



A learning program for **staff including supervisors and managers working in the Division of Child Protection (DCP) in Applications units.**

## ABOUT

This eLearning program provides learners with an in-depth look at the roles and responsibilities of the Applications teams and provides guidance on how to conduct accurate and timely case clearances using multiple databases. Learners practice retrieving and assessing pertinent case information and explore instances where cases can benefit from the combined expertise of various DCP partners. This course promotes strategies for providing essential foundational information to Protective and Collaborative Assessment, Response, Engagement, and Support (CARES)/FAR units — to best enable Child Protective Specialist (CPS) staff to begin their investigations and assessments. Throughout the training, practice opportunities are provided for learners to simulate navigating databases and reviewing case details to reduce inaccuracies when conducting case clearances.

## BENEFITS

Learners will:

- Receive guidance on how to conduct clearances in an accurate and timely manner to minimize inaccuracies in the clearance processes.
- Demonstrate knowledge and skills of policies that ensure the assignment of cases to the appropriate Child Protective or CARES/FAR unit.
- Acquire strategies for providing information to CPS staff that connect them with the appropriate supports to begin their investigation or assessment and intervene accordingly with families.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A 65-minute 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

There are no CEUs associated with this course.

## REGISTRATION

Division of Child Protection staff can reach out to their Staff Development Coordinator (SDC) to register. All others can register in **Cornerstone**, by browsing for the course name and completing 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

A state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice direct service staff as they strengthen and support 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.