



ACS

Workforce Institute

Knowledge into Practice

FY2016 Impact Statement

Housed within the ACS Division of Policy, Planning and Measurement, the ACS Workforce Institute answers the call from New York City's Mayor, outlined in the Mayor's Administration for Children's Services 2015 Reform Plan, to vastly improve the child welfare and juvenile justice systems in New York City.

In partnership with the CUNY School of Professional Studies, ACS has built a state of the art professional development institute to support the ongoing professionalization and skill development of New York City's frontline staff and their supervisors. This investment represents a strong commitment to bolster efforts that will ultimately lead to better outcomes for vulnerable children and families throughout the city.

Commissioner **Gladys Carrión** and Deputy Commissioner **Andrew White** had a shared vision for the ACS Workforce Institute:

Frontline staff should have the learning, coaching and support necessary to:

- perform their roles to the highest standards,
- provide high quality services to the children and families in their care, *and*
- help them manage stress and other challenges related to vicarious trauma.

Highlighted on the following pages are key accomplishments and achievements of the ACS Workforce Institute in Fiscal Year 2016, the first year of its inception.



Our Team

33
ACS & CUNY
Staff Hired

Across the ACS & CUNY Partnership, Workforce Institute staff are culturally diverse, experienced and highly qualified to lead development and implementation of this new initiative. Staff hold Bachelors degrees in a variety of areas, as well as Masters degrees in Social Work, Public Health, Social and Behavior Sciences, Public Administration, Criminal Justice, and Counseling and Adult Education. Many have worked directly in child welfare, community-based programs and higher education for decades bringing a varied perspective and multi-disciplinary approach to the agency.

17 Consultant
Trainers
who Facilitate
Programs

6 Facilitators
were Cross
Trained in
BCC and MI



**Program
Names:**

Building Coaching
Competency (**BCC**)

Motivational
Interviewing (**MI**)

Evidence Based
Models (**EBM**)

14 Train the Trainer
Sessions

2 BCC

3 MI

9 EBM



9

Advisory Group
Meetings to
Obtain Feedback
Across the
Sector

As an essential component to the governance of the Workforce Institute, the Advisory Group includes representatives from ACS in Child Protection, Child Welfare Programs, Family Court Legal Services, Family Permanency Services, Financial Services, Preventive Services, Youth and Family Justice, as well as stakeholders from the NYS Office of Children and Family Services (OCFS), the Council of Family and Child Caring Agencies (COFCCA), advocate groups, and provider agencies.

Similar to the Improved Outcomes for Children (IOC) Training Subcommittee (the Workforce Institute Advisory Group predecessor), this committee provides critical feedback and guidance on the vision for the Institute, learning program planning, and community engagement.

3

Professional
Development
Sessions for
Program
Facilitators
(Consultant
Trainers)

Best Practices in Adult Learning

Embracing the Digital World

As the workforce becomes more digitally engaged across the sector, the Workforce Institute will modernize learning through the use of various adult learning methods, including new technologies, online resources and simulation. Along the way, this shift in the culture of learning will be guided by the provision of efficient customer service and user-friendly technical support.

Learning Management System: Cornerstone

Cornerstone is a newly designed, private learning management system built specifically for ACS to support our robust professional development programs. This online website will be used for:



- Accelerating employee learning and professional development,
- Evaluating the effectiveness of the ACS learning programs and initiatives, and
- Fostering peer-to-peer learning and communities of practice.

City-wide State of the Art Training Centers

Accessible training space in each borough where employees live and work.



Communication Materials

ACS
Workforce
Institute

Logo and
Tagline



Course
Calendar



Website



eNewsletter

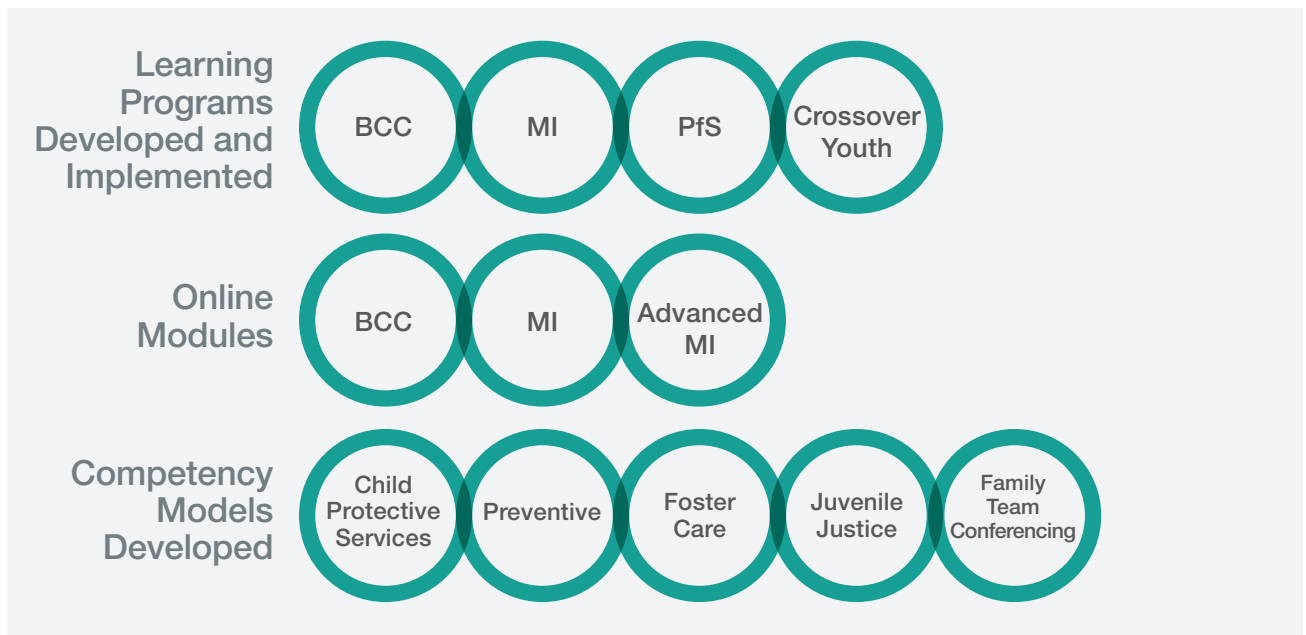


Fliers

Videos Developed

- Bringing Your Best to the Table: What's It Like to Be an ACS Juvenile Counselor
<https://vimeo.com/160403950>
- Building Coaching Competency Promo Video
<https://vimeo.com/156283131>
- Coaching Exec Video
<https://vimeo.com/156284586>
- Commissioner's Welcome Video
<https://vimeo.com/157738059>
- Motivational Interviewing
<https://vimeo.com/168946596>
- RISE Family Stories Video
<https://vimeo.com/171943217>

Learning Program Development



Learner Participation Total: 3,251



639

As of June 30th –
BCC Instructor Led
Training (ILT) Learners

1,326

As of June 30th –
MI Instructor Led
Training (ILT) Learners

6

Coaching Collaboratives

A Coaching Collaborative is a two-hour workshop which brings together supervisors and managers that have attended the BCC learning program in order to support the transfer of learning. This forum provides an opportunity for participants to practice coaching skills while supporting the implementation of coaching in the workplace.

1,286

Evidence Based Models Instructor Led Training (ILT) Learners

512
Partnering for Success (**PFS**)

204
Attachment and Bio-Behavioral Catch-Up (**ABC**)

304
Child and Adolescent Needs and Strengths (**CANS-NY**)

93
Enhanced Family Conferencing Initiative (**EFCI**)

35
Preventive Marketing Group

138
Crossover Youth Practice Model

Professional Development Program (PDP) Educational Support

Through PDP Educational Support, ACS commits to providing staff with support for ongoing education. PDP offers eligible staff the following services: field placements, release time, internships, externships, Constructive Action Plan, readiness skills and scholarship opportunities. These endeavors forward the ACS mission to protect and promote the safety and well-being of New York City's children, young people, families, and communities through the provision of excellent child welfare, juvenile justice and early care and education services.

Field
Placements

19 ACS masters level students

8 Non ACS BSW students

8 Non ACS masters level students

35

54 Scholarships
were awarded
totaling

\$618,686

In Summer 2015, ACS established the **Dr. James R. Dumpson Scholarship Program** to honor the legacy of Dr. James R. Dumpson, social work practitioner, educator, scholar, public servant, and advocate. Dr. Dumpson served as commissioner of public welfare and commissioner/administrator of the Human Resources Administration, overseeing notable reforms in the child welfare system. Dr. Dumpson's visionary and humanitarian life's work established standards of excellence to which all human services students who are the recipients of this award must aspire as they follow in his footsteps. This is the first year that ACS has expanded its support beyond matriculation in MSW programs.

Type of Degrees
Supported

