



## Annual Training Frequently Asked Questions (FAQ)

As a Worker providing services to a Participant under Minnesota Licensed Services, you're required to complete online Annual Training. The entire training will be available online through Direct Course starting October 1.

The training modules are self-paced. You can complete all the lessons individually throughout October before the due date. You may complete as many lessons as you can in one sitting.

### How do I complete my annual training?

1. **Go to Training Website:**  
<https://login.elsevierperformancemanager.com/systemlogin.aspx?virtualname=MNNEW>
2. **Enter Username:** First initial, last name, last 4 digits of Social Security number or cellphone number if hired after 2021; example: JSmith1234
3. **Enter password:** hello
4. **Click on eLearning Lessons** on the far left under Current Assignments.
5. **Click on a lesson to start.** Each lesson will contain a slideshow and a short quiz.

*Do not change your password. It must remain "hello".*

Make sure to set aside enough time to complete this online training. It is designed to satisfy the set number of hours for mandated training. You must complete *ALL* training modules assigned to you online, both bolded and un-bolded lessons.

### Example:

DHS-MN Positive Supports Rule Lesson 3: Prohibited and Allowed Procedures in the PSR
DHS-MN Positive Supports Rule Lesson 4: Roles of Professionals in the PSR
DHS-MN Positive Supports Rule Lesson 5: Documentation and Reporting in the PSR
PICS Annual Review of Client Specific Support Plan
PICS Annual Workers Performance Evaluation



## Why do I need to complete the training?

As a Worker providing services to the Participant under [Minnesota Licensed Services \(245D\)](#), you must complete a set of topics for training. Minnesota Licensed Services requires that all staff providing direct support comprehend and be trained on policies and procedures upon hire and on an annual basis. PICS Human Resources will assign training modules to you through Direct Course. If you think you've been assigned the wrong training, please [contact us](#).

## When is my training due?

Annual training is conducted every October and must be completed by October 31 each year.

If your training is not completed within the given deadline, PICS Human Resources will notify you that you cannot provide direct support services to the Participant or be paid for hours worked after the deadline until your training requirements have been completed.

## How do I complete lessons in the Direct Course website?

When you logged into the Direct Course system, view each lesson, and take the test to complete the lesson.

### Viewing the lesson:

1. Select the "View" button next to My eLearning Lessons.
2. Select the name of the lesson you wish to begin.
3. Select the "Start the Lesson" button and the lesson will begin.

*Note: Lessons include a voiceover so speakers or headphones will be necessary to hear the narration.*

### Taking the test:

1. After you finish viewing the lesson, close the lesson window and return to the lessons page.
2. Select the name of the lesson to reopen the lesson.
3. Select the "Take the Test" button.

## Will I get paid for training?

Training reimbursement is optional. To be reimbursed, you must submit a [manual timesheet](#) indicating completed training hours, dates, and start and end times. Training timesheets cannot be submitted through the online portal and must be completed on a manual timesheet. The training rate is reimbursed at \$16.00/hour.



You can be reimbursed for up to 6 hours. Training hours and hours of direct support should not exceed 40 hours per week.

Keep in mind that if you are both a Representative and a Worker, you will need to complete this training.

## **Will I need to turn off pop-up blockers to view training videos?**

To view Sexual Violence Training for annual training, you must turn off the pop-up blocker in your browser. The training will open in a separate “pop-up” window for the training to be viewed in.

### **Internet Explorer**

1. Open Internet Explorer and select on the “Tools/Settings” button at the top right corner of the window (gear).
2. Select “Internet Options”.
3. Go to Privacy tab, uncheck “Turn on Pop-up Blocker” to disable the functionality.

### **Microsoft Edge**

1. Open Microsoft Edge and select on Menu (3 dots icon on top right corner of the window)
2. Select “Settings”.
3. Select “Cookies and Site Permissions”.
4. Select “Pop-ups and Redirects”.
5. Turn off to allow pop-ups.

### **Chrome**

1. At the top right, select “More/Settings” (3 dots icon on top right corner of the window)
2. Select “Site Settings”.
3. At the bottom, select “Pop-ups and redirects”.
4. At the top, select “Sites can send pop-ups and use redirects”.

## **How do I reset my password?**

On the Direct Course login page, select ‘Forgot Password?’ and enter your email address. Re-set your password to ‘hello’.



## **I've already completed this training with a different provider. Do I need to take it again?**

Each provider has its own training requirements that may be different from another provider that you work with. All Workers are required to complete this training specific to PICS' licensing requirements under 245D.

## **What if I was just recently hired and completed the training?**

Orientation training and annual training are different. PICS' annual training period takes place during the month of October each year, and all Workers are required to complete the annual training during this time frame per licensing requirements.

## **Any Other Questions?**

Please [view our website](#) for more information. You can also contact us at [hr@picsmn.org](mailto:hr@picsmn.org) or [651.967.5064](tel:651.967.5064).