



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



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

ABOUT

This series of Coaching Collaboratives is 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. Coaching Collaboratives 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 a session includes, but is not limited to, on-site technical assistance. Before attending these virtual, instructor-led trainings, learners must complete all 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.
- Connect with peers to create a coaching community among Child Welfare and Juvenile Justice supervisors and managers.
- Strengthen their individual commitment to using the coach approach and support a coaching culture across all sectors of Child Welfare and Juvenile Justice.

COMPONENTS

Once enrolled in each Coaching Collaborative, 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.

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 Coaching Collaborative is 2 contact hours/0.2 CEUs. This series in total is 12 contact hours/1.2 CEUs. 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 or call (212) 748-1898.

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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



Understanding and Undoing Implicit Bias



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

ABOUT

This learning program provides comprehensive information about implicit bias and how it contributes to racial disproportionality in the Child Welfare and Juvenile Justice systems. This program aims to deepen learners' understanding of implicit bias and its impact on institutional racism and structural inequity. Learners practice strategies to recognize and reduce implicit bias to enhance equitable decision making. Before attending this instructor-led training, learners must complete all course prerequisites listed below and an online pre-test.

BENEFITS

Learners will:

- Be trained to review strategies to identify one's own implicit biases and to recognize implicit bias in others.
- Be able to analyze how implicit bias affects decision-making.
- Be trained to identify the connection between institutional racism, structural inequity, and implicit bias.
- Be trained to employ individual strategies to reduce implicit bias.

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

Prior to attending this course, learners are required to have completed the Understanding and Undoing Implicit Bias eLearning 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 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](#), 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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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 75-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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