



A learning program for **applications staff from CARES/FAR, Child Protective Specialists and their supervisors, Emergency Children's Services staff on their own time as directed by Division of Child Protection leadership, and during scheduled coaching sessions with Workforce Institute coaches.**

ABOUT

This eLearning program examines the collaborative approach between the family and a Collaborative Assessment, Response, Engagement and Support (CARES/FAR) specialist at case closure. Learners examine how to use the closing process to support a family's success and how to successfully transition the family to a service provider if necessary.

BENEFITS

Learners will:

- Understand what partnership looks like when closing a case.
- Learn how to use the warm handoff process to broker a successful transition if the family is referred to a service provider.

COMPONENTS

Once enrolled in the course, learners will complete:



A 5-7-minute eLearning course.



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

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 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

