



A learning program for **supervisors and managers working in Child Welfare or Juvenile Justice.**

ABOUT

The Skill Refreshers are a series of specialized learning programs that highlight the five coaching skills: presence and listening, reflecting/clarifying, questioning, feedback, and accountability. Learners practice each skill to gain proficiency and confidence in using the coach approach with their staff. The Skill Refreshers constitute Phase I of the Advanced Coaching program. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below.

BENEFITS

Learners will:

- Continue practicing the coaching skills.
- Receive in-the-moment feedback and support from facilitators.
- Increase their confidence and proficiency in using the coaching skills in their daily practice.

COMPONENTS

Once enrolled in the course, learners will complete:



A 1.5-hour, virtual workshop for each Skill Refresher.



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

PREREQUISITES

Prior to attending this course, learners are required to have completed:

- All components of the Building Coaching Competency learning program (instructor-led or virtual) OR the instructor-led Building Coaching Competency for Senior Administrators course.
- At least one course within the Building Coaching Competency: Coaching Collaboratives learning program (virtual or instructor-led).

CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

REGISTRATION

Register for this course by logging in to [Cornerstone](#), browse for the course name and complete all information. For more information about the ACS Workforce Institute, please contact the Help Desk at WIhelpdesk@acs.nyc.gov or or call (212) 748-1898.

ABOUT ACS WORKFORCE INSTITUTE

The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that supports child welfare and juvenile justice direct service staff and strengthens their skills as they support and strengthen New York City's families and children. Through partnership with the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work), the ACS Workforce Institute offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider agency staff.



Advanced Coaching: Phase III Learning Program



A learning program for **supervisors and managers working in Child Welfare or Juvenile Justice.**

ABOUT

This learning program reinforces learners' knowledge of the Coaching Process and provides opportunities to practice the Coach Approach through virtual instructor-led workshops and gamification engagement. Learners participate in a unique interactive experience that supports them in successfully implementing coaching with their staff. As the final phase of the Advanced Coaching program, learners who complete this training will receive a Certificate of Completion for the Advanced Coaching Program. Before attending this virtual instructor-led training, learners must complete all course prerequisites listed below.

BENEFITS

Learners will:

- Understand the steps in the Coaching Process and how to apply the Coaching Skills and feel more confident through each step in the Coaching Process.
- Create goals that meet SMART criteria to better support staff in achieving their objectives.
- Differentiate between clarifying the focus and identifying the goal in order to move effortlessly through the Coaching Process.
- Demonstrate the steps in the Coaching Process and receive feedback in real time to support growth.

COMPONENTS

Once enrolled in the course, learners will complete:



Part 1: eLearning and Workshop One (W1).



Part 2: eLearning and Workshop Two (W2).



The two parts should be taken sequentially. Completion of all components is necessary to receive a Certificate of Completion.

PREREQUISITES

Prior to attending this course, learners are required to have completed:

- All components of the foundational Building Coaching Competency learning program.
- At least one Coaching Collaborative (ILT or VILT).
- Phase I of the Advanced Coaching Program (ILT or VILT).
- Phase II of the Advanced Coaching Program (eLearning or ILT).

CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

REGISTRATION

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Attachment and Bio-Behavioral Catch-Up (ABC)



A learning program for **direct service staff, supervisors and managers working in Foster Care services.**

ABOUT

This learning program provides an overview of the Attachment and Bio-behavioral Catch-Up (ABC) intervention offered to children and families across New York City. During this instructor-led, virtual session, learners are trained in the role of attachment and the impact of Adverse Childhood Experiences (ACES) in the socio-emotional and cognitive development of infants and toddlers. This training also explores the benefits of the ABC intervention to families while considering challenges that those benefits might present.

BENEFITS

Learners will:

- Be trained to interpret the role of attachment and the impact of Adverse Childhood Experiences (ACES) in the socio-emotional and cognitive development of infants and toddlers.
- Be able to describe the ABC intervention for children in care and/or those transitioning home.
- Be trained how to select eligible families for the intervention.
- Be able to explain the benefits of the ABC intervention to families while considering challenges that those benefits might present.

COMPONENTS

Once enrolled in the course, learners will complete:



A half-day, virtual, instructor-led workshop.



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

PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

REGISTRATION

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A learning program for **supervisors and managers working in Child Welfare or Juvenile Justice, or anyone who has the responsibility to guide and continually improve the performance of direct service staff.**

ABOUT

This learning program provides learners with coaching skills and strategies aimed at creating a more collaborative, strengths-based culture. The first half of the instructor-led session supports learners in understanding the steps to successful coaching and applying the coaching skills in their supervisory roles. The second half of the session uses simulations to help identify coaching skills and practice incorporating them into everyday work. Learners are not required to have prior formal coaching experience or training. Follow-up coaching support to ensure effective implementation will be available. Before attending this virtual, instructor-led training, learners must complete an online pre-test and an eLearning module introducing the coaching skills, process and mindset.

BENEFITS

Learners will:

- Be trained to practice effective strategies to create a collaborative, strengths-based culture to support their staff.
- Be trained how to integrate coaching strategies into supervision to build confidence, boost morale and encourage critical thinking skills among staff members.
- Be introduced to skills and concepts that contribute to the long-term professional development of supervisors and staff.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A 30-minute eLearning course.



A half-day, virtual, instructor-led workshop.



An online post-test.



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

PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is **3.0 contact hours/0.3 CEUs**. CEU credit is contingent upon completion of all course components.

REGISTRATION

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Building Coaching Competency: Coaching Collaboratives



A learning program for **supervisors and managers working in Child Welfare or Juvenile Justice.**

ABOUT

The Coaching Collaboratives are a follow up to the Building Coaching Competency (BCC) learning program designed to support supervisors and managers as they integrate coaching into their supervisory practice. These virtual workshops provide learners the opportunity to practice coaching, meet with colleagues to discuss successes in coaching, and gain support on how to continue to implement coaching in the workplace. Ongoing support after the workshop includes, but is not limited, to on-site technical assistance. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below.

BENEFITS

Learners will:

- Increase their confidence in using the six coaching skills and six coaching steps that have been adapted from the coaching approach of the Atlantic Coast Child Welfare Implementation Center and in mastering the coaching process.
- Be trained how to create a coaching community among Child Welfare and Juvenile Justice supervisors and managers.
- Be trained how to bolster an individual's commitment to using the coach approach and support a coaching culture across all sectors of Child Welfare and Juvenile Justice.

COMPONENTS

Once enrolled in the course, learners will complete:



A two-hour, virtual workshop.



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

PREREQUISITES

Prior to attending this course, learners are required to have completed all components of the Building Coaching Competency learning program (instructor-led or virtual) OR the instructor-led Building Coaching Competency for Senior Administrators course.

CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

REGISTRATION

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A learning program for **direct service staff, supervisors and managers working in Child Protection, Foster Care and Prevention. All staff who interact with parents, including supervisors, from the divisions of Child Protection, Family Permanency Services, and Prevention Services, along with Foster Care Provider and Prevention Services agencies (including Homemaking Services agencies) are required to attend.**

ABOUT

This eLearning program provides the knowledge necessary to identify and develop strategies for engaging and supporting parents with known or suspected cognitive and developmental disabilities. Through case scenarios, knowledge checks and interactive activities, this eLearning program dispels myths about the ability of parents with these disabilities to care for their children. Additionally, the training provides information about appropriate services and support for this population. Before attending this eLearning training, learners must complete an online pre-test.

BENEFITS

Learners will:

- Gain the knowledge and skills to identify parents with known or suspected cognitive and developmental disabilities.
- Reduce potential biases against parents with known or suspected cognitive and developmental disabilities and their ability to safely parent their children.
- Gain an understanding of appropriate support and engagement strategies for parents with known or suspected cognitive and developmental disabilities.
- Learn to modify motivational interviewing skills to communicate more effectively with a person who has cognitive disabilities.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A 60-minute eLearning course.



An online post-test.



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

PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is 1 contact hour/.1 CEU. CEU credit is contingent upon completion of all course components.

REGISTRATION

Division of Child Protection staff can reach out to their Staff Development Coordinator (SDC) to register. All others can register in [Cornerstone](#), by browsing for the course name and completing all information. For more information about the ACS Workforce Institute, please contact the Help Desk at WIhelpdesk@acs.nyc.gov or call (212) 748-1898.

ABOUT ACS WORKFORCE INSTITUTE

A state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice direct service staff as they strengthen and support New York City's families and children. Through partnership with the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work), the ACS Workforce Institute offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider agency staff.

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A learning program for **all staff working in Child Welfare who will be facilitating Family Team Conferences.**

ABOUT

This training will inform facilitators of the changes in Family Team Conference (FTC) practice as embodied in the new Child Welfare Programs (CWP) Integrated Family Team Conference Model that will be used in the ACS, Foster Care and Prevention agencies. This training discusses the goals of the model, what conferences will be facilitated by ACS, and how the model can result in a more integrated continuum of conferences. This training uses interactive scenarios and activities to reinforce core FTC components, such as the six-stage structure, safety and risk decision making, family engagement and management review. Before attending this instructor-led training, learners must complete all course prerequisites listed below.

BENEFITS

Learners will:

- Be made aware of the changes in FTC practice that will be used throughout the Child Welfare system in alignment with the new CWP Integrated FTC Model.
- Better understand the goals of this model and how it aligns with the integrated continuum of conferences.

COMPONENTS

Once enrolled in the course, learners will complete:



A four-day, virtual, instructor-led training.



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

PREREQUISITES

Prior to attending this course, participants are required to have completed the two-day Safety and Risk: Investigation, Synthesis and Investigation course offered by the ACS Workforce Institute or equivalent.

CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

REGISTRATION

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ABOUT JAMES SATTERWHITE ACADEMY

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Identifying and Addressing Intimate Partner Violence



A learning program for **all direct service staff and supervisors working in Child Protection, Prevention or Foster Care services.**

ABOUT

This learning program prepares learners to identify intimate partner violence (IPV) and engage families using a perpetrator pattern-based approach. During this training, learners gain knowledge and practical skills related to the assessment process, engagement of both survivors and abusive partners, documentation, and safety planning. Before attending this virtual, instructor-led training, learners must complete an online pre-test and an eLearning module.

BENEFITS

Learners will:

- Better understand how to engage survivors, children and abusive partners using a strengths-based approach of compassion, partnership and respect.
- Better assess how an abusive partner is creating risk for the survivor and the children.
- Be trained how to write case notes that focus on protective strategies, behaviors that place children at risk, and details that hold the abusive partner accountable.
- Be able to collaborate with survivors to develop IPV-specific safety plans.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A 30-minute eLearning course.



A half-day, virtual, instructor-led training.



An online post-test.



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

PREREQUISITES

There are no prerequisites for this course. It is recommended that learners complete the Motivational Interviewing learning program offered through the ACS Workforce Institute or equivalent.

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is **3.5 contact hours/0.35 CEUs**. CEU credit is contingent upon completion of all course components.

REGISTRATION

Register for this course by logging in to [Cornerstone](#), browse for the course name and complete all information. For more information about the ACS Workforce Institute, please contact the Help Desk at WIhelpdesk@acs.nyc.gov or call (212) 748-1898.

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LGBTQAI+ Foundational: Include, Empower and Affirm



A learning program for **direct service staff, supervisors and managers working in ACS and ACS provider agencies.**

ABOUT

This learning program prepares learners to apply the policies and best practices that promote the safety, permanency and well-being of LGBTQAI+ (Lesbian, Gay, Bisexual, Transgender, Questioning, Asexual, Intersex, and many more) young people involved with the New York City child welfare and juvenile justice systems. During this course, learners practice creating affirming environments where all are respected regardless of sexual orientation, gender identity or expression. Per ACS policy, learners must complete this Foundational course in their new hire orientation period, and then must complete LGBTQAI+ Refresher: Improving Outcomes for LGBTQAI+ Young once every two years thereafter. Before attending this virtual, instructor-led training, learners must complete an online pre-test.

BENEFITS

Learners will:

- Demonstrate behaviors that cultivate LGBTQAI+ affirming and inclusive environments within ACS and provider agencies.
- Adopt practices that are in alignment with ACS's affirming policies while engaging young people that are or may be LGBTQAI+.
- Be able to support staff in managing issues that arise with parents, foster parents and caregivers of LGBTQAI+ youths.
- Implement strategies that improve outcomes for LGBTQAI+ youth involved with ACS and provider agencies.
- Commit to practicing LGBTQAI+ affirming strategies.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A one-day, virtual, instructor-led workshop.



An online post-test.



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

PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is 5.5 contact hours/0.55 CEU. CEU credit is contingent upon completion of all course components.

REGISTRATION

Division of Child Protection staff can reach out to their Staff Development Coordinator (SDC) to register. All others can register in [Cornerstone](#), by browsing for the course name and completing all information. For more information about the ACS Workforce Institute, please contact the Help Desk at Wihelpdesk@acs.nyc.gov or call (212) 748-1898.

ABOUT ACS WORKFORCE INSTITUTE

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OCFS: Involving Fathers for Children in Child Welfare: Fundamentals



A learning program for **Child Welfare direct service staff**.

ABOUT

This learning program aims to improve the competency of Child Welfare professionals in increasing the involvement of fathers in the lives of children in the Child Welfare system. This course focuses on challenging personal and professional beliefs about fathers, as well as the barriers that prevent them from being involved with their children. This course also explores strategies that learners can use to assist fathers in overcoming these barriers. This is the New York State Office of Children and Family Services (OCFS) course that is now being offered through Cornerstone.

BENEFITS

Learners will:

- Develop knowledge around the importance of engaging fathers who have children in the Child Welfare system.
- Explore the power dynamics at work between them and fathers.
- Learn about the benefits of involving fathers in the Child Welfare system.
- Practice effective strategies to address the barriers to fathers' involvement with their children.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A web-based training (WBT).



A full-day, virtual, instructor-led training.



An online post-test.



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

PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

RECOMMENDED SUPPLEMENTAL COURSE

Motivational Interviewing: Engaging Fathers builds on the foundational and strategic knowledge learned in this course by leveraging the skills of motivational interviewing and demonstrating how to put them into practice. Together, these courses provide learners with the knowledge and skills to more successfully engage fathers and male caregivers as a best practice to further support the children and families of New York City.

REGISTRATION

Register for this course by logging in to **Cornerstone**, browse for the course name and complete all information. For more information about the ACS Workforce Institute, please contact the Help Desk at Wihelpdesk@acs.nyc.gov or call (212) 748-1898.

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Safety and Risk: Investigation, Synthesis and Assessment



A learning program for **direct service staff and supervisors working in Child Protection, Prevention or Foster Care services.**

ABOUT

This learning program prepares learners to assess the risk of abuse or maltreatment of children by engaging in real work conversations and activities involving the definitions and processes of safety and risk. Learners practice providing a safety assessment for a scenario. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below, an online pre-test and an eLearning module.

BENEFITS

Learners will:

- Strengthen their understanding of the four-step safety assessment process and the risk assessment process from a protective viewpoint.
- Have reviewed a case scenario to enhance their skills to assess for safety and risk.
- Be better able to develop and accurately document safety plans to protect children from danger.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A half-day, virtual, instructor-led workshop.



A 30-minute eLearning course.



An online post-test.



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

PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is **3.0 contact hours/0.3 CEUs**. CEU credit is contingent upon completion of all course components.

REGISTRATION

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This learning program is for **all direct service staff and supervisors working in the Division of Child Protection (DCP) and within ACS provider agencies working in Prevention, Foster Care and Juvenile Justice programs.**

ABOUT

This learning program introduces learners to the common language and terminology used to enhance their trauma-responsive practice. Learners will recognize how trauma and toxic stress impact a person and their experiences. Additionally, this course provides learners with foundational information on the types of traumatic responses, the Trauma Core Values, and how to infuse these principles into their work. Through thoughtful reflection time, group discussions, and practice opportunities, learners identify ways to use trauma-responsive language to effectively communicate and model collaboration with families. This is the same course being offered by the New York State Office of Children and Family Services (OCFS).

BENEFITS

Learners will:

- Extend their understanding of trauma and use shared language to improve trauma-responsive practice.
- Discuss trauma and toxic stress, the science of trauma and the human stress response.
- Identify what we know about how people adapt and grow from traumatic or adverse experiences.
- Analyze the impact of trauma on service providers and identify ways of promoting self-care in the work environment.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A two-day, virtual, instructor-led workshop.



An online post-test.



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

PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is 7 contact hours/0.7 CEUs. CEU credit is contingent upon completion of all course components.

REGISTRATION

Division of Child Protection staff can reach out to their Staff Development Coordinator (SDC) to register. All others can register in [Cornerstone](#).

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A learning program for **direct service staff and supervisors working in Child Welfare or Juvenile Justice.**

ABOUT

This learning program engages learners with each other about implicit biases and how those biases contribute to racial disproportionality in the Child Welfare and Juvenile Justice systems — strengthening ACS's practices to support children and families starts from within the individual. During this virtual session, learners deepen their understanding and discuss the influences of implicit bias on institutional racism and structural inequity. Learners also practice strategies to reduce implicit bias and enhance equitable decision making in their work. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below and an online pre-test.

BENEFITS

Learners will:

- Understand key concepts of implicit bias and causes of racial disproportionality in Child Welfare.
- Have reviewed strategies to identify one's own implicit biases and to recognize implicit bias in others.
- Have analyzed how implicit bias affects decision-making, engagement and equitable outcomes.
- Be trained to identify the connection between trauma, institutional racism, structural inequity and implicit bias.
- Be able to employ individual strategies to reduce implicit bias.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A 6.5-hour, virtual, instructor-led training.



An online post-test.



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

PREREQUISITES

Prior to attending this course, learners are required to have completed the Understanding and Undoing Implicit Bias eLearning training.

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is **4.5 contact hours/0.45 CEUs**. CEU credit is contingent upon completion of all course components.

REGISTRATION

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Using the ACS FASP Desk Guide in Foster Care Case Practice



A learning program for **direct service staff, supervisors and managers working in Foster Care services.**

ABOUT

This learning program supports the implementation of the ACS FASP Desk Guide in Foster Care Case Practice. With the expiration of Title IV-E and its impact on the funding of foster care, ACS is seeking to de-implement the Child and Adolescent Needs and Strengths (CANSNY) evidence-based assessment guidelines. In its place, the ACS Family Assessment Service Plan (FASP) Desk Guide has been developed to support foster care case planners and their supervisors in their use of the FASP to assess family strengths, risks and needs as well as to create a customized service plan that prioritizes the most pressing issues for the promotion of safety and the achievement of permanency goals.

BENEFITS

Learners will:

- Recognize the overall purpose and logical flow of the FASP.
- Be trained to identify how documentation and assessment impact permanency and family outcome achievement.
- Be able to use the FASP Desk Guide within daily practice and within Supervisory Coaching to strengthen family assessment and service planning.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A half-day, instructor-led training.



An online post-test.



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

PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

REGISTRATION

Register for this course by logging in to [Cornerstone](#), browse for the course name and complete all information. For more information about the ACS Workforce Institute, please contact the Help Desk at WIhelpdesk@acs.nyc.gov or call (212) 748-1898.

ABOUT ACS WORKFORCE INSTITUTE

The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that supports child welfare and juvenile justice direct service staff and strengthens their skills as they support and strengthen New York City's families and children. Through partnership with the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work), the ACS Workforce Institute offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider agency staff.

Visit our website at www.nycacstraining.org



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



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

ABOUT

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

BENEFITS

Learners will:

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

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A one-day, instructor led-workshop.



An online post-test.



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

PREREQUISITES

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

CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

REGISTRATION

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A learning program for **new direct service staff working in Prevention services.**

ABOUT

This learning program provides newly hired, direct service staff with the foundational knowledge and skills necessary to begin their work in Prevention services. It is delivered in three phases, each focusing on the following area of practice:

- Building a Foundation for our Work
- Partnering with Families to Achieve Safety, Permanency and Well-being
- Promoting Child and Youth Well-being

This virtual learning program consists of a combination of eLearning courses and virtual, instructor-led sessions.

BENEFITS

Learners will:

- Receive an overview of their role and responsibilities within the context of the Child Welfare system.
- Be trained to partner with families to create plans that address safety, behavioral change and well-being.
- Apply critical thinking techniques and a trauma-focused viewpoint to casework to improve outcomes for families.
- Better understand how implicit bias affects decision-making in child welfare.
- Gain knowledge and practical skills to identify and address intimate partner violence.
- Be able to build relationships to improve assessments using strengths-based engagement.

COMPONENTS

Once enrolled in the course, learners will complete:

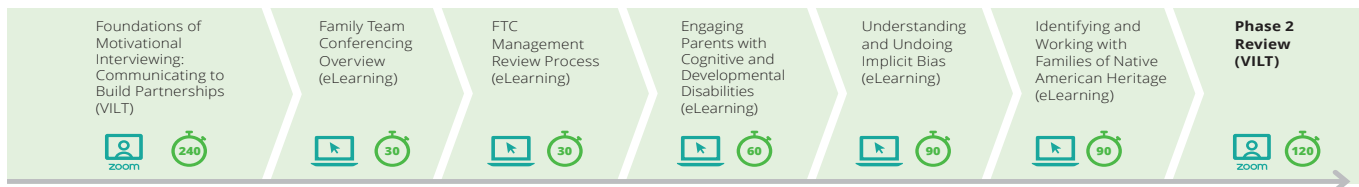


Completion of all components is necessary to receive a Certificate of Completion.

Phase 1



Phase 2



Phase 3



PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

Check individual courses for any available CEUs.

REGISTRATION

To register and for more information about this course or the ACS Workforce Institute, please contact the Help Desk at Wihelpdesk@acs.nyc.gov or call (212) 748-1898.

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