



**FOR IMMEDIATE RELEASE:**

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**ADMINISTRATION FOR CHILDREN'S SERVICES UNVEILS THREE-YEAR STRATEGIC PLAN TO ENSURE SERVICES & SUPPORTS BETTER MEET THE NEEDS OF CHILDREN AND FAMILIES IN NEW YORK CITY**

*Plan Incorporate Families Perspectives, Increasing Awareness of Services & More*

The NYC Administration for Children's Services (ACS) today [unveiled a three-year plan](#) to ensure its services and supports that are geared towards helping families care safely for their children are highly effective and responsive to the needs of New York City's children and families. As part of the plan, ACS is renaming its Division of Prevention Services to be the Family Services Division, which better reflects the services provided. The plan being unveiled today was informed by families, staff, provider, partners and advocates; it outlines the Family Services Division's mission, values and strategic priorities over the next three years. The Division's five key priorities include: incorporating family perspectives; offering more technical assistance and training to providers; increasing awareness of services; positioning providers as trusted resources for families; and maintaining and building on a commitment to best practices.

"ACS is committed to supporting New York City children and families in the best possible way and the plan we're unveiling today will help guide our work over the next three years to make sure that happens," **said ACS Commissioner Jess Dannhauser**. "By incorporating family perspectives, building on a commitment to best practices, increasing awareness of our services and more, we are ensuring that our work remains viable, available and responsive to families seeking support."

"We are committed to learning new approaches to meet the needs of families, nurture stronger connections with the communities we serve, and embrace an identity that places learning and listening at the heart of everything we do; and this plan will help us do just that," **said Deputy Commissioner Luisa Linares**.

ACS currently contracts with over 100 programs throughout New York City that offer supportive services to eligible families, including: substance misuse treatment, counseling, homemaking, help with accessing public benefits and more. New York City's investments in these types of services have grown over the past three decades, leading to a historically low foster care census and thousands more children remaining safely at home and in their communities. Last year, approximately 30,000 children were served by these types of programs. A 2024 survey showed strong satisfaction by families participating in these services. Approximately 93 percent said the services were helping them achieve their goals; 93 percent said they are happy with the services their family received; 91 percent said they would recommend the services to a family member and/or a friend; and 91 percent said they would go to their provider for help again in the future.

The plan unveiled today builds on this work. Below are highlights from the strategic plan:

**Embed family perspectives and individuals with lived experience more deeply across our work and the services we provide**

- Hire and resource a parent advisor within the Family Services Division's leadership
- Fortify existing practices to continuously elicit and incorporate family perspectives
- Support providers to better understand expectations for centering family perspectives
- Actively monitor and support provider alignment with best practices for family-centered services

**Build the resources and capacity of prevention services to innovate and be flexible in response to family needs**

- Support the continued viability of prevention providers, partners and staff to deliver quality services for families
- Reinforce the internal practices and staff skills needed to respond to the unique needs of families through training and sharing resources

**Foster community engagement to increase awareness of and access to prevention services**

- Deepen engagement with families and better understand their needs
- Support providers and other ACS divisions to expand community referrals among eligible families
- Develop referral pathways and collaborative programs with other agencies

**Position the Family Services Division as a center of prevention expertise for child welfare partners within and beyond ACS, and position providers as trusted resources for families**

- Refresh public perceptions and awareness of prevention services
- Reinforce existing practices and establish new routines to collaborate and share information within the Division and across the provider community

**Maintain and build on a commitment to best practices, including evidence-based models and continuous improvement to strengthen families**

- Position all units in the Division to apply sound methodologies for implementing best practices and evaluating impact
- Build the capacity of our research and innovation team

[To view the full plan, click here.](#)

Any family in need can contact ACS's Support Line by calling: 212-676-7667.