



ACS

Workforce Institute

Knowledge into Practice

FY2017 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 CUNY, 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. Below is our vision.

Frontline staff 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.



FY17 Accomplishments

CEU Accreditation



As of February 15, 2017, 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 Master Social Workers (LMSW) and Licensed Clinical Social Workers (LCSW) #SW-0402. Licensed social workers can obtain continuing education contact hours, free of cost, through the Workforce Academy and Workforce Institute.

Building Coaching Competency for Senior Administrators



The Workforce Institute developed a modified one-day coaching program for senior administrators to increase buy-in and support for the successful implementation of coaching as part of supervision. To date, there have been seven sessions with participation from senior leadership in ACS and provider agencies.

National Conference on Coaching in Health and Human Services



In April, the Workforce Institute's Supervision and Coaching team presented two workshops to human service leaders, researchers, coaches and implementation specialists. Since the conference, child welfare leaders from across the country have reached out to the Workforce Institute for assistance and guidance in the development of their own coaching programs.

Cornerstone Rollout



In January, the Workforce Institute rolled out its new learning management system Cornerstone. Cornerstone allows participants to easily view course schedules, register for courses, receive confirmation notices, view eLearning modules and complete required prework. Cornerstone also provides access to job aides, educational videos, resource materials for courses taken, course transcripts, completion certificates and evaluation tools.

New Learning Programs

Advanced Coaching, Phase I:
Skill Refreshers

Case Review for Managers:
Synthesizing Information

Safety and Risk: Investigation,
Synthesis, and Assessment

Motivational Interviewing:
Engaging Families with
Repeat Involvement in the
Child Welfare System

Motivational Interviewing:
Engaging Girls and Young Women

Motivational Interviewing:
Engaging Fathers

Engaging Parents with
Cognitive and Other
Developmental Limitations

Child Sexual Abuse:
Protective Strategies

Using Case History to Inform
and Strengthen Practice

Evidence-Based Models:
NYC ACS and Provider
Agencies (eLearning)

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

FY17 Accomplishments

Long-Term Space



Capital funds have been secured to support the build out of our Queens simulation training center, with an anticipated occupancy in Summer 2018. Plans to further define sites in Manhattan and Staten Island progressed with completion anticipated by January 2018. All five borough sites continue to provide learning programs in branded space.

School Fair



In fall 2016, the Workforce Institute hosted its first School Fair with nearly 40 college and university representatives from undergraduate and graduate programs throughout the Tri-State area. Over 300 ACS employees attended to learn more about the programs these schools offer and the support provided through the Professional Development Program.

Job Fair



The Workforce Institute partnered with multiple other divisions to host an ACS Job Fair in November 2016. The event gave talented professionals interested in making a difference in the lives of children and families, both external and internal to ACS, the opportunity to learn about job openings within ACS. The turnout was extraordinary with over 800 attendees. Over 1,700 resumes were received by participating divisions.

Video Developed

A Brief History of Child Welfare

Our Team

54

ACS & CUNY Staff Hired

Across the ACS & CUNY Partnership, staff are culturally diverse, experienced and highly qualified to implement the Workforce Institute's vision.

25 Consultant Trainers who Facilitate Programs



Best Practices in Adult Learning

Embracing the Digital World

The Workforce Institute has modernized learning through the use of various adult learning methods, including new technologies, online resources and simulation. This shift in culture has created an easily accessible learning experience for staff that is guided by the provision of efficient customer service and user-friendly technical support.

Knowledge into Practice — Foundational Learning

The following three components form the foundation of skill development at the Workforce Institute:

- Successful completion of **Building Coaching Competency** is required for all subsequent programs for supervisors
- Successful completion of **Motivational Interviewing** is required for all subsequent programs for frontline staff.
- **Web-based learning** as a best practice to ensure learners are prepared for in-person practice.

Learning Programs

The numbers below reflect learner participation in FY17.

6,674

Learner Participation Total



Coaching

1,295

648

Building Coaching Competency (BCC)

1 online module

322

Coaching Collaboratives

41

Monthly Conference Calls

53

On-Site Technical Assistance

151

Advanced Coaching, Phase I: Skill Refreshers

80

Building Coaching Competency for Senior Administrators

Evidence-Based Models

2,502

357

Partnering for Success (PFS)

4 online modules

494

Attachment and Bio-Behavioral Catch-Up (ABC)

660

Child and Adolescent Needs and Strengths (CANS-NY)

221

Enhanced Family Conferencing Initiative (EFCI)

128

Crossover Youth Practice Model (CYPM)

14

Marketing Your Program (MYP)

628

Mental Health First Aid (MHFA)

Motivational Interviewing

1,513

1,421

Motivational Interviewing: Strength-Based Engagement (MI)

2 online modules

29

Motivational Interviewing: Engaging Families with Repeat Involvement in the Child Welfare System

51

Motivational Interviewing: Engaging Girls and Young Women

12

Motivational Interviewing: Engaging Fathers

Other

1,364

338

Case Review for Managers: Synthesizing Information

759

Safety and Risk: Investigation, Synthesis, and Assessment

1 online module

176

Engaging Parents with Cognitive and Other Developmental Limitations

40

Child Sexual Abuse: Protective Strategies

25

Using Case History to Inform and Strengthen Practice

13

Evidence-Based Models: NYC ACS and Provider Agencies (eLearning)

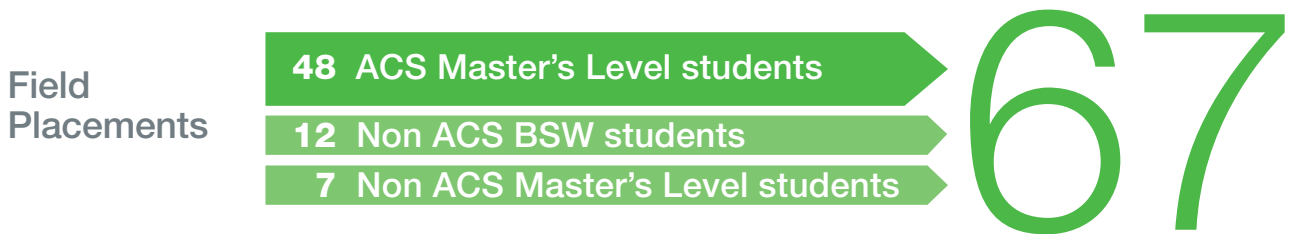
13

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

Professional Development Program

Information below reflects data from FY16 and FY17 combined.

Through the Professional Development Program (PDP), ACS commits to providing staff with support for ongoing education. PDP offers eligible staff field placements, release time, internships, externships, readiness skills and scholarship opportunities.



In Summer 2015, ACS established the **Dr. James R. Dumpson Scholarship Program for Master's** to honor the legacy of Dr. James R. Dumpson, social work practitioner, educator, scholar, public servant and advocates. The **Nicholas Scoppetta Scholarship Program for Bachelor's** is scheduled to be offered in Fall 2017.

