



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

## ABOUT

The Skill Refreshers are a series of specialized learning programs that highlight the five 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. The Skill Refreshers constitute Phase I of the Advanced Coaching program. Before attending this virtual, instructor-led training, learners must complete all course 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 the course, learners will complete:



A 1.5-hour, virtual workshop for each Skill Refresher.



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.
- At least one course within the Building Coaching Competency: Coaching Collaboratives learning program (virtual or instructor-led).

## 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 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.

## REGISTRATION

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# Applying SCR Reform to Your Daily Practice: Information Gathering and Documentation



A learning program for **Child Protective Specialists, Supervisors I and II, and managers are all required to attend. Others in the Division of Child Protection (DCP), including high-level leadership.**

## ABOUT

This learning program provides a deeper exploration and practical application of the information included in the foundational SCR Reform eLearning course. During this training, learners use case scenarios to practice applying the new standard of evidence and documenting their findings in support of a decision to indicate or unfound allegations of abuse or neglect. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below and an online pre-test.

## BENEFITS

Learners will:

- Be able to explain the fair preponderance of evidence standard and describe how it differs from the previous standard of evidence.
- Be able to administer best practices to document their work in order to support case determinations.
- Be able to describe how New York Statewide Central Register (SCR) reform affects administrative reviews and employment, and foster care licensing for those individuals with indicated cases.
- Be able to explain how irrebuttable presumptions created in Family Court proceedings may impact administrative reviews.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



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



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 Workforce Institute's SCR Reform eLearning course.

## CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

## REGISTRATION

This learning program is available on a borough-by-borough basis. Staff development coordinators will contact DCP staff during their assigned enrollment period to coordinate registration.

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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 the course, 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 **3.0 contact hours/0.3 CEUs**. CEU credit is contingent upon completion of all course components.

## REGISTRATION

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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.

## 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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# Engaging Parents with Cognitive and Other Developmental Limitations



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

## ABOUT

This learning program prepares learners to observe, recognize and assess cognitive and developmental limitations in parents by strengthening their understanding of cognitive and developmental limitations and dispelling myths about individuals with cognitive and developmental disabilities. During this training session, learners practice adapting motivational interviewing to better engage such parents. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below and an online pre-test.

## BENEFITS

Learners will:

- Better understand the rights of parents with intellectual disabilities.
- Be trained how to identify common signs and characteristics of cognitive and other developmental limitations.
- Better understand how cognitive and other developmental limitations can impact parenting and service provision.
- Be able to identify appropriate services and support as they prepare recommendations and referrals.
- Be trained to modify motivational interviewing skills to communicate more effectively with a person who has cognitive limitation.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A two-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 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 **2.0 contact hours/0.2 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 [Wlhelpdesk@acs.nyc.gov](mailto:Wlhelpdesk@acs.nyc.gov) or or call (212) 748-1898.

## ABOUT ACS WORKFORCE INSTITUTE

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A learning program for **all staff working in Child Welfare who will be facilitating Family Team Conferences.**

## ABOUT

This training will inform facilitators of the changes in Family Team Conference (FTC) practice as embodied in the new Child Welfare Programs (CWP) Integrated Family Team Conference Model that will be used in the ACS, Foster Care and Prevention agencies. This training discusses the goals of the 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 FTC 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, virtual, 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 ACS Workforce Institute, please contact the Help Desk at [Wihelpdesk@acs.nyc.gov](mailto:Wihelpdesk@acs.nyc.gov) or call (212) 748-1898.

## 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. The ACS Workforce Institute provides ongoing, professional skills development of direct service staff and supervisors at ACS and its many partner agencies across the child welfare and juvenile justice sectors.

## 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.





# 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

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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# Include, Empower, Affirm: Policy, Best Practices, and Guidance for Serving LGBTQAI+ Children and Youth Involved in the Child Welfare and Juvenile Justice System



A learning program for **direct service staff, supervisors and managers working in the Division of Child Protection (DCP), Foster Care services, Prevention services or the Division of Youth and Family Justice (DYFJ).**

## 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) youths involved with ACS and contracted providers. During this course, learners practice creating affirming environments where all are respected regardless of sexual orientation, gender identity or expression. 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 two half-day, virtual, instructor-led workshops.



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 **8 contact hours/0.80 CEUs**. CEU credit is contingent upon completion of all course components.

## REGISTRATION

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# Motivational Interviewing: A Strengths-Based Practice



A learning program for **direct service staff working in Child Welfare.**

## ABOUT

This learning program is a collaborative, person-centered approach to strengthen motivation and commitment to change. Learners are trained how to use motivational interviewing and strengths-based engagement strategies to better communicate with children and families — and how to support their continued progress toward applying solutions to family challenges. These techniques can help learners express compassion, partnership and respect — even in challenging situations. Before attending this virtual, instructor-led training, learners must complete an online pre-test and an eLearning module.

## BENEFITS

Learners will:

- Be trained how to focus on family strengths and resilience.
- Be trained how to create strengths-based partnerships with children and families through effective communication.
- Be able to work with families and children toward establishing and reaching their goals through these partnerships.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A 30-minute eLearning course.



A two-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 **2.0 contact hours/0.2 CEUs**. CEU credit is contingent upon completion of all course components.

## REGISTRATION

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A Learning Program for **Direct service staff and supervisors working in Child Welfare or Juvenile Justice.**

## ABOUT

This learning program focuses on the practical application of strengths-based engagement and motivational interviewing skills when working with fathers and the father figures of children involved in the Child Welfare and Juvenile Justice systems. Learners are also trained how to explore the needs of fathers and father figures who have connections to the Child Welfare and Juvenile Justice systems. During this training, learners practice techniques to better engage and work more successfully with fathers and father figures around the challenges they experience and their potential impact on their children. Before attending this instructor-led training, learners must complete all course prerequisites listed below and an online pre-test.

## BENEFITS

Learners will:

- Better understand the needs of fathers and father figures involved in the Child Welfare and Juvenile Justice system.
- Strengthen their use of motivational interviewing skills when working with fathers and father figures.
- Be better able to engage with fathers and father figures to ensure they receive the support they need.

## 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 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 6.5 contact hours/0.65 CEUs. CEU credit is contingent upon completion of all course components.

## RECOMMENDED SUPPLEMENTAL COURSE

OCFS: Involving Fathers for Children in Child Welfare: Fundamentals is the New York State Office of Children and Family Services training available in Cornerstone. This course 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. Together, these courses can support learners in more successfully engaging fathers and male caregivers as a best practice to further support the children and families of NYC.

## 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.

## ABOUT ACS WORKFORCE INSTITUTE

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# Safety and Risk: Investigation, Synthesis and Assessment



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

## ABOUT

This learning program prepares learners to assess the risk of abuse or maltreatment of children by engaging in real work conversations and activities involving the definitions and processes of safety and risk. Learners practice providing a safety assessment for a scenario. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below, an online pre-test and an eLearning module.

## BENEFITS

Learners will:

- Strengthen their understanding of the four-step safety assessment process and the risk assessment process from a protective viewpoint.
- Have reviewed a case scenario to enhance their skills to assess for safety and risk.
- Be better able to develop and accurately document safety plans to protect children from danger.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



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



A 30-minute eLearning course.



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 **3.0 contact hours/0.3 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 [Wlhelpdesk@acs.nyc.gov](mailto:Wlhelpdesk@acs.nyc.gov) or call (212) 748-1898.

## 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. The ACS Workforce Institute provides ongoing, professional skills development of direct service staff and supervisors at ACS and its many partner agencies across the child welfare and juvenile justice sectors.

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This learning program is 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. Learners will recognize how trauma and toxic stress impact a person and their experiences. Additionally, 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. Through thoughtful reflection time, group discussions, and practice opportunities, learners identify ways to use trauma-responsive language to effectively communicate and model collaboration with families. This is the same course being offered by the New York State Office of Children and Family Services (OCFS).

## BENEFITS

Learners will:

- Extend their understanding of trauma and use shared language to improve trauma-responsive practice.
- 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.
- Analyze the impact of trauma on service providers and identify ways of promoting self-care in the work environment.

## 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](#).

## 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.

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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

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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# Using the ACS FASP Desk Guide in Foster Care Case Practice



A Learning Program for **Direct service staff, supervisors and managers working in Foster Care services.**

## ABOUT

This learning program supports the implementation of the ACS FASP Desk Guide in Foster Care Case Practice. With the expiration of Title IV-E and its impact on the funding of foster care, ACS is seeking to de-implement the Child and Adolescent Needs and Strengths (CANSNY) evidence-based assessment guidelines. In its place, the ACS Family Assessment Service Plan (FASP) Desk Guide has been developed to support foster care case planners and their supervisors in their use of the FASP to assess family strengths, risks and needs as well as to create a customized service plan that prioritizes the most pressing issues for the promotion of safety and the achievement of permanency goals.

## BENEFITS

Learners will:

- Recognize the overall purpose and logical flow of the FASP.
- Be trained to identify how documentation and assessment impact permanency and family outcome achievement.
- Be able to use the FASP Desk Guide within daily practice and within Supervisory Coaching to strengthen family assessment and service planning.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A half-day, 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.

## 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 one-hour, 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.

## ABOUT ACS WORKFORCE INSTITUTE

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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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# Foundational Foster Care Onboarding Program



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

## ABOUT

This learning program provides newly hired case planners, supervisors and managers with the foundational knowledge and skills necessary to begin their work in Foster Care services. This learning program is delivered in three phases. Phase 1 focuses on building a foundation for the work. Phase 2 focuses on partnering with families to achieve permanency and well-being. Phase 3 focuses on promoting child, youth and family well-being. This virtual course consists of a combination of eLearning courses and virtual, instructor-led trainings.

## BENEFITS

Learners will:

- Receive an overview of their role and responsibilities within the context of the Child Welfare system.
- Be trained how to partner with families to create plans that address safety, behavioral change and well-being.
- 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, email Carla Ordonez at [Carla.Ordonez@acs.nyc.gov](mailto:Carla.Ordonez@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.

## ABOUT ACS WORKFORCE INSTITUTE

The Office of Training and Workforce Development provides foundational and continuous learning for child welfare and juvenile justice direct service staff and supervisors. Through the use of simulation, coaching, and other best practices in adult learning, staff develop strengths-based skills to protect and support the children, youth, and families of New York City.

Visit our website at [www.nycacstraining.org](http://www.nycacstraining.org).





A learning program for **newly hired 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)



Safety & Risk Assessment (eLearning)



Effective Writing Skills (eLearning)



Foundational Safety & Risk (VILT)



Phase 1 Review (VILT)



### Phase 2

Motivational Interview: Strengths Based Engagement (eLearning)



Foundational Motivational Interviewing (VILT)



Family Team Conferencing Overview (eLearning)



FTC Management Review Process (eLearning)



Understanding and Undoing Implicit Bias (eLearning)



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



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

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