<h1 style="text-align:center">WSC ADVISORY #2018-029
WSC MONTHLY WEBINARS – NEW PLATFORM</h1>

ACTION REQUIRED

EFFECTIVE DATE: *AUGUST 16, 2017*

The Agency is happy to announce that, due to the high turnout of previous WSC Webinar trainings, the Agency will now be using Cisco Webex to host the monthly trainings. This transition will occur with the upcoming August 17, 2018 training.

The following are new features that will come with the WSC Monthly Webinars:

- Larger capacity for trainings-up to 1000 WSCs can call in!
- Assessments and certificates will be supported with Webex, not Survey Monkey
- Ability to record training sessions
- Chat feature allows for private messages to the training session host and presenters

APD is offering a webinar for Waiver Support Coordinators (WSCs) entitled ***"Consumer Directed Care Plus – Orientation and Overview"***

Date: Friday, August 17, 2018
Time: 10:00 AM – 11:35AM, Eastern Standard Time
In-service Credit: 1.5 hours
Training 10AM-11AM and Test Availability from 11:05AM-11:35AM (see details below)

Registration

To register for this session:

Go to https://apd.webex.com/apd/k2/j.php?MTID=t2728a8dee73bd5962842a11e05f2e0da and register.

Once the host approves your registration, you will receive a confirmation email with instructions for joining the session.

Note: If you have already registered for this session, you do not need to register again.

Preparation

In preparation for the August 17th training, there are a few changes that will occur with the new platform. WSCs will receive the same advisory as always, which will include the "call in" link. Please use the link and follow the prompts to join the session. Depending on each WSC's computer configuration, there

may be a short and easy plug-in installation process to complete. You must complete the plug-in installation to join the session.

Please understand, while setting up Webex for the first time, there may also be some audio configuration needed. Attached to this advisory are directions on how to ensure your audio is set correctly. Please make time before the session to check these settings, it may take upwards of 15 minutes to troubleshoot your audio, if needed. For the August 17th training session, the call will open at 9:30 to allow for time to configure your computers.

For further help with all Webex services, please use the Webex help site https://collaborationhelp.cisco.com/?language=en-us.

In-Service Credit

Furthermore, there are big changes to the awarding of the in-service credit. The new assessment process (formerly the Survey Monkey) will now be provided at the end of the session within Webex. At the end of the training, an assessment will open. **To receive in-service credits, each WSC participant must individually complete the assessment to receive their Test Result Transcript**. **Please do not complete the assessment in a group as the system will only give credit to the person who called in**. Each WSC will need to join the call to complete the assessment. *The assessment link will be automatically emailed to the participant from Webex and will be open for only 30 minutes after the training session.* After which, the assessment will close and there will be no other opportunities to earn your credit. A Test Result Transcript will automatically send to your email address and will show the score.

The new scoring rubric is as follows:

- 4-8 total score – 1.5 CEU awarded
- 0-3 total score – 0 CEU awarded

General Information

Lastly, Webex emails will generally be sorted to your junk mailbox. Check your email settings to allow Webex mail to move to your general inbox so that you do not miss any emails such as session reminders or test results.

The Agency is excited to launch Webex. We understand that the first call may have technical issues and we will be working to solve any issues before the training begins. To ensure an easy first session, please make sure you take extra time to learn the program and troubleshoot any technical issues you may have ahead of time. To prepare, you may want to browse the Webex Help website to learn more about the product.

If there are any questions or concerns, please contact Elizabeth Keating at elizabeth.keating@apdcares.org .