



**Department  
of Health**

**CHAPIN HALL**  
AT THE UNIVERSITY OF CHICAGO

The New York State Department of Health (NYS DOH) and the CANS-NY Institute announces the launch of the CANS-NY Institute's website. The website (found at <https://cansnyinstitute.org/>) will coordinate with the [NYS DOH HHSC website](#) to serve as a central location for information regarding the training, coaching, and technical assistance activities of the Institute.

The Institute's website will assist the Institute as it continues to develop a vibrant learning collaborative throughout the State of New York, by lowering the barrier for assistance requests and providing a space for CANS-NY users to connect and support one another. Please check out the [Institute website](#) for more information about:

- The Institute's leadership and collaborative workgroups
- Updates regarding training schedules
- A variety of support resources, including but not limited to:
  - Certified Coaches: available to support the certification process and help CMA's understand TCOM and the CANS-NY
  - TCOM Helpdesk: linking users to the appropriate supports based on their questions/needs; response is guaranteed within one business day
  - Dr. Button, Director of the Institute: available for supervisor support, case review and feedback, and other organizational supports as needed
  - Short Practice-Support webinars: available for all CANS-NY users on the training website beginning July 2018. Current topics include:
    - Using the Action Levels of the CANS-NY
    - Collaborative Goal Setting from a TCOM Perspective
    - Supervision Supports for Health Home Care Management

We are also excited to announce that in the first week of July, the CANS-NY training website will be migrating to a new platform. Our new and refreshed training website includes changes to navigation, appearance, and enhanced reporting abilities. We've also improved the structure of our content, so you will be able to learn more effectively. There are a lot of smaller but dynamic changes, all to make your learning experience more effective. Please visit the following URL to download a 'how to' for the new platform: <https://praedfoundation.org/wp-content/uploads/2018/05/Schoox-How-To-05312018.pdf>

What to expect:

For the first time logging in on the new platform (still accessed via [www.tcomtraining.com](http://www.tcomtraining.com) after July 1<sup>st</sup>):

1. **Username:** email from LearnerNation
2. **Temporary Password:** password
3. You will then be prompted to reset your password after completing steps 1 and 2
4. You will then be asked to select your agency. If you do not see your agency, please contact [support@tcomtraining.com](mailto:support@tcomtraining.com)



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Major changes from old platform to new platform:

1. Certification is now tied to completion of ALL steps in a course and not just to passing a final exam
2. You will no longer be locked out after 3 unsuccessful attempts at a final exam; however, we will still be providing coaching and feedback

Please note: If you are in the middle of a course, your course progress will NOT transfer. Please finish any courses that are in process PRIOR to your counties transition date.

If you have any questions, please contact:

- Lauren Schmidt at [support@TCOMTraining.com](mailto:support@TCOMTraining.com)
- The CANS-NY Institute at 1-833-802-2267, [Dr. Suzanne Button](#) or [Angela Pollard](#)
- NYS DOH HHSC Team: 518-473-5569 or [hhsc@health.ny.gov](mailto:hhsc@health.ny.gov)
- CANS-NY Regional Coaches:
  - Western Region of NYS: [Josh Nellist](#)
  - Capital Region of NYS: [Brandon Howlett](#)
  - Hudson Valley Region of NYS: [Mary Nichols](#)
  - Downstate Region of NYS: [Cynthia Schelmety](#)