

ONBOARDING: AGENCY PROCESS FOR NEW STAFF

STEP 1: COMPLETE THE NEW STAFF FORM

Your supervisor fills out and submits the **New Staff Form** online.
There is a [New Staff Form for Foster Care](#) and a [New Staff Form for Juvenile Justice](#).

STEP 2: RECEIVE WELCOME EMAILS

You and your supervisor will receive an automated email after completing the form. This email contains information about your Care4 and LearnUpon accounts as well as a link to the [Fair Futures Required Trainings by Role](#) document. *Please allow one to two business days for your Care4 and LearnUpon accounts to be created after the New Staff Form is submitted.*
Your Program Officer will also send you a welcome email within a day or two to assist you with the onboarding process.

WHILE WAITING FOR YOUR CARE4 AND LEARNUPON ACCOUNTS TO BE CREATED:

Explore the [NYC Foster Care Materials & Resources](#) or [NYC Juvenile Justice Materials & Resources](#) on the website.

STEP 3: LOG IN TO YOUR CARE4 AND LEARNUPON ACCOUNTS

You will receive an email after your **Care4** account is created.
Care4 is the online platform used by Fair Futures to track goals, steps, and program data.
Please wait at least 24 hours after receiving the Care4 email for your **LearnUpon** account to be created.
LearnUpon is the Learning Management System (LMS) used by Fair Futures where you can access self-paced and live training.

ACCOUNT SUPPORT:

If you experience issues logging in to Care4:
info@fairfuturesny.org | Foster Care Staff
infojj@fairfuturesny.org | Juvenile Justice Staff

If you experience issues logging in to LearnUpon:
LMS@fairfuturesny.org

STEP 4: ATTEND ORIENTATION WITH YOUR AGENCY'S PROGRAM OFFICER

You are required to attend an Orientation session with your agency's Program Officer, **Donald Duggan** or **Stephanie Dueño**. After your LearnUpon account is created, you will be automatically enrolled in the **Fair Futures Orientation** training and will receive an email with the Zoom link for the next upcoming session.
Please note: You can continue completing onboarding steps before meeting with your Program Officer.

STEP 5: COMPLETE INTRODUCTORY TRAINING IN LEARNUPON

You will automatically be enrolled and registered in all training in LearnUpon that is required for your role.

You will need to log in to LearnUpon in order to complete the following trainings:

- Introduction to LearnUpon** (self-paced)
- Introduction to Care4 for All Roles** (self-paced)
- Core Training Series: Modules 1-7** (self-paced)
- Core Training Series: Module 8** (Register for this live session in LearnUpon)

*You are required to take the Core Training Series within 60 days of your start date.
After finishing Core, you may begin working with young people.*

STEP 6: COMPLETE CARE4 SELF-PACED TRAINING AND SIGN UP FOR 1:1 TA SESSION WITH CARE4 TRAINER

Once you are assigned a coachload or begin working with young people:

- Complete the Care4 self-paced trainings for your role** in LearnUpon
- Sign up for a 1:1 Technical Assistance (TA) session** with Care4 Trainer [Matt Sexton](#) to review the Care4 platform.

STEP 7: CONTINUE TO TAKE REQUIRED TRAINING FOR YOUR ROLE

You should continue to take the rest of your required training in LearnUpon as they occur.

Refer to [Fair Futures Required Trainings by Role](#) for more information about the trainings required for your role.

You have been automatically enrolled and registered in all of your required training.

For Learning Communities, you will need to register for specific sessions.

Refer to the **Introduction to LearnUpon** module or sign up for a TA session with [Megan Avery](#) if you need assistance.