

Agency Framework

ACS created a framework codifying our approach to our work. The ACS framework seeks to define and align the agency's priorities and to describe the culture and leadership of the agency. Highlighting our mission in service of children, youth, family and community success, the framework includes seven elements.



Providing Quality Care & Resources	ACS prioritizes the safety and well-being of New York City's children, young people, families, and communities. We strive to deliver quality services with respect, cultural humility, accountability, and transparency.
Advancing Equity	ACS believes that equity is achieved when a person is no more or less likely to experience society's benefits or burdens just because of their identity. We are committed to developing equitable policies and practices toward becoming an anti-racist and anti-oppressive organization.
Committing to Learning & Improving	ACS is committed to being a learning organization that creates, acquires, and transfers knowledge, as well as one that continually incorporates new knowledge and insights to improve our policies, priorities, and practices.
Cultivating a Safe Workplace Culture	ACS seeks to establish a work environment where everyone feels safe and valued. We are committed to creating an organizational culture that supports open discussions without fear of retaliation, facilitates learning, and increases engagement.
Developing Leaders	Recognizing that everyone has the capacity for leadership, ACS seeks to create a culture where people at every level of the organization can influence decision-making and effect change. We strive to create robust opportunities for ACS staff and provider agency staff to develop their skills and seek professional advancement.
Partnering with Respect	ACS recognizes partnership must be rooted in respect. We strive to develop trusting relationships with all our stakeholders – families, young people, children, communities, provider agencies, oversight organizations, city agencies, and others – by creating spaces for voices to be heard and cultivating systems of transparency and accountability.
Evolving Based on Lived Experiences	ACS acknowledges the complex and difficult history of the child welfare and juvenile justice systems. We believe that firsthand experiences can strengthen and guide our work. We are committed to having direct and consistent dialogue with people with lived experience and the communities most impacted by ACS.