

# Writing Effective Progress Notes: Tips and Techniques to Improve Your Documentation



A learning program for **direct service staff working in Child Welfare, or anyone who has the responsibility of writing progress notes in Connections.**

## ABOUT

This learning program provides Child Welfare staff with techniques and a framework for writing effective progress notes that reflect casework activities, as well as support assessment and decision making throughout the life of a case. Learners explore the crucial role progress notes play, and the importance of using descriptive, behavior-based language — while practicing writing progress notes. Before attending this instructor-led training, learners must complete an online pre-test.

## BENEFITS

Learners will:

- Recognize the importance of documentation in decision making.
- Acquire tools to write progress notes in a timely fashion.
- Learn how to best document the case information required to make informed decisions on issues of child safety, permanency and well-being.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A one-day, instructor led-workshop.



An online post-test.



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

## PREREQUISITES

There are no prerequisites for this course. It is recommended that learners complete the Effective Writing Skills eLearning course offered through the ACS Workforce Institute or equivalent.

## 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 [Wlhelpdesk@acs.nyc.gov](mailto:Wlhelpdesk@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.

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