



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.

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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.

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Building Coaching Competency for Senior Administrators



A learning program for **senior administrators working in Child Welfare and Juvenile Justice.**

ABOUT

This learning program prepares leaders to better support the implementation of coaching in their supervisory practice and the building of a coaching culture in Child Welfare and Juvenile Justice programs. Learners have the opportunity to practice each of the six coaching skills and six coaching steps that have been adapted from the coaching approach of the Atlantic Coast Child Welfare Implementation Center.

BENEFITS

Learners will:

- Gain a better understanding of the coaching process and better support supervisors in implementation of coaching.
- Increase adherence to supervisory standards within Child Welfare and troubleshoot barriers to meeting minimum standards.
- Promote the professional development of Child Welfare supervisors and direct service staff and support the transfer of learning with staff.
- Be able to improve job performance and contribute to improved practice and outcomes.
- Increase critical thinking skills among supervisors and direct service staff.

COMPONENTS

Once enrolled in the course, learners will complete:



An in-class pre-test.



A one-day, instructor-led workshop.



An in-class 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.

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Foundations of Motivational Interviewing: Practicum



A learning program required for **direct service staff, supervisors and managers working in Child Protection. Direct service staff and supervisors in Prevention and Foster Care are also required to attend.**

ABOUT

This learning program is a continuation of Foundations of Motivational Interviewing: Communicating to Build Partnerships and enables learners to further practice and apply the skills presented in the prior training. Through a variety of learning approaches, including case scenarios, games and both large and small group role plays, learners build on their knowledge of the four fundamental tasks of Motivational Interviewing (MI): engagement, focusing, evoking and planning. Additionally, learners deepen their understanding of strategies for highlighting change talk and softening sustain talk when working toward behavioral change with youths and families.

BENEFITS

Learners will:

- Review the spirit and fundamental processes of MI.
- Demonstrate effective use of MI microskills.
- Be able to elicit and reinforce change talk and soften sustain talk.
- Deepen their understanding of evoking and planning, two of the fundamental tasks of MI.
- Process and practice the knowledge and skills acquired both in this training and Foundations of Motivational Interviewing: Communicating to Build Partnerships.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A 6.5-hour, 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 all components of the course, Foundations of Motivational Interviewing: Communicating to Build Partnerships.

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

Division of Child Protection staff can reach out to their Staff Development Coordinator (SDC) to register. All others can register in [Cornerstone](#). 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 **Direct service staff and supervisors working in Child Protection, Prevention or Foster Care services.**

ABOUT

This learning program takes a child-centered approach to intimate partner violence (IPV). During this learning program, learners are trained to identify and respond to IPV in a way that supports the non-abusive parent and children, identifies the abusive partner's pattern of behavior and documents the impact of the abuse on the children and family. The course is highly interactive, enabling learners to apply new knowledge and to practice skills in a supportive classroom environment. Before attending this 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 non-abusive partner 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 devise effective service plans that focus on the safety of the child and survivor.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A one-hour eLearning course.



A two-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. While not a prerequisite, 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 14 contact hours/1.4 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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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.

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