



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

## ABOUT

This series of Skill Refreshers highlights each of the 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. 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 this series of five Skill Refreshers qualifies learners to move on to Phase II of the Advanced Coaching program. Before attending these trainings, learners must complete all 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 each Skill Refresher, learners will complete:



An online pre-test.



A two-hour workshop (instructor-led or virtual).



An online post-test.



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

## PREREQUISITES

Prior to starting this series, 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

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. Each Skill Refresher is 2 contact hours/0.2 CEUs. This series in total is 10 contact hours/1 CEU. CEU credit is contingent upon completion of all 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](mailto: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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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.

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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 **any staff who would like to familiarize themselves with the ACS Family Team Conferencing approach.**

## ABOUT

This eLearning program introduces learners to the Integrated Family Team Conferencing model used by ACS and its provider agencies. The program describes the model's purpose, goals, values and benefits; the various conference types; and learners' roles in the six-stage process as facilitated by ACS and prevention and foster care agencies. This training provides opportunities for the learner to reinforce their learning through self-assessments and by applying their newfound knowledge to a case scenario.

## BENEFITS

Learners will:

- Be able to recognize the continuum of family team conferences during the life of a case.
- Understand the importance of the six-stage conference process and each stage's objectives.
- Be trained about the roles involved in the Family Team Conference process (e.g., facilitator, service providers, family members, parent advocate, community representatives, community stakeholders, etc.)

## COMPONENTS

Once enrolled in the course, learners will complete:



A 30-minute eLearning course.



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 **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](mailto:WIhelpdesk@acs.nyc.gov) or call (212) 748-1898.

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# LGBTQAI+ Refresher: Improving Outcomes for LGBTQAI+ Young People



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

## ABOUT

This learning program aims to expand learners' understanding of the needs and strengths of LGBTQAI+ (Lesbian, Gay, Bisexual, Transgender, Questioning, Asexual, Intersex, and many more) young people and the key issues they face while involved with the Child Welfare and Juvenile Justice systems in New York City. Learners follow a scenario to explore themes of affirming vs. derogatory language, using correct terminology, and identifying strategies that support identity and feelings of personal safety and security. In alignment with ACS policy, learners are required to repeat this Refresher course once every two years after completion of LGBTQAI+ Foundational: Include, Empower and Affirm. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below, an eLearning and an online pre-test.

## BENEFITS

Learners will:

- Explore how to create inclusive and affirming environments for LGBTQAI+ young people.
- Review and understand the ACS policies that support LGBTQAI+ young people.
- Better understand how to help staff manage issues with parents, foster parents and caregivers of LGBTQAI+ young people.
- Develop their ability to promote the safety, permanency and well-being of LGBTQAI+ young people.

## COMPONENTS

Once enrolled in the course, learners will complete:



A 30-minute eLearning.



An online pre-test.



A 4.5-hour, virtual, instructor-led workshop.



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 all components of the course, LGBTQAI+ Foundational: Include, Empower and Affirm.

## 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 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](mailto:Wihelpdesk@acs.nyc.gov) or call (212) 748-1898.

# 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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## 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.

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

## ABOUT

This learning program serves as a refresher to Building Coaching Competency by challenging learners to collaboratively solve a series of riddles revolving around the coaching skills and strategies introduced in the foundational training. The Virtual Escape Room learning program promotes the Three C's: Confidence in use of coaching skills, Commitment to the use of the coach approach and opportunity to Connect with the coaching community. This program engages learners who have completed Building Coaching Competency, but have not yet completed transfer of learning programs, i.e., Coaching Collaboratives and the Skill Refresher series. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below.

## BENEFITS

Learners will:

- Demonstrate knowledge and understanding of the coach approach
- Develop self-awareness and assess existing coaching knowledge

## COMPONENTS

Once enrolled in the course, learners will complete:



A 60-minute, virtual, instructor-led training.



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 one-day virtual or two-day instructor-led Building Coaching Competency learning program or the instructor-led Building Coaching Competency for Administrators learning program.

## CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

## REGISTRATION

To register and for more information about this course, email [wicoaching@acs.nyc.gov](mailto:wicoaching@acs.nyc.gov). For more information about the ACS Workforce Institute, please contact the Help Desk at [WIhelpdesk@acs.nyc.gov](mailto:WIhelpdesk@acs.nyc.gov) or call (212) 748-1898.

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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:

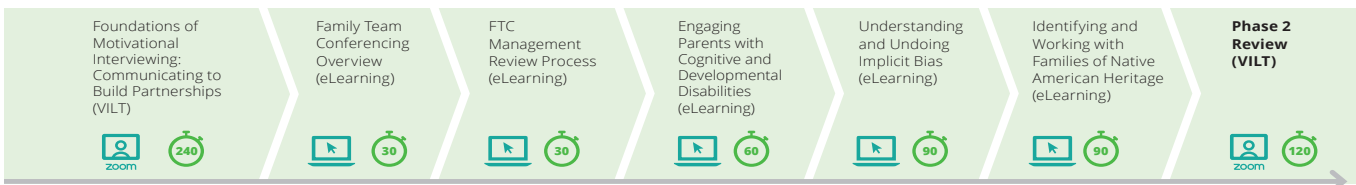


Completion of all components is necessary to receive a Certificate of Completion.

### 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

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

## ABOUT

This learning program provides newly hired case planners, supervisors and managers with the foundational knowledge and skills necessary to begin their work in Foster Care services. This learning program is delivered in three phases. Phase 1 focuses on building a foundation for the work. Phase 2 focuses on partnering with families to achieve permanency and well-being. Phase 3 focuses on promoting child, youth and family well-being. This virtual course consists of a combination of eLearning courses and virtual, instructor-led trainings.

## BENEFITS

Learners will:

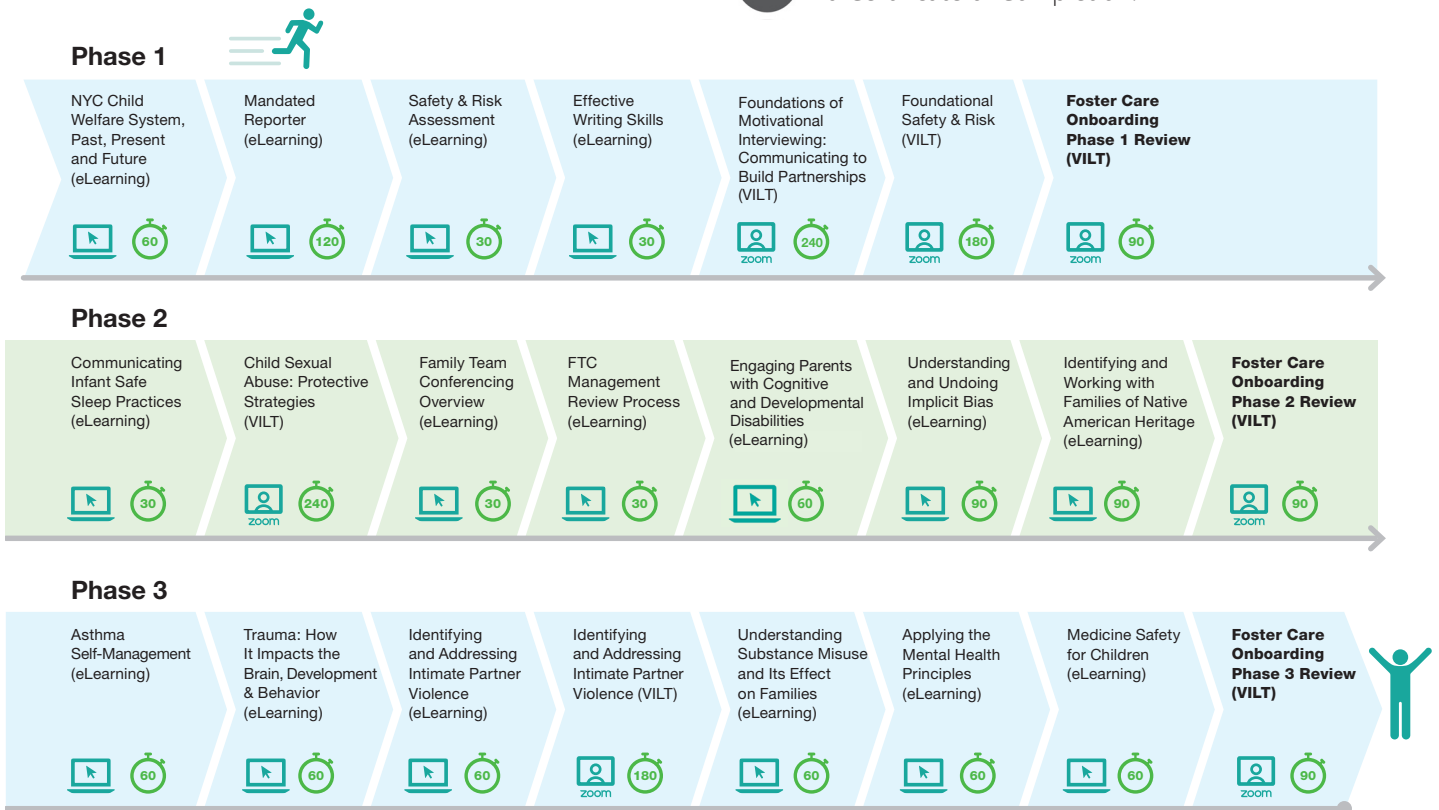
- Receive an overview of their role and responsibilities within the context of the Child Welfare system.
- Be trained how to partner with families to create plans that address safety, behavioral change and well-being.
- Better understand how implicit bias affects decision-making in child welfare.
- Gain 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.



## PREREQUISITES

There are no prerequisites for this course.

## CONTINUING EDUCATION UNITS

Check individual courses for any available CEUs.

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