



A learning program for **staff working in Prevention services.**

## ABOUT

This eLearning program better prepares direct service staff to have conversations with their assigned families about child support. This program provides learners with an overview of the child support process, guidance on using motivational interviewing techniques in discussions about child support, and an introduction to tools that allow access to individual child support case details. Before attending this eLearning training, learners must complete an online pre-test.

## BENEFITS

Learners will:

- Understand the child support process from inception to the court hearing and beyond.
- Become familiar with Snapshot, an online tool that helps service providers assist noncustodial parents to manage their child support cases.
- Be trained how to apply motivational interviewing techniques in conversations about child support with custodial and noncustodial parents.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test



A one-hour eLearning course



An online post-test



Completion of all components is necessary to receive a Certificate of Completion.

## PREREQUISITES

There are no prerequisites for this course.

## CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is 1 contact hour/0.1 CEUs. CEU credit is contingent upon completion of all course components.

## REGISTRATION

Register for this course by logging in to [Cornerstone](#), browse for the course name and complete all information. For more information about the ACS Workforce Institute, please contact the Help Desk at [WIhelpdesk@acs.nyc.gov](mailto:WIhelpdesk@acs.nyc.gov) or call (212) 748-1898.

## ABOUT ACS WORKFORCE INSTITUTE

The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that supports child welfare and juvenile justice direct service staff and strengthens their skills as they support and strengthen New York City's families and children. Through partnership with the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work), the ACS Workforce Institute offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider agency staff.

Visit our website at [www.nycacstraining.org](http://www.nycacstraining.org)

