



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

ABOUT

These learning programs are a series of workshops that highlight the five coaching skills: presence and listening, reflecting/clarifying, questioning, and feedback, and accountability. Learners practice each skill to gain proficiency and confidence in using the coach approach with their staff. Learners have the opportunity to engage in a variety of discussions, activities and practice sessions that promote and support mastery of the coaching skills. The Skill Refreshers constitute Phase I of the Advanced Coaching program. Completion of all five Skill Refreshers qualifies learners to move on to Phase II of the Advanced Coaching program. Before attending this 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 two-hour, instructor-led 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 call (212) 748-1898.

ABOUT ACS WORKFORCE INSTITUTE

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

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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

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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 **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

The ACS James Satterwhite Academy focuses on establishing the foundations of fundamental practices for newly hired direct service staff and supervisors. The ACS Workforce Institute provides ongoing, professional skills development of direct service staff and supervisors at ACS and its many partner agencies across the child welfare and juvenile justice sectors.

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.



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

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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

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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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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:

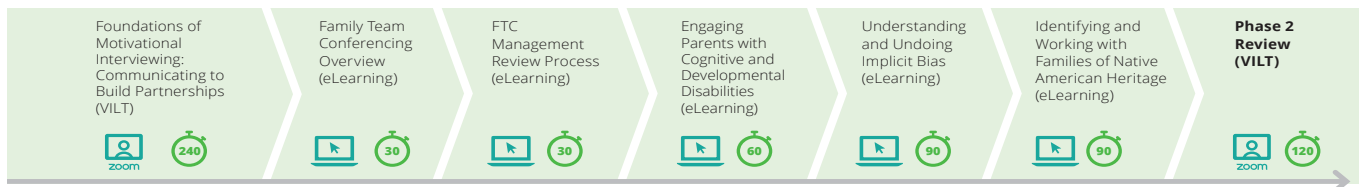


Completion of all components is necessary to receive a Certificate of Completion.

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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