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**ADMINISTRATION FOR CHILDREN'S SERVICES COMMISSIONER DAVID
HANSELL CREATES ACS ACCOUNTABILITY OFFICE**

New agency division furthers agency reform and adoption of Safety Science principles

Chief Accountability Officer Eden Hauslaib will ensure centralized responses to external oversight inquiries; Administer internal case practice auditing functions

New York, NY – New York City Administration for Children's Services (ACS) Commissioner David Hansell today announced the newly-formed **ACS Accountability Office** to centralize the agency's internal oversight functions, streamline responses to external oversight inquiries, and support management reforms within the agency. Eden Hauslaib, former agency Senior Advisor of Strategic Initiatives, was appointed Chief Accountability Officer to oversee the new division.

The Accountability Office will provide a systematized approach to reviewing and responding inquiries from external oversight bodies, overseeing ACS' implementation of accepted recommendations, and ensuring the highest level of case practice.

Upon his appointment by Mayor de Blasio, Commissioner David Hansell committed to completing a top-to-bottom management review of ACS' programs and practices. The creation of the Accountability Office is an outgrowth of that review.

In addition, last month, national child-welfare leader *Casey Family Programs* released a report on ACS's protective and preventive practices, which recommended the agency move ahead with implementing new structures built on the principles of "Safety Science," which encourages the creation of an environment for safe reporting of safety-related problems, and one in which reviews involve systemic assessments of practice, policies, and processes.

Safety Science has found that necessary improvements are more likely to be identified and corrected, with reforms more lasting, when a child welfare organization balances individual and system accountability and creates a culture of open communication and continuous improvement. The new Accountability Office will help to drive implementation of the Casey recommendation across ACS.

“Creating an Accountability Office is the next step in this agency’s move towards greater organizational effectiveness,” said **ACS Commissioner David Hansell**. “As we continue our internal assessment of agency practices and review the recommendations we receive from external oversights, we will remain focused on practical reform. We will continue to identify improved agency structures that best serve the children and families we work with, and that support our outstanding workforce. I am confident that Eden has the background and experience necessary to implement this new structure and achieve the goals of this new Office.”

“The Office of Accountability will move the Administration for Children’s Services forward as they work to strengthen services for families and build organizational capacity,” said **Deputy Mayor for Health and Human Services Dr. Herminia Palacio**. “This Office will ensure that the many reforms that ACS has and will introduce will be implemented in a clear, consistent, and efficient manner, streamlining processes for the agency and, ultimately, improving the lives of families and children across New York City.”

The newly-formed **Accountability Office** will be staffed by Ms. Hauslaib as Chief Accountability Officer (CAO), and comprise two units: Internal Staff Audit and External Accountability.

“I am honored to lead this new division, and eager to further ACS’ movement towards greater accountability through more streamlined and effective operations with the ultimate goal of enhancing practice and service to our children and families,” said **Chief Accountability Officer Eden Hauslaib**.

“When it comes to ensuring the safety and wellbeing of our children we must continuously strive to do better,” said **Council Member Stephen Levin**. “I applaud ACS and Commissioner Hansell for taking proactive steps to comprehensively evaluate current practices, facilitate third party analyses, and strive to foster a sustainable culture of accountability. I welcome the creation of the ACS Accountability Office and I look forward to working with ACS as we continue to do better for our City’s most vulnerable.”

Ms. Hauslaib has extensive experience both on the frontline and in leadership positions within ACS’ Division of Child Protection (DCP), where she served as Acting Deputy Commissioner, as well as Family Court Legal Services (FCLS). Prior to serving as Acting Deputy Commissioner, she was an Associate Commissioner within DCP and oversaw all aspects of child protective services. She holds a law degree from the University of Connecticut School of Law.

The Accountability Office will also conduct audits of case practices of ACS employees working within the two major divisions that provide direct services to the public: the Division of Child Protection (DCP), which employs close to 3,000 staff who conduct investigations throughout the five boroughs; as well as the Division of Youth and Family Justice (DYFJ) with 750 staff who serve young people in the juvenile detention and placement systems throughout the city.