



**Office of Training and  
Workforce Development**



# **FY2018** Impact Statement



---

A partnership between ACS and CUNY.

---

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 strength-based skills to protect and support the children, youth and families of New York City.

**The ACS James Satterwhite Academy**

focuses on establishing the foundations of fundamental practice for newly hired frontline staff and supervisors. Founded in 1987, the James Satterwhite Academy, named for its first executive director, is a national leader in child welfare and juvenile justice training and professional development.

To contact the James Satterwhite Academy please email [JSARegistration@acs.nyc.gov](mailto:JSARegistration@acs.nyc.gov).

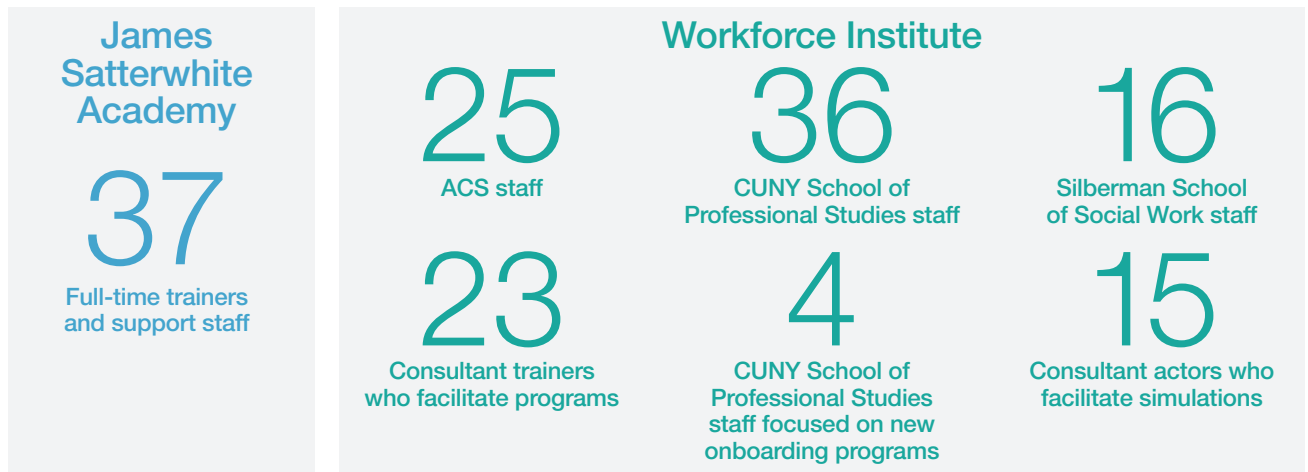
**The ACS Workforce Institute** provides ongoing professional skills development for frontline staff and supervisors at ACS and its many partner agencies across the child welfare and juvenile justice sectors. Developed in 2016, the Institute is a partnership between ACS and the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work).

To contact the Workforce Institute please email [wiinfodesk@acs.nyc.gov](mailto:wiinfodesk@acs.nyc.gov) or call (212) 748-1898.

Highlighted on the following pages are key accomplishments and achievements of the ACS Office of Training and Workforce Development in Fiscal Year 2018.

# Our Team

Staff are culturally diverse, experienced, and highly qualified to provide professional development opportunities to direct service staff and supervisors.



## City-wide State of the Art Training Centers

We continue to offer programs in branded spaces in all five borough sites. Stay tuned for expanded space in **Queens** (28,176 square feet) and **Manhattan** (4,063 square feet).

## Advisory Group Meetings



# FY18 Accomplishments

## Child Protective Specialist Core



The James Satterwhite Academy, with support from the Workforce Institute, led the redesign of the Child Protective Specialist Practice Core, which is the 41-day onboarding program for new Child Protective Specialists. The updated program features simulation opportunities and enhanced coordination with Division of Child Protection training units, as well as the introduction of Practice Instructors to ensure alignment between classroom learning and on-the-job experiences.

## Supervisory Core



The James Satterwhite Academy, with support from the Workforce Institute, led the redesign of the Supervisory Core, which is now a 5-day program for new supervisors working in Child Protection, Foster Care, Prevention, and Youth and Family Justice. The updated program features simulation opportunities, as well as alignment with the foundational coaching initiative.

## Supporting Knowledge Into Practice (SKIP)



A new branch of the Workforce Institute, SKIP is a partnership between ACS and the Hunter College Silberman School of Social Work to support onsite coaching and transfer of learning opportunities.

## Preventive Agency Case Planner Onboarding Program



The Workforce Institute developed an 11-day learning program for new Preventive Case Planners to learn more about their role as part of the child welfare system in NYC and their specific responsibilities as a case planner.

This new program features simulation opportunities and structured on-the-job experiences.



## Classroom

### New Learning Programs

Family Team Conferencing Integrated

Identifying and Addressing  
Intimate Partner Violence

Motivational Interviewing:  
Investigative Strategies

Motivational Interviewing:  
A Strengths-Based Practice  
for Youth Justice Professionals

Safety and Risk for ECS

Understanding and Undoing  
Implicit Bias

Vicarious Trauma Coaching  
Collaborative

# FY18 Accomplishments

## Training Requirements for Preventive Staff



In line with efforts to support agencies in sending staff to training, ACS introduced funding for preventive providers to complete 6 days/42 hours of training annually. The Workforce Institute is tracking completion, and courses offered through both the James Satterwhite Academy and the Workforce Institute are available to meet the need.

## Provider Agency Registration in Cornerstone



The Workforce Institute trained all provider agencies on how to register their own staff in the Cornerstone learning management system. Agencies were able to choose how they wanted to register staff, and the Workforce Institute Learning Management System team offered training and support both onsite and virtually.

## Nicholas Scoppetta Scholarship Program



The Workforce Institute rolled out the Nicholas Scoppetta Scholarship Program for full-time staff pursuing a Bachelor's degree.

## Undoing Racism



In keeping with sector-wide efforts to address implicit bias and impact culture, the entire Workforce Institute team participated in the Undoing Racism workshop facilitated by the People's Institute for Survival and Beyond. The Workforce Institute also supported three additional Undoing Racism workshops, in partnership with the ACS Racial Equity and Cultural Competency Committee, for other groups across ACS.



## New eLearning Programs

Advanced Coaching Program  
Phase II: Interactive eLearning  
Experience

Applying the Mental Health Principles

Asthma Basics: Home-Based Services  
for Self-Directed Asthma Care

Identifying and Working With Families  
of Native American Heritage

FTC Management Review Process

Medicine Safety for Children

NYC Preschool and Early Child Care  
Food Allergy Training

Overview of Family Team  
Conferencing

Understanding and Undoing  
Implicit Bias

# FY18 Accomplishments

## Conference Presentations



Staff from the Workforce Institute presented at multiple conferences in FY18:

**New York Public Welfare Association (NYPWA) 149th Annual Winter Conference** – presentation on Motivational Interviewing and its use in child welfare, in particular the approach ACS is taking.

**UC Davis Extension's Northern California Training Academy's National Conference on Coaching in Human Services** – two presentations: (1) building proficiency in using coaching skills to support implementation and (2) how the use of coaching by supervisors can be used to support transfer of learning of practice skills for frontline staff.

**NASW NYC's Social Work in the City Conference** – three presentations: (1) the multiple strategies and methods ACS is using to strengthen the coaching skills of supervisors and managers, (2) the new Understanding and Undoing Implicit Bias learning program, and (3) using a team approach to engage fathers.

**National Human Services Training Evaluation Symposium in Berkeley** – presentation on the newly developed Fidelity Assessment tool, which is used to ensure that the Workforce Institute is delivering learning programs in a consistent way, while also assessing adherence to training curriculum and providing feedback to trainers on their delivery and platform skills.

## School Fair



The Workforce Institute hosted its second annual School Fair with nearly 30 college and university representatives from undergraduate and graduate programs throughout the Tri-State area. Almost 200 ACS employees attended to learn more about the programs these schools offer and the support provided through the Professional Development Program



## Videos Developed

ACS Workforce Institute Welcome from Commissioner Hansell

Children of Incarcerated Parents Program

Implicit Bias Promotional Video with Commissioner Hansell

Motivational Interviewing: Youth Justice – OARS Skills

Vicarious and Secondary Trauma

# James Satterwhite Academy Learning Programs

The James Satterwhite Academy provides intensive and thorough onboarding programs, facilitated by expert trainers, which combine classroom training with on-the-job experiences. In Fiscal Year 2018, the James Satterwhite Academy provided onboarding training to record numbers of new Child Protective Specialists, Juvenile Counselors, and Congregate Care Specialists, in addition to providing other specialized coursework. Programs range from four days to 41 days.

## Learner Participation Total

1,034

### Courses:

- Child Protective Specialist Practice Core
- Juvenile Counselor Onboarding
- Congregate Care Specialist Onboarding
- Family Team Conferencing Integrated



# Workforce Institute Learning Programs

The Workforce Institute provides ongoing professional skills development for direct service staff and supervisors at ACS and its many partner agencies. In Fiscal Year 2018, the Workforce Institute provided training in strengths-based engagement, coaching, safety and risk assessment, and evidence-based models, as well as other specialized coursework to numerous staff across the child welfare and juvenile justice sectors. Programs range from one day to three days.

## Learner Participation Total

8,804

### Course Categories:

- Coaching
- Motivational Interviewing
- Other Specialized Courses
- Evidence-Based Models
- Evidence-Informed Models
- eLearning Programs

**6,555** Total  
Unique  
Learners

# Learning Programs

---

The Office of Training and Workforce Development offers instructor-led and eLearning programs to direct service staff and supervisors at ACS and its many partner agencies across the child welfare and juvenile justice sectors. Learning programs feature a variety of adult learning methods, including new technologies, online resources and simulation, to equip direct service staff and supervisors with the skills they need to support children, youth, and families.

---

## Onboarding

Child Protective Specialist Practice Core  
Congregate Care Specialist Core  
Juvenile Counselor Core  
Preventive Agency Case Planner Onboarding Program

---

## Coaching

Building Coaching Competency  
Building Coaching Competency – Family Court Legal Services (FCLS)  
Building Coaching Competency: Coaching Collaborative  
Vicarious Trauma Coaching Collaborative  
Advanced Coaching Program Phase I: Skill Refreshers  
Advanced Coaching Program Phase II: Interactive eLearning Experience  
Building Coaching Competency for Senior Administrators

---

## Evidence-Based Models

Attachment and Bio-behavioral Catch-Up (ABC)  
Child and Adolescent Needs and Strengths (CANS)-NY  
Partnering for Success (Pfs) – A framework of practice

---

## eLearning Programs

Applying the Mental Health Principles  
Asthma Basics: Home-Based Services for Self-Directed Asthma Care  
Evidence-Based Models: NYC ACS and Provider Agencies  
FTC Management Review Process  
Identifying and Working With Families of Native American Heritage  
Mandated Reporter Training: Identifying and Reporting Child Abuse and Maltreatment  
Medicine Safety for Children  
NYC Preschool and Early Child Care Food Allergy Training  
Overview of Family Team Conferencing  
Trauma: How It Impacts the Brain, Development & Behavior  
Understanding and Undoing Implicit Bias

---

## Other Specialized Courses

Case Review for Managers: Synthesizing Information  
Child Sexual Abuse: Protective Strategies  
Crossover Youth Practice Model (CYPM)  
Engaging Parents with Cognitive and Other Developmental Limitations  
Family Team Conferencing Integrated  
Identifying and Addressing Intimate Partner Violence  
Include, Empower and Affirm: Providing Culturally Competent Services for Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) Youth in ACS Care  
Marketing Your Program  
Mental Health First Aid (MHFA)  
Safe, Respected & Affirmed: Providing Affirming Services for Transgender Youth in ACS Care (TGNB)  
Safety and Risk for ECS  
Safety and Risk: Investigation, Synthesis, and Assessment  
Teaming – A framework of practice  
Understanding and Undoing Implicit Bias

---

## Motivational Interviewing

Motivational Interviewing: A Strengths-Based Practice  
Motivational Interviewing: A Strengths -Based Practice for Youth Justice Professionals  
Motivational Interviewing: Engaging Families with Repeat Involvement in the Child Welfare System  
Motivational Interviewing: Engaging Fathers  
Motivational Interviewing: Engaging Girls and Young Women  
Motivational Interviewing: Investigative Strategies

---

## Evidence-Informed Models

Enhanced Family Conference Initiative (EFCI)  
Family Assessment Response (FAR)



# Professional Development Program

The Professional Development Program (PDP) supports and encourages the professional development of ACS employees who are pursuing their undergraduate or graduate level studies, as well as supports the continued professional development of licensed social workers at ACS. Educational support services include: Release time for classes, assistance with Field Placement/Internships for students pursuing their MSW degree, and other services, such as individual and group support. PDP also administers the ACS Scholarship Program which is comprised of the **Dr. James R. Dumpson Scholarship for Graduate level studies** and the **Nicholas Scoppetta Scholarship for Undergraduate level studies**.

