



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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## 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

There are no CEUs associated with this course.

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# Attachment and Bio-Behavioral Catch-Up (ABC)



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

## ABOUT

This learning program provides an overview of the Attachment and Bio-behavioral Catch-Up (ABC) intervention offered to children and families across New York City. During this instructor-led, virtual session, learners are trained in the role of attachment and the impact of Adverse Childhood Experiences (ACES) in the socio-emotional and cognitive development of infants and toddlers. This training also explores the benefits of the ABC intervention to families while considering challenges that those benefits might present.

## BENEFITS

Learners will:

- Be trained to interpret the role of attachment and the impact of Adverse Childhood Experiences (ACES) in the socio-emotional and cognitive development of infants and toddlers.
- Be able to describe the ABC intervention for children in care and/or those transitioning home.
- Be trained how to select eligible families for the intervention.
- Be able to explain the benefits of the ABC intervention to families while considering challenges that those benefits might present.

## COMPONENTS

Once enrolled in the course, learners will complete:



A half-day, virtual, instructor-led workshop.



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 **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 each Coaching Collaborative, 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 3.5 contact hours/0.35 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

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

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

## ABOUT

This learning program is an update of the previous Motivational Interviewing: A Strengths-Based Practice and Foundational Motivational Interviewing (MI) courses. In this course, learners strengthen their capacity to use MI towards building partnerships. Learners examine their own style of communication and how it impacts the thoughts of others regarding change. Learners demonstrate their ability to listen to the perspectives of families and caregivers to shape how questions are asked, accurately identify their needs, and help draw out their own ideas for ways to change. Using scenarios and group exercises, learners hone their ability to cultivate strengths-based conversations, model affirmations, and make effective reflections.

## BENEFITS

Learners will:

- Define MI in a way that underscores its guiding nature and demonstrates its guiding aspects.
- Describe the spirit and four fundamental tasks of MI.
- Identify and demonstrate MI OARS (Open-Ended Questions, Affirmations, Reflections and Summaries) microskills.
- Recognize “change talk” and “sustain talk” in the context of MI and explain the role they play in supporting individuals to make behavioral change.
- Identify how MI can be used in day-to-day work.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A four-hour, 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 4 contact hours/0.4 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](mailto:Wihelpdesk@acs.nyc.gov) or call (212) 748-1898.

## 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.





# 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 are also required to attend. The program is recommended for those working in foster care agencies.

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

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

## ABOUT

This learning program prepares learners to apply the policies and best practices that promote the safety, permanency and well-being of LGBTQAI+ (Lesbian, Gay, Bisexual, Transgender, Questioning, Asexual, Intersex, and many more) young people involved with the New York City child welfare and juvenile justice systems. During this course, learners practice creating affirming environments where all are respected regardless of sexual orientation, gender identity or expression. In alignment with ACS policy, learners are required to complete this Foundational course during their new hire orientation period, and then complete LGBTQAI+ Refresher: Improving Outcomes for LGBTQAI+ Young People once every two years thereafter. Before attending this virtual, instructor-led training, learners must complete an online pre-test.

## BENEFITS

Learners will:

- Demonstrate behaviors that cultivate LGBTQAI+ affirming and inclusive environments within ACS and provider agencies.
- Adopt practices that are in alignment with ACS's affirming policies while engaging young people that are or may be LGBTQAI+.
- Be able to support staff in managing issues that arise with parents, foster parents and caregivers of LGBTQAI+ youths.
- Implement strategies that improve outcomes for LGBTQAI+ youth involved with ACS and provider agencies.
- Commit to practicing LGBTQAI+ affirming strategies.

## 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 5.5 contact hours/0.55 CEU. CEU credit is contingent upon completion of all course components.

## REGISTRATION

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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

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# 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](mailto: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

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# Tending the Roots: Recognizing Trauma and Cultivating Wellness



A learning program for **all direct service staff and supervisors working in the Division of Child Protection (DCP) and within ACS provider agencies working in Prevention, Foster Care and Juvenile Justice programs.**

## ABOUT

This learning program introduces learners to the common language and terminology used to enhance their trauma-responsive practice. It highlights how trauma and toxic stress impact a person and explores the impact of racism and oppression as forms of trauma. This course provides learners with foundational information on the types of traumatic responses, the Trauma Core Values, and how to infuse these principles into their work. Learners identify how to use trauma-responsive language to foster an environment that supports wellness and resilience through thoughtful reflection time, group discussions, and practice opportunities. This is the same course being offered by the New York State Office of Children and Family Services (OCFS), formerly titled, **Trauma-Responsive and Resilience Informed Care**. Those who have previously taken this course are not required to enroll.

## BENEFITS

Learners will:

- Extend their understanding of trauma and use shared language to improve trauma-responsive practice.
- Recognize the impact of racism and oppression as forms of trauma.
- Discuss trauma and toxic stress, the science of trauma and the human stress response.
- Identify what we know about how people adapt and grow from traumatic or adverse experiences.
- Identify practical elements of an environment that foster wellness, resilience and healing.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A two-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 7 contact hours/0.7 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](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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# 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 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 5.5-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 5.5 contact hours/0.55 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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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](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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# 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

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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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



NYC Child Welfare System: Past, Present and Future (eLearning)



Mandated Reporter (eLearning)



Effective Writing Skills (eLearning)



Foundations of Motivational Interviewing: Communicating to Build Partnerships (VILT)



Phase 1 Review (VILT)



### Phase 2

Family Team Conferencing Overview (eLearning)



FTC Management Review Process (eLearning)



Engaging Parents with Cognitive and Developmental Disabilities (eLearning)



Understanding and Undoing Implicit Bias (eLearning)



Identifying and Working with Families of Native American Heritage (eLearning)



Safety & Risk: Investigation, Synthesis and Assessment (VILT)



Phase 2 Review (VILT)



### Phase 3

Asthma Self-Management (eLearning)



What You Need to Know About Child Support (eLearning)



Trauma: How It Impacts the Brain, Development & Behavior (eLearning)



Identifying and Addressing Intimate Partner Violence (eLearning)



Applying the Mental Health Principles (eLearning)



Medicine Safety for Children (eLearning)



Phase 3 Review (VILT)



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

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