

# Engagement and Motivational Interviewing

An ACS Workforce Institute Learning Program

# The New ACS Workforce Institute

A new vision for the professional development of  
frontline child and family services staff from the  
Mayor's reform plan.

# 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 our care, and
  - help them manage stress and other challenges related to vicarious trauma.

# ACS Workforce Institute: A Partnership Model



## ACS...

- Sets strategic direction and priorities
- Engages stakeholders
- Selects educational providers
- Sets quality assurance and evaluation guidelines
- Collaborates in development of courses, curricula and assessments

## Partners...

- Pair instructional designers with subject matter experts and practitioners
- Inform practice with academic knowledge
- Provide learning and professional development opportunities

## CUNY...

- Manages the institute's logistical infrastructure
- Coordinates use of methods, tools, and techniques for adult learners
- Contracts with educational providers
- Conducts and reports on learning program evaluation



# Learning Needs Analysis

## Key Themes

1. Professional development should be based on a set of core, as well as job-specific, competencies.
2. A coaching model for supervision is critical to fostering culture change, as well as providing ongoing support to staff.
3. Helping staff and supervisors to identify and address vicarious trauma is a major concern.
4. A variety of adult learning methods and approaches should be used.

# Our Goals

- Implement diverse learning methods (i.e. simulation)
- Move learning into practice
- Make learning programs convenient and accessible

# Competency Development Project

Research



Focus Groups



Vetting Team

1. ACS Division of Child Protection
2. Preventive Services
3. Foster Care Services
4. ACS Division of Youth and Family Justice
5. Adolescents/Children's Center and Group Home Staff

# Overview of the “Engagement and Motivational Interviewing” Learning Program

- 30-Minute eLearning Module: Strength-Based Engagement
- 1-Day Instructor-Led Session: Motivational Interviewing

# 30-Minute eLearning Module: Strength-Based Engagement

Participants will learn:

- The process and outcome of engagement
- Obstacles to engagement and how to overcome them
- The benefits of Strength-Based Engagement
- Ways to identify strengths in individuals and families

# 1-Day Instructor-Led Session: Motivational Interviewing

## Course Objectives:

- Discuss the importance of being Strength-Based in one's engagements
- Discuss Motivational Interviewing (MI) and why it's important to Child Welfare Professionals
- Differentiate between Traditional Interviewing and Motivational Interviewing
- Describe the spirit, principles and skills of Motivational Interviewing
- Practice Motivational Interviewing techniques, including being Strength-Based and using OARS in real world scenarios

# Strength-Based Engagement and Motivational Interviewing Activities

# Next Steps and Development

- Rollout and Registration
- Implementation
- Space
- Communication and Brand Development