

New Course Announcement: *Developing Effective Resource User Skills*

The New York State Office of Children and Family Services, in conjunction with the SUNY Training Strategies Group, is pleased to announce the new *Developing Effective Resource User Skills* course. This course will be offered at various locations throughout New York State.

This is a one-day, instructor-led training that provides discussion, demonstration and hands-on exercises for experienced CONNECTIONS users who are designated to assist co-workers in using CONNECTIONS (e.g., Resource Users, Implementation Coordinators and supervisors).

Based on a coaching model, this course is designed to train staff on techniques for helping other workers learn to resolve CONNECTIONS issues. The *Developing Effective Resource User Skills* training is designed for advanced CONNECTIONS users who enjoy sharing their knowledge by assisting other workers in using CONNECTIONS.

By following a concise training approach, participants will learn recommended practices for:

- Troubleshooting and Problem Solving
- Managing Workloads
 - *To-Do Lists*
 - *The Event List*
 - *OCI Reports*
- Case Maintenance
 - *Person and Case Searches*
 - *Progress Notes*
- The Family Services Stage
 - *The FASP*
 - *Submission and Approval Process*
 - *Removal Update*
 - *Plan Amendment*
 - *Service Plan Review*
- WMS Interface

This training assumes familiarity with CONNECTIONS; prior to registering for this course participants **must** have attended the CONNECTIONS Case Management for Child Welfare Workers training.

The training schedule for this course is posted in the **Statewide Training Automated Registration System (STARS)**. The Internet address for the STARS website is <http://stars.bsc-cdhs.org>. ***Pre-registration for all courses is required.***

If you have questions about CONNECTIONS training opportunities, please contact the SUNY Training Strategies Group by calling toll-free at 1-877-451-4835.