



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 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



Building Coaching Competency: Coaching Collaboratives



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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 informs facilitators of the changes in Family Team Conference (FTC) practice as embodied in the new Child Welfare Program's (CWP) Integrated Family Team Conference Model that will be used in ACS and Foster Care and Prevention agencies. This training discusses the goals of this 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 Family Team Conference 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, 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

Register for this course by logging in to [Cornerstone](#), browse for the course name and complete all information. For more information about the James Satterwhite Academy, please email JSARegistration@acs.nyc.gov.

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.

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. Founded in 1987, the James Satterwhite Academy, named for its first executive director, is a national leader in child welfare and juvenile justice training and professional development.

Visit our website at www.nycacstraining.org



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 or call (212) 748-1898.

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.

ABOUT ACS WORKFORCE INSTITUTE

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

ABOUT

This learning program provides learners with a comprehensive review of the assessment processes for safety and risk. Learners use a real-life case scenario to conduct safety and risk assessments. As learners practice conducting assessments, they receive hands-on guidance and feedback in real time. Learners explore various tools, including critical thinking skills, to guide their decision-making in best supporting children and families.

BENEFITS

Learners will:

- Demonstrate using critical thinking skills to guide their decision-making.
- Distinguish between safety and risk.
- Identify the processes to assess safety and risk and explain why both are used.
- Receive hands-on guidance on how to conduct safety and risk assessments and obtain feedback in real time to best support children and families.

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 6.5 contact hours/0.65 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.

ABOUT ACS WORKFORCE INSTITUTE

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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. 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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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.



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 Wlhelpdesk@acs.nyc.gov or call (212) 748-1898.

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