



## Parent Empowerment Program (PEP) Training Modules For Family Peer Advocates

### Self-Learning Center How-To Guide Create an Account, Register for a Course and Start Your Training Today!

---

#### Welcome!

This document will provide you with guidance about how to use the CTAC-MCTAC Self-Learning Center, the platform used to access the Families Together in NYS Family Peer Advocate Training Center. Please contact us if you have any questions at [ctac.info@nyu.edu](mailto:ctac.info@nyu.edu) or use the **Help** button in the Self-Learning Center.

This is a new online course - and we'll be relying on your feedback to help us fine-tune everything so it works optimally. If you encounter any difficulties or if you have suggestions, please let us know. We appreciate your help and patience.



#### Check Your System Requirements

All online courses have technical requirements. You can dive right in and there's a good chance everything will work just fine. However, if you do encounter difficulties viewing modules, please review the following questions to make sure your computer is ready.

##### ***Do you have access to a high-speed Internet connection?***

A reliable high-speed Internet connection is required for an online course. If your system doesn't have sufficient speed you may need to complete the modules at a public library or at your workplace.

##### ***What internet browser do you use?***

This course works best with Google Chrome. We do NOT recommend using Internet Explorer or Safari. If you are using a work computer, you might need to contact your IT administrator to update your browser. You can view this course from a tablet if using Google Chrome as your



browser. However, note that some slides may be harder to read on a smaller screen.

- [Install Google Chrome](#)
- [Install Mozilla Firefox](#)

### ***Is your internet browser updated?***

To ensure an optimal experience, make sure your browser is updated.

- [Update Google Chrome](#)
- [Update Mozilla Firefox](#)

Be sure you have Flash Player, cookies and pop-ups enabled in your browser:

- [Test your Flash Player version](#)
- [How to enable cookies](#)
- [How to enable pop-ups](#)

## **2 Log in to the CTAC-MCTAC Self-Learning Center and Create a Profile**

How to get to the CTAC-MCTAC Self-Learning Center?

- Visit the Families Together PEP Training page [here](#).  
From the FTNYS PEP Training page, you will choose the training pathway that best matches your needs.

Create your profile:

- Here is a screen shot of the login page:

The screenshot shows the login page for the Family Peer Advocate Training Center. The page is titled "Family Peer Advocate Training Center" and "Catalog". Below the title, there is a message: "Below are the details of the course that you have selected. Please enter your information in the form below and click Sign-Up to create an account. If you already have an account, click the Existing Users tab." The page is divided into two main sections: "New Users" and "Existing Users". The "New Users" section contains a registration form with the following fields: \*Email, \*Password, \*Confirm Password, \*First Name, \*Last Name, \*Title, \*Organization, \*Program, and \*Phone Number. A red arrow points to the "New Users" tab. Below the form is a blue "Submit" button. The "Existing Users" section is currently inactive. On the left side of the page, there is a "Welcome to the Self-Learning Center!" message. Below this message, there is a section titled "Pre-Training Assessments" with a list of three assessments: "PEPm Demographic Questionnaire (Credentiaing Pathway)", "Pre-Knowledge Survey (Credentiaing Pathway)", and "Pre- Mental Health Self-Efficacy Questionnaire (Credentiaing Pathway)". At the bottom of the page, there is a section titled "Parent Empowerment Program (PEPm) Level 1 Training Modules".



- Enter the details for all required fields including name, email, password, title, organization, program and phone number.
- Click **SUBMIT** to save and create your profile.
- We recommend that you bookmark this page so that you can return to it easily.
- When you return to the training in the future you'll choose the "Existing Users" tab and log in using your email and password.
- If you check the box that says *Keep me logged in*, then you won't have to sign in when you come back!

## 3 Take the Course

### Pre- and Post-Training Surveys

- As a part of this training, all participants will be asked to complete between 1 and 3 training surveys at several points throughout the training. These can take up to 1 hour to complete.
- These surveys provide us with information to improve the training and the results do not become a part of your training transcript.
- Your progress is automatically saved, so you can always pick up where you left off.

### Viewing the Modules

- To view the courses you are enrolled in, click on the **My Training** tab, located at the top of the screen within the green navigation bar.
- If you are taking this training for credentialing purposes, you must complete the modules in order. As you complete modules, the green arrow on the next module will appear.

Below is the list of courses that you are enrolled in. For more details about a lesson, click the Details icon. To launch a lesson, click the Launch icon.

Sort By: Due Date

**Family Peer Advocate Credentialing Pathway** Status: **Incomplete**

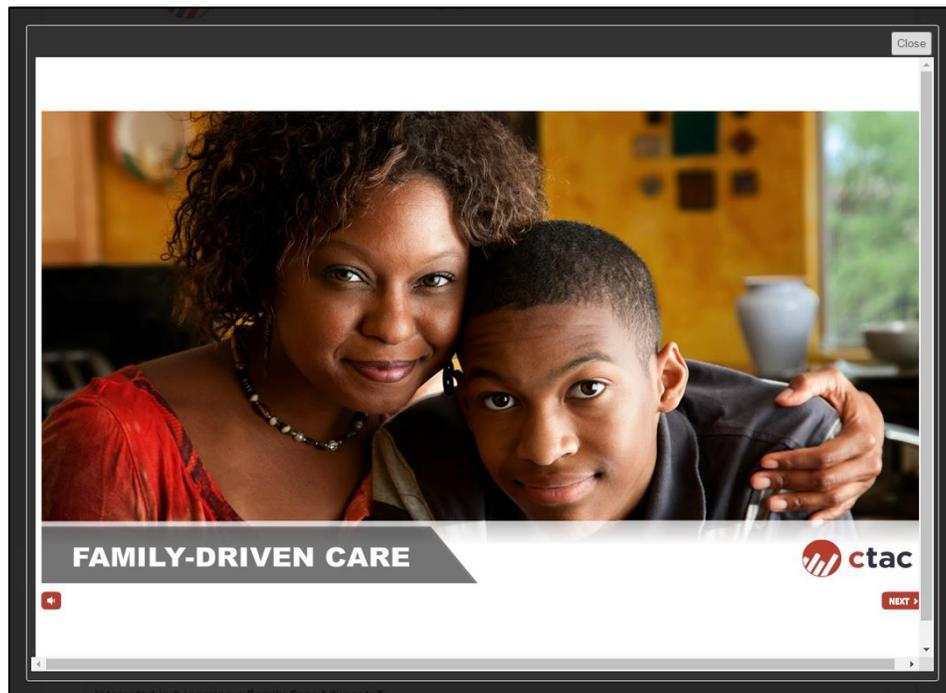
Attachments: [FPA Credentialing Requirements Overview](#) | [Resources to Extend the Learning](#) | [Self-Learning Center - Getting Started](#)

**Pre-Training Assessments**

PEPm Demographic Questionnaire (Credentialing Pathway)	Completed		
Pre-Knowledge Survey (Credentialing Pathway)	Completed		
Pre- Mental Health Self-Efficacy Questionnaire (Credentialing Pathway)	Completed		
<b>Parent Empowerment Program (PEPm) Level 1 Training Modules</b>			
Module 1: Family Peer Support Services and the FPA Role	Passed		
Module 2: Family Driven Care	Passed		
Module 3: The Power of Lived Experience	Passed		
Module 4: Embracing Each Family's Culture	Passed		
Module 5: Effective Communication Skills for Family Peer Advocates	Passed		
Module 6: Engagement Strategies for Family Peer Advocates	Not Attempted		
Module 7: Learning About Families: Exploring Strengths, Needs and Culture	Not Attempted		
Module 8: Creating a Plan to Support Families	Not Attempted		
Module 9: Empowerment Strategies for Family Peer Advocates	Not Attempted		
Module 10: Developing Effective Partnerships	Not Attempted		



When you launch a module, you will see a screen that looks like this. It might take a few minutes to load.



### ***Saving Your Progress***

- As with the surveys, your progress is automatically saved within each module.
- If you close a module and decide to return at a later time, you will be asked if you would like to continue from where you left off.

### ***Module Elements***

- The modules use a combination of reading, narration, reflection questions, activities, interviews and handouts. Our hope is that this varied approach will be engaging and help you connect with the content.
- Text boxes require you reflect on a topic and enter a response, 'drag and drop' activities will allow you to check your understanding of a concept. The downloadable handouts are a part of the course. You can open them, read them online and then close the tab to return to the course. You can also print these handouts out.

### ***Knowledge Check***

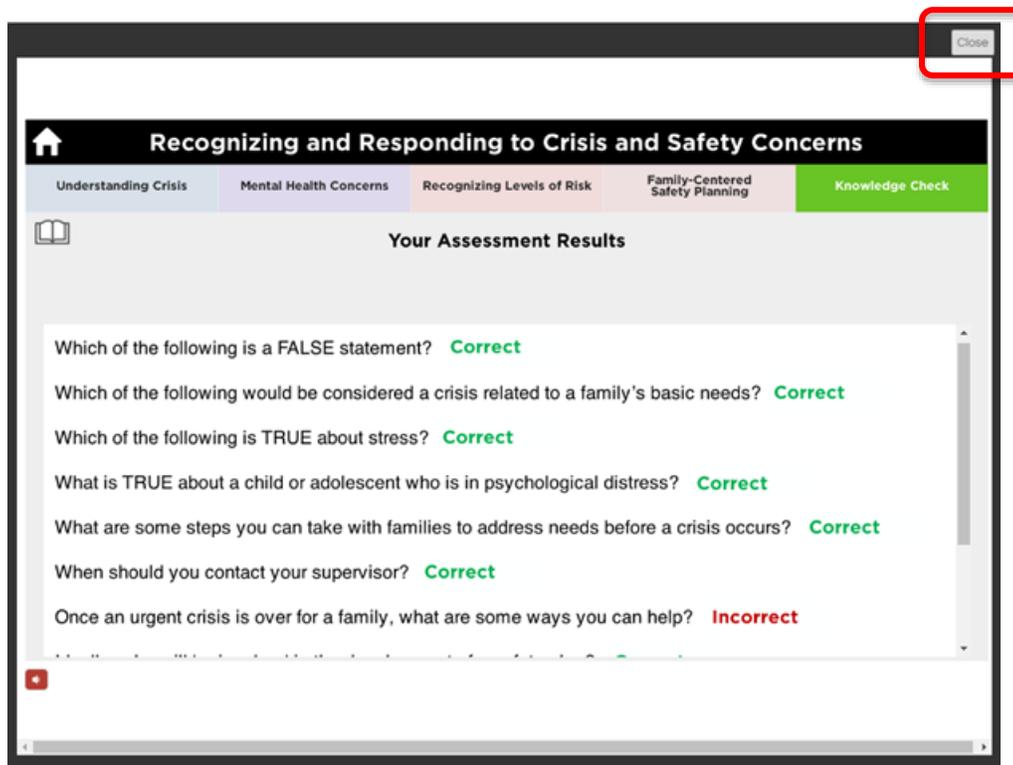
- At the end of each module, there is a required 10 question Knowledge Check. You must answer at least 7 of 10 questions correctly to receive credit for each module.
- You may review the module and retake the Knowledge Check as many times as needed.



- In Level 1, you will not be able to progress to the next module until you have achieved a passing score.

### **Exiting the Module**

- After you successfully complete the Knowledge Check, continue to the end of the module where you will be given the option to proceed to the next module or return to the Home Page.
- In some cases, the results page of the Knowledge Check may be missing the “Continue” button which allows you to move forward (see example below). If that happens, please use the “Close” button at the top right to exit the module. Your progress and score will be saved properly, and you should be able to move forward to the next module. If you encounter any further issues with completing modules please contact us at [ctac.info@nyu.edu](mailto:ctac.info@nyu.edu).



## Extend the Learning

- As a part of the training, we have created a document with selected additional resources related to each module. You can find the *Resources to Extend the Learning* document on the course page, at the top:

Home My Training Transcript Catalog Resources Profile Help

**My Training** Below is the list of courses that you are enrolled in. For more details about a lesson, click the Details icon. To launch a lesson, click the Launch icon.

Sort By: Due Date

**Family Peer Advocate Credential Pathway** Status: **Incomplete**

Attachments: [FPA Credentialing Requirements Overview](#) | [Resources to Extend the Learning](#) | [Self-Learning Center - Getting Started](#)

**Pre-Training Assessments**

PEPm Demographic Questionnaire (Credentialing Pathway)	Completed	<a href="#">i</a>	<a href="#">▶</a>
Pre-Knowledge Survey (Credentialing Pathway)	Completed	<a href="#">i</a>	<a href="#">▶</a>
Pre- Mental Health Self-Efficacy Questionnaire (Credentialing Pathway)	Completed	<a href="#">i</a>	<a href="#">▶</a>

**Parent Empowerment Program (PEPm) Level 1 Training Modules**

Module 1: Family Peer Support Services and the FPA Role	Passed	<a href="#">i</a>	<a href="#">▶</a>
Module 2: Family Driven Care	Passed	<a href="#">i</a>	<a href="#">▶</a>
Module 3: The Power of Lived Experience	Passed	<a href="#">i</a>	<a href="#">▶</a>
Module 4: Embracing Each Family's Culture	Passed	<a href="#">i</a>	<a href="#">▶</a>

## 4

## View and Print Your Transcript

- To view your transcript and track your progress within each course, click on the **Transcript** button within the green navigation bar at the top of the screen.
- If you then click on the blue [i](#) button in the Enrollments section, you can see information on your progress, find certificates of completion, and see the dates and times of enrollment and module completion.
- You can download and print your transcript to be submitted to FTNYS as verification for FPA credentialing or continuing education credit.




**Family Peer Advocate Training Center**

[Home](#)
[My Training](#)
[Transcript](#)
[Catalog](#)
[Resources](#)
[Profile](#)
[Help](#)


**Transcript** Below is the user Transcript. To view more details about a particular enrollment, click the Details icon.

 **AP**

Email:	[REDACTED]
Group:	FPA Group, Family Peer Advocate Credential Pathway
Total Logins:	4
Last Login:	1/30/2018 4:17:48 PM
Title:	b
Organization:	c
Program:	d
Phone Number:	1

**Current Status**



Incomplete

**Enrollments**

Show 100 entries Search:

	Name	Status	Score	Completed Date	Time Spent	
	Family Peer Advocate Credential Pathway	Incomplete	91		03:43:59	

**Lessons**

	Lesson Name	Status	Score	Completed Date	Time Spent	
	Pre-Training Assessments					
	Demographic Questionnaire (Credentialing Pathway)	Completed		1/30/2018		
	Knowledge Survey (Credentialing Pathway)	Completed		1/30/2018		
	MHS Self-Efficacy Questionnaire (Credentialing Pathway)	Completed		1/30/2018		
	Parent Empowerment Program (PEPm) Level 1 Training Modules					
	Module 1: Family Peer Support Services and the FPA Role	Passed	90	1/30/2018	00:18:02.03	
	Module 2: Family Driven Care	Passed	100	1/30/2018	00:09:57.62	
	Module 3: The Power of Lived Experience	Passed	80	1/30/2018	00:10:33.24	
	Module 4: Embracing Each Family's Culture	Passed	90	1/30/2018	00:40:11.06	
	Module 5: Effective Communication Skills for Family Peer Advocates	Passed	100	1/30/2018	00:16:11.96	
	Module 6: Engagement Strategies or Family Peer Advocates	Passed	100	1/30/2018	00:17:01.62	



- Click on the certificate icon to the right to view and print your certificate for each completed module.



## 5 Update Your Profile

- Each unique user will have access to their profile information which can be changed at any time.
- Users can change their name, email address, password, picture, and contact information.
- Please keep this information up to date!
- Each user should use their own login information. Please don't sign in under another person's log in, or you won't receive credit for participating in the training.

Family Peer Advocate Training Center

Home My Training Transcript Catalog Resources Profile Help

**Profile** Please make the desired changes to your user account and click Submit.

**User Details**

First Name: A

Last Name: P

\*Email / Username: [REDACTED]

\*Password: [REDACTED]

\*Confirm Password: [REDACTED]

Email Subscription:  Check this box to receive email notifications from your System Administrator.

Secondary Email: [REDACTED]

Picture (optional):  No file chosen  
Recommended 100px x 100px

\*Title: b

\*Organization: c

\*Program: d

\*Phone Number: 1





## Self-Learning Center Help and Troubleshooting

There are several ways to contact us for assistance and troubleshooting:

- Click on the **Help** tab, located within the green navigation bar at the top of the screen.
  - Click Submit Help Request and send the site administrator a detailed message describing the issue.
  - All Help Requests will be answered within 2 business days to the email that you have on file within the Self-Learning Center.
- Email the site administrator, at [ctac.info@nyu.edu](mailto:ctac.info@nyu.edu)

Please make sure to include all pertinent details describing the issue.

### For More Information on New York State Family Peer Advocate Credentialing

These training modules fulfill some of the training requirements for the Family Peer Advocate Credential. For more complete information on training requirements and FPA credentialing, please contact Families Together in New York State at [fpacredential@ftnys.org](mailto:fpacredential@ftnys.org).

