Adding and formatting text
- Formatting shapes
- Creating flowcharts
- Creating and modifying organization charts

Adobe

Adobe Reader X: Using PDF Files (iLinc)

2 HOURS



This virtual class demonstrates the benefits of Adobe Reader and explains basic PDF file concepts. Topics include:

- Introduction to the Adobe Reader X window
- Reviewing the Adobe Reader X toolbars
- Browsing and viewing a PDF file
- Finding and searching text
- Using the navigation pane
- Using thumbnails and bookmarks
- Additional Adobe Reader X features

Training Support and Assistance

Customized training support and assistance sessions focus on particular functions of a given software application, with a group of participants involved in a common project or with similar responsibilities specifying the topics they would like discussed in each session. For example, an Outlook support session for three people might call for the instructor to demonstrate how to share electronic calendars in Outlook because people are having trouble scheduling meetings and appointments or seeing each other's calendars. A Word assistance request might ask for training on designing mail merge documents for a mass mailing or creating Word templates that can be saved on the network and used by everyone in a unit.

Requests for training support and assistance can include a list of topics to be covered in training. Alternately, our assessment group can provide assistance in determining the topics. After the list of topics is approved, PDP's training team determines the best order of presentation and structures the class to meet the trainees' stated needs, using a variety of materials and resources depending on the topics requested. The time spent on each topic depends on its complexity as well as the number of questions, if any, a topic elicits during the session. The training team can also work in conjunction with a local site contact to determine additional training topics.

Training support and assistance sessions can follow a traditional classroom training model, where the instructor demonstrates how to perform a task and then the trainees practice the new skill, or can be highly dependent on trainee involvement with the classroom objectives. In the latter model, trainees might request help with a specific document or file used in their work. For example, in an Excel session, a trainee might bring an electronic copy of a challenging report/spreadsheet so the instructor can review it and troubleshoot the problem during class, showing trainees how the difficulty was resolved. The instructor presents personal best practices or tips regarding the software and may ask participants to do the same. Training topics can combine the use of different applications, such as generating a report from a proprietary database or system, and then converting the data to Excel for analysis.

Comprised of topics requested by trainees and/or their supervisors and determined in consultation with PDP, these sessions provide targeted, customized instruction to meet the specific software application needs of staff.

Assessment and Evaluation

PDP's services include needs assessment and evaluation to support the emerging technology training needs of our government partners. Such activities are provided based on approval of our sponsors, BTD and TAMA. PDP can conduct a customized assessment of an organization's training needs, using methods such as focus groups, surveys, personal interviews, and computerized simulations measuring knowledge and performance. These techniques are used to develop targeted training programs and curricula, assess long-term training objectives, and analyze gaps between current performance and desired performance levels.

Our assessment goals emphasize task analysis and performance assessment. We analyze current tasks performed by staff with an eye towards automating these tasks using PCs. We also examine staff's current abilities to use PC applications that perform these automated tasks. For staff using proprietary applications, task analysis plays a substantive role in developing learning objectives and system curriculum. Assessment work surrounding Microsoft Office competencies may indicate the need for skills that are traditionally taught through a variety of training materials or application training, such as *MS Excel 2010: Working with Formulas and Functions* and *MS Access 2010: Level I*—

Creating and Managing Databases. Through assessment and evaluation efforts, PDP also realized the need to tie how-to instruction with conceptual learning. One-half day courses such as *Digital Literacy Fundamentals: Skills for Using Your Computer Effectively*, *MS PowerPoint 2010: Best Practices for Design and Delivery*, and *MS Office 2010: Timesaving Tips and Tricks* were developed to meet this need. Some of the courses are now offered using iLinc, webinar, or via online, computer-based training (CBT), enabling staff to attend training from their office. CBT courses have the added benefit of 24 x 7 availability, so that staff can learn the latest Office and OCFS proprietary system skills around the clock in an interactive, hands-on environment.

We actively evaluate existing courses using Kirkpatrick's evaluation model to examine participant reaction, knowledge gain, and job impact or behavior change gained from training in order to improve training delivery and curriculum. The emphasis on close coordination among our evaluation and assessment, curriculum, and training teams will continue the high training standards for which PDP is noted.

New York State Proprietary Systems

In addition to Microsoft Office training, PDP provides a variety of training services for New York State proprietary systems. Instructor-led classroom and iLinc training can be tailored to focus on specific user needs and roles. If you or your agency have the need for additional training to support the New York State proprietary applications noted here, please contact Dr. Gorsky of the OCFS BTD staff at janet.gorsky@ocfs.ny.gov or Ms. Dukes of the OTDA TAMA staff at desiree.dukes@otda.ny.gov.

PDP provides one-on-one training, support, and assistance to state and local district staff to fulfill needs best met in a customized or individualized environment. This can include assistance on proprietary as well as Microsoft Office applications geared towards the specific interests of an individual, or sessions regarding the use of assistive technology for staff with visual impairments or other accessibility needs. In addition, PDP can provide customized sessions for senior/executive level staff or others with mission-critical requirements. Training is provided through classroom interaction, group sessions, one-on-one “elbow-training,” or iLinc. Please contact Dr. Gorsky or Ms. Dukes to request this specialized type of training support.

Adult Services Automation Project (ASAP).NET

1 DAY



The Adult Services Automation Project (ASAP) is an information system used to automate the intake and case management functions performed by Protective Services for Adults (PSA) caseworkers in local districts. This one-day session is intended for local district staff and supervisors requiring training on the 2014 release of the ASAP.NET version of the system, which includes a new browser-based interface. Topics include:

- Accessing and navigating ASAP
- Performing intake tasks
- Recording assessment results
- Maintaining case information
- Entering guardianship information
- Running reports

Adult Services Automation Project (ASAP).NET: What's New in Release 1.6 (iLinc)

2 HOURS



This virtual class provides instruction on changes to ASAP.NET based on Release 1.6. This release includes changes to the design and functionality of ASAP.NET, as well as roles and responsibilities of caseworkers and supervisors. The course also provides an opportunity to participate in a hands-on activity to practice using the skills learned during training. Topics include:

- Dashboard
- Sorting and Filtering
- Progress Notes
- Updated Roles and Responsibilities
- Miscellaneous Updates
- Getting Help with ASAP
- Hands-On Activity

CCFS: Comprehensive Overview for Regulators

1 DAY



This updated, one-day course provides instruction for regulators on completing tasks in the Child Care Facility System (CCFS). This course is intended for new CCFS users and those who could benefit from a refresher on the topics in a typical facility life-cycle in CCFS, such as searching for records, processing an application, recording inspections, and processing renewals. Topics include:

- Getting started in CCFS
- Using the CCFS Help system
- Retrieving records
- Processing an initial application
- Recording an initial inspection and completing an application registration review
- Renewing a license/registration

New York State Proprietary Systems

CCFS: Interface with CONNECTIONS (iLinc and webinar)

2 HOURS



This virtual course (available in iLinc and webinar) provides instruction on changes to the Child Care Facility System (CCFS) and CCFS2. The January 2016 system releases accommodate an interface with the CONNECTIONS system. Changes include automating the creation of a complaint in CCFS from a Statewide Central Register (SCR) day care-related report, as well as the ability to view SCR case status updates. Topics include:

- Understanding the CCFS Interface with CONNECTIONS
- Associating a Complaint Which is Created by a Report from the SCR
- Processing a Complaint Which is Created by a Report from the SCR

CCFS: Legally-Exempt for Local District Staff (HSLC web)

45 MINUTES



This self-directed, computer-based training course explores the legally-exempt tasks of the Child Care Facility System (CCFS) for local district staff. Students can proceed through the training at their own pace. There are numerous demonstrations and an opportunity for hands-on practice. This course is hosted on STARS/HSLC. Topics include:

- An introduction to CCFS Legally-Exempt
- Exploring the CCFS environment
- Notifications to local districts
- Running and working with reports
- Searching legally-exempt providers

CCFS: Managing Safety Assessments

1/2 DAY



This one-half day course provides instruction on how to process safety assessments in CCFS. This course is intended for experienced users of CCFS who have been given the additional responsibility of conducting safety assessments for their region. The purpose of this course is to explore CCFS tasks to be completed by safety assessment coordinators or other staff conducting safety assessments. Topics include:

- Introducing the concept of managing safety assessments
- Entering information from a person's criminal convictions statement
- Responding to a To Do/Reminder to perform an interview
- Entering results from an interview
- Performing advanced safety assessment processing
- Running safety assessment reports

CCFS: Processing Legally-Exempt Enrollment Information

1.5 DAYS



This one and a half day course provides instruction on the use of the web-based upgrade of the CCFS Legally-Exempt Enrollment module to process and track enrollment information for legally-exempt providers in New York State. This course is required by the Office of Children and Family Services for all enrollment agency staff who perform or may perform enrollment-related tasks using CCFS. Topics include:

- Accessing CCFS
- Searching for legally-exempt provider records
- Performing the Intake phase and recording a packet decision
- Conducting a preliminary review and recording the preliminary review decision
- Performing a full review and recording the final enrollment decision
- Processing re-enrollment information
- Maintaining information for enrolled providers
- Generating and managing legally-exempt reports

New York State Proprietary Systems

CCFS: Searching and Retrieving Provider Records (HSLC web)

45 MINUTES



This self-directed, computer-based training course explores the provider search features of the Child Care Facility System (CCFS). Students can proceed through the training at their own pace. There are demonstrations and an opportunity for hands-on practice. This course is hosted on STARS/HSLC. Topics include:

- Search basics and techniques
- Licensed/Registered Provider search
- Legally-Exempt Provider search

Note: Through its experience with training CCFS users, PDP has identified Microsoft topics that would enhance use of this system. For example, using Excel to filter and sort CCFS reports is much more effective than searching for particular data/report information via scrolling through a report list. Customized training support and assistance sessions for users to enhance their Microsoft or CCFS skills can be developed for you. See the Microsoft Applications and Training Support and Assistance sections of this catalog for further information. You can also contact DCCS staff or Dr. Gorsky of the BTM staff at janet.gorsky@ocfs.ny.gov if you have a CCFS training need or suggestion for a new training course.

CCFS: Using Help Topics (iLinc)

2 HOURS



This virtual class explores the Child Care Facility System (CCFS) Help system and provides instruction on how to quickly and effectively find the information you need to complete your work in CCFS using CCFS Help topics. Topics include:

- Accessing the Help topics
- Topic structure
- Types of links
- Navigating with the Contents feature
- Navigating with the Search feature
- Using the Glossary
- Printing topics

CCFS2: Dashboard and Complaints

1/2 DAY



The existing Child Care Facility System (CCFS) is being rewritten as a web application called CCFS2. This one-half day session, entitled CCFS2: Dashboard and Complaints, is intended for CCFS users to explore the new CCFS2 in its browser-based interface and learn the steps required to use the Dashboard and the Complaints module. The Dashboard acts as the CCFS2 “home” page and provides at-a-glance information about your workload. The Complaints module is used to create and associate complaints. Topics include:

- Logging in to CCFS2
- Working in a web application
- Navigating and using the Dashboard
- Creating and associating complaints using the Complaints module
- Getting help with CCFS
- Upcoming changes, including Acting Director
- Renewal Training window
- Getting help with CCFS

New York State Proprietary Systems

Child Care Time and Attendance (CCTA): Administrator Training

1/2 DAY



This one-half day course focuses on the Administrator functions in CCTA. It is intended for local district CCTA administrators. Topics include:

- Accessing and navigating CCTA
- Managing CCTA operators
- Searching and reviewing program information
- Completing administration functions

Child Care Time and Attendance (CCTA): Examiner Training

1 DAY



This one-day course focuses on the Examiner-related functions in CCTA. It is intended for local district staff. Topics include:

- Accessing and navigating CCTA
- Managing family records
- Determining family eligibility
- Configuring custom fields and verifying payments
- Managing provider records
- Managing provider rates and profile information
- Transferring children between providers
- Running CCTA reports

Child Care Time and Attendance (CCTA): Payment Processing for Fiscal Staff

1/2 DAY



This one-half day course focuses on the fiscal-related functions in CCTA. It is intended for local district staff responsible for payment processing. Topics include:

- Accessing and navigating CCTA
- Processing payments in CCTA
- Generating and managing payment reports in CCTA
- Additional payment processing in CCTA

CFRP: Introduction to the Child Fatality Review and Prevention System

1/2 DAY



This one-half day course provides instruction on the use of the web-based Child Fatality Review and Prevention (CFRP) system to maintain and manage information on child fatalities in New York State. Topics include:

- Accessing CFRP
- Navigating CFRP and viewing cases
- Performing data entry and editing data
- Entering narratives and multiple entries
- Utilizing validation mode
- Finalizing ICFR reports for review

CFRP SharePoint Application: Individual Child Fatality Report Review Process for the New York City Regional Office (iLinc)

2 HOURS



This virtual class provides instruction on the use of the Child Fatality Review and Prevention (CFRP) SharePoint application for the Individual Child Fatality Report (ICFR) review process. It is intended for Regional Office Supervisors and Directors in the New York City Regional Office (NYCRO). Note: There is a separate course for upstate regional users. Topics include:

- Comparing the CFRP system and the CFRP SharePoint application
- Understanding the ICFR review process
- Tracking the status of an ICFR
- Resubmitting an ICFR
- Placing a hold on an ICFR
- Open discussion

New York State Proprietary Systems

CFRP SharePoint Application: Individual Child Fatality Report Review Process for Upstate Regions (iLinc)

2 HOURS



This virtual class provides instruction on the use of the Child Fatality Review and Prevention (CFRP) SharePoint application for the Individual Child Fatality Report (ICFR) review process. It is intended for Regional Office Supervisors and Directors in upstate regions. Note: There is a separate course for NYCRO users. Topics include:

- Comparing the CFRP system and the CFRP SharePoint application
- Understanding the ICFR review process
- Tracking the status of an ICFR
- Resubmitting an ICFR
- Placing a hold on an ICFR
- Open discussion

Cognos Report Studio

1 DAY



Cognos Report Studio is a web-based tool that report authors use to build sophisticated reports against multiple databases or reporting environments. The Cognos Report Studio courses are designed to provide Report Studio training to state and local district report writers and authors who are responsible for fulfilling requests for basic and ad-hoc reports using Central SOS or Welfare Reporting and Tracking System (WRTS) data.

Report writers will learn various report development concepts. This class provides hands-on instruction utilizing relevant SOS or WRTS examples to practice authoring various list and crosstab reports.

Training courses include:

- Cognos Report Studio for Central SOS Users
- Cognos Report Studio for WRTS Users
- Cognos Report Studio for Data Warehouse Users (Coming Soon)

Topics include:

- Accessing the Cognos environment and Cognos Report Studio

- Customizing your Cognos environment
- Accessing data through Report Studio
- Searching for and running existing reports developed by others as well as yourself
- Creating, saving, and running new list and crosstab reports
- Modifying reports, incorporating features such as sorting, grouping, filtering, calculations, and prompt pages
- Formatting, exporting and printing report

Requirement:

You must have or obtain a Report Studio license and access to Central SOS or WRTS data within Cognos prior to attending either of these trainings. Contact your local area network administrator to request a license and access.

Note: PDP can also provide additional training or technical assistance on the use of the Cognos environment as well as its use against other Cognos repositories. Please contact Dr. Gorsky of the BTD staff at janet.gorsky@ocfs.ny.gov or Ms. Dukes of the OTDA TAMA staff at desiree.dukes@otda.ny.gov to request these types of training support.

CONNECTIONS

Numerous trainings are available to support CONNECTIONS users in Local Departments of Social Services, Provider Agencies, and OCFS. Trainings are provided online via STARS/HSLC and iLinc, as well as in lab-based classroom settings throughout NYS. Training topics are regularly updated along with the CONNECTIONS application and include Child Protective functions, Family Services Intake, Family Assessment and Service Planning, Foster Care documentation, Permanency Hearing Reports, Foster Home Licensing, Activities entry, and CONNECTIONS Security. Registration for all trainings must be completed in advance using STARS/HSLC. CONNECTIONS trainings may be found in STARS/HSLC by searching under Provider: "SUNY Albany—PDP" and Content: "Systems Connections". Questions about CONNECTIONS training may be sent to CONNECTIONS@albany.edu.

New York State Proprietary Systems

Contract Management System (CMS)

UPON REQUEST



PDP provides training for staff who need to manage or research contracts within OCFS' automated Contract Management System (CMS). Training addresses the roles of different users within CMS, and focuses on various aspects of the contract life cycle, including contract development, contract management (including budget modifications, program report processing, and expenditure processing), amendments, and renewals. Training includes customized classroom training, training support, and assistance on CMS for specific workgroups within OCFS, as well as classes for approved OCFS contractors.

Note: OCFS staff should contact contact Kevin Sweet of the Bureau of Contract Management staff at kevin.sweet@ocfs.ny.gov. Contractors in need of additional training or technical support should contact their OCFS program manager.

Juvenile Justice Information System (JJIS) for Support Team Staff

COMING SOON



JJIS is an information system used to automate the intake and case management functions performed by Division of Juvenile Justice and Opportunities for Youth (DJJOY) facility and Community Multi-Services Offices (CMSO) Support Team staff. Training development is in progress. Topics may include:

- Introduction to JJIS Case Management
- Initial Case Management Tasks for Facility Staff
- Ongoing Case Management Tasks for Facility and CMSO Staff
- Pre-Release Tasks for Facility and CMSO Staff
- Case Management Reports

Note: Customized training and technical assistance are also available for WTCMS users. Please contact Ms. Dukes of the OTDA TAMA staff at desiree.dukes@otda.ny.gov to request these types of training support.

Webinar: Detention Risk Assessment Instrument System (DRAIS)

2 HOURS



This two-hour online webinar provides instruction on the new Detention Risk Assessment Instrument System (DRAIS). The system is used to guide detention decisions in juvenile delinquent detention cases. Topics include:

- Accessing DRAIS
- Searching for youth
- Entering a new DRAI for youth without a preexisting DRAI
- Entering a new DRAI for youth with a preexisting DRAI

Leave and Accrual Tracking System (LATS) Computer-Based Training

The Office of Human Resources (OHR) maintains a web-based system entitled the Leave and Accrual Tracking System (LATS). LATS is an electronic timesheet that tracks employee leave, attendance, and labor distribution for OCFS staff. Its functionality allows staff to easily record time and leave taken, record changes in work schedules, and submit time records to their supervisors for approval. The LATS computer-based training (CBT) is an online training tool that instructs LATS users how to start using the system; record time, overtime hours and meals, timesheet notes, leave taken, and holidays worked; submit a timesheet, view a timesheet and accrual summaries; print a timesheet; and perform supervisor functions (if appropriate). The CBT is located on the NYS Intranet at: <http://ocfs.state.nyenet/admin/ohr/lats/>.

New York State Proprietary Systems

Note: To obtain a copy of any of these training materials, please contact Dr. Gorsky of the OCFS BTD staff at janet.gorsky@ocfs.ny.gov or Ms. Dukes of the OTDA TAMA staff at desiree.dukes@otda.ny.gov as appropriate.

State Supplement System

VARIOUS

The New York State Supplement Program (SSP) provides state-funded financial assistance to aged, blind, and disabled individuals and is part of the monthly benefit paid to most Supplemental Security Income (SSI) recipients. The SSP system is used primarily by OTDA staff. Training courses include several SSP training topics for the following user roles:

- Customer Support Center (CSC) clerks
- Work Unit (WU) clerks
- Team Leaders and Supervisors

If you are an SSP user, contact your supervisor for additional information on SSP training.

Welfare-To-Work Caseload Management System (WTWCMS)

WTWCMS Administrator Training

1 DAY



This training focuses on the Administrator functions in WTWCMS. It is intended for WTWCMS Administrators, as well as WTWCMS Users who are responsible for knowing how WTWCMS records are used in their organization, in order to support their WTWCMS Administrator. The training is beneficial for new staff as well as those needing a refresher. The efforts to update and maintain an efficient WTWCMS database are critical. This course assists trainees in making the steps to add and revise necessary data and records. Topics include:

- Creating and maintaining district and provider user information
- Managing local administration of programs, activities, and supportive services
- Creating and maintaining provider directories
- Completing referrals and enrollments using the Provider Directory
- Searching for data in WTWCMS

WTWCMS User Training

2 DAYS



This training provides instruction on how to perform functions on the Welfare-To-Work Caseload Management System (WTWCMS) based on assigned system roles. Depending on the function of the participant, training topics may include:

- An overview of the WTWCMS functional components and user roles
- Working with WTWCMS folders
- Creating and maintaining district and user information
- Processing referrals
- Managing local administration of programs, activities, and supportive services

Acknowledgement

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Disclaimer

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May 2016

