Contracted Course Catalog

Bureau of Training and Development
May 2017

Introduction:

This catalog contains brief narrative descriptions of various trainings offered by the Bureau of Training and Development, the duration of each module, and its delivery mode.

How to look things up:

For ease of reference, this catalog is divided into five sections and two appendices:

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Section II	Courses for Adult Protective Staff
Section III	Courses for Day Care Services
Section IV	Systems Training
Section V	Additional Training Courses Available to LDSS Staff
Appendix 1	How to Access OCFS Contracted Training
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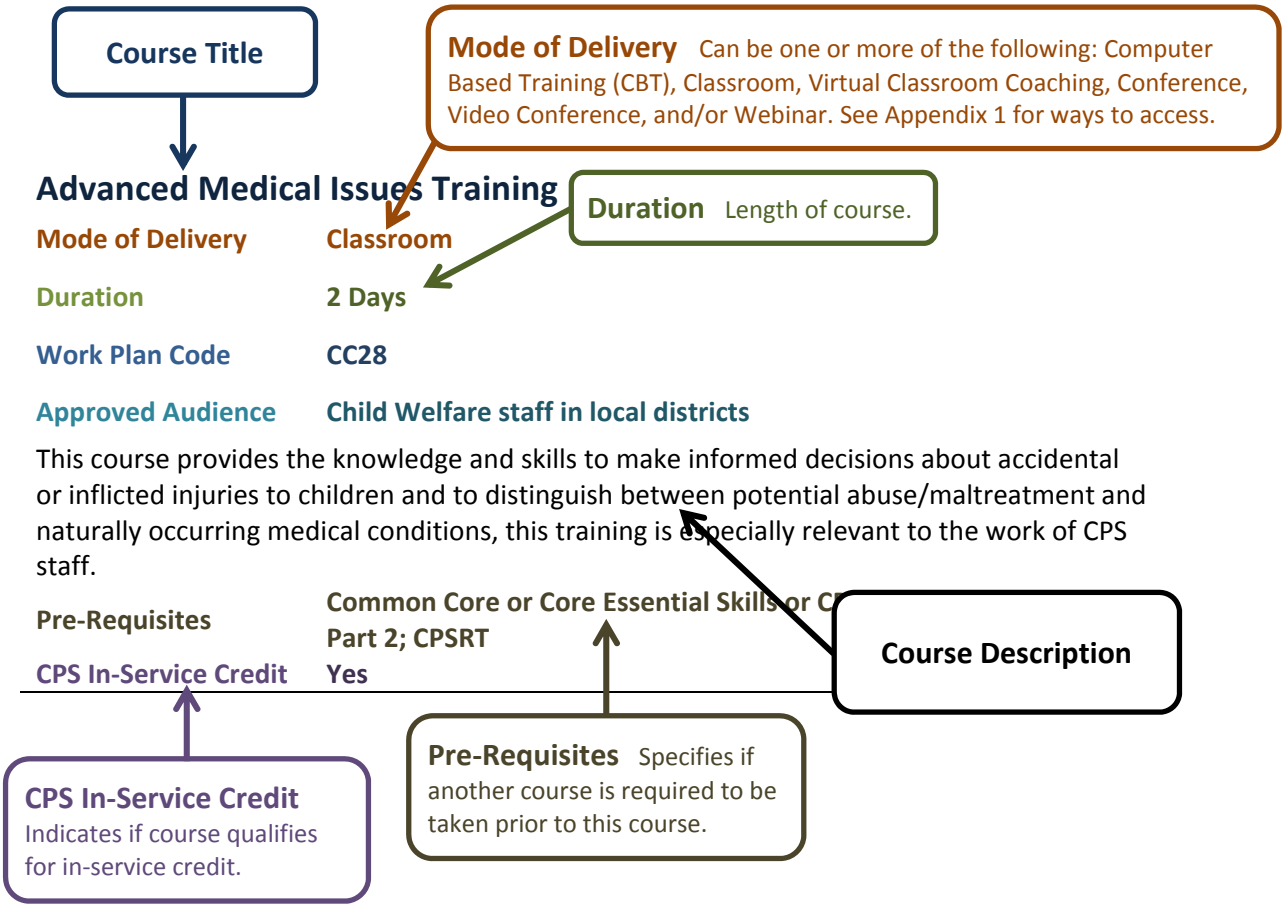

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Courses for Child Welfare

Foundation Courses

Core Essential Skills for Experienced Caseworkers

Mode of Delivery Classroom & CBT
Duration 8 Days
Work Plan Code CC36
Approved Audience Experienced local district and voluntary agency CW and CPS caseworkers who did not attend Common Core or CPS Foundation Parts 1 and 2

This training program provides child welfare caseworkers who have at least six months of experience, and did not attend Common Core or CPS Foundation Part 1 and Part 2, with the knowledge, skills, and abilities they need to achieve the goals of child and family safety, permanency and well-being. It includes identifying child abuse and maltreatment; safety and risk assessment; effective communication; strengths-based assessments; assessing and interviewing children; engaging families in ongoing safety assessment; and engaging the family in developing and implementing the service plan.

Pre-Requisites none
CPS In-Service Credit No

CPS Foundation Part 1

Mode of Delivery Classroom & CBT
Duration 8 Days
Work Plan Code CC02
Approved Audience New local district and voluntary agency CW and CPS caseworkers

This program is the foundation training for new caseworkers, especially those who have a role in Child Protective Services Responses, including FAR and on-call. It provides them with the knowledge and skills necessary to effectively begin working with children and families to achieve the child welfare outcomes of safety, permanency, and well-being. This course provides foundational learning necessary to proceed to Child Protective Services Response Training (CPSRT).

Pre-Requisites Mandated Reporter
CPS In-Service Credit No

CPS Foundation Part 2

Mode of Delivery Classroom & CBT
Duration 8 Days
Work Plan Code CC02
Approved Audience New local district and voluntary agency CW and CPS caseworkers

This program will enhance foundational competencies of new caseworkers, especially those who have a role in Child Protective Services Responses, including FAR and on-call, by providing them with the knowledge and skills necessary to effectively work with children and families. This course is required in order for CPS Foundation participants to complete their “new caseworker” training. This training includes a day of Connections training. There is also an eighth optional day of Legal training.

Pre-Requisites CPS Foundation Part 1 and CPSRT
CPS In-Service Credit No

CPS Foundation Part 2: Completing the Family Assessment and Service Plan (FASP)

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CONN01
Approved Audience Trainees who have completed CPS Foundation Part 1 and CPS response training.

This couse provides CPS workers with information specific to their role, focusing on the navigational path they most commonly use. Through discussion, demonstration, and hans-on practice exercises, participants will begin with the Family Services Intake (FSI), stage progress to a Family Services Stage (FSS), add and modify Program Choices and Permanency Planning Goals (PPGs) prior to launching the Initial Family Assessment and Service Plan (FASP), and review the protective components that prefill the FASP from the CPS Investigation (INV) stage.

Pre-Requisites Enrolled in foundation training
CPS In-Service Credit No

Courses for Child Protective Services Staff

Child Forensic Interviewing

Mode of Delivery Classroom
Duration 5 Days
Work Plan Code CC31
Approved Audience Local district CPS caseworkers and supervisors, Multi-Disciplinary Team members, Joint Response Team members and Child Advocacy Center staff.

This training utlizes the ChildFirst® Forensic Interview Protocol, a flexible model that includes poly-victimization screening and explores all forms of maltreatment. The foundation of ChildFirst® is the best interest of the child. The training also includes child development, memory and suggestibility, cultural considerations, working effectively as a multi-disciplinary team (MDT), testifying in court, legal issues and preparing children for court. This five-day classroom training course gives child abuse professionals a comprehensive introduction to the forensic interviewing process and teaches students to apply the latest research to real-life situations.

Pre-Requisites Common Core or Core Essential Skills or CPS Foundation Parts 1 and 2; CPSRT and Sexual Abuse Dynamics and Intervention
CPS In-Service Credit Yes

Child Protective Services Response Training

Mode of Delivery Classroom, CBT & Virtual Classroom
Duration Pre and mid-classroom modules; 8 days includes 1 Day CONNECTIONS training
Work Plan Code CC03
Approved Audience Local District CPS and Child Welfare Caseworkers and supervisors and provider agency FAR staff

This course is the core training required by law for CPS caseworkers who assume CPS responsibilities, both Family Assessment Response (FAR) and investigative. It builds upon safety and risk assessment and critical thinking skills and values acquired through the Common Core by applying them to CPS. It focuses on: the principles and techniques of assessing safety and risk; investigation; determination of allegations; relationships with other investigative bodies; and legal issues.

Pre-Requisites Common Core or Core Essential Skills or CPS Foundation Part 1
CPS In-Service Credit Yes

Child Welfare Requirements for Identifying and Working with Sex Trafficking Victims (HSLC web)

Mode of Delivery CBT
Duration 30 minutes
Work Plan Code SYS14
Approved Audience Local departments of social services and voluntary agency staff.

In September 2016, the Preventing Sex Trafficking and Strengthening Families Act was signed into law. This Act has two primary purposes: to improve the safety, permanency, and well-being outcomes of children and youth involved with the child welfare and juvenile justice systems, and to protect and prevent at-risk children and youth from becoming victims of sex trafficking. During this asynchronous training, Lynn Baniak from OCFS' Office of Strategic Planning and Policy Development, will explain the new procedures for screening and responding to this population. She will also review tools and resources OCFS has created to help carry out this important work.

Pre-Requisites none
CPS In-Service Credit Yes

Domestic Violence Training for Child Protective Workers

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code CC13
Approved Audience Child Protective Service (CPS) workers in local districts

This training program assists CPS caseworkers to identify the presence of domestic violence in families and to conduct accurate safety and risk assessments. It teaches how to support and sustain non-DV offending parents' efforts to protect themselves and their children and meet their needs and how to engage DV offending parents to assume responsibility for the impact of their abusive behavior on their children and to meet their needs for safety, permanency and wellbeing. The training is designed to help participants to integrate best practice domestic violence practice strategies within their child protective services' practice, use self-reflection in their day-to-day work, and build their ability to apply critical thinking skills to interviews, assessments and decision making. Mandated for all CPS workers.

Pre-Requisites Common Core or Core Essential Skills or CPS Foundation Part 1; CPSRT; CPS Foundation Part 2
CPS In-Service Credit Yes

Supervising CPS

Mode of Delivery Classroom & CBT
Duration 4 Days
Work Plan Code CC03

Approved Audience Local District CPS Supervisors

This course is mandated for CPS supervisors and builds on critical skills to model, coach, and monitor strengths-based, child-centered, family-focused practice in CPS. It focuses on issues and skills relevant to CPS supervisors including supervising the CPS response, decision-making, safety and risk assessment, managing safety over the life of the case, coaching and monitoring CPS practice.

Pre-Requisites Common Core or Core Essential Skills or CPS Foundation Part 1; CPSRT; CPS Foundation Part 2; Supervisory Foundations or KEYS Core or KEYS Essentials

CPS In-Service Credit Yes

Family Assessment Response (FAR)

Advanced Supervision in FAR

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code CC03

Approved Audience FAR approved LDSS CPS caseworkers and supervisors and appropriate administrators and provider agencies, identified OCFS Regional and Home Office staff and identified University and LDSS trainers.

The key objectives are to enhance the knowledge and skills of supervisors, administrators and other key individuals to better support staff; promote effective FAR practice and implementation; maintain FAR process fidelity and support child safety.

Pre-Requisites Common Core or Core Essential Skills or CPS Foundation Part 1; CPSRT; CPS Foundation 2; FAR Process and Practice; Solution-Focused FAR Practice; Assessing Safety and Risk in FAR; Supervisory Foundations, KEYS Core or KEYS Essentials; Supervisory Core Mod

CPS In-Service Credit Yes

Assessing Safety and Risk in FAR

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code CC03

Approved Audience FAR approved LDSS CPS caseworkers and supervisors and appropriate administrators and provider agencies, identified OCFS Regional and Home Office staff and identified University and LDSS trainers.

Focuses on understanding the differences between safety and risk and how it relates to the FAR process, identifying successful approaches to risk and safety assessment within FAR, knowing when risk is or is not an indicator of moving a family to a traditional CPS investigation track, and effective engagement and communication with families in the FAR process.

Pre-Requisites Common Core or Core Essential Skills or CPS Foundation Part 1 ; CPSRT;CPS Foundation 2; FAR Process and Practice; Solution-Focused FAR Practice

CPS In-Service Credit Yes

FAR Process and Practice Training

Mode of Delivery Classroom & CBT

Duration	**2 Days**
Work Plan Code	**CC03**
Approved Audience	**FAR approved LDSS CPS caseworkers and supervisors and appropriate administrators and provider agencies, identified OCFS Regional and Home Office staff and identified University and LDSS trainers.**

Provides participants with a thorough overview of the philosophical and practice frameworks for family assessment response for NYS. It includes the core principles, values and practices, protocols and procedures for FAR cases and will prepare caseworkers for engaging a family within FAR

Pre-Requisites	**Common Core or Core Essential Skills or CPS Foundation Part 1; CPSRT; CPS Foundation Part 2**
CPS In-Service Credit	**Yes**

Increasing the Voice of Children and Youth in FAR

Mode of Delivery	**Classroom**
Duration	**1 Day**
Work Plan Code	**CC03**
Approved Audience	**FAR approved LDSS CPS caseworkers and supervisors and appropriate administrators and provider agencies, identified OCFS Regional and Home Office staff and identified University and LDSS trainers.**

This course provides new FAR case workers and supervisors the skills necessary to effectively engage children and youth in FAR and to facilitate family leadership through family-led processes so that children and youth are safe and families are supported in remaining together.

Pre-Requisites	**Common Core or Core Essential Skills or CPS Foundation Part 1; CPSRT; CPS Foundation Part 2; FAR Process and Practice; Solution-Focused FAR Practice; Assessing Safety and Risk in FAR**
CPS In-Service Credit	**Yes**

Solution-Focused FAR Practice

Mode of Delivery	**Classroom**
Duration	**1 Day**
Work Plan Code	**CC03**
Approved Audience	**FAR approved LDSS CPS caseworkers and supervisors and appropriate administrators and provider agencies, identified OCFS Regional and Home Office staff and identified University and LDSS trainers.**

Increases the capacity of FAR caseworkers and supervisors to advance a practice shift, acquire new skills to support the integration of FAR and, more importantly, to facilitate family leadership through family-led processes so that children are safe and families are supported in remaining together.

Pre-Requisites	**Common Core or Core Essential Skills or CPS Foundation Part 1; CPSRT;CPS Foundation Part 2; FAR Process and Practice**
CPS In-Service Credit	**Yes**

Supervising to a Practice Shift in FAR

Mode of Delivery	**Classroom**
Duration	**1 Day**
Work Plan Code	**CC03**

Approved Audience	**FAR approved LDSS CPS caseworkers and supervisors and appropriate administrators and provider agencies, identified OCFS Regional and Home Office staff and identified University and LDSS trainers.**

Illuminates the role of the FAR supervisor and help identify strategies for engaging and supervising workers, learn how to identify worker practice strengths and challenges, and how to create a plan to enhance or develop worker capacity and commitment.

Pre-Requisites	**Common Core or Core Essential Skills or CPS Foundation Part 1; CPSRT; CPS Foundation Part 2; FAR Process and Practice; Solution-Focused FAR Practice; Assessing Safety and Risk in FAR; Supervisory Foundations or KEYS Core or KEYS Essentials; Supervisory Co**
CPS In-Service Credit	**Yes**

Courses for Child Welfare Staff and Supervisors

Adolescent Substance Use Computer-based Training

Mode of Delivery	**CBT**
Duration	**2-3 Hours**
Work Plan Code	**CC05**
Approved Audience	**Local district and provider agency child welfare caseworkers and supervisors, and child care workers and supervisors in provider agencies.**

The prevalence of adolescent substance use and the seriousness of the possible impact of substance use on the adolescent's well-being make it imperative that caseworkers have an understanding of adolescent substance use, have access to resources about adolescent substance use, and know the best ways to engage with an adolescent and his/her family about possible substance use. This WBT training is designed for caseworkers working with adolescents who may be using alcohol or other drugs. This training will increase workers' competence and confidence to work with adolescents who are suspected of using substances, teach workers how substance use negatively impacts adolescents, and help workers to decide what actions to take with an adolescent and his/her family to address the problem of adolescent substance use.

Pre-Requisites	**none**
CPS In-Service Credit	**Yes**

Advanced Legal Issues Training

Mode of Delivery	**Classroom**
Duration	**2 Days**
Work Plan Code	**CC28**
Approved Audience	**Child welfare staff in local districts**

This course expands on legal issues introduced in Common Core and CPSRT. The course provides the knowledge and skills needed to bring a case of child abuse and/or neglect through the Family Court System.

Pre-Requisites	**Common Core or Core Essential Skills or CPS Foundation Parts 1 and 2; CPSRT**
CPS In-Service Credit	**Yes**

Advanced Medical Issues Training

Mode of Delivery	**Classroom**
Duration	**2 Days**

Work Plan Code CC28
Approved Audience Child Welfare staff in local districts
This course provides the knowledge and skills to make informed decisions about accidental or inflicted injuries to children and to distinguish between potential abuse/maltreatment and naturally occurring medical conditions, this training is especially relevant to the work of CPS staff.
Pre-Requisites Common Core or Core Essential Skills or CPS Foundation Parts 1 and 2; CPSRT
CPS In-Service Credit Yes

Attachment and Separation Issues in Child Welfare

Mode of Delivery Classroom
Duration 3 Days
Work Plan Code RC04
Approved Audience Foster Care & Preventive Caseworker and Supervisor
This training explores how bonding, attachment, and separation interfere with positive child development and adjustment while children are in care. The training examines the emotional and psychological relationships children form with the significant people in their lives and the impact that these relationships have on their ability to achieve permanency. Upon completion of the module, participants will have an understanding of the process and dynamics of normal attachment of children to their parents and to other significant caregivers, and an understanding of the potentially traumatic outcomes of separation and placement for children and their families.
Pre-Requisites none
CPS In-Service Credit No

Brief Solution Oriented Interventions with Substance Affected Families

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CC05
Approved Audience Local district and provider agency child welfare caseworkers and supervisors, and child care workers and supervisors in provider agencies.
There are key knowledge/skill sets required for services to youth and families in community and residential programs where the average length of stay has decreased over time. This six-hour workshop is designed to provide an understanding of Brief Solution-Focused Interventions as applied to working with the substance affected client and their family. Participants will be introduced to the role Brief Solution-Focused Interventions can play in engaging the substance affected client and their family for change, in a timely manner. In addition, the participants will have the opportunity to apply the concepts in interactive activities.
Pre-Requisites None
CPS In-Service Credit Yes

Casework Documentation Special Topics Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CC04
Approved Audience Child Welfare local district and provider agency staff
Provides local district/voluntary agency specific training on requested topics related to Casework documentation training.

Pre-Requisites	**Family Assessment Service Plan Training**
CPS In-Service Credit	**No**

Child Centered Family Focused Practice Toolkit

Mode of Delivery	**Classroom & CBT**
Duration	**Varies by district**
Work Plan Code	**CC35**
Approved Audience	**Local district commissioners, provider agency directors, directors of services, staff development coordinators, supervisors, caseworkers; other identified stakeholders**

The Child Centered Family Focused Practice Toolkit focuses on developing and enhancing caseworkers' capacity to engage families, especially around family preservation and reunification; and on the skills, strategies, and techniques caseworkers need to engage family members in planning and achieving children's safety, permanency, and well-being.

Pre-Requisites	**none**
CPS In-Service Credit	**Yes**

Coaching Family Visits Toolkit

Mode of Delivery	**Classroom & CBT**
Duration	**Varies by district**
Work Plan Code	**CC35**
Approved Audience	**Local district commissioners, provider agency directors, directors of services, staff development coordinators, supervisors, caseworkers; other identified stakeholders**

The Coaching Family Visits Toolkit presents coaching visits as an effective alternative to traditional supervised visits. Participants learn how to partner with parents; how to engage parents to focus on identifying and meeting each child's needs; learn strategies and tools to help parents explore the feelings, needs and strengths that a child may be expressing through their behavior during visits.

Pre-Requisites	**none**
CPS In-Service Credit	**No**

Co-occurring Disorders for Child Welfare Workers Computer-based Training

Mode of Delivery	**CBT**
Duration	**2-3 Hours**
Work Plan Code	**CC05**
Approved Audience	**Local district and provider agency child welfare caseworkers and supervisors, and child care workers and supervisors in provider agencies.**

Research supports the fact that many clients diagnosed with substance use disorders are also diagnosed with at least one mental health disorder. The coordination of services to provide such clients with the maximum benefit can be a significant challenge. This training presents participants with information on specifics of working with clients affected by both a substance use and mental health disorder. This program focuses its impact on the family and the implications for delivering services to families who are affected by mental illness and substance use.

Pre-Requisites	**none**
CPS In-Service Credit	**Yes**

Domestic Violence Training for Child Welfare Workers

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code CC13
Approved Audience Child Welfare (CW) workers in local districts, provider agencies and OCFS Regional and Home Office Staff

This skill-based training assists CW workers with families where domestic violence and child abuse and maltreatment overlap. This training provides a comprehensive overview of adult domestic violence, the role of CW in domestic violence cases, and the impact of domestic abuse on the safety of adult victims and children. There will be opportunities for participants to assess for and respond to domestic violence, discuss safety planning with the protective parent, evaluate the effectiveness of various interventions, and review legal remedies.

Pre-Requisites none
CPS In-Service Credit No

Family Assessment Service Plan Refresher Training

Mode of Delivery Classroom
Duration 1 1/2 Days
Work Plan Code CC04
Approved Audience Child Welfare local district and provider agency staff

This training focuses on case recording requirements in CONNECTIONS and provides hands-on practice on documenting in the Family Assessment and Service Plan (FASP), health services, education, and permanency hearing reports.

Pre-Requisites None
CPS In-Service Credit Yes

Family Meetings Toolkit

Mode of Delivery Classroom & CBT
Duration Varies by district
Work Plan Code CC35
Approved Audience Local district commissioners, provider agency directors, directors of services, staff development coordinators, supervisors, caseworkers; other identified stakeholders

The Family Meetings Toolkit presents the philosophy and beliefs that support family meetings as well as its benefits to families and caseworkers; presents strategies for partnering with family members; presents the steps and processes for conducting a family meeting, including standard agendas, managing conflict and facilitation skills and strategies.

Pre-Requisites none
CPS In-Service Credit Yes

Helping People Change: Techniques for Engaging and Motivating Child Welfare Clients and Their Families

Mode of Delivery Classroom

Duration 1 Day
Work Plan Code CC05
Approved Audience Local district and provider agency child welfare caseworkers and supervisors, and child care workers and supervisors in provider agencies.

Helping clients change behavior is an important role for child welfare professionals. Identifying the need for change in families and individuals affected by substance use disorders appears logical; motivating the client for change is challenging. This six hour training will provide participants with an understanding of the complexity of intentional behavior change and skills based techniques to identify client readiness to make change and to address barriers to change. Participants will be introduced to strategies for reducing resistance as well as learning strategies to enhance motivation and engage the substance affected client and their family for improved child welfare outcomes.

Pre-Requisites none
CPS In-Service Credit Yes

KEYS Coaching

Mode of Delivery Coaching
Duration Six hourly sessions
Work Plan Code SPD01
Approved Audience Child welfare supervisors

KEYS Coaching is for front line child welfare supervisors and their supervisors to enhance their ability to implement all dimensions of the KEYS: NYS Model of Supervision; to provide deliberate, targeted feedback and support to staff; support consistent implementation of supervisory skill sets and competencies; develop effective learning and support strategies for front line child welfare supervisors and their supervisors across areas such as workload management, developing staff through feedback and coaching, managing conflict, use of individual and group supervision, and modeling of solution focused practice approaches.

Pre-Requisites KEYS Core Training
CPS In-Service Credit Yes

KEYS Core Training

Mode of Delivery Classroom
Duration 3 2-Day Courses
Work Plan Code SPD01
Approved Audience Local district child welfare supervisors and senior caseworkers, directors of services, other local implementation team members, OCFS CWCS staff, local district staff in OCFS program areas, including local district/NYC staff development coordinators/perso

KEYS Core Training focuses on the development of leadership and supervisory effectiveness skills. KEYS Core focuses on the needs of new supervisors and the competencies they most need within the first six months of assuming a supervisory position. KEYS Core Training includes: Transitioning from Worker to Supervisor, The Process of Supervision, and Case Consultation (each a two-day training). This program will provide new supervisors with the knowledge and skills necessary to effectively support, develop, and supervise child-centered, family-based, strengths-based child welfare practice in alignment with the KEYS Model of Supervision.

Pre-Requisites Module 1 requires viewing of 2 CBT'S prior to classroom training.
CPS In-Service Credit Yes

KEYS Supervision Essentials

Mode of Delivery Classroom
Duration 3 2-Day Modules
Work Plan Code SPD01
Approved Audience Experienced supervisors

KEYS Supervision Essentials is offered to support the implementation of the model of supervision. Training topics include: Supervision Structure and Process; Communication, Monitoring and Providing Feedback; and Case Consultation.

Pre-Requisites Module 1 requires viewing of 2 CBT'S prior to classroom training.
CPS In-Service Credit Yes

Legal Training for Case Planners and Supervisors

Mode of Delivery
Duration 2 Days
Work Plan Code RC04
Approved Audience Foster Care & Preventive Caseworker and Supervisor

This training is designed to provide an understanding of the entire legal process in Family Court. It is conducted by the Legal Support and Training Unit of Family Court Legal Services (FCLS). During the first day, there is an overview of the court process, including a full review of the basic hearings and the role of the caseworker at each step of the process. On the second day, the class will apply its knowledge to practical, real life situations. Using a hypothetical case, it will follow a case from its inception through disposition.

Pre-Requisites
CPS In-Service Credit

Legal Updates for CPS and Child Welfare Webcast

Mode of Delivery Webcast
Duration 3 hours
Work Plan Code SYS14
Approved Audience Experienced (on the job more than one year) child welfare and CPS staff, senior caseworkers, supervisors, directors of service and local district social services attorneys.

This annual program reviews highlights of case law updates that affect child protective services, foster care and adoption practice in New York State. Attorneys viewing this program live will be eligible to receive Continuing Legal Education Credit (CLE). A recorded version of the program will be available in HSLC for the year after the original webcast.

Pre-Requisites none
CPS In-Service Credit Yes

LL: Bridging Services Eligibility and Fiscal Claiming

Mode of Delivery Virtual Classroom
Duration 1/2 Day
Work Plan Code CC18
Approved Audience The local DSS should send paired staff: one Child Welfare Eligibility staff person and one Fiscal Claiming/Accounting staff person

This class provides descriptions of the funding categories available to pay for Child Welfare Programs. It emphasizes the importance of accurate eligibility coding in the child welfare systems such as WMS, CCRS and CONNECTIONS so as to maximize the County's reimbursement. This course bridges the gap between child welfare eligibility and fiscal claiming. Staff will leave with a better understanding of how eligibility work processes impact fiscal claiming and how fiscal claiming impacts reimbursement. As part of the training, two corresponding schedules (Schedules G and H) will be reviewed.

Pre-Requisites none
CPS In-Service Credit No

LL: Non-reimbursable Payments

Mode of Delivery Virtual Classroom
Duration 1/2 Day
Work Plan Code CC18
Approved Audience Accounting, Data Entry, Child Welfare Caseworkers, their supervisors. Those responsible for entries in WMS, CCRS, CONNECTIONS, and/or reviewing the Non-reimbursable Payments Report and/or monitoring Title IV-E eligible cases

This course focuses on making accurate entries in the systems associated with the provisions of child welfare services. These systems include the Child Care Review Services (CCRS), CONNECTIONS (CONNX), the Welfare Management System (WMS) and the Benefit Issuance Control System (BICS). The class will include a walk-through of the claiming process, a discussion on non-reimbursable payments and adjusting claims data in BICS by correcting erred cases found on the Non-reimbursable Reports.

Pre-Requisites none
CPS In-Service Credit No

LL: Opiates and Child Welfare

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code CC05
Approved Audience Local district and provider agency child welfare caseworkers and supervisors, and child care workers and supervisors in provider agencies.

Due to the current epidemic in New York State with respect to heroin and prescription opiate medication, child welfare caseworkers are struggling to find ways to help children and families find protection and services. This course will help child welfare caseworkers to become more confident and competent when working with children and families who are affected by opioid use disorders. A targeted training on heroin and prescription opiates will enhance the child welfare caseworker's knowledge, skills, and abilities, and better equip them to be more effective in the identification, intervention, and referral to treatment of children and families affected by opioid use disorders.

Pre-Requisites none
CPS In-Service Credit Yes

LL: Overview of Fetal Alcohol Spectrum Disorder

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code CC05

Approved Audience Local district and provider agency child welfare caseworkers and supervisors, and child care workers and supervisors in provider agencies.

Due to the current epidemic in New York State with respect to heroin and prescription opiate medication, child welfare caseworkers are struggling to find ways to help children and families find protection and services. This course will help child welfare caseworkers to become more confident and competent when working with children and families who are affected by opioid use disorders. A targeted training on heroin and prescription opiates will enhance the child welfare caseworker's knowledge, skills, and abilities, and better equip them to be more effective in the identification, intervention, and referral to treatment of children and families affected by opioid use disorders.

Pre-Requisites none

CPS In-Service Credit Yes

LL: Temporary Assistance to Needy Families - EAF for Child Welfare Workers

Mode of Delivery Virtual Classroom

Duration 1/2 Day

Work Plan Code CC18

Approved Audience Child Welfare Workers, Services Eligibility Workers, and Child Welfare Supervisors

This class trains workers on the child welfare eligibility requirements of TANF - EAF and the required documentation. Complying with the TANF - EAF eligibility requirements is necessary in order to claim federal funding. The training will help workers improve their ability to apply the correct rules when making eligibility determinations and authorizations, thus maximizing potential reimbursement.

Pre-Requisites none

CPS In-Service Credit Yes

LL: Title XX Below 200% of Poverty

Mode of Delivery Virtual Classroom

Duration 1/2 Day

Work Plan Code CC18

Approved Audience Child Welfare Workers and Service Eligibility Workers

This course trains workers on the eligibility requirements of Title XX Below 200% of Poverty and the required documentation. Complying with the Title XX Below 200% of Poverty eligibility requirements is necessary in order to claim federal and State reimbursement. The Title XX Below 200% training will help workers improve their ability to apply the correct rules when making eligibility determinations and authorizations, thus maximizing potential reimbursement.

Pre-Requisites none

CPS In-Service Credit No

Locating and Engaging Fathers Toolkit

Mode of Delivery Classroom & CBT

Duration Varies by district

Work Plan Code CC35

Approved Audience Local district commissioners, provider agency directors, directors of services, staff development coordinators, supervisors, caseworkers; other identified stakeholders

The Locating and Engaging Fathers Toolkit explores attitudes and barriers related to locating and engaging fathers; has a focus on the importance of fathers in the lives of children; presents strategies for locating fathers; and provides an overview of legal terminology and considerations.

Pre-Requisites none
CPS In-Service Credit Yes

Opiates and Child Welfare

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CC05
Approved Audience Local district and provider agency child welfare caseworkers and supervisors, and child care workers and supervisors in provider agencies.

This classroom training covers the same topics as the Opiates LearnLinc, but in more depth, and with a greater focus on family dynamics. This course will help child welfare caseworkers to become more confident and competent when working with children and families who are affected by opioid use disorders. A targeted training on heroin and prescription opiates will enhance the child welfare caseworker's knowledge, skills, and abilities, and better equip them to be more effective in the identification, intervention, and referral to treatment of children and families affected by opioid use disorders.

Pre-Requisites none
CPS In-Service Credit Yes

Principles of Partnership: Partners in Change

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CC33
Approved Audience CWCS and Local District and Voluntary Agency child welfare workers

OCFS' practice model is built on the belief that the most effective way to protect children and promote permanency and well-being is to strengthen their families, and the most effective way to strengthen families is through strengths-based solution-focused partnerships. The Partners in Change training grounds and supports this belief by teaching the six Principles of Partnership outlined in the Child Welfare Practice Model. Participants will also learn which of the four behavioral social styles (Amiable, Analytical, Driver or Expressive) is their dominant style and identify modifications and adaptations they can make to help build and strengthen partnerships.

Pre-Requisites none
CPS In-Service Credit No

Principles of Partnership: The Platinum Rules

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code CC33
Approved Audience State OCFS and Home Office, Regional Office, Voluntary Agency and Local District Child Welfare Administrators and Supervisors in Regions I - VI.

This training explores the six Principles of Partnership outlined in the Child Welfare Practice Model. Participants will also learn which of the four behavioral social styles (Amiable, Analytical, Driver or Expressive) is their dominant style and identify modifications and adaptations they can make to help build and strengthen partnerships. It is a two-day training for leadership and useful for teams, whole agencies, or groups wanting to increase the effectiveness of partnerships, both internally and externally, thereby improving outcomes for children and families.

Pre-Requisites none
CPS In-Service Credit No

Progress Notes Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CC04
Approved Audience Child Welfare local district and provider agency staff

This training focuses on case recording requirements in CONNECTIONS and provides hands-on practice for documenting in Progress Notes to support case decisions.

Pre-Requisites None
CPS In-Service Credit Yes

Race Equity and Cultural Competency Learning

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CC33
Approved Audience State OCFS, local district and provider agency child welfare administrators, supervisors, and caseworkers

The purpose of this activity is to provide training that develops knowledge and skills of the trainees to build and strengthen cultural competency in New York State's Child Welfare system.

Pre-Requisites none
CPS In-Service Credit No

Safety and Risk Refresher

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code CC02
Approved Audience Local district and voluntary agency CW and CPS supervisors and caseworkers

The program will review the safety and risk definitions and the process and protocol used to assess safety and risk, including the safety factors, safety criteria, safety decisions, safety plans, risk elements, expanded risk elements, the risk assessment profile, risk ratings and the decision to open a case for services.

Pre-Requisites Mandated Reporter; recommend CPS Foundation Part 1, Common Core or Core Essential Skills
CPS In-Service Credit Yes

Safetyville

Mode of Delivery CBT
Duration 3 hours

Work Plan Code DLT01
Approved Audience Local District and Voluntary Agency Staff
Safetyville is an interactive tool that provides caseworkers and other field staff with specific personal safety guidelines for 17 different situations. Participants can take as many or as few topics as they wish. It is meant to provide practical safety guidance for human services staff in and out of the office.
Pre-Requisites none
CPS In-Service Credit Yes

Safetyville Lite

Mode of Delivery CBT
Duration 1 hour
Work Plan Code DLT01
Approved Audience Local District and Voluntary Agency Staff
Safetyville Lite is an abbreviated version of the larger Safetyville training. Safetyville Lite is designed to provide staff with the very basics about personal safety in field. It is appropriate for staff that do not do field work but still need a primer on personal safety.
Pre-Requisites none
CPS In-Service Credit Yes

Substance Abuse

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code RC04
Approved Audience Foster Care & Preventive Caseworker and Supervisor
The training session will help child welfare workers and related professionals respond to substance abuse in the child welfare context. This training will address the following: (1) Common issues related to alcohol abuse, including information on the impact of parental alcohol abuse on children, advice to parents with drinking problems, services and treatment for parents seeking help, and more. (2) Provides caseworkers with an overview of conducting a concurrent investigation with multiple disciplines covering team work and developing a Drug Endangered Children Response Team and (3) Provides a tutorial with an overview of the prevalence and nature of substance use among pregnant women in the United States, including factors that often contribute to substance abuse.
Pre-Requisites none
CPS In-Service Credit No

The Caseworkers' Role at the Family Team Conference (FTC)

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code RC04
Approved Audience Foster Care & Preventive Caseworker and Supervisor
This course is designed to support and reinforce the awareness, knowledge and skills of the participants while redirecting (and correcting as necessary) faulty beliefs and values, misunderstandings regarding the purpose and model of the FTC, ineffective approaches to family engagement, poor FTC preparation, inadequate participation and follow-up practices, and unclear understanding of safety, risk, and permanency.

Pre-Requisites None
CPS In-Service Credit No

Training for New and Existing Teams (The Teaming Model)

Mode of Delivery Classroom
Duration 4 Days (with additional follow-up support as needed)
Work Plan Code SPD01
Approved Audience Workers, supervisors, and administrators of districts which have elected to participate in the Teaming Model Project.

The Teaming Model of practice is done by teams identified by local district administration. The objective is to assist new teams to define themselves as teams and function well as a team to accomplish case tasks, make appropriate decisions, and achieve case goals. Established teams will continue to receive technical assistance and training in response to their needs.

Pre-Requisites none
CPS In-Service Credit No

Working with Alcohol and Substance Affected Families

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CC05
Approved Audience Local district and provider agency child welfare caseworkers and supervisors, and child care workers and supervisors in provider agencies.

Because of the high incidence of alcohol and other substance use within families receiving child welfare services, caseworkers and supervisors need to recognize substance use disorder and its effect on the family. Working with Alcohol and Substance Affected Families (WASAF) training is designed to enhance caseworker skills in addressing the dynamics and needs of families that are affected by alcohol and other substance use disorders. This program provides the foundational information on substance use disorders, recovery, and relapse, the nature and causes of dependency, stages of chemical dependency, and its implications for child welfare caseworkers. Staff will learn about various treatment options and to recognize their role in referring families to these services.

Pre-Requisites None
CPS In-Service Credit Yes

Courses for Foster Care and Adoption

Achieving Permanency through Surrender and Termination of Parental Rights

Mode of Delivery Classroom
Duration 6 Days
Work Plan Code CC02
Approved Audience Local district and voluntary agency foster care and adoption caseworkers

This course deals specifically with activities related to freeing the child through surrender or termination of parental rights, including developing and applying the skills necessary to engage parents in the decision to surrender, and coaching parents and children in managing separation and loss.

Pre-Requisites CPS Foundation Part 1, Common Core or Core Essential Skills

CPS In-Service Credit No

COMPASS In-Service Leader Certification

Mode of Delivery Classroom
Duration 4 days
Work Plan Code FA01
Approved Audience Trainers of foster and adoptive parents, foster care and adoption caseworkers, supervisors, home finders, trainers and agency administrators in local districts and provider agencies

Trainers at local district/voluntary agencies are prepared to provide foster and adoptive parents with some basic skills such as visitation and child development, along with more specific parent training needs such as human sexuallity and creating sibling harmony.

Pre-Requisites GPSII/MAPP
CPS In-Service Credit No

Deciding Together/MAPP Leader Certification

Mode of Delivery Classroom
Duration 2 1/2 Days
Work Plan Code FA01
Approved Audience Foster and adoptive parents, foster care and adoption caseworkers, supervisors, home finders, trainers and agency administrators in local districts and provider agencies

This training prepares GPSII/MAPP Leaders to locally facilitate the six pre-certification consultations in the one-family individualized developmental training process for prospective foster/adoptive parents

Pre-Requisites GPSII/MAPP
CPS In-Service Credit No

Foster/Adoptive Parent Special Topics

Mode of Delivery Classroom
Duration Varies
Work Plan Code FA01
Approved Audience Foster and adoptive parents, caseworkers and supervisors, home finders, trainers and agency administrators in local districts, Voluntary and Provider agencies.

Topics include: all COMPASS inservice; Shared Parenting/MAPP Direct; Deciding Together/MAPP Direct; Caring for Our Own/MAPP Overview; Child Sexual Abuse/MAPP Sessions 1-5; Caring for Children Who Have Experienced Trauma: A Workshop for Resource Parents; and Kinship Care Overview: Promoting Options to Kin/Relative Caregivers

Pre-Requisites none
CPS In-Service Credit No

Group Preparation and Selection II/Model Approaches to Partnerships in Parenting Leader Certification

Mode of Delivery Classroom
Duration 9 Days
Work Plan Code FA01

Approved Audience Foster and adoptive parents, foster care and adoption caseworkers, supervisors, home finders, trainers and agency administrators in local districts and provider agencies

This foundation course of the MAPP series provides the knowledge and skills to locally deliver the 30-hour GPSII/MAPP mutual selection/pre-certification/developmental training process. This course is a prerequisite to all other Leader Certification trainings.

Pre-Requisites none

CPS In-Service Credit No

LL: Adoption Assistance

Mode of Delivery Virtual Classroom

Duration 1/2 Day

Work Plan Code CC18

Approved Audience Child Welfare Workers, Services Eligibility Workers and Adoption Workers

This class trains workers on the eligibility rules and the required documentation for Title IV-E Adoption Assistance, the State Adoption Subsidy, Non-recurring Adoption Expenses and Medicaid or Medical Subsidy for Adoption Subsidy cases. The course has been revised to incorporate program changes pursuant to the federal Fostering Connections to Success and Increasing Adoption Act of 2008. Complying with the eligibility requirements is necessary in order to claim federal and State funding. This training will help workers improve their ability to apply the correct rules when making eligibility determinations and authorizations, thus maximizing potential reimbursement.

Pre-Requisites none

CPS In-Service Credit Yes

LL: Kinship Guardianship Assistance Eligibility

Mode of Delivery Virtual Classroom

Duration 1/2 Day

Work Plan Code CC18

Approved Audience Child Welfare Workers, Services Eligibility Workers, their Supervisors, and Voluntary Agency staff

This training will familiarize local district staff and voluntary authorized agencies with the on determining eligibility for the Kinship Guardianship Assistance Program (KinGAP). It includes instructions on determining whether the child's kinship guardianship assistance payment is Title IV-E reimbursable.

Pre-Requisites none

CPS In-Service Credit Yes

LL: Navigating the Adoption Album Database- Photolisting and Family Registry

Mode of Delivery Virtual Classroom

Duration 1.5 hours

Work Plan Code DLT01

Approved Audience Local District and Voluntary Agency Staff

The training will provide step-by-step instruction on the process for completing and submitting photolistings and family registrations electronically in The Adoption Album.

Pre-Requisites none

CPS In-Service Credit No

LL: Navigating the Adoption Subsidy Database for OCFS Adoption Specialists

Mode of Delivery Virtual Classroom
Duration 1.5 hours
Work Plan Code DLT01
Approved Audience Local District and Voluntary Agency Staff

The session is training on policy or regulations. It is designed to teach participants how to successfully enter information to the adoption subsidy database, complete and successfully submit an application.

Pre-Requisites none
CPS In-Service Credit No

LL: Title IV-E Foster Care

Mode of Delivery Virtual Classroom
Duration 1 Day
Work Plan Code CC18
Approved Audience Child Welfare and Service Eligibility Workers and Supervisors

This course familiarizes staff with the eligibility requirements of Title IV-E foster care and the required documentation. Complying with Title IV-E foster care eligibility standards means the availability of 50% federal reimbursement of the costs for foster care maintenance and administration. This training will assist workers improve their ability to apply the correct rules when making eligibility determinations and authorizations so that federal reimbursement is maximized.

Pre-Requisites none
CPS In-Service Credit No

Mini-MAPP Direct Staff Training

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code FA01
Approved Audience Foster and adoptive parents, foster care and adoption caseworkers, supervisors, home finders, trainers and agency administrators in local districts and provider agencies

Mini-MAPP training provides the framework and teaching principles of GPSII/MAPP. This component is a condensed overview of the primary activities, the conceptual framework, basic concepts, information and language found in the GPS II/MAPP pre-certification program for prospective foster/adoptive parents.

Pre-Requisites none
CPS In-Service Credit No

Multi Ethnic Placement Act Training - MEPA

Mode of Delivery CBT
Duration 1 1/2 hours
Work Plan Code FA03
Approved Audience Local District and Voluntary Agency Staff

This course reviews the procedures State, local and voluntary agencies must follow to fulfill the requirements of MEPA.

Pre-Requisites none

CPS In-Service Credit Yes

Supporting Normative Experiences: Applying the Reasonable and Prudent Parent Standard (HSLC web)

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code SYS14
Approved Audience Local departments of social services and voluntary agency staff, foster parents, designees from residential care facilities.

This asynchronous training will present information on the application of the reasonable and prudent parent standard (set forth in the federal Preventing Sex Trafficking and Strengthening Families Act, P.L. 113-183). The training will review the policies and procedures caregivers need to follow when making decisions for providing children and youth with normative experiences, while still maintaining their health, safety, and best interests. Normative experiences are the age and developmentally appropriate experiences all children and youth need to develop into a successful adulthood.

Pre-Requisites none
CPS In-Service Credit Yes

Therapeutic Foster Boarding Home (TFBH) Foster Parent Training

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code FA01
Approved Audience Parents of certified TFBH/TFFC foster homes

The Parenting Skills Training program (PST) provides a variety of information and tools for foster parents of children with behavioral issues. This allows such children the opportunity of a home placement instead of a group situation.

Pre-Requisites none
CPS In-Service Credit No

Therapeutic Foster Boarding Home (TFBH) Staff Training

Mode of Delivery Classroom
Duration 3 Days
Work Plan Code FA01
Approved Audience Staff of certified TFBH/TFFC foster homes

This is the Parenting Skills Training (PST) for staff of foster parents who have an approved TFBH/TFFC home. It prepares staff to guide and support the program's foster parents.

Pre-Requisites none
CPS In-Service Credit No

Therapeutic Foster Boarding Home (TFBH) Train-the-Trainer

Mode of Delivery Classroom
Duration 3 Days
Work Plan Code FA01
Approved Audience Local district and provider agency trainers in OCFS approved Therapeutic Foster Boarding Home programs

This is the Parenting Skills Training (PST) of Trainers model. It prepares staff to train the PST to TFBH/TFFC staff and the program's foster parents.

Pre-Requisites none
CPS In-Service Credit No

Virtual Classroom Training for Foster and Adoptive Parents

Mode of Delivery Virtual Classroom
Duration Varies
Work Plan Code FA01
Approved Audience Foster and adoptive parents, foster care and adoption caseworkers, supervisors, home finders, trainers and agency administrators in local districts and provider agencies

iLinc foster and adoptive parent training schedules: various topics of different lengths related to foster/adoptive care are announced twice a year.

Pre-Requisites none
CPS In-Service Credit No

Courses for Residential Child Care

Adolescent Sexuality: Promoting Sexual Health and Sexual Responsibility

Mode of Delivery Classroom & Virtual Classroom
Duration 1 Day Classroom or 1/2 Day iLinc
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

All adolescents experience challenges adjusting to the emotional issues associated with sexual development. It is essential that the adults in each youth's life are prepared to guide that youth through that process in a healthy and appropriate manner. This training is intended to help those adults to become knowledgeable about the stressors facing adolescents, especially foster care youth, and to assist these adults in developing the necessary skills to provide education and support. The classroom version is one full day, utilizing various multi-media resources, providing opportunities for large group discussions, and will include interactive hands-on activities. The half day iLinc course has been tailored to provide content with technology based activities.

Pre-Requisites none
CPS In-Service Credit No

Boundaries: Where to Draw the Line

Mode of Delivery Classroom & Virtual Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

This course explores the importance of maintaining professional boundaries. Participants learn why people cross boundaries and understand the ways in which those transgressions impact youth. Participants will also consider the effects that abuse can have on a young person's sense of personal boundaries, and discover the purpose of self-disclosure as a tool of intervention and healing.

Pre-Requisites none
CPS In-Service Credit No

Bullying: Spot It, Stop It

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

Bullying in schools, foster care facilities, and virtually all locations in which young people gather, has become a national phenomenon. The impact of bullying on perpetrators, victims, and the social environment can have devastating short term and long-term consequences. This training has been developed to provide participants with important information about the impact of bullying, the types of bullying and, most importantly, the ways in which to create a physical and social setting in which bullying is reduced.

Pre-Requisites none
CPS In-Service Credit No

Constructive Confrontation

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

This course explores the skills involved in a positive approach to giving directions to youth. It helps participants examine their verbal and nonverbal presentation and develop more effective communication techniques. Participants explore the reasons for youth resistance and develop more positive attitudes toward it. When facing the prospect of confronting youth about their behavior, participants learn to determine when and how it should be done. They will increase their skills and ability to determine if a confrontation was successful.

Pre-Requisites none
CPS In-Service Credit No

Creating Youth Leaders in Your Agency

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

This course will provide participants with an understanding of basic youth leadership principles and strategies to develop youth voice in their programs, and the principles of building youth/adult partnerships. Benefits and barriers to implementing youth leadership will be discussed, and participants will have the opportunity to learn about New York State's model program, Youth in Progress (YIP). It will discuss ways staff can motivate youth and co-workers to participate in the YIP model as a way to develop a strong, regional youth/adult partnership in their agency and to develop youth leadership skills. It will focus on identifying strengths and skills in young people that can be translated into leadership potential. Exercises and interaction will focus on tapping into and building on the skills of young people who may not appear as leaders at first glance.

Pre-Requisites none
CPS In-Service Credit No

Cultural Competence and Adolescents

Mode of Delivery Classroom & Virtual Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

In order to effectively work with youth of diverse backgrounds, adults must be sensitive to cultural issues. This training is designed to assist adults to provide effective services to youth from a variety of racial, ethnic, and cultural backgrounds. It will challenge commonly held beliefs about diverse groups of people, and identify how prior experiences and assumptions can lead to misunderstanding. The impact of cultural competence on good casework practice will also be examined, as well exploring the ways in which culture impacts foster care placement.

Pre-Requisites none
CPS In-Service Credit Yes

Developing Life Books and LifePaks with Youth in Care

Mode of Delivery Classroom & Virtual Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

Both the LifeBook and LifePak provide youth with concrete means to help understand their past and plan for their future. This training will help create an understanding of the necessity to collect information pertinent to the success of youth as they transition out of foster care. Participants will learn practical methods for gathering and compiling information and also learn ways in which to help youth deal with emotions that can arise as a result of the LifeBook/LifePak development process. It will help those working with youth to use the process of developing a LifeBook as a way to produce a tangible product while helping the youth to explore future goals.

Pre-Requisites none
CPS In-Service Credit No

Developing Money Management Skills with Youth in Care

Mode of Delivery Classroom & Virtual Classroom
Duration 1 Day Classroom or 1/2 Day iLinc
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

Money management skills develop from the ideas, attitudes, and spending habits learned at home, school, and the marketplace. Those who learn good money management skills are more likely to become adults who can make sound financial decisions, avoid excessive debt, and manage income and expenses to reach their goals. Therefore, it is important for youth in foster care to understand their ideas and attitudes about money and their spending habits in order to develop good money management skills. Creative and fun ways of teaching foster care youth about money management equip youth with the skills and tools to be an educated consumer. Activities, games, and resources about money management that can be used with youth individually or with groups will be included.

Pre-Requisites none
CPS In-Service Credit No

Facility Director's Proceeding Training

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DLT01
Approved Audience OCFS state staff

Facility Director's Proceedings (FDP) are an important tool in the maintenance of order in OCFS residential facilities. If not conducted properly and according to policy, the proceedings findings and recommendations may not be upheld. Attention to detail is important. This training will provide state staff with an understanding and background of how to conduct FDPs properly so that they are more likely to be upheld upon review.

Pre-Requisites None
CPS In-Service Credit No

Getting Down to Basics: Essential Skills for Child Care Workers

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Child care workers, direct care staff and YDAs

This course examines the concept of self-awareness and looks at how workers' responses and physical posturing give off nonverbal messages to the youth they interact with during the course of their work. It also explores the significance of developing skills of posturing, observation, and decision making, and introduces the concepts of therapeutic intervention and positive role modeling.

Pre-Requisites none
CPS In-Service Credit No

Life Skills Toolbox

Mode of Delivery Classroom

Duration 2 Days
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

This course is designed to build on the Promoting Positive Youth Development and Well Being (PPYD) course or the Working with Youth in Care trainings. Participants must take one of these courses as a pre-requisite. For DJJOY staff, the Basic Academy serves as the pre-requisite. This training will assist participants to link assessment, the foundation for designing a life skills plan, with the resources contained in the toolbox. The Life Skills Toolbox provides a competency-based structure for selecting specific life skills that need instruction, and provides activities and resources that teach the specific life skill.

Pre-Requisites none
CPS In-Service Credit No

Motivating Kids in Care: The Challenge of Change

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

This course focuses on the reasons why youth in care lose motivation, as well identifying the skills staff can use to help youth make changes in their lives.

Pre-Requisites none
CPS In-Service Credit No

Permanency for Youth: Six Steps to Engaging Families

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code RC01
Approved Audience DJJOY staff only

Adolescents need safe, stable, and secure relationships, love, unconditional commitment, and lifelong support. Permanency is both a process and a result that involves the youth as a participant or leader in finding a permanent connection with at least one committed adult through reunification, a legal adoption, or guardianship. Participants will be introduced to a structured model for partnering with youth and families in identifying and engaging adults who can provide them with permanent and caring relationships. They will also have the opportunity to explore how attitudes and the culture within an agency towards youth may influence their permanency practices. Concrete strategies for developing sustainable practices that can improve youth permanency outcomes and improve the ways they engage with youth in planning for their future will be taught.

Pre-Requisites N/A
CPS In-Service Credit No

Permanency Options for Youth

Mode of Delivery Classroom & Virtual Classroom

Duration 1/2 Day
Work Plan Code RC01
Approved Audience Case managers in local districts and voluntary agencies

This training will focus on defining permanency and identifying for case managers in local districts and voluntary agencies in New York State, the permanency options for children and youth to be explored if reunification with birth families is not possible. Those options include: adoption, guardianship, including KinGAP, and Another Planned Living Arrangement (APLA).

Pre-Requisites none
CPS In-Service Credit No

Predispositional Risk Assessment Instrument (PDRAI) Webinar

Mode of Delivery CBT
Duration 1.5 Hours
Work Plan Code DLT01
Approved Audience Local District, State, and Voluntary Agency Staff

This is a recording of a webinar that was delivered live on March 16, 2016. It will provide participants with an overview of the PDRAI legislation, the proposed tool and process, its anticipated impact on DSS, and proposed implementation timelines.

Pre-Requisites None
CPS In-Service Credit No

Preparing Foster Care Youth for College

Mode of Delivery Classroom & Virtual Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and DJJOY staff and youth.

This course will help you become well-versed in educational services and financial aid opportunities available for foster care youth. Participants will learn about services and supports available to foster care youth to pursue post-secondary education. Among the supports to be discussed are grants, scholarships, and the education and training voucher (ETV).

Pre-Requisites N/A
CPS In-Service Credit No

Preparing Youth for Employment

Mode of Delivery Classroom & Virtual Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and DJJOY staff and youth.

Youth in care often experience difficulty in securing and maintaining employment due in part to their lack of skills and self-confidence. This training will focus on the interpersonal, workplace, and technological skills needed in today's job market, and how participants can foster these skills in the youth with whom they work. Participants will be able to assist youth in career exploration, teach youth how to use portfolios as a career development tool, assess and strengthen youth employment readiness skills, explore methods to assist youth in developing job seeking and job keeping skills, and identify local programs and community resources to assist youth with career exploration, job skills development, and employment opportunities.

Pre-Requisites none
CPS In-Service Credit No

Promoting Positive Youth Development and Well-Being (PPYD)

Mode of Delivery Classroom & CBT
Duration pre-class module; 2 days
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and DJJOY staff and youth.

This training will assist those working with youth in care to promote positive youth development and well-being using Positive Youth Development (PYD) strategies. PYD strategies encourage service providers to look at youth from a holistic perspective, view youth as partners in their own development, provide youth with the skills and opportunities to foster better decision-making, and prepare youth to take the lead in achieving their goals. Understanding adolescent development, and how the trauma many youth in care have experienced affects their development, is necessary for caseworkers who work with adolescents in care. Being able to communicate with youth and use PYD strategies will assist workers in partnering with youth, better assessing their needs, and creating realistic youth-led plans. This will, in turn, help youth successfully transition from care and sustain life-long success.

Pre-Requisites none
CPS In-Service Credit No

Street Smarts: Safety Skills for Youth in Care

Mode of Delivery Classroom & Virtual Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and DJJOY staff and youth.

This course explores some of the personal safety issues youth face in the community, in school and interacting with their peers. Participants will look at some of the reasons youth in care are more vulnerable to risk in their lives, societal violence as it pertains to adolescents, how to help youth deal with difficult situations, and ways to help youth learn to keep themselves safe when they are living on their own.

Pre-Requisites none
CPS In-Service Credit No

Therapeutic Crisis Intervention (TCI) One and Two-day Updates

Mode of Delivery Classroom

Duration 1 Day or 2 Days
Work Plan Code RC03
Approved Audience Voluntary agency trainers

These one and two days training programs for certified trainers are mandated to maintain certification. The purpose is to refresh trainers' skills in order to maintain fidelity to the TCI model and to strengthen their ability to transfer those skills to line staff.

Pre-Requisites Certified (TCI) Trainers
CPS In-Service Credit No

Therapeutic Crisis Intervention (TCI) Train-the-Trainer

Mode of Delivery Classroom
Duration 5 Day
Work Plan Code RC03
Approved Audience Voluntary agency trainers

The Train-the-Trainer program creates a cadre of agency-based trainers who prepare staff within residential and congregate child care agencies to maintain the safety and well-being of youth through a behavior support, crisis prevention and intervention system. This system teaches staff to effectively manage acute crises, reduce the potential for injury to children, and learn constructive ways to handle stressful situations.

Pre-Requisites none
CPS In-Service Credit No

Transition Plan: Helping Youth in Care Plan for Their Future Training (Child Welfare)

Mode of Delivery Classroom & Virtual Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

This course assists those working with adolescents (14-21) in the Child Welfare field to understand the policies, directives, and supports in place to help them, in best practice, to assist youth to achieve successful outcomes. It will highlight Chafee, Transition Plans (OCFS-4922 and OCFS-4923), Adolescent Service Regulations, Trial Discharge, Re-Entry, Medicaid to 21, ETVs, and Permanency Legislation (relative to life skill instruction and linking to assessments).

Pre-Requisites None
CPS In-Service Credit No

Understanding Special Immigrant Juvenile Status (SIJS) and its Implications for Local Districts and Voluntary Agencies

Mode of Delivery Classroom & Virtual Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

Many families come to the United States from other countries looking for a better life for themselves and their children, as well as to escape political and economic hardships. Some families arrive without the necessary paperwork or supports to stay legally, but often disappear into the vast American landscape, and survive without documentation. If these families encounter the social services system through abuse, neglect, or medical emergencies, their children's fate and future to remain in the United States may be jeopardized. This course provides participants with a basic overview and understanding of the SIJS process in New York State and the resources available to assist agencies in helping youth acquire this special status.

Pre-Requisites None
CPS In-Service Credit Yes

What's in it For Me: Engaging Youth in Life Skill Development

Mode of Delivery Classroom & Virtual Classroom
Duration 1/2 Day
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

Motivating young people can be a challenge. Engaging and sustaining the focus of youth for developing life skills can be equally challenging. This training will discuss concepts of motivation, examine the relationship between a youth's level of motivation and their successful transition to independence, and explore techniques that foster care professionals can use to motivate foster care youth. The use of creative strategies that are fun, interesting, and experiential can help to increase the youth's chances of learning life skills. This training will present strategies and approaches that will engage and motivate young people to learn and come back for more.

Pre-Requisites None
CPS In-Service Credit No

Working with LGBTQ Youth in Care

Mode of Delivery Classroom & Virtual Classroom
Duration 1 Day Classroom or 1/2 Day iLinc
Work Plan Code RC01
Approved Audience Local district and foster care agency caseworkers, supervisors, foster parents, child care workers, OCFS staff, Youth Bureau staff, youth in foster care, and Division of Juvenile Justice and Opportunities for Youth (DJJOY) staff and youth.

Because of the unique stressors experienced by Gay, Lesbian, Bisexual, and Transgender youth, this training will discuss the ways in which foster care settings can establish an accomodating atmosphere. Participants will learn how to assist this population of youth by identifying appropriate people and community resources. Participants will also be able to explore and develop strategies for creating safe environments for LGBTQ youth by developing a knowledge base, skills, and comfort level needed to serve these youth effectively through candid and open discussion. The classroom version is one full day, utilizing various multi-media resources, providing opportunities for large groups discussions, and will include interactive hands-on activities. The half day iLinc course has been tailored to provide content with technology-based activities.

Pre-Requisites none
CPS In-Service Credit Yes

Courses for Residential Child Care – New York City

Boundaries and Counter-transference for Supervisors and Caseworkers

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code RC04
Approved Audience Foster Care & Preventive Caseworker and Supervisor

This highly interactive course will define appropriate and inappropriate boundaries, transference and counter-transference using clinical definitions and case examples, and examine the role of "helping." It will identify the consequences of a worker's eagerness to help: overstepping boundaries, "good intentions."

Pre-Requisites none
CPS In-Service Credit No

Core Training for Voluntary and Provider Agencies

Mode of Delivery Classroom
Duration 9 Days
Work Plan Code RC04
Approved Audience Foster Care & Preventive Caseworker and Supervisor

This Core training program is designed to prepare new caseworkers by providing them with a theoretical framework and systematically moving them into practical application. It describes how child welfare casework practice in New York City is defined and applied to achieve improved outcomes for children and families. The training integrates the major concepts from the outcome-based training system known in New York State as the Common CORE for NYC. In addition, a conceptual understanding and an awareness of the shift in documentation utilizing CONNECTIONS is integrated into each course. New staff will experience a familiarity with the steps of the Family Team Conference, the Family Assessment and Service Plan (FASP), and Progress Notes. Courses include:
Module 1: Fundamentals of Child Welfare Policy and Practice (3-Day)
Module 2: Skills for Case Planning and Family Centered Casework (3-Day)
Module 3 Child Development and Child Welfare (3-Day)

Pre-Requisites none
CPS In-Service Credit No

Domestic Violence

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code RC04
Approved Audience Foster Care & Preventive Caseworker and Supervisor

Most workers take domestic violence seriously, but often lack sufficient training and support to be confident about their practice. Effective domestic violence interventions require unique, deliberate and coordinated services. This one-day interactive course will help raise workers awareness of the issue, formulate guidelines and protocols and help workers respond effectively to domestic violence victims.

Pre-Requisites none
CPS In-Service Credit No

From Super Worker to Supervisor

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code RC04
Approved Audience Foster Care & Preventive Supervisor

This two-day workshop will present a basic overview of the educational, supportive and administrative components of supervision. Special attention will be given to issues of "disciplining" staff as well as to finding out the appropriate balance between assisting staff with personal issues and making legitimate demands for work. This training is geared toward newly appointed (within the last year) supervisors; staff who anticipate becoming supervisors; and supervisors who seek a "refresher" of the basic ideas of supervision.

Pre-Requisites none
CPS In-Service Credit No

Gang Violence Prevention

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code RC04
Approved Audience Foster Care & Preventive Caseworker

Conflict and violence on the part of adolescents and pre-adolescents has been a growing problem. Today, the gang life draws young people from all walks of life, socio-economic background, races, and ethnic groups. Gangs are a problem not only for law enforcement, but also for the community. This training helps human service workers and persons in related fields understand the dynamics of gang violence and develop strategies and techniques to work effectively with high risk youth. By attending this workshop, participants will learn about: 1. the warning signs of gang activity; 2. facts and statistics on gang violence; 3. effective communication approaches; 4. access to community support resources; and 5. intervention approaches.

Pre-Requisites none
CPS In-Service Credit No

Maintaining the Supervisory Relationship

Mode of Delivery
Duration 2 Days
Work Plan Code RC04
Approved Audience Foster Care & Preventive Caseworker and Supervisor

Supervisors often encounter ongoing issues in the supervision of staff or problems that were not anticipated in an earlier phase of their relationship with supervisees. In addition, supervisors may wish to deepen the quality of their supervision so that their staff may become more self-directed professionals. This training will review the basics of supervision and explore how supervisors can become mentors for their workers.

Pre-Requisites
CPS In-Service Credit

Time and Stress Management

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code RC04

Approved Audience Foster Care & Preventive Caseworker and Supervisor

This provides caseworkers and supervisors with the most practical and state of the art techniques for managing stress, preventing burnout and organizing time. Participants will examine their roles as human service workers and identify strategies for managing situations that produce the greatest stress for them.

Pre-Requisites None

CPS In-Service Credit No

Writing Based on Observation

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code RC04

Approved Audience Foster Care & Preventive Caseworker and Supervisor

Documentation is a critical function of Social Work practice. Social workers are responsible for recording a variety of specific information about their clients in style that is factual, objective, specific, clear, to the point, and without jargon. Workers often fail to understand the relevance of documentation for risk-management purposes and outcome achievement. In this session, participants will learn:

• The importance of recording events as soon as possible.

• How to record only what is essential to the function of the agency and the goals of the case (i.e. progress notes, permanency hearing reports, summary reports, etc...)

• How to identify and document observed facts and distinguish them from opinions.

Pre-Requisites none

CPS In-Service Credit No

Youth Development

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code RC04

Approved Audience Foster Care & Preventive Caseworkers

This training is designed to foster strong partnerships with youth, child welfare staff, foster parents and other caring supporting adults. Caseworkers will learn the knowledge and skills necessary to help youth become successful integrated members of society to provide youth with motivation and skills so that they stay connected to a support system that will sustain permanency, safety and well-being.

Pre-Requisites none

CPS In-Service Credit No

Courses for Adult Protective Staff

Courses for Adult Protective Staff

Aging with Chronic Mental Illness

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code PSA01
Approved Audience APS caseworkers

This training is a highly experiential learning event designed to provide insight into the challenges that APS workers face when interacting with clients who are aging with mental illnesses like depression, schizophrenia, bi-polarism, obsessive compulsive disorders, etc. Participants will learn signs and symptoms of people who are aging with mental illness and they will learn effective interaction techniques with this population. Participants will also learn effective methods for documenting their interactions with this population.

Pre-Requisites none
CPS In-Service Credit No

APS New Worker Institute - Upstate & HRA/NYC

Mode of Delivery Classroom
Duration 8 Days
Work Plan Code PSA01
Approved Audience New APS caseworkers and supervisors

This New York State-mandated training focuses on the application of knowledge and skill building, and contains many activities derived from operational experience. To enrich the training, participants may be asked to engage in role play and modeling exercises. The institute is comprised of the following modules: Assessment; Legal Aspects; Aging, Dementia and Developmental Disability; Dual Diagnosis and Mental Health Assessment; and Investigating Adult Abuse and Financial Exploitation. Supplemental readings are available at each county PSA Office and an Orientation Manual is available on the OCFS Bureau of Adult Services website.

Pre-Requisites none
CPS In-Service Credit No

Article 81/Guardianship for APS Clients

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code PSA01
Approved Audience APS caseworkers and attorneys

This training will provide an in-depth look at Article 81/Guardianship. The day will focus on the role of APS's role in the guardianship process. In particular, subjects covered will include: the role of all pre-guardianship players (APS as the petitioner, the court evaluator and attorney for the Alleged Incapacitated Person); the pleadings (Order to Show Cause, Notice, Petition, Order); special remedies available under the statute; post-appointment procedures; duties and responsibilities of the guardian (Guardian of the Property and financial management issues, and Guardian of the Person and health care issues); and preparation of Initial and Annual Reports. The training will also touch on current Guardianship hot topics such as: Client Abuse and Guardianship Remedies; HIPAA/Confidentiality; the Mentally Ill; End of Life Issues and Housing Issues. There will be time for discussion of current and potential guardianship cases of the trainees.

Pre-Requisites none
CPS In-Service Credit No

Buried Alive: Working Effectively with Compulsive Hoarders

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code PSA01
Approved Audience APS caseworkers and supervisors

This training assists Adult Protective Services staff in understanding the various causes of a puzzling behavior which has serious safety and public health consequences for both the hoarder and his or her neighbors. Focus includes an examination of the different psychiatric conditions which are linked with hoarding, the clinical features of the syndrome, techniques that engage the client, and interventions which are effective in gaining the client's participation and cooperation. This interactive training utilizes video case material, collective brainstorming, values clarification, and small group solving exercises which are designed to assist participants in assessing and documenting the severity of a situation, in formulating case management plans which are most therapeutic and least restrictive, in identifying inter-agency linkages, and in maintaining worker safety and health.

Pre-Requisites none
CPS In-Service Credit No

Case Management and Legal Liability

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code PSA01
Approved Audience APS caseworkers, supervisors and county attorneys

This training focuses on the complexity of providing case management services to vulnerable populations in a litigious society. Legal principles and theories of liability and capacity issues will be discussed. We will also examine personal injury cases and risk management techniques to ensure safe professional practice.

Pre-Requisites none
CPS In-Service Credit No

Defining Success in Adult Protective Services Financial Exploitation Cases (Recorded Webinar)

Mode of Delivery CBT
Duration 1.5 Hours
Work Plan Code DLT01

Approved Audience Local District Staff

This class is a recorded version of the September 17, 2015 webinar of the same title. The presentations cover what financial exploitation is and how key decisions are made in financial exploitation referrals, and how one referral becomes a criminal case, while another ends up as a civil matter. The panel will also consider circumstances under which neither criminal nor civil action may be warranted, yet good outcomes are still obtainable for the client, making the point that success in financial abuse cases can take many forms. The presenters will show how APS caseworkers can work effectively with law enforcement in financial exploitation referrals.

Pre-Requisites None

CPS In-Service Credit No

Domestic Violence Dynamics and Skills for Adult Protective Services Workers

Mode of Delivery CBT

Duration 1.5 hours

Work Plan Code DLT01

Approved Audience Local District Staff

This training will assist APS workers by identifying many of the tactics used by those who perpetrate physical, emotional or sexual abuse, or financial exploitation, of vulnerable adults, and by offering ways to better engage both victims and their abusers. This training is intended to broaden the skill set of APS workers when dealing with referrals involving abuse or exploitation among spouses, significant others, family and household members.

Pre-Requisites none

CPS In-Service Credit No

Family Type Homes for Adults Certification Process for Local District Staff (webinar recording)

Mode of Delivery CBT

Duration 2 Hours

Work Plan Code DLT01

Approved Audience Local District Staff

This is the recorded version of the Family Type Home for Adults Certification Process Training offered on February 27, 2017. The description of the original training follows: This will be a Family Type Home tutorial for processing applications. We will speak about each required form specifically and identify areas that have been incomplete or problematic in the past. We will also discuss the process of FTH certification and identify some tools for operators and Family Type Home Coordinators including the new website and the new database system currently under construction.

Pre-Requisites none

CPS In-Service Credit No

Financial Exploitation of Vulnerable Adults

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code PSA01

Approved Audience APS caseworkers, supervisors and County attorneys

Financial exploitation is a common transgression in Adult Protective Services cases. In the 1998 National Incidence Study of Elder Abuse in the US, financial exploitation accounted for nearly one-third of all substantiated reports of elder abuse. In a survey of New York State APS cases, 64% of adults over 60 in the study sample had experienced financial exploitation. Younger vulnerable APS clients are also frequent targets. This training will review the various forms that financial and material exploitation takes. Participants will learn about successful prosecution of exploitation. They will also learn about the criminal and civil remedies available in New York State to APS staff and their clients to address financial abuse; how to manage exploitation when court action is not possible will also be covered. Attention will also be given to the growing problem of Power of Attorney abuse, and the growing phenomenon of scams, telemarketing fraud, and identity theft that target older adults and vulnerable persons. Participants are encouraged to bring case examples from their own APS caseloads for discussion.

Pre-Requisites none
CPS In-Service Credit No

Fundamentals of Supervision for APS

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code PSA01
Approved Audience APS caseworker and supervisors

This training is designed specifically for APS Casework Supervisors and includes the following topics: leadership skills, team building, coaching skills, performance appraisal, and time management. Upon completion of this training, participants will be able to: understand the administrative, educational and supportive roles and responsibilities of APS Casework Supervisors; examine and assess various supervisory styles and their impact on decision-making and worker performance; identify the purpose, principles and process of performance appraisal; determine appropriate actions to use when intervening with a difficult worker; examine the referral process and strategize ways to improve inter- and intra-agency linkages; understand the dynamics of effective team building and team functioning; and identify and implement basic time management techniques.

Pre-Requisites none
CPS In-Service Credit No

Guardianship for Youth/Young Adults Aging Out of Foster Care

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code PSA01
Approved Audience APS caseworkers and supervisors, county attorneys

This is a two-part training covering NYS's two guardianship laws - Article 81 of the Mental Hygiene Law and Article 17-A of the Surrogates Court procedure Act (for persons who are Mentally Retarded or Developmentally Disabled). Each session will cover the legal standard, petitioning process, special remedies available and responsibilities of the guardian.

Pre-Requisites none
CPS In-Service Credit No

Legal Aspects of Adult Protective Services Webcast

Mode of Delivery Webcast

Duration 2 hours
Work Plan Code SYS14
Approved Audience APS caseworkers and supervisors

This webcate can be used to meet the annual APS legal training mandate. It will provide information on pertinent to the legal and regulatory aspects of APS to utilize appropriate legal interventions which will help better serve and protect New York's vulnerable and elderly adults.

Pre-Requisites none
CPS In-Service Credit No

Meeting the Challenge: Understanding and Intervening in Self-Neglect

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code PSA01
Approved Audience APS caseworkers and supervisors

The purpose of this program is to: identify and distinguish between the various definitions of self-neglect in state law and other professional disciplines; identify possible differences in value systems among seven stakeholders; describe physical, social, behavioral, and psychological factors that may underlie self-neglecting behavior; demonstrate the application of four concepts to planning successful interventions; use interviewing techniques that increase empathy, trust and rapport in order to gather information about the client and his/her circumstances and plan services appropriately; and evaluate case progress and outcomes using the concept of due diligence.

Pre-Requisites none
CPS In-Service Credit No

Mental Health Assessment Skill Building for APS Workers

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code PSA01
Approved Audience APS caseworkers

This training is for Adult Protective Services workers. Participants will learn how to assess a client who may be a risk to self and/or others because of psychiatric disorders. This training will guide participants to recognize and assess the behavioral manifestations and functional deficits of mentally impaired clients in order to know when psychiatric interventions are required. The training will provide participants with a method for describing and documenting a client's mental health status. Participants will learn fundamental techniques that will keep them safe while they are performing these assessments.

Pre-Requisites none
CPS In-Service Credit No

NYS Adult Abuse Training Institute

Mode of Delivery Conference
Duration 2 Days
Work Plan Code PSA01
Approved Audience APS staff; EISEP case workers; County attorneys; voluntary workers in the fields of aging

The Adult Abuse Training Institute (AATI) brings together over 300 participants for a variety of public and private service providers where networking and sharing expertise and is facilitated through an assortment of formal and informal activities.

Pre-Requisites none
CPS In-Service Credit No

Serving Transitioning Youth: Effective Collaboration Practices for APS and Foster Care Caseworkers

Mode of Delivery CBT
Duration 1.5 Hours
Work Plan Code DLT01
Approved Audience Local District Staff

In recent years, Adult Services and Foster Care caseworkers have seen a rise in the number of individuals who are transitioning out of foster care, but are still in need of protective services. In response to this rising trend, we have assembled three local social services districts to illustrate the creative strategies they have implemented which result in effective collaboration between APS and foster care, and better service provision for their clients.

Pre-Requisites None
CPS In-Service Credit No

Courses for Day Care Services

Licensing and Regulatory Training

Behavior Management in Group Care

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This one-day classroom training covers the principles of developmentally appropriate behavior management and its application to the regulator's work. Participants learn the principles behind effective child guidance techniques that are developmentally appropriate and compliant with regulations. Examples of behavior management techniques that are appropriate and compliant with the regulations will be provided and discussed in terms of age of child(ren), modality of care, learning environment and specific situation. Regulators also learn about resources they can share with providers.

Pre-Requisites none
CPS In-Service Credit No

Child Care Subsidy for Regulators

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC06
Approved Audience Child Care regulators, licensors, and OCFS staff

This course is designed to provide child day care regulators with an overview of the Child Care Subsidy Program. Participants have the opportunity to identify how the regulatory and subsidy systems interact and identify potential incidents of fraud within the Child Care Subsidy Program. The eligible trainee population for this course includes Child Care regulators and OCFS staff.

Pre-Requisites none
CPS In-Service Credit No

Coaching Fundamentals

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Supervisors

This training introduces supervisors of child day care regulatory staff to the fundamentals of coaching. It provides a basic understanding of what coaching is and how to apply it in everyday situations with individuals, staff or child day care providers. The specific topics include: Fundamentals of Coaching, Benefits of Coaching, Sharpening your Communication Skills, and Providing Effective Feedback. This is the first part in a two part coaching series. This session is a pre-requisite for Coaching Practicum. This training includes the FISH! video.

Pre-Requisites none
CPS In-Service Credit No

Coaching Practicum

Mode of Delivery Classroom
Duration 1/2 day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Supervisors

This training provides the opportunity to practice skills that they have learned in Coaching Fundamentals. Participants will complete self-assessment and practice coaching skills. After practicing the skills in an individual case scenario, participants will receive feedback on their coaching style. Participants attending this training must bring a redacted coaching case scenario to use during the practice session.

Pre-Requisites Coaching Fundamentals
CPS In-Service Credit No

Coaching: It Works Both Ways Part 1

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training helps all regulators see the advantages of coaching when used with a supervisor or when implemented with a child care provider. This course helps participants implement some coaching skills in the field with providers as well as using these skills effectively when working with supervisors to meet common goals. This training includes the FISH video.

Pre-Requisites none
CPS In-Service Credit No

Coaching: It Works Both Ways Part 2

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training is the second part of the Coaching - It Works Both Ways. It incorporates feedback from participants as to which strategies were selected, which skills were worked on in the field and the office, and the level of success achieved during the practicum time frame.

Pre-Requisites Coaching It Works Both Ways Part 1
CPS In-Service Credit No

Collaborative Investigations for Child Abuse and Maltreatment

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training familiarizes regulatory staff with child abuse and maltreatment identification, prevention and reporting; explains their responsibilities of working with providers and CPS caseworkers; and describes the process of conducting a complaint investigation in parallel with the CPS investigation. This course includes effective strategies for working in conjunction with CPS caseworkers to interview providers, families, witnesses and other information sources in a manner that collects, documents and preserves important case information.

Pre-Requisites none
CPS In-Service Credit No

Compliance: Inspections and Complaints Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC06
Approved Audience Legally-Exempt Caregiver Enrollment Agency staff

Provide inspections and complaints training sessions to enrollment agency staff that addresses non-compliance issues with legally-exempt child care providers enrolled to provide subsidized child care. The training provides participants with an understanding of state regulations and policies governing non-compliance, as well as the roles and responsibilities of enrollment agency staff in addressing these issues. Through structured activities, participants will learn to utilize OCFS regulations and guidelines to investigate complaints, conduct site inspections and evaluate non-compliance.

Pre-Requisites none
CPS In-Service Credit No

Customer Service for Division of Child Care Services

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This multi-part training emphasizes the importance of providing consistent highest level customer service to child day care providers and the public that regulatory staff serve. Participants will self-assess their skill level and the impact of their own attitudes and behaviors have on the work environment. Customer service skills are identified and practiced throughout the training, as well as on-the-job homework assignments that augment and encourage the use of the classroom skills in the work setting.

Pre-Requisites none
CPS In-Service Credit No

Effective Inspections: An Overview

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This one-day classroom training addresses the purpose of the inspection: initial, 50%, complaint and monitoring. Participants examine why each type of inspection is conducted and what is required, and discuss the obstacles for each type of inspection.

Pre-Requisites none

CPS In-Service Credit No

Effective Inspections: Professional Communication

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training discusses verbal communication as a fundamental skill needed for effective inspections to occur. The primary goal of professional communication is to maintain a line of access for both the provider and the regulator. In the inspection process, there are a variety of direct and indirect communication techniques that will assist in maintaining this openness. Positive communication should also be encouraged at every opportunity. This course includes skill development in verbal communication; challenging situations/providers; maintaining respectful authority; listening and protecting your professional attitude for the next visit. The course provides the necessary skill development time with a variety of inspection situations for in-depth practice.

Pre-Requisites none
CPS In-Service Credit No

Focused DAP: Infants and Toddlers

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training enables regulatory staff to evaluate developmentally appropriate practice in child day care programs, with a focus on the developmental needs of infants and toddlers: Identifying DAP interactions that support intellectual, social and emotional development for infants and toddlers.

Pre-Requisites none
CPS In-Service Credit No

Focused DAP: Preschoolers

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training enables regulatory staff to evaluate developmentally appropriate practice in child day care programs, with a focus on the developmental needs of preschoolers: Identifying DAP interactions that support intellectual, social and emotional development for preschoolers.

Pre-Requisites none
CPS In-Service Credit No

Focused DAP: School-Age Children

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01

Approved Audience Child Day Care Regulatory Staff

This training enables regulatory staff to evaluate developmentally appropriate practice in child day care programs, with a focus on the developmental needs of school-age children: Identifying DAP interactions that support intellectual, social and emotional development for school-age children.

Pre-Requisites none

CPS In-Service Credit No

How Children Learn What We Teach: Emergent Curriculum for Preschoolers

Mode of Delivery Classroom

Duration 1/2 Day

Work Plan Code DC01

Approved Audience Child Day Care Regulatory Staff

This training for child day care regulatory staff presents information about emergent curriculum and how it can be used to optimize learning opportunities for preschoolers in child care programs. Through child-centered, adult-facilitated learning opportunities, providers can offer children experiences that are socially and intellectually engaging, as well as personally meaningful to children. Topics include: the characteristic elements of emergent curriculum, incorporating emergent curriculum in daily program activities for preschoolers, the value of emergent curriculum in helping preschoolers develop social skills, problem-solving skills, independence and cooperation, observing children to identify and build holistically on their interests, and developmentally appropriate activities for preschoolers that sustain interest, deepen exploration and facilitate learning. This training incorporates cognitive development and emergent curriculum, video segments, effective resources and activities to reinforce course content. As a result of completing this training, regulatory staff will establish a solid foundation for offering ongoing technical assistance to providers to help them improve and expand meaningful learning experiences for preschoolers.

Pre-Requisites none

CPS In-Service Credit No

How Children Learn What We Teach: Emergent Curriculum for School-Age Children

Mode of Delivery Classroom

Duration 1/2 Day

Work Plan Code DC01

Approved Audience Child Day Care Regulatory Staff

Focuses on using emergent curriculum to create holistic learning opportunities for school-age children in child care programs. Through child-centered, adult-facilitated learning opportunities, providers can offer school-age children experiences that are engage children socially, intellectually and in a personally meaningful way. Topics include: what emergent curriculum is and how it benefits school-age children in programs, incorporating emergent curriculum in daily program activities for school-age children, using emergent curriculum effectively for mixed age groups, the value of emergent curriculum in helping school-age children's evolving social and problem-solving skills, independence and cooperation, observing children to identify and build holistically on their interests, and developmentally appropriate activities for school-age children that sustain interest, deepen exploration and facilitate learning. This training incorporates cognitive and social development, emergent curriculum, video segments, effective resources and activities to reinforce course content. As a result of completing this training, regulatory staff will establish a solid foundation for offering ongoing technical assistance to providers to help them improve and expand meaningful learning experiences for school-age children.

Pre-Requisites none

CPS In-Service Credit No

How Children Learn What We Teach: Infant and Toddler Brain Development

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training for child day care regulatory staff presents information about brain development in infants and toddlers, and how that information can be reflected in daily program practice. Topics include: characteristics of cognitive development, windows of opportunity for learning, the contributions of nature and nurture, emergent curriculum, and developmentally appropriate activities that providers can incorporate into their programs to help capitalize on crucial periods of infants' and toddlers' cognitive development.
This training incorporates cognitive development and early learning theory, video segments, effective resources and activities to reinforce course content. As a result of completing this training, regulatory staff will establish a solid foundation for offering ongoing technical assistance to providers to help them take their programs to the next level and improve learning experiences for infants and toddlers.

Pre-Requisites none
CPS In-Service Credit No

Interviewing Children

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training teaches regulatory staff essential skills for conducting interviews with children, recognizing and responding to children's individual developmental levels while appropriately obtaining and preserving information required for effective complaint investigations: how children's minds differ from adults' minds, factors unique to interviews with children, tailoring interviews to children's needs and abilities, avoiding suggestibility, and evaluating children's responses.

Pre-Requisites none
CPS In-Service Credit No

Introduction to NYS Social Services Law

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training familiarizes new regulatory staff with the aspects of NYS Social Services Law pertaining to child day care programs in NYS, including definitions; an introduction to statute, regulations, and policy statements, and waivers.

Pre-Requisites none
CPS In-Service Credit No

Is This a SACC Program?

Mode of Delivery Virtual Classroom

Duration 2 Hours
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This two-hour training guides regulatory staff on how to identify and define a School-Age Child Care (SAAC) Program. Regulators will apply elements identified in the NYS OCFS Child Day Care Regulations to:
•determine if a program meets the definition of a School-Age Child Care (SACC) program;
•identify the appropriate course of action when a SACC program is not, but needs to be, registered; and
•describe how a SACC program's operation as a summer camp affects the OCFS regulator's monitoring responsibility.

Pre-Requisites none
CPS In-Service Credit No

LL: Effective Documentation

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

Teaches regulatory staff how to document case information clearly, accurately and objectively. Documentation is one of the key tools that enable regulators to explain their observations, inspection findings and complaint investigation determinations.

Pre-Requisites none
CPS In-Service Credit No

LL: Effective Inspections: Observation and Note-Taking

Mode of Delivery Virtual Classroom
Duration 3 hours
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This two-part iLinc training provides regulators with learning, practice, and discussion sessions on observation and note-taking as they relate to effective inspections. Part I: A two-hour iLinc class on observation and note-taking. This session includes a fundamental review and theoretical foundation of observations and established streamlined techniques for effective note-taking as well as suggested strategies for best practice. This training also addresses effectively transferring field notes into CCFS. Part II: A one-hour iLinc discussion to elicit feedback from the participants regarding their success in applying identified strategies and what modifications need to be made to improve the usefulness of the strategy.

Pre-Requisites none
CPS In-Service Credit No

LL: Focus on Fire Safety

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

Serves as an addendum to the classroom training, The Regulator's Guide to Fire and Safety Compliance; as such, it seeks to address in greater depth certain concerns that either are not addressed in the classroom training or are not able to be addressed in sufficient depth in the classroom training, due to the amount of content in the classroom training. Fire safety violations/concerns that licensors & registrars should be able to identify and cite on their own vs. what needs to be referred to OCFS Fire Safety Representatives; Areas of noncompliance previously cited by FSRs that can be verified as corrected by licensors and registrars on subsequent site visits, rather than requiring a follow-up inspection by a FSR; Photographs from actual programs/inspections illustrating various fire safety issues.

Pre-Requisites none
CPS In-Service Credit No

LL: MORE! DCC - To Be or Not To Be…Is it a Violation?

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

Provides additional support for identifying the most appropriate regulatory citation in determining the best course of action - a violation, technical assistance or both - for Day Care Centers. This training includes a variety of scenario-based situations for practical application. Participants also use OCFS/DCCS policy statements to assist regulators in effective decision-making.

Pre-Requisites none
CPS In-Service Credit No

LL: MORE! FDC - To Be or Not To Be…Is it a Violation?

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

Provides additional support for identifying the most appropriate regulatory citation in determining the best course of action - a violation, technical assistance or both - for Family Day Care programs. This training includes a variety of scenario-based situations for practical application. Participants also use OCFS/DCCS policy statements to assist regulators in effective decision-making.

Pre-Requisites none
CPS In-Service Credit No

LL: MORE! GFDC - To Be or Not To Be…Is it a Violation?

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

Provides additional support for identifying the most appropriate regulatory citation in determining the best course of action - a violation, technical assistance or both - for Group Family Day Care programs. This training includes a variety of scenario-based situations for practical application. Participants also use OCFS/DCCS policy statements to assist regulators in effective decision-making

Pre-Requisites none

CPS In-Service Credit No

LL: MORE! SACC - To Be or Not To Be…Is it a Violation?

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

Provides additional support for identifying the most appropriate regulatory citation in determining the best course of action - a violation, technical assistance or both - for School-Age Child Care programs. This training includes a variety of scenario-based situations for practical application. Participants also use OCFS/DCCS policy statements to assist regulators in effective decision-making.

Pre-Requisites none
CPS In-Service Credit No

LL: Special Circumstances: Reporting for Child Day Care Providers

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

Addresses the regulatory requirements, policies and procedures for provider reporting of special situations: medication errors; serious injury, communicable disease and imminent danger; death of a child in care; and significant physical plant changes.

Pre-Requisites none
CPS In-Service Credit No

Regulatory Staff Training Institute

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This three-part course consists of three one-day classroom trainings to provide new regulatory staff with an essential foundation for assessing regulatory compliance and offering technical assistance to child day care providers in all modalities of care. The first session introduces participants to regulated child care, the basics of developmentally appropriate practice, and provides practical explanations and application of the regulations. The second session focuses on inspections and complaint investigations and effective communication. The third session addresses the application process, critical thinking for regulators, and strategies for helping regulators manage their work. The prerequisite to this training is: The Regulator's Guide to NYS Social Services Law, Regulations, and Policies.

Pre-Requisites Introduction to NYS Social Services Law
CPS In-Service Credit No

The Regulator's Guide to Fire and Safety Compliance

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01

Approved Audience Child Day Care Regulatory Staff

This one-day training provides child day care regulatory staff with a solid foundation in fire prevention and evacuation planning, indoor/outdoor safety issues and environmental hazards. This knowledge enables regulators to identify potential hazards, evaluate providers' evacuation plans, offer effective technical assistance and verify regulatory compliance. -Determining the threshold: the regulator's role -Environmental issues and indoor/outdoor hazards -Fire prevention and evacuation planning

Pre-Requisites none

CPS In-Service Credit No

The Regulator's Guide to Health and Safety Training

Mode of Delivery Classroom

Duration 2 Days

Work Plan Code DC01

Approved Audience Child Day Care Regulatory Staff

This training familiarizes regulatory staff with the competencies that all family and group family day care providers need, enabling regulators to offer guidance to providers in meeting New York State requirements for health and safety.

Pre-Requisites none

CPS In-Service Credit No

The Regulator's Guide to Safety Assessment

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code DC01

Approved Audience Child Day Care Regulatory Staff

This training teaches regulatory staff how to assess the appropriateness of individuals to be involved in child day care. Safety assessment is one element of a larger mosaic: the "big picture" of determining whether or not it is appropriate for a child day care program to be licensed or registered in the first place, to continue to be licensed or registered, or for an individual to have regular and substantial contact with children in the program. This training provides regulatory staff with basic critical thinking skills as a foundation to conducting thorough assessments.

Pre-Requisites none

CPS In-Service Credit No

The Regulator's Guide to MAT

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code DC01

Approved Audience Child Day Care Regulatory Staff

This one-day training familiarizes regulatory staff with state regulations and procedures for the administration of medication in child day care programs including: -Regulations pertaining to the administration of medication for all child care modalities -Health care plan components, review and approval -The role of the health care consultant -On-site inspections, monitoring and follow-up This session is for Child Day Care Regulatory Staff only.

Pre-Requisites none

CPS In-Service Credit No

Working Through Challenging Situations

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

This training is designed to help child day care regulators develop practical strategies as they work professionally with child care providers in various modalities of care. The skills regulators will develop will not only help them resolve challenging situations, but will also help prevent these situations from occurring in the first place. Regulators know that respect is a two-way street: The professional respect they consistently employ in their interactions with providers will help those providers return that respect. Providers who see their regulators as professional partners in promoting and protecting children's health, safety and development are more likely to work proactively with regulators, seek out technical assistance from regulators, and be receptive to technical assistance when it is offered. There is a brief follow-up iLinc session that goes along with this course.

Pre-Requisites none
CPS In-Service Credit No

Working Through Challenging Situations: Discoveries and Development

Mode of Delivery Virtual Classroom
Duration 1 hour
Work Plan Code DC01
Approved Audience Child Day Care Regulatory Staff

A follow-up to the one-day classroom session: Working Through Challenging Situations, in which child day care regulators developed practical strategies to working professionally with child care providers in various modalities of care.

Pre-Requisites none
CPS In-Service Credit No

Legally Exempt Enrollment Staff Training

Critical Decision Making

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC06
Approved Audience LDSS caseworkers and supervisors, subcontract and state staff, legally exempt caregiver enrollment agency staff

This full day course will provide enrollment agency staff with a simple decision-making model as a basis for improving critical decision-making skills. Through structured activities, participants will utilize OCFS guidelines and the decision-making model to make critical decisions on health and safety issues. Participants will learn to evaluate the presenting information, propose hypotheses for what may be occurring, formulate questions to clarify facts and assumptions, gather information through interviewing, observation and documentation, analyze and interpret the facts and documentation gathered, formulate a conclusion based on facts, take appropriate action based on regulation and policy, and provide an appropriate rationale for their decision. Key topics include: Critical Thinking and Decision-Making, Values and Decision-Making, Distinguishing Between Assumptions, Inferences and Facts, and Elements of the Critical Decision-Making Process.

Pre-Requisites none
CPS In-Service Credit No

Legally Exempt Group Enrollment

Mode of Delivery Classroom
Duration 1 day
Work Plan Code DC06
Approved Audience Enrollment staff who work with group child care providers including supervisors and any others having the role of approving actions related to group enrollments

This course provides enrollment agency staff with the resources and practice making enrollment decisions regarding legally-exempt group child care providers.

Pre-Requisites Legally-Exempt Training 101
CPS In-Service Credit No

Legally Exempt Provider Compliance: Inspections, Investigations, and Monitoring

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code DC06
Approved Audience Legally-Exempt Caregiver Enrollment Agency Staff

This course offers insight into the Enrollment Agency's role in monitoring legally-exempt providers, the inspection process, and complaint investigations. By the end of this course, participants will be able to describe the different types of inspections, identify the regulations that support compliance actions and tasks, execute the investigation process, identify the appropriate forms to use in different compliance situations, write a supported decision statement, describe a procedure for dealing with non-compliance, and explain the importance of CCFS and its use as a primary documentation tool for compliance.

Pre-Requisites none
CPS In-Service Credit No

Legally Exempt Provider Enrollment

Mode of Delivery Classroom
Duration 3 Days
Work Plan Code DC06
Approved Audience Legally-Exempt Caregiver Enrollment Agency staff

This training program provides participants with an understanding of state regulations and policies governing their work, as well as the roles and responsibilities of enrollment agency and local district staff within the legally-exempt enrollment process. The course content includes references to major decisions within the enrollment process and the action steps necessary at those decision points.

Pre-Requisites none
CPS In-Service Credit No

Personal Safety Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC06
Approved Audience LDSS caseworkers and supervisors, subcontract and state staff, legally exempt caregiver enrollment agency staff

A safety and security specialist, Mr. James Didamio, will provide an interactive day of training on self-assessment, planning, critical situation preparations, and exercising observation as a technique for safety. A host of helpful strategies will be learned that staff can put into place immediately. The trainer will use mini-lecture and Power Point slides to provide content information. In addition, small and whole group discussions and video tape reviews will encourage dialog and provide for questions and answers during the training. Reflective thinking, individual planning and case scenarios will be elicited in order to apply the content to the Enrollment Agency staff's environment. Key topics include: Dealing with threatening or unusual incidents, Report incidents, Use a plan of action in both non-emergency and emergency situations, Strategically preplan for situations that may involve risk; Routinely employ methods of prevention to minimize risk exposure; Identify potential aggressors, early warning signs of violence and factors of risk. Use and practice field safety tips when conducting home visits in rural and urban settings and implement methods to diffuse threats of violence.

Pre-Requisites none
CPS In-Service Credit No

Child Care Subsidy Training

Child Care Subsidy

Mode of Delivery Classroom
Duration 2 Day
Work Plan Code DC06
Approved Audience Local district staff and contractual agency staff involved in the administration of the child care subsidy program.

This training provides eligibility workers with the regulations and policies related to the New York State Child Care Subsidy program. It covers all aspects of eligibility determination for child care subsidy by using case examples, to apply relevant regulations and policy. The training is useful for new or inexperienced and or existing staff that may be need a refresher.

Pre-Requisites none
CPS In-Service Credit No

Child Care Subsidy for Fraud Investigators

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code DC06
Approved Audience Local district fraud investigators

This training program provides a framework for understanding the Child Care Subsidy requirements, policies, procedures, stakeholders and their roles. Participants are provided with a brief overview of the Child Care Subsidy Program in order to begin a basic understanding of the role they can play in effective communication and fraud prevention.

Pre-Requisites none
CPS In-Service Credit No

LL: Child Care Services Unit Determination

Mode of Delivery Virtual Classroom
Duration 1/2 day
Work Plan Code DC06
Approved Audience Local district staff and contractual agency staff involved in the administration of the child care subsidy program.

Provides the regulations, policies and skills necessary to assist eligibility staff in identifying the Child Care Services Unit (CCSU) when determining income eligibility for the NYS Child Care Subsidy program.

Pre-Requisites Completion of Child Care Subsidy Program Training or Child Care Subsidy for Fraud Investigators
CPS In-Service Credit No

Training of Trainers

Health and Safety Training of Trainers

Mode of Delivery Classroom
Duration 5 Days
Work Plan Code DC01
Approved Audience Family and Group Family Child Day Care Providers, Health and Safety Trainers and Health Care Consultants

Training required by regulation for prospective group and family child care providers as needed, and conduct Training of Trainer sessions to certify additional trainers. TOT content includes principles and methods of competency-based training, working with adult earners and evaluation of skills demonstrations. Existing course material includes topics such as: Regulatory Requirements; Indoor and Outdoor Safety; Capacity; Developing Health Policies, Creating a Healthy Environment Identifying and Preventing Child Abuse and Maltreatment; Emergency Preparedness and Fire Safety and Food Safety.

Pre-Requisites none
CPS In-Service Credit No

Medication Administration: Training of Trainers Course

Mode of Delivery Classroom
Duration 3 Days

Work Plan Code DC01
Approved Audience Potential MAT Trainers and Health Care Consultants
Training of trainers (TOT) to qualified, licensed individuals such as registered nurses, physicians, physician assistants, and nurse practitioners who have been identified as trainers for the MAT training course. The MAT TOT is a 3-day course that uses the curriculum, theory and techniques of adult learning, testing reliability and is founded on child care regulations. Licenses of the professionals participating in the MAT TOT have their licenses verified by project staff.
Pre-Requisites none
CPS In-Service Credit No

Child Day Care Provider Training

Early Intervention
Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DC01
Approved Audience Child Day Care Providers
During this fully narrated course trainees will learn important information pertaining to resources available to them, including the New York State Department of Health's Early Intervention Program that may be helpful when working with a child from birth to three years old who is exhibiting atypical behavior for their age or stage of development.
Pre-Requisites none
CPS In-Service Credit No

Emergency Preparedness
Mode of Delivery CBT
Duration 1 1/2 Hours
Work Plan Code DC01
Approved Audience Child Day Care Providers
During this fully narrated course trainees will learn important information pertaining to emergency preparedness in their child care programs.
Pre-Requisites none
CPS In-Service Credit No

Expulsion and Suspension Prevention Strategies
Mode of Delivery CBT
Duration
Work Plan Code DC01
Approved Audience Child Cay Care Providers

During this fully narrated course trainees will learn important information pertaining to the definition of the terms expulsion and suspension; research and statistics about expulsion and suspension of children in early childhood programs; negative effects expulsion and prevention can have on young children and their families, and preventative measures that can be taken to reduce the amount of suspensions and expulsions that occur in early childhood. Learning points of the training are enhanced throughout using video clips and interactive exercises.

Pre-Requisites none
CPS In-Service Credit No

Family Engagement

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DC01
Approved Audience Child Day Care Providers

During this fully narrated course trainees will learn important information pertaining to the importance of engaging families in their child's learning and providing tips to make family engagement work in their childcare programs.

Pre-Requisites none
CPS In-Service Credit No

Foundations in Health and Safety

Mode of Delivery CBT
Duration 5 hours
Work Plan Code DC01
Approved Audience Child Cay Care Providers

This fully narrated 5 hour e-Learning course offers important information and strategies to facilitate and improve the safety and health of children in regulated child care programs and enrolled legally exempt programs. Child care providers and caregivers completing this course will receive training credit in federally mandated Health and Safety topic areas.

Pre-Requisites none
CPS In-Service Credit No

Infant Brain Development

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DC01
Approved Audience Child Day Care Providers

During this fully narrated course, trainees will learn important information pertaining to infant brain development. Learning points of the training are enhanced throughout using video clips and interactive exercises.

Pre-Requisites none
CPS In-Service Credit No

Keeping Children Safe: Prevention of Lead Poisoning and Other Dangers to Children

Mode of Delivery CBT

Duration 1 1/2 Hours
Work Plan Code DC01
Approved Audience Child Day Care Providers
During this fully narrated course trainees will learn important information pertaining to Keeping Children Safe: Prevention of Lead Poisoning and Other Dangers to Children. Learning points of the training are enhanced throughout using video clips and interactive exercises.
Pre-Requisites none
CPS In-Service Credit No

Managing Challenging Behavior: 18 to 36 Months

Mode of Delivery CBT
Duration 1.5 Hours
Work Plan Code DC01
Approved Audience Child Day Care Providers
During this fully narrated course trainees will learn important information pertaining to behaviors of toddlers from 18 through 36 months that may be seen as challenging.
Pre-Requisites none
CPS In-Service Credit No

Managing Challenging Behavior: Birth to 18 Months

Mode of Delivery CBT
Duration 1.5 Hours
Work Plan Code DC01
Approved Audience Child Day Care Providers
During this fully narrated course trainees will learn important information pertaining to behaviors of infants from birth through 18 months that may be seen as challenging.
Pre-Requisites none
CPS In-Service Credit No

Obesity Prevention

Mode of Delivery CBT
Duration 2 Hours
Work Plan Code DC01
Approved Audience Child Day Care Providers
During this fully narrated course trainees will learn important information pertaining to the importance of combating the childhood obesity epidemic by providing young children with many opportunities for active play, reducing the amount of screen time they get, and providing them with healthy food choices.
Pre-Requisites none
CPS In-Service Credit No

Preventing Shaken Baby Syndrome

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DC01

Approved Audience Child Day Care Providers

During this fully narrated course trainees will learn important information pertaining to Shaken Baby Syndrome (SBS).

Pre-Requisites none

CPS In-Service Credit No

Preventing Sudden Infant Death Syndrome and Promoting Safe Sleeping

Mode of Delivery CBT

Duration 1 Hour

Work Plan Code DC01

Approved Audience Child Day Care Providers

During this fully narrated course trainees will learn important information pertaining to Preventing Sudden Infant Death Syndrome (SIDS) and Promoting Safe Sleeping.

Pre-Requisites none

CPS In-Service Credit

School-Age Child Care

Mode of Delivery CBT

Duration 2 Hours

Work Plan Code DC01

Approved Audience Child Day Care Providers

During this fully narrated course trainees are provided information that will help them provide developmentally appropriate and stimulating care for school age children.

Pre-Requisites none

CPS In-Service Credit No

Supervision of Children

Mode of Delivery CBT

Duration 1 1/2 Hours

Work Plan Code DC01

Approved Audience Child Day Care Providers

During this fully narrated course trainees will learn about the importance of properly supervising children in child care programs, including information on types of injuries, ratio, supervision techniques, supervision in different scenarios, staff absences and consequences of inadequate supervision.

Pre-Requisites none

CPS In-Service Credit No

Supervisory and Business Management for FDC/GFDC Owners

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code DC01

Approved Audience Family and group family child day care provider owner/operators

Customized session of supervisory and business management for owners/operators of family and group family day care programs. The training will focus on the aspects of supervision and business management practices for owner/operators of Family day Care Programs and Group Family day Care Programs that are either operating multiple sites or operating a program in which they have no care giving role. The elements of this training may include but should not be limited to: record keeping, scheduling, supervision, coaching, communication, time management, and documentation.

Pre-Requisites none
CPS In-Service Credit No

Transportation

Mode of Delivery CBT
Duration 2 Hours
Work Plan Code DC01
Approved Audience Child Day Care Providers

During this fully narrated course trainees will learn important information pertaining to transporting children in a child care setting.

Pre-Requisites none
CPS In-Service Credit No

Systems Training

Day Care Services Training

CCFS - Special Topics: Using Help Topics (iLinc)

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code SYS20
Approved Audience OCFS, local districts, and voluntary agencies

This course provides an in-depth look at the Help functions associated with CCFS. Topics include:
- Accessing the Help topics
- Topic Structure
- Types of Links
- Navigating with the Contents Feature
- Navigating with the Search Feature
- Using the Glossary
- Printing Topics

Also covered is the individualized nature of the Help files and how to best make them work for you.

Pre-Requisites For virtual classroom training, the Introduction to iLinc course (offered through DLT01) should be completed.
CPS In-Service Credit No

CCFS Changes: Grandfathering and Mid-Point Options (iLinc)

Mode of Delivery Virtual Classroom & Webinar
Duration 2 Hours
Work Plan Code SYS20
Approved Audience Local district staff, voluntaries, OCFS

This course provides instruction on changes to the Child Care Facility System (CCFS) based on the July 2014 CCFS Release. This CCFS update accommodates additional changes to support the May 2014 regulations, including grandfathering a legal entity with multiple programs. It will also include new options for completing the Mid-Point process. The course is intended for OCFS Regional Office Staff, Licensors, and Registrars. Topics include: review of the May 2014 Regulation changes; Grandfathering individuals/legal entities with multiple programs, different on-site providers, operating prior to May 1, 2014; Mid-Point options, including To Do's, required documents, letters, and reports; and getting Help with CCFS.

Pre-Requisites none
CPS In-Service Credit No

CCFS Overview for Enrollment Agencies (HSLC web)

Mode of Delivery CBT
Duration 30 minutes
Work Plan Code SYS20
Approved Audience Enrollment agency and local district staff

This self-directed course explores the Child Care Facility System (CCFS) legally-exempt related tasks to be completed by enrollment agency (EA) and local district staff. There are demonstrations and an opportunity for hands-on practice. Participants will learn to understand CCFS benefits and the importance of data integrity; access and identify the elements of the CCFS legally-exempt environment; use the To Do/Reminders window; customize user preferences; access the Help system; access the History folder; add general and page-specific notes; search for provider records; and understand the importance of CCFS legally-exempt reports.

Pre-Requisites none
CPS In-Service Credit No

CCFS: Acting Director (iLinc or Webinar)

Mode of Delivery Virtual Classroom or Webinar
Duration 2 Hours
Work Plan Code SYS20
Approved Audience CCFS regulators and OCFS DCCS staff

This course provides instruction on changes made in the Child Care Facility System (CCFS) Release 8.17 to accommodate regulation 418-1.15(b)(23) for day care centers (DCC) and regulation 414.15(b)(23) for school-age child care (SACC) programs regarding the safety of children in care in the absence of an approved director. Changes include end-dating the director and assigning an acting director within the number of days outlined in the regulations. Participants will also be taught how to work with the escalation processes that have been implemented in CCFS to address instances where the requirements outlined in the regulations have not been met.

Pre-Requisites For virtual classroom training, the Introduction to iLinc course (offered through DLT01) should be completed.
CPS In-Service Credit No

CCFS: Comprehensive Overview for Regulators

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code SYS20
Approved Audience CCFS users

This updated, one-day course provides instruction for regulators on completing tasks in the Child Care Facility System (CCFS). This course is intended for new CCFS users and those who could benefit from a refresher on the topics in a typical facility lifecycle in CCFS, such as searching for records, processing an application, recording inspections, and processing renewals.

Pre-Requisites none
CPS In-Service Credit No

CCFS: Interface with CONNECTIONS (iLinc or Webinar)

Mode of Delivery Webinar
Duration 2 Hours
Work Plan Code SYS20
Approved Audience iLinc: Local district staff, voluntaries, OCFS staff
Webinar: OCFS New York City Regional Office (NYCRO) staff and New York City Department of Health and Mental Hygiene (NYCDOHMH) staff

This virtual course provides instruction on changes to the Child Care Facility System (CCFS) and CCFS2. The January 2016 system releases accommodate an interface with the CONNECTIONS system. Changes include automating the creation of a complaint in CCFS from a Statewide Central Register (SCR) day care-related report, as well as the ability to view SCR case status updates.

Pre-Requisites **For iLinc training, the Introduction to iLinc course (offered through DLT01) should be completed.**

CPS In-Service Credit **No**

CCFS: Legally-Exempt for Local District Staff (HSLC web)

Mode of Delivery **CBT**

Duration **1 Hour**

Work Plan Code **SYS20**

Approved Audience **Local districts**

This self-directed course explores the legally-exempt tasks of the Child Care Facility System (CCFS) for local district staff. Students can proceed through the training at their own pace. There are numerous demonstrations and an opportunity for hands-on practice. Topics include:

- An introduction to CCFS Legally-Exempt
- Exploring the CCFS environment
- Notifications to local districts
- Running and working with reports
- Searching legally-exempt providers

Pre-Requisites **none**

CPS In-Service Credit **No**

CCFS: Processing Legally-Exempt Enrollment Information

Mode of Delivery **Classroom**

Duration **2 days**

Work Plan Code **SYS20**

Approved Audience **OCFS, local districts, and voluntary agencies**

This course provides instruction on the use of the web-based upgrade of the CCFS Legally-Exempt Enrollment module to process and track enrollment information for legally-exempt providers in New York State. This course is required by OCFS for all enrollment agency staff that performs or may perform enrollment-related tasks using CCFS. Topics include:

- Accessing CCFS
- Searching for legally-exempt provider records
- Performing the Intake phase and recording a packet decision
- Conducting a preliminary review and recording the preliminary review decision
- Performing a full review and recording the final enrollment decision
- Processing re-enrollment information
- Maintaining information for enrolled providers
- Generating and managing legally-exempt reports

Pre-Requisites **none**

CPS In-Service Credit **No**

CCFS: Searching and Retrieving Provider Records (HSLC web)

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code SYS20
Approved Audience OCFS, local districts, and voluntary agencies

This self-directed course explores the provider search features of the Child Care Facility System (CCFS). There are demonstrations and an opportunity for hands-on practice. Topics include: Search basics and techniques, Licensed/Registered Provider search, and Legally-Exempt Provider search.

Pre-Requisites none
CPS In-Service Credit No

CCFS: Using Excel to Analyze CCFS and CCFS2 Data

Mode of Delivery Classroom
Duration 3 hours
Work Plan Code SYS20
Approved Audience CCFS users

This course teaches how to gather information from the Child Care Facility System (CCFS) and CCFS2 using Microsoft Excel and the available tables and reports in CCFS/CCFS2, and then use the functionality in Excel to manipulate and analyze the information. This analysis can help support casework and make it easier to assist providers with compliance issues. Participants will learn to save CCFS table data, CCFS2 table data, and CCFS reports as an Excel worksheet; apply basic formatting to a worksheet, including resizing columns and using the Freeze Panes feature; manage data in Excel, including sorting and filtering; using basic formulas in Excel to calculate values; print an Excel worksheet; and get help with Excel 2016.

Pre-Requisites none
CPS In-Service Credit No

CCFS2: Dashboard and Complaints

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code SYS20
Approved Audience Local Districts

The existing Child Care Facility System (CCFS) is being rewritten as a web application called CCFS2. This one-half day session is intended for CCFS users to explore the new CCFS2 in its browser-based interface and learn the steps required to use the Dashboard and the Complaints module. The Dashboard acts as the CCFS2 "home" page and provides at-a-glance information about your workload. The Complaints module is used to create and associate complaints. Topics include:

- Logging in to CCFS2
- Working in a web application
- Navigating and using the Dashboard
- Creating and associating complaints using the Complaints module
- Getting help with CCFS

Pre-Requisites none
CPS In-Service Credit No

Child Care Time and Attendance (CCTA): Administrator Training

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code SYS20
Approved Audience Local districts

This course focuses on the CCTA tasks to be completed by CCTA administrators. Topics include: accessing and navigating CCTA, managing system operators, reviewing program funding information, and performing system administration tasks that benefit CCTA users.

Pre-Requisites none
CPS In-Service Credit No

Child Care Time and Attendance (CCTA): Examiner Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code SYS20
Approved Audience Local districts

This course focuses on the Examiner-related functions in CCTA. It is intended for local district staff. Topics include:

- Accessing and navigating CCTA
- Managing family records
- Determining family eligibility
- Configuring custom fields and verifying payments
- Managing provider records
- Managing provider rates and profile information
- Transferring children between providers
- Running CCTA reports

Pre-Requisites none
CPS In-Service Credit No

Child Care Time and Attendance (CCTA): Payment Processing for Fiscal Staff

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code SYS20
Approved Audience Local districts

This course focuses on the fiscal-related functions in CCTA. It is intended for local district staff responsible for payment processing. Topics include:

- Accessing and navigating CCTA
- Processing payments in CCTA
- Generating and managing payment reports in CCTA
- Additional payment processing in CCTA

Pre-Requisites none
CPS In-Service Credit No

Using the HP ElitePad for Site Visits

Mode of Delivery Classroom

Duration 1/2 Day
Work Plan Code SYS20
Approved Audience OCFS staff assigned an HP ElitePad tablet

The focus of this course will be using the tablet and its accessories at the office and/or during site visits, understanding the new start screen and working with tiles in Windows 8.1, accessing Outlook 2013, and completing forms with OneNote.

Pre-Requisites none
CPS In-Service Credit No

Connections Training – Child Welfare

Child Protective Services Response CONN Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CONN01
Approved Audience Child Protective Services workers and other participants enrolled in CPS Response Training.

This course is part of CPS Response Training and is intended solely for participants who are enrolled in that course. The purpose of this training is to instruct Local District CPS casework staff on how to record and maintain information obtained during a CPS investigation in CONNECTIONS. Through discussion, demonstration, and hands-on practice exercises, participants will be able to identify the relationship between the programmatic principles and system functionality for Safety Assessments; describe the stages and reports associated with a CPS Investigation; record a Risk Assessment and discuss the importance of accurately identifying primary and secondary caretakers; add and substantiate/unsubstantiate allegations, as well as record and modify injury information associated with an allegation; conclude an investigation and submit it for supervisory approval; generate a Notice of Indication and the Mandated Reporter Letter; manage their caseload using the Open Caseload Inquiry (OCI) report; and consolidate an investigation, recognizing the policy guidelines and system criteria that must be met.

Pre-Requisites Is part of Child Protective Response Training
CPS In-Service Credit No

CONNECTIONS Case Management for Child Welfare Workers

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code CONN01
Approved Audience Case Managers, Case Planners, Caseworkers, and other professionals who maintain information in the Family Services Intake or Family Services Stage in CONNECTIONS.

This course provides instruction to child welfare caseworkers on documenting their work in CONNECTIONS. This includes hands-on practice creating a Family Services Intake and completing work in a Family Services Stage.

Pre-Requisites none
CPS In-Service Credit No

Documenting Casework Contacts with Foster Children in CONNECTIONS (HSLC web)

Mode of Delivery CBT
Duration 45 Minutes
Work Plan Code CONN01
Approved Audience Local district and voluntary agency caseworkers and supervisory staff.

This course provides local district and voluntary agency casework and supervisory staff with instruction on the proper completion of progress notes that document casework contacts with foster children. Learners will discover the proper coding for this type of progress note, the appropriate content of narratives, and supports available to help maintain compliance with the contact requirements.

Pre-Requisites none
CPS In-Service Credit No

Foster and Adoptive Home Development

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code CONN01
Approved Audience FAD Caseworkers and any other professionals who create and maintain FAD homes in CONNECTIONS.

The purpose of this course is to train caseworkers how to create and maintain Foster and Adoptive (FAD) homes in CONNECTIONS. Through discussion, demonstration, and hands-on practice exercises, participants will learn how to record inquiries for a FAD home, add and relate persons to the home, maintain demographic information for those persons, record a home study, submit homes for approval, generate certificates and other outputs, update information for authorized homes, reauthorize homes, close homes, reopen closed homes, and edit and create Emergency homes.

Pre-Requisites none
CPS In-Service Credit No

Foster Care One-Day Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code CONN01
Approved Audience Caseworkers and other staff from Local District and Provider agencies who document their work with Foster Children in CONNECTIONS.

The Foster Care One-Day Training course focuses on case recording requirements in CONNECTIONS for foster care workers. This training covers the components in CONNECTIONS that are specifically required for Foster Care workers. This training includes discussion on the programmatic and policy aspects of Foster Care Issues in the Family Assessment and Service Plan, Health Services, Education and Permanency Hearing Reports. Discussion is accompanied by hands-on demonstrations and practice exercises using CONNECTIONS.

Pre-Requisites none
CPS In-Service Credit No

Getting to Know the CONNECTIONS Activities Window

Mode of Delivery Classroom
Duration 1 Day

Work Plan Code CONN01

Approved Audience Local district and voluntary agency staff responsible to review or record legal and movement activities in CONNECTIONS.

The purpose of this training is to instruct local district and voluntary agency workers with experience documenting and viewing information in the Child Care Review Services (CCRS) system, how to complete this work on the CONNECTIONS Activities window. Participants will utilize scenario-based examples to practice entering Movement and Legal codes, to learn how and when these codes should be recorded for a child track, and to review the importance of entering data correctly.

Pre-Requisites none

CPS In-Service Credit No

LL: CPSRT Starting the Investigation

Mode of Delivery Virtual Classroom

Duration 3 Hours

Work Plan Code CONN01

Approved Audience Child Protective Services workers and other workers who attend CPSRT Training.

This course is part of CPS Response Training and is intended solely for participants who are enrolled in that course. The purpose is to instruct casework staff responsible for documenting CPS Investigations on how to accurately record, view, and maintain case information in CONNECTIONS. Participants will be able to understand security considerations related to working in CONNECTIONS; describe stages adn reports associated with a CPS Investigation; explain the responsibilities of Primary and Secondary workers in an INV stage; generate the Intake/IRI and Prior Case Summary reports, and the Notice of Existence; review historical information online; record a progress note; change person information in a CPS Investigation stage; describe when a person should be related to a CPS Investigation stage; and identify available CONNECTIONS resources and when to use them.

Pre-Requisites For virtual classroom training, the Introduction to iLinc course (offered through DLT01) should be completed.

CPS In-Service Credit No

LL: Documenting the Family Assessment Response in CONNECTIONS

Mode of Delivery Virtual Classroom

Duration 3 Hours

Work Plan Code CONN01

Approved Audience Caseworkers responsible for working with FAR cases.

This course provides local district and voluntary agency workers with how to navigate to and record information in the FAR stage in CONNECTIONS. Participants will learn about the components of the FAR stage and the windows that comprise it, including the Family Led Assessment Guide (FLAG), Action Plan, Safety Assessment, and Risk Assessment Profile (RAP) windows. The process of track switching a FAR stage to an Investigation (INV) stage will also be discussed, as well as the Stage Summary window.

Pre-Requisites For virtual classroom training, the Introduction to iLinc course (offered through DLT01) should be completed.

CPS In-Service Credit No

LL: Exploring the Person List Window in the CONNECTIONS Family Services Stage

Mode of Delivery Virtual Classroom

Duration	**1 1/2 Hours**
Work Plan Code	**CONN01**
Approved Audience	**Participants enrolled in Foundations training.**

This course is part of CPS Foundation Part 1 training and is intended solely for participants who are enrolled in that course. The purpose of this iLinc course is to familiarize caseworkers with the Person List window in the Family Services Stage.

Pre-Requisites	**For virtual classroom training, the Introduction to iLinc course (offered through DLT01) should be completed.**
CPS In-Service Credit	**No**

LL: Viewing Person History in CONNECTIONS via Implied Role

Mode of Delivery	**Virtual Classroom**
Duration	**30 minutes**
Work Plan Code	**CONN01**
Approved Audience	**Local district and voluntary agency workers.**

This course familiarizes district and voluntary workers with what it means to have an implied role in a CONNECTIONS stage, how to determine when they have an implied role, and how to view historical information with such a role. Participants are provided with a practice simulation available for use anytime.

Pre-Requisites	**For virtual classroom training, the Introduction to iLinc course (offered through DLT01) should be completed.**
CPS In-Service Credit	**No**

LL: Working with Permanency Hearing Reports in CONNECTIONS

Mode of Delivery	**Virtual Classroom**
Duration	**3 Hours**
Work Plan Code	**CONN01**
Approved Audience	**Caseworkers and other staff from Local District and Provider agencies who work with Permanency Hearing Reports.**

The purpose of this course is to familiarize new local district and voluntary agency foster care workers with the process of completing Permanency Hearing Reports in CONNECTIONS. Participants will learn about the Permanency Law, the types and features of Permanency Hearing Reports, and the CONNECTIONS roles that can maintain them. This is one of three independent, online courses that comprise the content offered in the Foster Care One-Day Training.

Pre-Requisites	**For virtual classroom training, the Introduction to iLinc course (offered through DLT01) should be completed.**
CPS In-Service Credit	**No**

LL: Working with Progress Notes

Mode of Delivery	**Virtual Classroom**
Duration	**1 1/2 Hours**
Work Plan Code	**CONN01**
Approved Audience	**Caseworkers and other staff from Local District and Provider agencies who are enrolled in Foundations Training.**

This course familiarizes learners with the tasks most commonly completed on the Progress Notes windows in a CONNECTIONS FSS. Discussion will be accompanied by hands-on demonstrations and individually-completed simulations of progress notes-related tasks.

Pre-Requisites **Enrolled in Foundations Training. For virtual classroom training, the Introduction to iLinc course (offered through DLT01) should be completed.**

CPS In-Service Credit **No**

NYC Integrated Core CONNECTIONS Classroom Training (Satterwhite)

Mode of Delivery **Classroom**

Duration **4 Days**

Work Plan Code **CONN01**

Approved Audience **Child Protective Services workers from NYC's ACS.**

This course is part of NYC's training for CPS workers and is intended solely for participants who are enrolled in that course. The purpose of this four-day course is to train caseworkers on how to document, search, and maintain within CPS and Family Services Stages, including Family Assessment and Service Plans (FASPs) in CONNECTIONS. Through discussion, demonstration, and hands-on practice exercises, participants will edit Tracked Children Detail (including Program Choices and Permanency Planning Goals), launch and edit a FASP, discuss submitting and approving FASPs, record safety and risk, and launch a Plan Amendment.

Pre-Requisites **Is part of the CPS Practice Core Training.**

CPS In-Service Credit **No**

Preventive Case Management in CONNECTIONS for NYC

Mode of Delivery **Classroom**

Duration **2 Days**

Work Plan Code **CONN01**

Approved Audience **NYC case managers, case planners, caseworkers, and other professional who maintain information in the FSS.**

Formerly known as Specialized Preventive Case Management (SPCM), this course offers Administration for Children's Services (ACS) and provider agency staff with instruction on recording preventive casework activities in the CONECTIONS Family Services Stage (FSS). Also included are overviews and step-by-step instructions on the Health Services and Education tabs of the FSS.

Pre-Requisites **None**

CPS In-Service Credit **No**

Recording Education in CONNECTIONS (HSLC web)

Mode of Delivery **CBT**

Duration **45 Minutes**

Work Plan Code **CONN01**

Approved Audience **Local district and voluntary agency workers.**

This course introduces local district and provider agency workers to the CONNECTIONS Education component. Participants will become familiar with the requirements for recording education information, and learn to record, view, and maintain that information in CONNECTIONS.

Pre-Requisites **None**

CPS In-Service Credit **No**

Systems Training that Support OCFS Systems

Adobe Reader X - Using PDF Files (iLinc)

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code SYS04
Approved Audience OCFS, local districts, and voluntary agencies

This class demonstrates the benefits of Adobe Reader X and explains basic PDF file concepts. Topics include: introduction to the Adobe Reader X window, reviewing the Adobe Reader X toolbars, browsing a PDF document and viewing a file, finding and searching text, using the navigation pane, using thumbnails and bookmarks, and additional Adobe Reader X features.

Pre-Requisites none
CPS In-Service Credit No

Adult Services Automation Project (ASAP).NET

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code SYS04
Approved Audience OCFS and local districts

The Adult Services Automation Project (ASAP) is an information system used to automate the intake and case management functions performed by Adult Protective Services Adults (APS) caseworkers in local districts. This course is intended for local district staff and supervisors requiring training on the 2014 release of the ASAP.NET version of the system, which includes a browser-based interface. Topics include: accessing and navigating ASAP, performing intake tasks, recording assessment results, maintaining case information, entering guardianship information, and running reports.

Pre-Requisites none
CPS In-Service Credit No

Cognos Report Studio for Central SOS Users

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code SYS04
Approved Audience OTDA, OCFS, and local districts

Cognos Report Studio is a web-based tool that report authors use to build sophisticated reports against multiple databases or reporting environments. The Cognos Report Studio for Central SOS Users course is designed to provide Report Studio training to state and local district report writers and authors who are responsible for fulfilling requests for basic and ad-hoc reports using Central SOS data. Report writers will learn various report development concepts. This class provides hands-on instruction utilizing relevant Central SOS examples to practice authoring various list and crosstab reports. Topics include:

- Accessing the Cognos environment and Cognos Report Studio
- Customizing your Cognos environment
- Accessing Central SOS data through Report Studio
- Searching for and running existing reports developed by others as well as yourself
- Creating, saving, and running new list and crosstab reports
- Modifying reports, incorporating features such as sorting, grouping, filtering, calculations, and prompt pages
- Formatting, exporting and printing reports

You must have or obtain a Report Studio license and access to Central SOS data within Cognos prior to attending this training. Contact your local area network administrator to request a license and access.

Pre-Requisites none
CPS In-Service Credit No

Cognos Report Studio for WRTS Users

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code SYS04
Approved Audience OTDA, OCFS, and local districts

The purpose of this course is to explore the tools and techniques available for locating, creating, modifying, and running reports in Cognos Report Studio. In this course, you will learn how to: access Cognos and WRTS, search for and run existing reports in Cognos, plan for and create new list reports, modify existing reports, create crosstab reports, format reports, and print reports. You must have or obtain a Report Studio license and access to WRTS data within Cognos prior to attending this training. Contact your local area network administrator to request a license and access.

Pre-Requisites none
CPS In-Service Credit No

Digital Literacy Fundamentals: Skills for Using Your Computer Effectively

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code SYS04
Approved Audience OCFS, local districts, and voluntary agencies

In order to make efficient use of a PC, there are several essential skills that need to be mastered. A lack of understanding of how to navigate within the Windows 7 environment and manipulate common objects and applications can lead not only to user frustration, but can result in wasted time or the loss of data. This course is aimed at users with minimal prior experience or comfort with personal computers, and teaches students the foundational concepts and skillsets necessary to begin effectively utilizing their computer. Topics include:

- An overview of the Windows 7 operating system, including its objects and features
- Best practices for file management
- Navigating the Internet and Intranet using a web browser
- Introducing the function and utility of the various Microsoft Office 2016 applications
- Searching and browsing Microsoft Windows Help

Pre-Requisites none
CPS In-Service Credit No

Mandated Reporter Online Training

Mode of Delivery CBT
Duration 2 Hours
Work Plan Code TT01
Approved Audience Mandated Reporters in NYS

This on-line course is available at any time, 24/7. This course features interactive exercises that are customized for the major disciplines: Social Services, Education, Law Enforcement, Child Day Care and Medical. It addresses definitions, indicators, and how to make a report to the State Central Register. It is fully narrated and includes video taped segments that enhance the learning points. This course meets the New York State Education Department mandatory requirements for training in child abuse identification and reporting.

* Once the training begins trainees have 30 days to complete the course. Users are allowed to save their progress at the end of each section enabling a self-paced learning experience that may be completed in either one sitting, or in multiple sessions. Although this course will meet the one time requirement for Mandated Reporters, trainees are encouraged to take this course periodically as a refresher with current information.

Pre-Requisites none
CPS In-Service Credit Yes

Microsoft Office - various courses

Mode of Delivery Classroom, CBT and/or Virtual Classroom
Duration half day and full day courses
Work Plan Code SYS04
Approved Audience OCFS, local districts, and voluntary agencies

Introductory and/or advanced level courses are offered in Office, Windows, Outlook, Word, Excel, Access, PowerPoint, OneNote, and Visio.

Pre-Requisites For advanced level courses, the introductory level or equivalent experience. For virtual classroom training, the Introduction to iLinc course (offered through DLT01) should be completed.
CPS In-Service Credit No

P-Card Approver Responsibilities Training (classroom or webinar)

Mode of Delivery Classroom or Webinar
Duration 30 minutes
Work Plan Code SYS04
Approved Audience OCFS P-card approvers

This course is intended for existing procurement card (P-Card) approvers. The focus is on P-Card approver guidelines and responsibilities.

Pre-Requisites none
CPS In-Service Credit No

P-Card Cardholder Training (classroom or webinar)

Mode of Delivery Classroom or Webinar
Duration 90 Minutes
Work Plan Code SYS04
Approved Audience OCFS P-card cardholders

This course is intended for existing P-Card cardholders. The focus is to review guidelines and responsibilities.

Pre-Requisites none
CPS In-Service Credit No

Webinar: Detention Risk Assessment Instrument System (DRAIS)

Mode of Delivery Webinar
Duration 2 Hours
Work Plan Code SYS04
Approved Audience OCFS and local districts

This course provides instruction on the Detention Risk Assessment Instrument System (DRAIS). The system is used to guide detention decisions in juvenile delinquent detention cases. Topics include:

- Accessing DRAIS
- Searching for youth
- Entering a new DRAI for youth without a preexisting DRAI
- Entering a new DRAI for youth with a preexisting DRAI

The user agreement form cannot be signed and submitted to create a user account unless staff has attended training. Staff must attend a training session prior to being assigned a user account.

Pre-Requisites none
CPS In-Service Credit No

Additional Training Courses Available to LDSS Staff

Courses for All LDSS Staff

A Workplace of Difference

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This training examines the concepts of stereotypes and assumptions, helps participants assess their perceptions about themselves and others, explores the concept of culture, determines how diversity enhances the workplace while demanding some behavioral changes for more productivity and higher customer satisfaction and how small slights, subtle discriminations and tiny injustices can add up to big problems in your workplace.

Pre-Requisites none
CPS In-Service Credit No

Adult Learning Theory and Principles

Mode of Delivery Classroom
Duration 3 Days
Work Plan Code LDST01
Approved Audience Local District Staff

Training provides local district Staff Development Coordinators and Trainers with the knowledge and skills to design and deliver training programs that incorporate the principles of adult learning, developing training objectives, design, delivery and evaluation of training programs

Pre-Requisites none
CPS In-Service Credit No

Advanced Writing Skills: Honing Written and Verbal Communication

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience All Staff

Written and verbal skills are necessary to business communication and essential for effective job performance. This course concentrates on specific written and verbal techniques to help enhance these skills.

Pre-Requisites none
CPS In-Service Credit No

Affirming Diversity

Mode of Delivery Classroom
Duration 1 Day

Work Plan Code LDST01
Approved Audience All Staff
Diversity is an increasingly important issue for organizations in the 21st century. Today's highly diverse workplace requires people to work productively and cooperatively with a variety of viewpoints, ideas and perspectives. Awareness, an understanding and appreciation of others is the key to harmonious interaction. This course is designed to help participants develop empathy, avoid destructive stereotyping, reduce frustration and anxiety. The goal is to affirm the value of diversity and create a better workplace community.
Pre-Requisites none
CPS In-Service Credit No

Assertive Communication Skills

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience All Staff
Many people often find it difficult to speak up and say what they mean. The inability to verbally confront one another honestly and directly damages interpersonal relationships, decreases productivity, and increases stress. Most people are never taught how to 'confront' properly and effectively. Participants will learn how to use communication techniques that will help them to assertively address issues, build self-confidence, set boundaries, determine appropriate responses, and enhance personal empowerment.
Pre-Requisites none
CPS In-Service Credit No

Beyond Civil Service: Hiring the Right Candidate through Skills-Based Interviewing

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff
In this training supervisors and staff will evaluate the behavioral competencies and skills needed for key positions, create an interview matrix with questions to explore if the candidate has those skills, and design an evaluation tool to ensure fairness and objectivity. Skills learned include: conducting a job analysis, identifying skills needed for the position, creating the best questions to solicit the experiences and skills needed, conducting an effective interview, and creating an evaluation strategy and using it.
Pre-Requisites none
CPS In-Service Credit No

Bloodborne Pathogen Training for Voluntary Agencies and Local District Staff

Mode of Delivery CBT
Duration 1 hour
Work Plan Code DLT01
Approved Audience Local District / Voluntary Agency Staff

The Occupational Safety and Health Administration, or OSHA, requires employers to take steps to protect the health and safety of workers at risk of exposure to blood or other potentially infectious body fluids. In the course of caseworkers and residential staff interactions with youth and families, these staff may be exposed to infectious agents. The purpose of this training is to provide residential voluntary agency staff and local district staff the information and skills necessary to protect the well-being and health of residents and staff. This training covers the nature and transmission of the Hepatitis B Virus (HBV), Hepatitis C Virus (HVC) and the Human Immunodeficiency Virus (HIV). It covers the safe handling of body fluids, methods of transmission and methods of protection. At the end of this CBT, you'll be able to:

• summarize basic facts about the transmission, symptoms, and prevention of HBV, HVC, and HIV;
• explain certain safety policies and procedures detailed in this video, and
• describe how to safely use a spill kit to clean up a blood or body fluid spill.

This CBT alone does not fulfill the OSHA training requirement, which includes the ability of trainees to submit questions for clarification.

Pre-Requisites None
CPS In-Service Credit No

Bridges Out of Poverty

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01 & LDST02
Approved Audience All Staff

Bridges Out of Poverty training is an approach to addressing poverty in a comprehensive way that looks at the impact of economic class and the dynamics that cause and maintain poverty from the individual to the systems level. This training provides a theoretical framework and concrete tools a community needs to prevent, reduce, and alleviate poverty. The Bridges Out of Poverty training assists employers, community organizations, social-service agencies, and individuals and provides powerful tools for change. The training shares approaches for people from all economic classes to come together to improve job retention rates, build resources, improve outcomes, and support those who are moving out of poverty.

Pre-Requisites none
CPS In-Service Credit Yes

Bringing Your Whole Self to Work

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

Who are you bringing to work each day? This is the question we must ask to find the deeper sense of belonging we deserve from our work and our work deserves from us. Think of how much of our waking moments we spend with work activities as opposed to time with our loved ones. If we are not living fully in our time at work, then we are essentially giving up a big part of our lives.

Pre-Requisites none
CPS In-Service Credit No

Building and Maintaining Professional Relationships

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This interactive workshop will help participants maintain their professional relationships with confidence. Lecture, individual assessment, individual and group exercises, practice sessions and action planning are incorporated to begin developing a culture where the toughest challenges are seen as opportunities for improvement.

Pre-Requisites none
CPS In-Service Credit No

Building Better Teams

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This workshop will help participants focus on: the value of working as a team; ways to develop team norms and ground rules; how to identify their team player style and how to use it with their own team; techniques for building team trust; the stages of team development and how to help a team move through them; the critical role communication skills will play in building and maintaining a team atmosphere; ways that team members can be involved and grow in a team setting.

Pre-Requisites none
CPS In-Service Credit No

Bully Busters - Blowing the Whistle

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This program will help staff become aware of and develop the skills necessary to deal with this problem effectively. The seven steps are aimed at controlling and preventing the bullying behavior. The aim of control is to reduce the occurrence of bullying, and the aim of prevention is to induce conditions in which bullying is unlikely to occur in the future. It assures staff/employees that they will have a safer and more productive learning environment.

Pre-Requisites none
CPS In-Service Credit No

Calming Upset Customers

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This program helps employees stay effective during unpleasant situations. It has proven techniques to handle turmoil on the job. It also has a component that addresses particular crisis intervention skills for those who are involved in Human Services.

Pre-Requisites none
CPS In-Service Credit No

CFSR: Opportunities for Improvement (Recorded Webinar)

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DLT01
Approved Audience Local District and Voluntary Agency Staff / Administrators

This is a recorded webinar by CWCS to discuss the current federal Child and Family Services Review findings.

Pre-Requisites None
CPS In-Service Credit No

Change…..The Stress of It All

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This training workshop you will learn how to manage stress during turbulent times. Upon completion this training session you will be able to learn how to relax. You will learn to define job stress and worker burnout; assess job stress potential; examine internal and external causes of job stress and burn out; compare and contrast the short term and long term symptoms of stress/burn out; coping techniques that are useful in reducing the stressors and stress consequences.

Pre-Requisites none
CPS In-Service Credit No

Collaborative Team Approach

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This workshop will show your team how to function as one unit, rather than as individual members pursuing personal or even hidden agendas. By using the comprehensive system presented, you will know how to establish collective, goals, ground rules, and roles and responsibilities in forming the team.

Pre-Requisites none
CPS In-Service Credit No

Communication Across the Generational Divide

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01

Approved Audience Local district staff

In today's workplace people often struggle when tackling the complexities of effectively working in a multi-age workforce. The course will provide insights and strategies that will minimize the miscommunication that frequently fuels generational conflict. Participants will gain the tools they need to promote respect and strengthen communication and collaboration to make the workplace more productive.

Pre-Requisites none

CPS In-Service Credit No

Compassion Fatigue

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code LDST01

Approved Audience Caseworkers and Frontline Staff

Compassion fatigue is one of the secondary traumas that results from being weakened emotionally and physically by the strain of long-term exposure to the struggles of others. While we provide services to the clients of Social Services we often find ourselves and our staff experiencing this unique type of stress. This workshop will provide you with the techniques and tools to determine the level of Compassion Fatigue in you and your staff's life and how to minimize this stress for your team and therefore, provide better services to the clients you serve.

Pre-Requisites none

CPS In-Service Credit No

Coping With Difficult People

Mode of Delivery Classroom

Duration 1/2 Day

Work Plan Code LDST02

Approved Audience Local district staff

In this program we will look at the behaviors of different people and why they act the way they do. We will address how we handled situations in the past and prepare an action plan for positive communication in the future.

Pre-Requisites none

CPS In-Service Credit No

Creating Personal and Professional Balance Through Time Management

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code LDST02

Approved Audience Local district staff

This program is designed to give you strategies to prioritize and stop the negativity of procrastination and perfectionism. Learn how to take a deep breath and put balance back on your life.

Pre-Requisites none

CPS In-Service Credit No

Creating Relationships with People in Poverty

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01 & LDST02
Approved Audience Local district staff

Most staff have attended the Framework for Understanding Poverty or the Bridges out of Poverty workshops and have learned the concepts of the culture of poverty. This training for teams and supervisors will focus on applying these concepts in working with your clients. Objective: Understand that change hinges on and stems from relationships; identify and practice the skills of making and maintaining relationships.

Pre-Requisites none
CPS In-Service Credit Yes

Creative Problem Solving and Decision Making

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code LDST02
Approved Audience Local district staff

In this session you will discover incremental steps needed to solve problems and make decisions that you can live with. Topics will include: what is the problem; whose problem is it anyway; are you focused on the problem based on facts or your interpretation of facts; what type of problem solver are you; cause and effect 101; STOP catastrophizing; life after the workshop.

Pre-Requisites none
CPS In-Service Credit No

Creative Problem Solving and Decision Making

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff

This training introduces exercises and tips for arriving at creative solutions to problems. Key topics include: The Creative Process and its applications to creative thinking, planning and innovation at work; Factors that enhance and inhibit creative thinking; Strategies for maximizing creativity at work; Creativity Tools and Techniques; Leadership Strategies to foster individual and team creativity in work units.

Pre-Requisites none
CPS In-Service Credit No

Critical Thinking

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This workshop will teach participants how to: define critical and non-critical thinking, identify their critical thinking style, describe other thinking styles, work through the critical thinking process develop and evaluate explanations, improve key styles; use analytical thought systems and prepare and present powerful arguments.

Pre-Requisites none
CPS In-Service Credit No

Critical Thinking and Casework

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Caseworkers and Frontline Staff

This course provides participants with a foundation of skills and techniques for critical thinking. Participants will engage in a variety of hands-on activities that will enhance their ability to make quality decisions for job-related situations. Critical thinking helps individuals examine their thought processes and improve their effectiveness. Critical thinking is the ability to ask the right questions, challenge assumptions, and see other viewpoints with clarity.

Pre-Requisites none
CPS In-Service Credit No

Cultural Competency for Caseworkers

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Caseworkers and Frontline Staff

This highly interactive course is an introduction to very basic concepts of diversity. The session provides participants with an understanding of how to effectively use clients' cultural experiences to enhance service delivery and case planning. Participants will explore issues of self-identity in areas such as: race, gender, sexual orientation, age, physical ability, religion, job levels, etc. Participants will leave with a personal plan of what they need to do differently or more to value the diversity among their clients. Key topics include: Reasons for Exploring Diversity; Recognizing Workers Cultural Lenses; The Impact of 'Isms' in the Workplace; Cultural Obstacles to Effective Service Delivery; Building Bridges Across Cultural Divides; and Personal and Professional Action Planning.

Pre-Requisites none
CPS In-Service Credit No

Customer Service Skills

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff

Excellent customer service lies at the heart of any successful organization. Giving great service means that internal (co-workers) and external customers (clients) feel that they are valued. Great customer service is 'people helping people' in ways that result in increased performance, which contributes to the success of the entire organization, and creates a positive/productive working environment. Areas covered include: Customer treatment - internal/external, communicating clearly, attentive listening, handling uncomfortable situations, and problem solving.

Pre-Requisites none
CPS In-Service Credit No

Dealing Positively With Workplace Negativity

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code LDST02
Approved Audience Local district staff

This course will demonstrate how to successfully deal with negative people and negative situations; understand where negativity comes from and what cures it; and develop a plan for dealing with doom and gloom thinking.

Pre-Requisites none
CPS In-Service Credit No

Dealing With Difficult People

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff

This training will provide participants with the opportunity to develop or enhance skills in handling difficult situations with clients and/or co-workers. Key topics include: Identifying Difficult Behaviors and Causes; The Worker-Client Equation; Managing Verbal/Non-Verbal Hostility; Managing Personal Aggression; Managing Telephone Hostility; Managing Acting-Out/Display Behavior; and Stress Management for the Workers.

Pre-Requisites none
CPS In-Service Credit No

Disproportionate Minority Representation - Creating Better Outcomes for Child Welfare Cases

Mode of Delivery Webinar
Duration 1.5 hours
Work Plan Code DLT01
Approved Audience Local District Staff

Nassau County has participated in the OCFS sponsored DMR project since 2009. Recognizing that child welfare staff may have unconscious as well as conscious biases, the Department has implemented action steps designed to address DMR and cultural competency. This presentation explores the multifaceted approach Nassau has taken to improve outcomes for all children involved in the child welfare system including: blind removal meetings, the 0-5 Babies Can't Wait Project, participating as a pilot county with OCFS for Educational Stability, and corresponding foster parent recruitment efforts within the identified DMR zip codes.

Pre-Requisites none
CPS In-Service Credit No

Diversity - Differences That Add Options

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

During this training you will learn to discover your personal comfort level with people who are different from yourself, have an understanding of the visible and invisible aspects of 'culture'; recognize intra-cultural diversity; examine personal and professional tendencies toward bias and stereotyping; limit the influence of stereotypes; reduce conflict and transform knowledge into tolerance and acceptance. Race/ethnicity; gender/gender identity; ability/disability; age; education; socio-economic; language/communication; individual experiential (background).

Pre-Requisites none
CPS In-Service Credit No

Domestic Violence Prevention Training for Healthy Families Staff

Mode of Delivery CBT
Duration 1.5 hours
Work Plan Code DLT01
Approved Audience Local District Staff

This training will assist Healthy Families Staff by identifying many of the tactics used by those who perpetrate physical, emotional or sexual abuse, or financial exploitation of vulnerable adults, and by offering ways to better engage both victims and their abusers. This training is intended to broaden their skill set when dealing with referrals that may involve abuse or exploitation among spouses, significant others, family and household members.

Pre-Requisites none
CPS In-Service Credit TBD

Effective Communication

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

Participants will explore and understand how their communication patterns create an image of who they are personally and in the worksite and will learn ways to increase their effectiveness by improving their communication skills.

Pre-Requisites none
CPS In-Service Credit No

Effective Meeting Skills

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This training was designed to help you improve the quality of meetings you attend as the leader, or as a participant. It begins with the premise that an effective meeting is one that achieves its objectives within a reasonable time. It is divided into six sections which tell you how to participate in more effective meetings as a leader and supervisor.

Pre-Requisites none
CPS In-Service Credit No

FISH!

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

There are four main concepts highlighted in FISH! Play that spirit of light heartedness, make their day, be there, and choose your attitude. This is based on the FISH! Philosophy by Stephen C. Lundin PhD and Katie Parke.

Pre-Requisites none
CPS In-Service Credit No

How to Work with a Jerk (Dealing with Difficult People)

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code LDST02
Approved Audience Local district staff

This course weaves best practice strategies for effectively dealing with difficult people and the core principles of Emotional Intelligence. It is insightful and uses real workplace situations to demonstrate and practice implementation of core competencies.

Pre-Requisites none
CPS In-Service Credit No

Human Trafficking/Commercial Sexual Exploitation of Children: An Overview

Mode of Delivery CBT
Duration 1 Hour

Work Plan Code DLT01
Approved Audience Local District and Voluntary Agency Staff
This 1 hour training will discuss what human trafficking is and New York State's response. Training topics will include: who the traffickers and victims are; how to recognize victims and survivors; how to provide a trauma-informed response to survivors. Information will be shared regarding legal framework and some of the resources available through OCFS and Local Departments of Social Services to assist survivors. **This as a necessary pre-requisite to the mandatory protocol training.
Pre-Requisites none
CPS In-Service Credit Yes

Influencing With Assertive Communication

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff
This program is aimed at developing the skills individuals needed to express themselves directly and honestly while preserving relationships and respecting the rights of others.
Pre-Requisites none
CPS In-Service Credit No

Inspiring Others through Leadership: A Journey Within

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff
This course teaches supervisors and managers how to inspire others, create shared visions and translate the details of work into the 'big picture' for employees. The course builds competencies in: communication, strategic management, and negotiation/influencing. Participants will be encouraged to explore their own vision of the future, through a step-by-process of self-discovery, and to develop the tools for greater collaboration and shared vision within their employees and teams.
Pre-Requisites none
CPS In-Service Credit No

Interpersonal Skills: Interacting With People You Work With

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff
This training will provide skills to manage office communications and interpersonal relationships more effectively. Key topics include: Verbal, Vocal and Visual Elements of Communications and Their Affect on Credibility and Rapport; Common Problems in day-to-day Communications with Colleagues, Subordinates and Managers; Communication Styles; Communication Etiquette; Presentation Skills to Get Ideas Accepted and Implemented; Conflict Management; and Teambuilding Communications.
Pre-Requisites none

CPS In-Service Credit No

Introduction to Basic Writing Skills

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Local district staff

This course will introduce participants to basic principles of good writing which they will apply to the critique and improvement of work writing samples. Key topics include: The Basic Rules of Grammar; Word Usage; Proofreading; Editing; Writing Style and Your Audience; Writing Clinic (review and critique).

Pre-Requisites none
CPS In-Service Credit No

It's All About Attitude

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

In this session you will add value to your day-to-day world with the following topics: how to understand and analyze attitudes, how to adjust and maintain attitudes, troublesome attitudes…yours and theirs, and the 'art' of managing perceptions.

Pre-Requisites none
CPS In-Service Credit No

It's My Boss… Not Me! Secrets About Managing Up

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff

Managing your 'boss' is more than just avoiding a potentially dangerous situation. Learning how to work effectively with the boss is the most critical single task on a worker's agenda. Knowing how to constructively interact with one's supervisor can increase personal effectiveness and create a win-win situation for all involved.

Pre-Requisites none
CPS In-Service Credit No

LL: But I Don't Have Customers

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code LDST01
Approved Audience Local district staff

Internal customers are often ignored and or taken for granted -- an attitude the compromises the productive flow of work through organizations. This LearnLinc course helps workers understand the importance of each other and the roles they play in the organization. The course teaches the steps and techniques for defining internal customers and providing them with good service to create a positive and productive work environment.

Pre-Requisites none
CPS In-Service Credit No

LL: Conflict Resolution

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code DLT01
Approved Audience Local District Staff

Conflict is a necessary and integral part of realistic and effective problem-solving discussions. It is the essence of sound decision making because disagreement is the best vehicle for broadening perspectives, discovering alternatives and stimulating creative interaction among team members. The effects of disagreement, however, depend on how they are managed by team members. Conflict can be disruptive or it can be constructive. When mismanaged, conflict can destroy a team's effectiveness; when handled well, it can greatly increase the quality of a team's work and make members feel proud of their work in the team. This class will provide participants with an understanding of the impact of conflict in the workplace, the causes of conflict, reactions of staff and others to conflict, steps towards resolving conflict as well as principles and strategies for effective mediation.

Pre-Requisites none
CPS In-Service Credit No

LL: Conquer Your Stress

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code LDST01
Approved Audience Local district staff

Stress and control are inversely important. The more control you have, the less stress you experience. The key to managing stress is to learn what you can control. In this two-hour training you will learn the causes and symptoms of stress. You will also learn a variety of fun and easy techniques to regain control of your mind. Key topics include: What is Stress?, Short and Long Term Symptoms of Stress, Burnout, Thinking Powerfully, Diet, Guided Imagery, and the Importance of Correct Breathing.

Pre-Requisites none
CPS In-Service Credit No

LL: Introduction to iLinc

Mode of Delivery Virtual Classroom
Duration 1 Hour
Work Plan Code DLT01
Approved Audience Local District Staff

This is a one-hour orientation to the virtual classroom. Students will be shown how to engage with the trainer, content and other participants by manipulating the student palette and other features of the software.

Pre-Requisites none
CPS In-Service Credit No

LL: Teaching With LearnLinc

Mode of Delivery Virtual Classroom
Duration 1.5 days
Work Plan Code DLT01
Approved Audience Local District Staff

This course is intended to develop the skills and knowledge that staff need to construct and conduct a LearnLinc Virtual Classroom course.

Pre-Requisites none
CPS In-Service Credit No

LL: The Young and the Rest of Us

Mode of Delivery Virtual Classroom
Duration 4 Hours
Work Plan Code LDST01
Approved Audience Local district staff

The newest diversity on the block is generational diversity. Age has taken its place beside gender, race and culture in a way that binds some groups of people together and drives other groups crazy. This workshop is designed to help supervisors understand the issues of age diversity in today's workplace. Participants will learn practical strategies, techniques and tools that will help them deal with the challenges of cross-generational management.

Pre-Requisites none
CPS In-Service Credit No

LL: Walking the Tightrope: Managing Difficult Conversations

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code LDST01
Approved Audience Local district staff

We've all been there… We know that we must confront an underperforming employee, coworker or boss about some especially sticky situation--and we know the encounter will be uncomfortable. This course presents a step-by-step approach for handling these unpleasant exchanges in a manner that reduces anxiety and accomplishes their objective. You will learn how to prepare; how to have the conversation without defensiveness; and how to keep it productive and focused.

Pre-Requisites none
CPS In-Service Credit No

LL: Working with You Hurts: Avoiding Emotional Traps at Work

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code LDST01
Approved Audience Local district staff

This course focuses on the importance of interpersonal relationships between co-workers. Participants will learn how to mitigate destructive patterns that contribute to toxic behaviors at work. Topics include: Symptoms of Toxic Workplace Relationships; Setting and Maintaining Boundaries; Unhooking Self from Difficult Situations.

Pre-Requisites none
CPS In-Service Credit No

Management and Leadership - What's the Difference? Part I

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

Management is getting things to work efficiently and leadership is making sure that the right things are being done right. In this program you will learn to do your jobs well, how to be an effective manager/leader. Learn to develop both management and leadership capabilities.

Pre-Requisites none
CPS In-Service Credit No

Management and Leadership - What's the Difference? Part II

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

Participants will understand the importance of taking responsibility for one's own actions and learn techniques to handle challenging ethical and moral dilemmas using effective decision-making skills.

Pre-Requisites none
CPS In-Service Credit No

Managing Inter-Departmental Conflict

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This session will identify and explain the cluster of vital behaviors that have a cascading effect on successful conflict management. Session participants will apply these behaviors to real world inter-departmental conflicts via experiential learning activities. They will be able to recognize, compare/contract and analyze the effectiveness of these specific, observable and replicable behaviors. Every participant will take part in role play with successful conflict management tips and tactics to take back to their workplace.

Pre-Requisites none
CPS In-Service Credit No

Managing the Workplace Survivors

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff

This training is aimed at helping supervisors and other organizational leaders understand the critical role they play in today's organizations, and identify specific strategies for increasing quality and productivity among survivor employees. Participants will: gain a perspective on who the survivors are, where they came from, and what's happening to them; and be introduced to and explore the Survivor Management Model, which outlines an approach used successfully by numerous Human Services Organizations to recommit and realign their survivors.

Pre-Requisites none
CPS In-Service Credit No

Motivational Interviewing

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

Motivational interviewing allows the staff to manage ambivalence and promote change by assisting the client in becoming focused on a continuum of self-improvement, thus moving them incrementally toward self-sufficiency. The use of assessment and facilitation skills together create an environment where staff learn about what motivates the client, while encouraging clients to think about how their behaviors carry consequences.

Pre-Requisites none
CPS In-Service Credit No

Motivational Interviewing: An Overview

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DLT01
Approved Audience Local District, State, and Voluntary Agency Staff

This course introduces basic motivational interviewing constructs. Participants are introduced to ‘stages of change’ and various components that an individual may experience related to changing behavior. The ability to use a select set of interpersonal skills to build relationships and motivate an individual toward a change process is introduced.

Pre-Requisites none
CPS In-Service Credit No

Multi-Generational Workplace

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This session illuminates a new way of looking at how to get work done and get along. Generational diversity can bring a plethora of new perspectives into the workplace. How to bridge the gap of the multiple generations will be the focus of this training.

Pre-Requisites none
CPS In-Service Credit No

Organizing Your Workspace and Time: A Time-Management Course

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff

This training will assist staff to rationalize their use of time and set goals for effective management of their daily and weekly workload. Making one's workspace more conducive to maximum productivity is among the topics discussed.

Pre-Requisites none
CPS In-Service Credit No

Overview of the Multi Ethnic Placement Act

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DLT01
Approved Audience Local District and Voluntary Agency Staff

The purpose of this training is to provide an overview of the requirements of The Multi Ethnic Placement Act of 1994, or MEPA. It reviews the requirements for foster care and homefinding staff as they work to find appropriate placements for youth in need.

Pre-Requisites none
CPS In-Service Credit No

Overview of Trauma

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DLT01
Approved Audience Local District, State, and Voluntary Agency Staff

Understanding how trauma affects both children and adults is essential for those who work in the child welfare system. After participating in this 1 hour training, workers will better understand the different types of trauma, the symptoms of traumatic stress, the impact on long term health issues, and the signs of secondary traumatic stress.

Pre-Requisites None

CPS In-Service Credit No

Parenting Someone Else's Child

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

Children learn what they live is a saying that summarizes this session. This training is a focus on understanding the social environment that a child has been raised in and the impact that another environment has on their development.

Pre-Requisites none
CPS In-Service Credit No

Planning the Master Key to Productivity

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This training will enable you to maximize your efficiency and productivity; plan and implement your own time strategy; and enhance the quality of your output. It will relate effective time management to the achievement of workgroup objectives and key tasks.

Pre-Requisites none
CPS In-Service Credit No

Preventing Sex Trafficking and Strengthening Families Act Presentation

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DLT01
Approved Audience Local District, State, and Voluntary Agency Staff

The purpose of this online presentation is to provide a summary of the major components of the Preventing Sex Trafficking and Strengthening Families Act (P.L. 113-183). It covers key aspects of the law including: the identification, documentation and provision of services to youth at risk for sex trafficking, the reasonable and prudent parent standard for youth in foster care, youth who are absent or missing from care, and the transition of youth in foster care to a successful adulthood.

Pre-Requisites None
CPS In-Service Credit No

Productive Confrontation/Crucial Confrontation

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This training will demonstrate the gentle art of confrontation; communication skills for people under pressure; turning opposition into understanding; seven attitudes to dissolve conflicts; seven steps to handling interpersonal differences; the dynamics of non-adversarial negotiation; getting your way through non-adversarial negotiation; when to/not engage; right/wrong thinking is just plain WRONG; and building a workplace of agreement.

Pre-Requisites none
CPS In-Service Credit No

Professional Boundaries

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff

This interactive series will focus on practical skill building activities that will enable participants to analyze current levels of skill, identify areas for improvement and develop specific action plans for modifying current behavior. Participants will practice and integrate skills into a personal strategy for improvement. Upon completion of this training, session participants will be better positioned to:
- Make the case for professionalism/basic protocol(s) for professional behavior
- Decrease behaviors/patterns of behavior that produce in-cohesion in the workgroup
- Be more uniform in how supervisors respond to behavioral displays that cross the line of professionalism.

Pre-Requisites none
CPS In-Service Credit No

Reasonable and Prudent Parenting Standards Training

Mode of Delivery CBT
Duration 1.5 Hours
Work Plan Code DLT01
Approved Audience Local District, State, and Voluntary Agency Staff

This training provides the new requirements and protections for foster parents and residential homes caring for youth in care. It provides an outline of the new standard of practice and covers both the law's requirements and protections. The CBT contains 10 case studies that review common circumstances that caregivers may encounter as they have youth in care.

Pre-Requisites None
CPS In-Service Credit TBD

Right-to-Know Training

Mode of Delivery CBT
Duration 1 hour
Work Plan Code DLT01
Approved Audience Local District Staff

This course focuses on your right-to-know about hazardous chemicals in your workplace. This training meets the requirements for the Right-to-Know annual refresher training for OCFS staff. This training covers topics such as the Right-to-Know Law, Material Safety Data Sheet (MSDS) as well as identifying toxic/hazardous substances in your work area. Staff interested in this training should check with their agency as to whether or not this training will meet your annual training requirement.

Pre-Requisites none
CPS In-Service Credit No

Sexual Harassment Prevention Training

Mode of Delivery CBT
Duration 1 hour
Work Plan Code DLT01
Approved Audience Local District and Voluntary Agency Staff

This course is designed to provide all staff with valuable training and additional tools you can use to identify inappropriate behavior and assist in maintaining a work environment free from all forms of harassment. Staff interested in this training should check with your agency as to whether or not this training will meet your annual training requirement.

Pre-Requisites none
CPS In-Service Credit No

Strategies for Working with PTSD

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This training will give you the tools to learn the strategies that help identify strengths that can help manage the daily struggles that interfere with relationships and productivity. It will introduce the 5 strength based strategies for those suffering from PTSD and their friends, family and support professionals. Asking for what we need instead of focusing on what we don't want; setting clear boundaries that keep us safe and provide foundation for healthy resolution; taking time for ourselves and appreciation of others; helping them move forward in a positive way; accepting challenges to make things better and grow.

Pre-Requisites none
CPS In-Service Credit No

Succession Planning

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

The need is great for an agency to plan for those who will be future leaders. Temporary and permanent backup talent also needs to be established. Organizations want and need more from their succession plan. This will: explain the benefits of a systematic plan, develop a plan, identify leaders, and explain the operation and evaluation of the succession plan.

Pre-Requisites none

CPS In-Service Credit No

Survival Strategy for Human Services Workers in the Changing Workplace

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district staff

This training provides participants the opportunity to develop or enhance their ability to work smarter…not harder within a work environment that is changing. A variety of tactics, approaches, and plans of action that are more effective in the real world will be introduced in this workshop.

Pre-Requisites none
CPS In-Service Credit No

Surviving and Transforming Negativity in the Workplace

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff

If phrases like 'It won't work,' 'They will never...' and 'I can't...' are all too familiar expressions in your workplace - you have got a problem. It is an illness called Negaholism and it insidiously claims many victims in the workplace. Individuals who are addicted to negative behavior and thinking can slow projects to a grinding halt, destroy work teams, and spread poisonous mindsets throughout the workplace. During this course participants will learn how to diagnose Negativity, and gain powerful tools to turnaround Negativity in themselves and in others.

Pre-Requisites none
CPS In-Service Credit No

Territorial Games in the Workplace

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code LDST02
Approved Audience Local district staff

This course will demonstrate that in a period of perceived shortage of resources, one natural human instinct is to hoard all available resources. In order for our organizations to survive and thrive in the current atmosphere of tight funding, collaborative inter-unit efforts should be made to create plans for the most effective use of remaining resources.

Pre-Requisites none
CPS In-Service Credit No

The Essential Elements of Positive Workplace Communication

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code LDST02

Approved Audience Local district staff

This session will teach you Collaboration at Work; Sailing on the Seven C's to workplace relationships; Rapport the key to gaining cooperation; the meaning of your communication; healthy assertiveness- pushy or passionate; speaking up about put downs.

Pre-Requisites none

CPS In-Service Credit No

The Power of Fear and Mistrust

Mode of Delivery Classroom

Duration 1/2 Day

Work Plan Code LDST02

Approved Audience Local district staff

This training will identify the dynamics and impacts of fear and mistrust. Identify ways to reduce fear, build trust, and develop strategies to reduce fear and build trust.

Pre-Requisites none

CPS In-Service Credit No

The Professional Supervisor

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code LDST02

Approved Audience Local district staff

This workshop can help you recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization. Learn key techniques to help you plan and prioritize effectively. You will also acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision. Develop strategies for motivating your team, giving feedback, and resolving conflict.

Pre-Requisites none

CPS In-Service Credit No

Time Management

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code LDST02

Approved Audience Local district staff

Participants will learn how to sort through the many tasks and obligations in their lives while discovering concrete and effective ways to make the most of each day at home and at work.

Pre-Requisites none

CPS In-Service Credit No

Two Models for Dealing Effectively with Problematic Workplace Behaviors

Mode of Delivery Classroom

Duration 1/2 Day

Work Plan Code LDST02

Approved Audience Local district staff

In this training you will learn each of us has a difficult person hiding inside; mistaking interpretations for facts is one of the most common and insidious communication errors; does anger cause blindness(anger self-evaluation); skills to get and maintain healthy workplace boundaries; and what is a healthy boundary between you and that maniac.

Pre-Requisites none

CPS In-Service Credit No

Using the Initial Trafficking Interview Tool for Youth

Mode of Delivery CBT

Duration 1 Hour

Work Plan Code DLT01

Approved Audience Local District, State, and Voluntary Agency Staff

This training covers proper use of the optional OCFS Initial Trafficking Interview Tool for Youth. It is recommended for any professionals who work with vulnerable youth and are interested in using interview tools to identify instances of human trafficking. For support, please contact humantrafficking@ocfs.ny.gov.

Pre-Requisites None

CPS In-Service Credit No

Vicarious Trauma: Understanding and Coping with Traumatic Strain in the Workplace

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code LDST01

Approved Audience Caseworkers and Frontline Staff

The purpose of this training is to offer a practical reference to understanding the causes and complexities of vicarious trauma. It will guide trainees through the definition of trauma the relation of vicarious trauma to the primary trauma of the client, recognizing signs and symptoms, identifying possible triggers and helping them to establish positive coping mechanisms to battle the strain of empathic fatigue.

Pre-Requisites none

CPS In-Service Credit No

When Helping Hurts

Mode of Delivery Classroom

Duration 1 Day

Work Plan Code LDST02

Approved Audience Local district staff

Compassion fatigue is the result of being weakened emotionally and physically by the strain of long term involvement in someone else's struggle. You will learn: how to define compassion fatigue; identify individual and work group symptoms of compassion fatigue; determine current individual levels of compassion satisfaction, burnout and negative and positive of helping others.

Pre-Requisites none

CPS In-Service Credit No

Women in the Workplace

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code LDST02
Approved Audience Local district staff

This workshop is not intended to dwell on hypothetical answers to workplace issues. Rather, it supports the somewhat novel notion that each of us has to individually decide how to deal with realities of our work-a-day world. Participants will gain an understanding of how to implement interpersonal strategies that promote workplace cohesiveness and a sustainable level of productivity that is vital to organizational success.

Pre-Requisites none
CPS In-Service Credit No

Working with Emotional Intelligence

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff

Research shows a strong link between emotion and reason, feelings and thoughts. Making decisions based on emotions is not an exception; it is the rule. In the workplace individuals who are not emotionally smart tend to waste time on personality conflicts, often lose self-control in stressful situations, and sabotage their own success. This course will assist all levels of staff learn how to recognize, acknowledge and manage personal feelings.

Pre-Requisites none
CPS In-Service Credit No

Workplace Negativity

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code LDST02
Approved Audience Local district staff

This training will demonstrate the Resources for KEEPING the Peace; Containment; Gripe to Grip; Ending the Blame and Shame Game; and Waging Peace in the Workplace.

Pre-Requisites none
CPS In-Service Credit No

Staff Development Coordinators

Advanced Training for Staff Development Coordinators

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST05

Approved Audience Local District Staff Development Coordinators

This training focuses on new and emerging trends in management, training, facilitation, organizational development and organizational change. Topics can include, but are not limited to the following: system applications, facilitation skills, leadership and management competencies, and workforce and organization development.

Pre-Requisites none

CPS In-Service Credit No

Basic Training for Staff Development Coordinators

Mode of Delivery Classroom

Duration 2 1/2 Days

Work Plan Code LDST05

Approved Audience Local District Staff Development Coordinators

This training provides a framework and integrated model for understanding the tasks and responsibilities of a staff development professional and the ways in which various functions overlap. This model will enable staff development coordinators to develop and maintain a strong staff development program in their local district.

Pre-Requisites none

CPS In-Service Credit No

Field Evaluation of Training Program

Mode of Delivery Classroom

Duration 2 Days

Work Plan Code LDST05

Approved Audience Local district staff, OCFS & OTDA staff

This training provides support to OCFS Bureau of Training and Development/OTDA Bureau of Training and Management Analysis project managers in field evaluation of state contractual training programs. Field evaluation is a formal process of structured observation, recording, and reporting designed to support the quality of training programs delivered for local district staff.

Pre-Requisites none

CPS In-Service Credit no

Fundamentals Training for Staff Development Coordinators

Mode of Delivery Classroom

Duration 2 Days

Work Plan Code LDST05

Approved Audience Local District Staff Development Coordinators

This training focuses on topics which are essential for the successful operation of a staff development program on topics such as, but not limited to, Training Evaluation and the Role of Staff Development in Agency Orientation.

Pre-Requisites none

CPS In-Service Credit No

Needs Assessment for Training Professionals

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DLT01
Approved Audience Local District, State, and Voluntary Agency Staff

An organization's needs must be carefully examined before any strategy is undertaken to meet them. A systematic assessment can identify and prioritize needs so various interventions, including training, can have a positive impact in the organization. A needs assessment gathers information that helps us understand and evaluate the importance of needs by: describing the target population, defining problems, offering solutions, and communicating results.This 45 minute introductory course in needs assessment will provide participants with an overview of the needs assessment process, including strategies and methods for identifying, analyzing and prioritizing needs, as well as reporting the needs assessment findings in order to plan constructive interventions to meet those needs. As a result of participating in this training, participants will: understand the three categories of needs assessment (organizational, operational and individual), explore the advantages and disadvantages of methods for assessing needs in each category, and develop an awareness of the difference between training and non-training issues.

Pre-Requisites none
CPS In-Service Credit No

NYS Child Welfare System: Improving Outcomes Webinar (Recorded)

Mode of Delivery CBT
Duration 1.5 Hours
Work Plan Code DLT01
Approved Audience Local District, State, and Voluntary Agency Staff

This is a recorded version of the webinar (of same name) that was delivered on November 22, 2016. This program reviews the current state of services provided and funded by NYS OCFS. It reviews the service statistics and highlights areas that the agency needs to improve upon.

Pre-Requisites none
CPS In-Service Credit No

Orientation for Staff Development Coordinators

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST05
Approved Audience Local District Staff Development Coordinators

New Staff Development Coordinators will be oriented to the field of staff development and training and will gain insight on how to assist their staff in becoming more skilled in their jobs, as well as opportunities to positively influence the direction of their agency.

Pre-Requisites none
CPS In-Service Credit No

Platform Skills

Mode of Delivery Classroom
Duration 1 Day

Work Plan Code LDST02
Approved Audience Local district staff
This session will assist individuals who facilitate meetings, conduct trainings, etc. This will improve their confidence, skills and ability to successfully communicate material to their audience.
Pre-Requisites none
CPS In-Service Credit No

Staff Development Coordinator Samplers

Mode of Delivery Virtual Classroom
Duration 1/2 Day
Work Plan Code LDST05
Approved Audience Local District Staff Development Coordinators
Facilitated dialogues through the virtual classroom (iLinc) on current/emerging issues in staff development on topics including Individual Training Plan Development, Behavioral Interviewing for new hires, Workforce Planning, Needs Assessment and Survey Development, and Organizational Development
Pre-Requisites none
CPS In-Service Credit No

STARS HSLC Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code TT01
Approved Audience OCFS, OTDA, local district staff development organizations (including NYC) and voluntary agencies in NYS.
This training orients training vendors and local district Staff Development Coordinators on the STAR/HSLC system Users will develop and enhance their skills with the application.
Pre-Requisites none
CPS In-Service Credit No

Supervision/Management

Advanced Supervisory Training Program: The Coaching Clinic

Mode of Delivery Classroom
Duration 3 Days
Work Plan Code LDST01
Approved Audience Supervisors

How do organizations respond to the demands for higher and higher levels of performance from employees? How can organizations help their staff respond positively and effectively to these growing demands? Many progressive leaders are choosing coaching as a fundamental part of their response. The Coaching Clinic is for supervisors to experience and learn performance coaching. Performance coaching is a process that creates a powerful commitment to open communication, mutual learning and a partnership in achieving individual and agency goals. The Clinic is designed as a learning lab providing participants with varied opportunities to practice and receive feedback on the mastery of their coaching skills using self-selected work situations.

Pre-Requisites none
CPS In-Service Credit No

Coaching

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district supervisors

This training demonstrates both effective coaching techniques and barriers that can hamper successful coaching. Techniques are all applicable to the business or the world-of-work.

Pre-Requisites none
CPS In-Service Credit No

Coaching and Counseling Skills for Supervisors

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local District supervisors

Giving feedback to employees is an essential part of supervision. Such encounters, if handled correctly, can be a tremendous help in closing the gap between what employees do and what needs to be done. Handled ineffectively they can undermine the working relationship. This one-day training is for supervisors who are dissatisfied with their coaching and counseling performance and/or who are afraid of bruising employees' self-esteem.

Pre-Requisites none
CPS In-Service Credit No

Commitment to Leadership

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district supervisors

This program looks at what your leadership style is and how it affects the people lead. Self-assessments will help you determine where your commitment level is. We will address five steps to successful leadership. This is an interactive session, which looks at where you are and what you can do to get where you want to be as a leader.

Pre-Requisites none

CPS In-Service Credit No

Effective Meetings

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DLT01
Approved Audience Local District Staff

In this training you will learn how to have effective meetings as we go through: Preparing for meetings, including creating an agenda and selecting participants. Conducting meetings, ensuring that participants stay focused on the task at hand. Participating in meetings where you are not the leader, in a helpful and valuable manner. Following up after the meeting with effective meeting notes and action assignments

Pre-Requisites none
CPS In-Service Credit No

Effective Performance Appraisals

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district supervisors

This workshop is for anyone who directs the activities of others under the New Welfare Reform. This workshop is to help establish a work climate conducive to productive performance appraisals, initiate and maintain positive communications about work performance versus work expectations and help employees prepare properly for performance appraisal.

Pre-Requisites none
CPS In-Service Credit No

Financial Management

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST05
Approved Audience Local district staff, OCFS & OTDA staff

This training provides OCFS and OTDA staff, and local district DSS financial management staff with up to date training on financial management topics which can be impacted by changing legislation. Introduction to Financial Programs, Eligibility/Authorization Process, Caps/Ceilings, Appropriation/Revenue/Accounting, Systems Overview BTD/ WMS/ BICS/ CAMS/ SSPS, Overview of Claiming Process, Accounts Receivable/Settlement Process, Funding and Reimbursement Rates, Principles of Cost Allocation, Public Assistance – TANF Block Grant, Safety Net, Employment – special projects, Food Stamps, Child Support, Medicaid, Services/Child Welfare, Administrative Cap Exempt Area Plan, and Trust Accounts/Refunds/Recoveries.

Pre-Requisites none
CPS In-Service Credit No

Fostering Positive Team Dynamics for Supervisors

Mode of Delivery Classroom

Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district supervisors
This full day session will focus on organizing the skills into these five categories: Guiding the Work; Organizing the Work; developing your Staff; Managing Performance; and Managing Relations. This session will identify, assess, analyze and practice Supervisory skills, with interaction and feedback specific to your job.
Pre-Requisites none
CPS In-Service Credit No

Fundamentals of Supervision

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Local district supervisors
This training is designed to provide participants with the opportunity to develop or enhance a variety of skills needed to supervise effectively. Key topics include: Supervisory Self-Assessment; Leadership and Motivation; Handling Performance Problems; Supervisory Communications and Organizational Dynamics. Individuals will be expected to attend both days.
Pre-Requisites none
CPS In-Service Credit No

Getting Clear on the Concept of Teamwork

Mode of Delivery Classroom
Duration 1/2 Day
Work Plan Code LDST02
Approved Audience Local district supervisors
The first hour of this session will focus on three distinct work groups: Fragmented, Divergent and Cohesive. Throughout the remainder of the session the focus will be on participant interaction on such topics as: The Basic Principles of Professionalism & Ethics, The 5 Major Dysfunctions of Teams, Conflict Management, Fostering a Positive Work Environment and How Best to Address Those Damaging Cliques Within the Workplace to name a few.
Pre-Requisites none
CPS In-Service Credit No

Information Security Awareness (LDSS)

Mode of Delivery CBT
Duration 1 Hour
Work Plan Code DLT01
Approved Audience Local District Staff

This course is designed to provide staff with information regarding information security procedures and processes required to protect the confidentiality, integrity and availability of its information. This training will help you understand your role and responsibilities regarding maintaining confidentiality, the protection of information, and the proper use of information technology assets to minimize security risks to the children and families we serve. Staff interested in this training should check with your agency as to whether or not this training will meet you annual training requirement.

Pre-Requisites none
CPS In-Service Credit No

Internal Controls (LDSS)

Mode of Delivery CBT
Duration 1 hour
Work Plan Code DLT01
Approved Audience Local District Staff

This training is on the topic of Internal Controls and was designed to meet the general requirements of for internal controls training. This training will enable participants to understand the laws surrounding internal controls, the key elements in an effective system of internal controls, the impact of poor internal controls and how they are involved with the internal control and risk management process. Staff interested in this training should check with your agency as to whether or not this training will meet your annual training requirement.

Pre-Requisites none
CPS In-Service Credit No

Language Access Training (LDSS)

Mode of Delivery CBT
Duration 1 hour
Work Plan Code DLT01
Approved Audience Local District Staff

This training is on the topic of language access and is for all employees of OCFS. This training will enable participants to understand the linguistic and cultural diversity of the population we serve, or may potentially serve, and be aware of available tools and resources to comply with federal and state requirements. For non-OCFS staff interested in this training, check with your agency as to whether or not this training will meet you annual training requirement.

Pre-Requisites none
CPS In-Service Credit No

Lead Standing Up: Developing Credibility

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Supervisors and Managers

This course focuses on teaching participants how to clarify personal values on the job, and then how to set an example for staff, by aligning these values with actions. Also known as 'modeling the way' for employees, this course builds competencies in accountability, self-management, professional credibility, and conflict management. By the end of the course, participants will be able to clarify standards and values for employees, provide examples of how to adhere to them, define credibility and develop an understanding of the necessary behaviors for credibility to occur in the workplace.

Pre-Requisites none
CPS In-Service Credit No

Leadership Skills for Supervisors: Communication, Coaching, and Conflict

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district supervisors

This one-day course will give supervisors the skills in communication, coaching and conflict with learning ways to prioritize, plan and manage your time; identify your primary leadership style; develop some flexibility to use other leadership style; determine ways you can meet the needs of employees, co-workers thorough communication and coaching and explore ways to make conflict a powerful force for creative, well-rounded solutions to problems.

Pre-Requisites none
CPS In-Service Credit No

Leadership Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST04
Approved Audience Commissioners, Deputy Commissioners

This training will assist local social services districts in responding to the number and depth of changes that the social services system is experiencing through analysis and interpretation of new requirements under State and Federal Laws; and analysis and impact of new programs or systems that show an improvement in operational efficiency at the local level.

Pre-Requisites none
CPS In-Service Credit No

LL: Coaching for Performance

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DLT01
Approved Audience Local District Staff

This training will provide participants the opportunity to rate themselves as coaches, it will outline tools for the coaching process, review how to provide feedback to staff, developing a coaching discussion plan and guidelines for conducting a coaching session. Participants should be prepared to discuss the challenges they have encountered when coaching staff and be ready to participate in small group activity.

Pre-Requisites none

CPS In-Service Credit No

LL: Coaching: The Key to Developing Workers

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code LDST01
Approved Audience Local district supervisors

Coaching can create a more skilled and productive employee. It helps the employee master new skills and/or strengthens old ones; it builds confidence; and generates a sense of accomplishment. This LearnLinc course will utilize a 5-step model to help supervisors develop worker knowledge and skills. In addition to the model there is an emphasis on the importance of the Coaching Relationship - an important dynamic between the supervisor/coach and the worker.

Pre-Requisites none
CPS In-Service Credit No

LL: Conducting Performance Appraisals

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code DLT01
Approved Audience Local District Staff

This program will cover the following topics: Elements of Successful Performance Appraisals How Do I Compare with Other Managers' Attitudes toward Performance Appraisal Some Common Errors Made in Conducting Evaluations Why Performance Evaluations Fail The Purpose of Evaluations The Evaluation Process Goals & standards Gathering information Assessing performance Communicating your assessment Taking a course of action Examining Evaluation Behavior Guidelines for Conducting the Performance Appraisal Session

Pre-Requisites none
CPS In-Service Credit No

LL: Finding Your Leadership Voice

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code LDST01
Approved Audience Local district supervisors

In times of change, organizations need leaders who can inspire, motivate, advance innovation, and collaborate to get extraordinary things done. Leadership experts Jim Kouzes and Barry Posner identified five practices of exemplary leadership that serve as a guide for leadership excellence. This session will address the first practice of the Kouzes and Posner model – Model the Way: Finding Your Voice. Participants identify leadership styles, clarify values and discover their leadership voice.

Pre-Requisites none
CPS In-Service Credit No

LL: Improving Performance Through Feedback

Mode of Delivery Virtual Classroom

Duration 2 Hours
Work Plan Code LDST01
Approved Audience Local district supervisors
Feedback is an essential part of the performance management process. Successful supervisors understand how and when to use feedback to help employees improve performance. This interactive course will introduce a valuable feedback tool and examine the characteristics if both descriptive and evaluative feedback.
Pre-Requisites none
CPS In-Service Credit No

LL: Improving Personal Productivity

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code LDST01
Approved Audience Local district supervisors
Today's workplace is often-fast paced, complex and unpredictable. Supervisors are asked to balance multiple demands, set priorities, meet deadlines and get more done in less time. This course will address how to effectively manage time, priorities and demands using practical techniques.
Pre-Requisites none
CPS In-Service Credit No

LL: Managing Difficult Employees

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DLT01
Approved Audience Local District Staff
As long as there have been supervisors, there have been difficult employees. If there is a supervisor who has not yet had this experience, sooner or later he or she will. Since managing the performance and behavior of staff is a key role for supervisors, the ability to deal with difficult behaviors is critical. After all, an important goal of supervision is to get the best results possible from each staff member. Too often difficult employees are 'written off', labeled as 'bad people', or as 'hopeless', and as a result little is done to try to move them to a better place.
Pre-Requisites none
CPS In-Service Credit No

LL: The Art and Skill of Delegation

Mode of Delivery Virtual Classroom
Duration 4 Hours
Work Plan Code LDST01
Approved Audience Local district supervisors
The real measure of your effectiveness as a supervisor lies in your ability to get things done through people. Delegation allows the supervisor to achieve unit/organizational goals through others. Effective delegation requires careful planning, effective communication, commitment and participation. Effective delegation empowers both the supervisor and the employee.

Pre-Requisites none
CPS In-Service Credit No

LL: The M Factor: Motivating Your Staff

Mode of Delivery Virtual Classroom
Duration 2 Hours
Work Plan Code LDST01
Approved Audience Local district supervisors

Motivating employees to achieve their potential is one of the most difficult challenges facing any manager or supervisor. This training will offer participants the background they need to understand what motivation is and how to tap this drive among their direct reports.

Pre-Requisites none
CPS In-Service Credit No

LL: Transitioning from Employee to Supervisor

Mode of Delivery Virtual Classroom
Duration 2 hours
Work Plan Code DLT01
Approved Audience Local District Staff

The experience of a first-time supervisor is often one of the most trying times in his or her career. In the past, he or she was only responsible for his or her own work. However, now the new supervisor is responsible for overseeing the work of the team in addition to his or her own assignments. Often the new supervisor had not had adequate preparation for the new position and is faced with a whole set of unique issues that were never encountered in his or her role as a worker. Therefore, it's not uncommon for new supervisors to experience a 'roller coaster' of mixed feelings.

Pre-Requisites none
CPS In-Service Credit No

New Commissioner Training

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST04
Approved Audience New Local District Commissioners

This training will be offered on-site to all new local district commissioners with support from an experienced commissioner trainer. The contractor will survey new commissioners to determine areas of interest and need. The contractor will develop and deliver an individually-customized training program based on the county government structure and the specific content and skills needed by the new commissioner.

Pre-Requisites none
CPS In-Service Credit No

Positive Counseling for Managing Problematic Employee Behaviors

Mode of Delivery Classroom
Duration 1 Day

Work Plan Code LDST01
Approved Audience Local district supervisors
It is not uncommon for supervisors to avoid or put off addressing problematic employee behaviors until the situation seems out- of control. They often feel helpless and ill equipped to address the unsatisfactory behavior of their direct reports. Participants will learn practical tools for what-to-say and how-to-say- it-when confronting a behavior, giving feedback or conducting a counseling session.
Pre-Requisites none
CPS In-Service Credit No

Profound Leadership: Critical Thinking Skills

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district supervisors
This training will explore key components involved in the process of critical thinking and critical decision making. Critical thinking is the ability to evaluate the assumptions, evidence, and inferences of what one reads, sees and hears. It includes the ability to present ideas, original or otherwise in a sound, logical, and thorough manner. This course is designed to teach the skills necessary for critical thinking techniques, listening for reasons and communicating both thoughts and feelings clearly.
Pre-Requisites none
CPS In-Service Credit No

So You Want to be a Supervisor

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district staff
Many workers have aspirations to join the managerial ranks. Unfortunately for many when their dream becomes a reality they are woefully unprepared. Individuals who transition from worker to supervisor must prepare themselves to face a whole set of unique issues not encountered in their role as worker. This course is specifically designed to assist non-managerial workers to manage their career path to first-line supervisor.
Pre-Requisites none
CPS In-Service Credit No

Supervisory Training Certificate Program Course 1 - Improving Communication Effectiveness

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Local district supervisors

Developing strong communication skills are essential to being a successful supervisor. Participants will learn the communication skills of effective supervision - an integrated set of principles and specific skills for interacting with employees.
*This is one module of a 7 part course. To complete the Supervisory Training Certificate Program (STCP), you must complete all 7 modules.

Pre-Requisites none
CPS In-Service Credit No

Supervisory Training Certificate Program Course 2 - Building High Performance Teams

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Local district supervisors

Effective supervisors help employees build their strengths and constructively manage their differences so that they can achieve agency goals. Participants learn how to assess their team's effectiveness, improve working relationships and team functions.
*This is one module of a 7 part course. To complete the Supervisory Training Certificate Program (STCP), you must complete all 7 modules.

Pre-Requisites none
CPS In-Service Credit No

Supervisory Training Certificate Program Course 3 - Planning and Goal Setting

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Local district supervisors

Part of successful supervision requires building a shared vision. When all team members are moving in the same direction and pursuing the same goals, their individual and collective behaviors are more likely to produce positive results. This course provides an opportunity to apply goal setting and planning tools to real world projects.
*This is one module of a 7 part course. To complete the Supervisory Training Certificate Program (STCP), you must complete all 7 modules.

Pre-Requisites none
CPS In-Service Credit No

Supervisory Training Certificate Program Course 4 - Work Management

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Local district supervisors

Supervisors fulfill two major functions in an agency. The first is to monitor unit workflow to ensure that key activities, conditions, and outcomes are achieved. The second function is to determine why something is going (or has gone) wrong and then formulate corrective actions.
*This is one module of a 7 part course. To complete the Supervisory Training Certificate Program (STCP), you must complete all 7 modules.

Pre-Requisites none
CPS In-Service Credit No

Supervisory Training Certificate Program Course 5 - A Winning Training Approach

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Local district supervisors

Supervisors are the primary source of employee learning, partnering with staff development personnel to ensure employee development. This course helps participants develop their skills as trainer/coaches to teach, motivate, and empower the employees they supervise.
*This is one module of a 7 part course. To complete the Supervisory Training Certificate Program (STCP), you must complete all 7 modules.

Pre-Requisites none
CPS In-Service Credit No

Supervisory Training Certificate Program Course 6 - Managing Conflict

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Local district supervisors

Managers and supervisors play important roles in setting a climate where conflict can be minimized and/or dealt with effectively. This course provides strategies for managing conflicts in the work to achieve desired results. Participants will take part in activities that explore the supervisor's role in managing conflict and how to use it productively to maintain positive team relationships.
*This is one module of a 7 part course. To complete the Supervisory Training Certificate Program (STCP), you must complete all 7 modules.

Pre-Requisites none
CPS In-Service Credit No

Supervisory Training Certificate Program Course 7 - Selection Interviewing and Performance Evaluation

Mode of Delivery Classroom
Duration 2 Days
Work Plan Code LDST01
Approved Audience Local district supervisors

Selection Interviewing and performance evaluation are components of an organization's system of performance management. Supervisors play a vital role in the selection process for there is no substitute for the supervisory interview when a new staff member joins the team. Performance evaluations appraise, in a systematic way, employees job-related traits and behaviors as they affect performance. Participants will learn how to conduct evaluations that improve worker performance and encourage positive relationships. *This is one module of a 7 part course. To complete the Supervisory Training Certificate Program (STCP), you must complete all 7 modules.

Pre-Requisites none
CPS In-Service Credit No

The Art of Project Management

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district supervisors

Project management is an art. When done effectively it brings together and optimizes necessary agency resources such as the skills, talents, teams; facilities, equipment, information systems, techniques, and money. The Art of Project Management is designed to focus on the skills that managers need to successfully plan and implement projects. Participants will be given the opportunity to apply skills and techniques to the management of a real world work project.

Pre-Requisites none
CPS In-Service Credit No

The Basics of Performance Evaluation

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Local district supervisors

This course is designed to provide the participants with the opportunity to develop or enhance skills for setting performance goals and standards and for effectively evaluating staff based on set goals. Key topics include: methods of employee evaluations; development of tasks and standards; employee involvement in the interview; documentation to support the evaluation; using reward and recognition; and legal aspects of performance evaluation.

Pre-Requisites none
CPS In-Service Credit No

The Five Exemplary Leadership Practices

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district supervisors

This full day session isolates, defines and make transferable the practices common to leaders who are able to achieve and sustain success with people, service provision and revenue. These common traits taken together formulate the Five Exemplary Leadership Practices: Challenging the Process; Inspiring a Shared Vision; Enabling Others to Act; Modeling the Way; and Encouraging the Heart.

Pre-Requisites none
CPS In-Service Credit No

The New Manager (Feedback, Goal-setting, and Coaching)

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST02
Approved Audience Local district supervisors

This course is designed for employees who are new to the management ranks and supports development in four basic areas; organization knowledge, understanding of people, receptive communication skills, and expressive communication skills.

Pre-Requisites none
CPS In-Service Credit No

Transformational Change Management

Mode of Delivery Classroom
Duration 1 Day
Work Plan Code LDST01
Approved Audience Experienced local district supervisors

The work place of the 21st Century is changing at a rapid pace; this is especially true of the social service workplace. Some of the changes we initiate for a variety of reasons that we feel will be of benefit to others professionally and personally. Developing the skill of viewing change as an opportunity to transform rather than a catastrophe is important for professional and personal success. Objectives:

- Define the role of supervisors in assisting direct reports deal with the uncertainty and confusion that comes with change.
- Differentiate between the processes of change and transition.
- Identify the 6 components of successful change management.
- Strategize how to deal with employee resistance and maximize employee buy-in when implementing change.
- Examine how to apply a 3 phase transition process changes in the workplace.
- Explore the role of change and team development.

Pre-Requisites none
CPS In-Service Credit No

How to Access OCFS Contracted Training

OCFS-sponsored contracted training is available through a variety of methods. Courses are offered through classroom training, symposiums, and seminars, as well as through a variety of asynchronous and synchronous distance learning methods, such as computed-based training (CBT), webcasts, webinars and virtual classrooms (iLinc). Local Departments of Social Services require staff to register for training through their Staff Development Coordinator. This documents that the supervisor, staff development unit, and the budget department in the district are all aware of the training and have approved the worker's attendance. Training Coordinators from provider (voluntary) agencies register staff for training.

Human Services Learning Center (HSLC)

Human Services Learning Center (HSLC) is an easy-to-use Web-based learning management solution for the administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and training content.

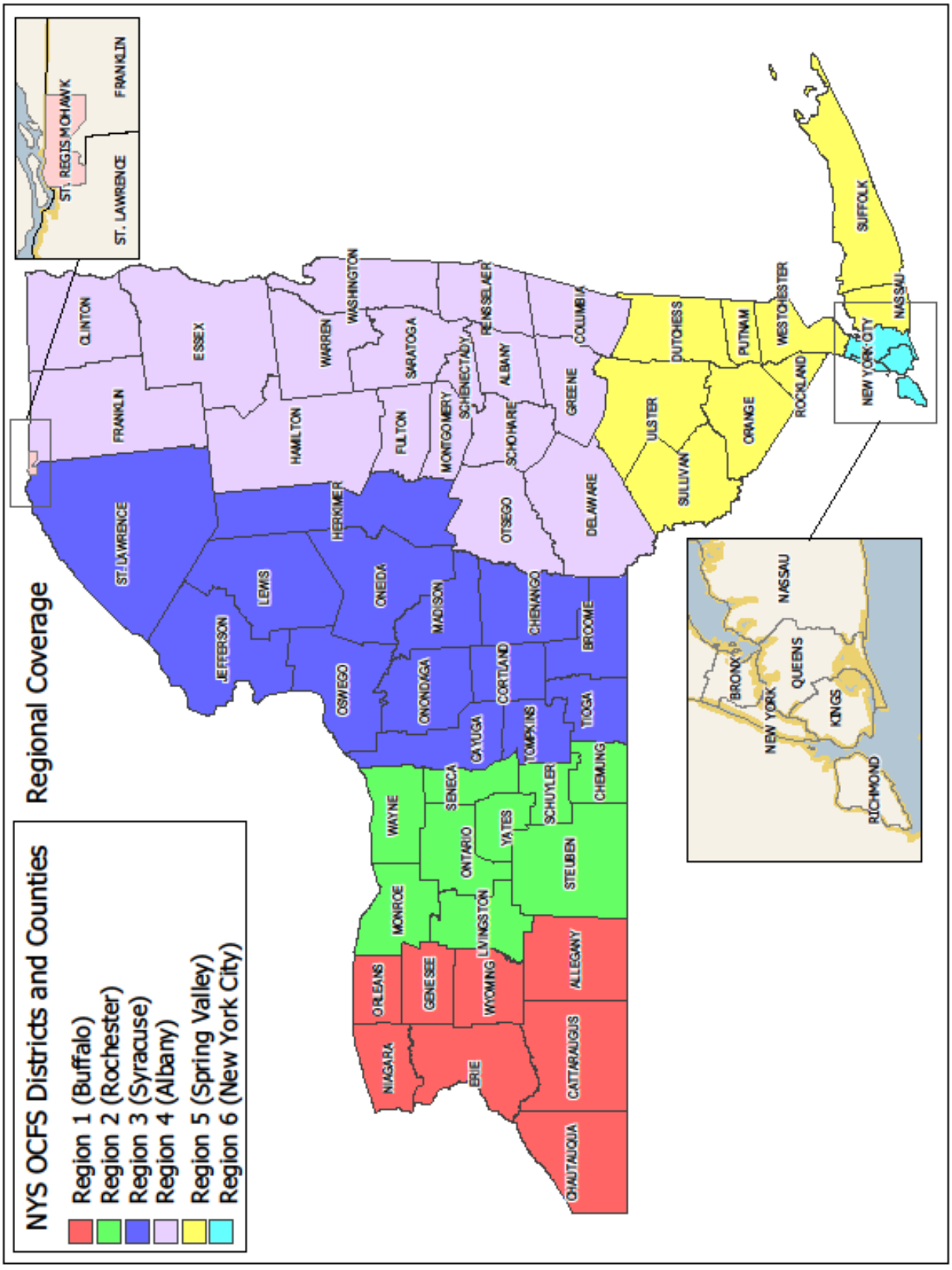
The Human Services Learning Center allows users to search an online Course Catalog, register for classes, complete online evaluations, build training plans, and track their continuing education. The registration feature of the training management tool system tracks all your activity and provides a complete training history for its users. Additionally, complete training plans or training paths can be designed and tracked for each user. Organizations in HSLC include state, local districts, and not-for-profit agencies, as well as day care providers, individuals who are mandated reporters, and foster and adoptive parents.

The web address to HSLC is https://www.hslcnys.org. To inquire about registration through HSLC please phone the HSLC Help Desk at 1-800-413-3210. You can also send an email to: starssupport@bsc-cdhs.org. Agencies that do not currently use HSLC and are interested in becoming an organizational user may use the same contact information to register their agency.

Regional and District – Specific Program Improvement Support

Regional and District - Specific Program Improvement Support: Some training is offered through the OCFS Child Welfare and Community Services Regional Offices to address casework practices and is customized by the district and Regional Office. These trainings are region or district specific and open only to that region or district. HSLC will distinguish these trainings with the designation of ***by invitation only***. Other courses identified as ***by invitation only*** support specific practices such as Teaming and Family Assessment Response, which local districts implement in partnership with the provider and OCFS.

Access to Day Care Training

For access to Day Care webcasts, e-learning, video library, scholarships and rebates use the following link to Early Childhood Education and Training Program: https://www.ecetp.pdp.albany.edu/index.asp

NYS OCFS Districts and Counties Map