



A learning program for **direct service staff, supervisors, managers, and all Quality Assurance staff working in the Division of Child Protection (DCP), and all Quality Improvement staff working in the Division of Policy Planning and Management (DPPM).**

## ABOUT

This eLearning program prepares learners to apply the structure of the Engagement Assessment Documentation and Guidance + Outline (EADG+O). Learners explore how to use agency resources, including policies and protocols, to enhance family engagement and documentation of casework contacts and activities. Additionally, learners practice using the EADG+O to support application of the framework and applying CARES tools to increase family engagement and information gathering.

## BENEFITS

Learners will:

- Identify the importance of engagement and explore how to engage with families using open-ended questions and critical thinking.
- Recognize how to maintain quality casework practice and documentation within the CONNECTIONS database.
- Practice using follow-up questions to get a comprehensive illustration of the family's circumstances and needs.
- Use specific tools and strategies to engage and gather information from families.
- Practice making informed decisions and accurate assessments regarding safety and risk concerns.

## 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

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](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.

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