



FAMILY INDEPENDENCE ADMINISTRATION




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POLICY BULLETIN #10-58-OPE

ELEVATE AMERICA PROGRAM

<p>Date: May 28, 2010</p>	<p>Subtopic(s): E-Learning Courses</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Information/Business Worker E-Learning Vouchers</p>	<p>The purpose of this policy bulletin is to inform Job Center and Non Cash Assistance Food Stamp (NCA FS) Center staff that New York State, in cooperation with Microsoft Corporation's Elevate America Program, will distribute free vouchers for select e-learning courses and certification exams.</p> <p>Elevate America is intended to support individuals, especially those who are unemployed and want to acquire, develop, or improve technology skills necessary to obtain, retain, and succeed at employment in today's workplace. JOS/Workers are encouraged to inform cash assistance (CA) and food stamp (FS) applicants and participants who may benefit about the vouchers so that they can develop skills that may help them obtain employment.</p> <p>The New York State Office of Temporary and Disability Assistance (OTDA) has received 500 vouchers from the New York State Department of Labor (NYSDOL) to enable CA and FS applicants and participants to access Information/Business Workers e-learning courses at no cost. Each of these vouchers has an access code to allow a single Microsoft course selection.</p> <p>Important: Access codes must be activated by June 24, 2010. Once activated, individuals will have <u>twelve (12)</u> months from the date of activation to complete the e-learning courses available to them under their voucher.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Note: The vouchers are for Microsoft Windows editions of the programs and cannot be used with Apple computers.

See **Attachment A** for instructions for accessing the introductory courses.

Note: No voucher is needed for the introductory courses.

Certification Exam Vouchers

Note: Individuals will need to have or establish an e-mail address to set up a Microsoft account to use the vouchers provided.

Job Center voucher requests

NCA FS Center voucher requests

Courses offered with these vouchers include:

- Windows Vista
- Word (2003/2007)
- Outlook (2003/2007)
- Excel (2003/2007)
- PowerPoint (2003/2007)
- Access (2007)

Microsoft also makes two introductory courses available free of charge on the internet at www.microsoft.com/elevateamerica. These courses are for individuals new to computing and may help them develop readiness for the Information/Business Workers e-learning courses. The introductory courses are:

- Digital Literacy Training for Individuals New to Computing
- Windows Vista and Office 2007 Essentials

NYSDOL has also provided OTDA with 500 certification exam vouchers that will allow individuals to take certification exams for computer programs. Each certification exam voucher covers a test for a specific Microsoft Office program listed above. Each certification exam voucher must be used by **June 24, 2010**. OTDA can request additional vouchers if needed.

Voucher Requests

Any individual who expresses interest in receiving a voucher(s) under the Elevate America Program will need to provide his/her name and a valid e-mail address to his/her employment vendor/NCA FS Elevate America Liaison.

Any interested CA applicant/participant is to provide his/her name and a valid e-mail address to his/her employment vendor. The employment vendor will complete the Elevate America Voucher Computer Training Voucher Form (**W-502F**) and submit it to Deborah McMahon at OTDA.

Any interested NCA FS applicant/participant is to provide his/her name and a valid e-mail address to the NCA FS Elevate America Liaison Stephanie Hamilton at **(212) 331-4134**. The liaison will then complete Form **W-502F** and submit it to Deborah McMahon at OTDA.

Note: Individuals may also contact their local One-Stop Center directly to request available vouchers.

Instructions for completing/submitting Form **W-502F**

The Employment Vendor/NCA FS Elevate America Liaison must complete Form **W-502F** by annotating the applicant's/participant's:

- case number
- last name
- first name
- email address
- course name (Excel, Word, etc.)
- type of voucher requested (training/Certification exam, or both)

Note: The employment vendor/NCA FS Elevate America Liaison must also provide the Liaison's Name, Telephone Number, and E-mail Address at the bottom of the page.

The employment vendor/NCA FS Elevate America Liaison must e-mail Form **W-502F** to Deborah.McMahon@otda.state.ny.us.

OTDA will assign and provide an access code for the Employment Vendor/NCA FS Elevate America Liaison to provide to the CA/FS applicant/participant for each voucher requested.

The Employment Vendor/NCA FS Elevate America Liaison must annotate the access code obtained on Form **W-502F**.

Elevate America participants must use the access code to activate the E-Learning vouchers and/or take the certification exam (see page 4 and 5 for instructions).

Given the time-limited availability of these vouchers, districts will be limited to no more than six e-learning vouchers and six certification exam vouchers per participant, but the number of vouchers requested should be consistent with the individual's assessment and employment plan.

Individuals who do not have access to a personal computer may take the access code to the One Stop Center or another computer with internet access (Internet Explorer 6.0 and higher), such as in public libraries and State University of New York (SUNY) Advanced Technology Training and Information Networking (ATTAIN) labs.

OTDA is required to track the access code numbers assigned by name and e-mail address.

Each access code enables an individual to activate one online training course.

SUNY ATTAIN Labs

SUNY ATTAIN labs will offer on-site instructional support as well as assistance with establishing e-mail addresses and Microsoft accounts for individuals who do not own or have access to computers. SUNY ATTAIN has several locations throughout New York City. Please see the ATTAIN website - http://www.attain.suny.edu/labs_list.php for address and contact information. When requesting vouchers, the Employment Vendor/NCA FS Elevate America Liaison should notify Deborah McMahon if the individual intends to utilize a local ATTAIN lab. This will ensure that ATTAIN staff are able to anticipate upcoming referrals and provide effective service to participants.

Activating E-Learning Vouchers

Instructions for activating the Information/Business vouchers are detailed in **Attachment B**. Step-by-step instructions for activating the e-learning vouchers are also available to users through www.microsoft.com/About/CorporateCitizenship/us/CommunityInvestment/learning/business_workers_LP.aspx.

Using Exam Vouchers

Participants using the exam certification vouchers must:

- Locate a testing center:
<http://www.certipoint.com/Portal/Pages/LocatorView.aspx>.
- Schedule an exam by phone to take the exam at the testing center by **June 24, 2010**.

Note: Some of the testing sites may charge a “proctor’s fee.” Efforts should be made to take the exam at a testing center that does not charge a fee, such as a SUNY ATTAIN lab, if available. Participants should inquire about this fee when calling to schedule an exam. The payment of the “proctor’s fee” necessary for a CA applicant/participant to take the exam could be authorized via WMS as a supportive service. JOS/Workers should use Special Grant Issuance Code **55** (Employment and Training Special Needs) for the “proctor’s fee” authorization.

See **Attachment B** for instructions for activating the E-Learning Vouchers.

Note: Access codes must be activated by **June 24, 2010**. Individuals will have 12 months from the date of activation to complete the e-learning courses.

Note: SUNY ATTAIN labs are certified Certipoint testing centers.

Authorization of “proctor’s fee” grant for Cash Assistance applicants/participants

See Worker’s Guide to Codes.

The access code will serve as the exam voucher.


- Go to the testing center with the exam voucher.
- Register for and take the exam, which may take 1-2 hours.

Individuals who fail the exam on the first attempt can retake the exam using the voucher number used from the original request. The retake exam must also be taken before the voucher expires.

Effective Immediately

Reference:

[10-INF-08](#)

 Please use Print on Demand to obtain copies of forms.

Attachments:

Attachment A	Instructions For Accessing Introductory Courses
Attachment B	Instructions For Activating Information/Business E-learning Vouchers
W-502F	Elevate America Computer Training Voucher Request

Attachment A

Instructions For Accessing Introductory Courses

1. At your computer, access the Internet.
2. In the address bar at the top, enter www.microsoft.com/elevateamerica and press ENTER on your keyboard.
3. The Microsoft Elevate America Web site appears. Click **Getting Started** on the top bar.
4. Under the **Resources That Can Help You Today** section, click **Get started learning now**.
5. A Web page listing the available training appears. Click the training link that you want to use.

From this point forward, your instructions change depending on which training you choose.

6. Digital Literacy Training for Individuals New to Computing: Your courses are ready. No voucher is required. Simply choose a language, and follow the instructions.

You may be prompted to allow pop-up windows. Ensure that your speakers are not muted and the volume is turned up. You may also view a transcript of the course narrative by clicking **Show Transcript** on the upper right side of the screen.

Windows Vista and Microsoft Office 2007 Essentials: You will need to redeem your free e-learning offer by using the following access code: 9039-EAWOB-9882 (also listed on the webpage).

- a. Clicking the link sends you to an e-learning access code entry page.
- b. You may have a pop-up window that asks if it can automatically sign you in with your Windows Live ID. Click **Accept**.
- c. Check the box to accept the Microsoft Software License Terms (also called the End User License Agreement), and then enter the access code into the specified box and press ENTER.
- d. You are sent then to a Thank You page, which confirms you have access to the Windows and Microsoft Office Essentials courses. Click **Go to My Learning to see your online content**.
- e. This will take you to a personalized space that stores all of the learning content you have saved.
- f. Click on the course you want to start.

Each time you wish to return to your e-learning, follow these instructions:

1. Start by accessing the Internet. Type www.microsoftlearning.com into the address bar and press ENTER on your keyboard.
2. On the right, click **Returning users** and sign in as instructed.
3. Click **My Learning** in the upper-left corner to bring you to a personalized space that stores all of the learning content you have saved. Click on the course you want to start.

If you need assistance at any time in the registration process or during your e-learning, call 800-636-7544 from 6:30 a.m. to 5:30 p.m. You will be asked for an "MCP" number, but ignore that request; you don't need this number. For assistance, you also can send an e-mail to e-learn@microsoft.com.

Attachment B

Instructions For Activating Information/Business E-learning Vouchers

1. In an internet browser, go to Microsoft Elevate America Web site at www.microsoft.com/elevateamerica. Click *Redeem your voucher* under the **Redeem a Voucher** box in the center section in the middle of the page.
2. Under **I Already Have a Voucher**, click the link that says *I have a voucher for Microsoft Office or Windows product training*.
3. This will direct you to a new web page that provides instructions to redeem your free E-Learning.
4. You will initially need to redeem your free e-learning. Click the link "**Redeem Your Free E-Learning**". This sends you to an e-learning access code entry page. Please note that the term Access Code and Voucher Code refer to the same thing.
5. You may have a pop-up window that asks if we can automatically sign you in with your Windows Live ID. Click to accept.
6. Check the box to accept the End User License Agreement, and then enter the access code into the specified box and click *Enter*.
7. You will be sent to a Product Selection page. Choose the e-learning collection you wish to use. Simply scroll down and find your course, click the check box next to it, and click Submit at the bottom of the page.
8. You are sent to a Thank You page, which confirms you have redeemed an e-learning collection. Click **Go to My Learning to see your online content**.
9. You are ready to begin your courses! Click the Collection or Course link. If you chose a Collection, you will be directed to a page that lists the collection of courses that have been unlocked with your access code.

You will see a box at right that says "Buy This Collection". **Please ignore this collection price and do not click on the Add to Cart button.** While this reflects the actual value of the collection you are receiving for free, it is a program error which will be corrected soon. If your Learning Plan has a single course, you will be directed to a course overview page.
10. To begin a course, instead simply click on a course link listed on the left side of the page under the heading **This offer includes the following**.
11. This will bring up a course overview page. To launch the course, click the **Begin This Course** button on the right.

If you do not have access to a purchased version of the Microsoft Office 2007 system, a 60-day free trial of the software is available at the following Web site:
<http://us1.trymicrosoftoffice.com/default.aspx?culture=en-us>.

Each time you wish to return to your e-learning, follow these instructions:

1. Start by accessing the Internet. Type www.microsoftlearning.com into the address bar and press ENTER on your keyboard.
2. On the right, click *Returning users* and sign in as instructed.
3. Click *My Learning* in the upper-left corner to bring you to a personalized space that stores all of the learning content you have saved. Click on the course you want to start.

Date: _____

Center: _____

Elevate America Computer Training Voucher Request

No.	Case Number	Last Name	First Name	Email Address	Course Name	Type of Voucher Requested		Access Code Authorized (Provided by OTDA)	
						Training	Exam	Training	Exam
e.g.:	2345678-1	Smith	Jane	Janesmith@verizon.net	Excel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	CCVY	CNMY
1.						<input type="checkbox"/>	<input type="checkbox"/>		
2.						<input type="checkbox"/>	<input type="checkbox"/>		
3.						<input type="checkbox"/>	<input type="checkbox"/>		
4.						<input type="checkbox"/>	<input type="checkbox"/>		
5.						<input type="checkbox"/>	<input type="checkbox"/>		
6.						<input type="checkbox"/>	<input type="checkbox"/>		
7.						<input type="checkbox"/>	<input type="checkbox"/>		
8.						<input type="checkbox"/>	<input type="checkbox"/>		
9.						<input type="checkbox"/>	<input type="checkbox"/>		
10.						<input type="checkbox"/>	<input type="checkbox"/>		
11.						<input type="checkbox"/>	<input type="checkbox"/>		
12.						<input type="checkbox"/>	<input type="checkbox"/>		
13.						<input type="checkbox"/>	<input type="checkbox"/>		
14.						<input type="checkbox"/>	<input type="checkbox"/>		
15.						<input type="checkbox"/>	<input type="checkbox"/>		
16.						<input type="checkbox"/>	<input type="checkbox"/>		
17.						<input type="checkbox"/>	<input type="checkbox"/>		
18.						<input type="checkbox"/>	<input type="checkbox"/>		
19.						<input type="checkbox"/>	<input type="checkbox"/>		
20.						<input type="checkbox"/>	<input type="checkbox"/>		

SAMPLE

Liaison's Name: _____ Telephone Number: (____) _____ - _____ E-mail Address: _____