



Senate Health and Social Services Committee

# Office of Children's Services

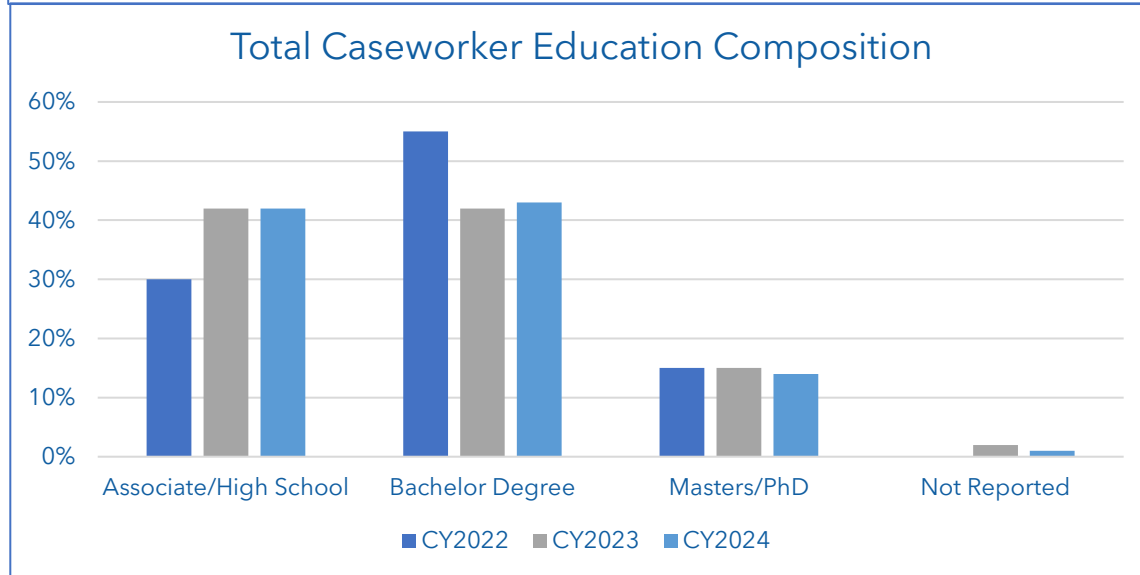
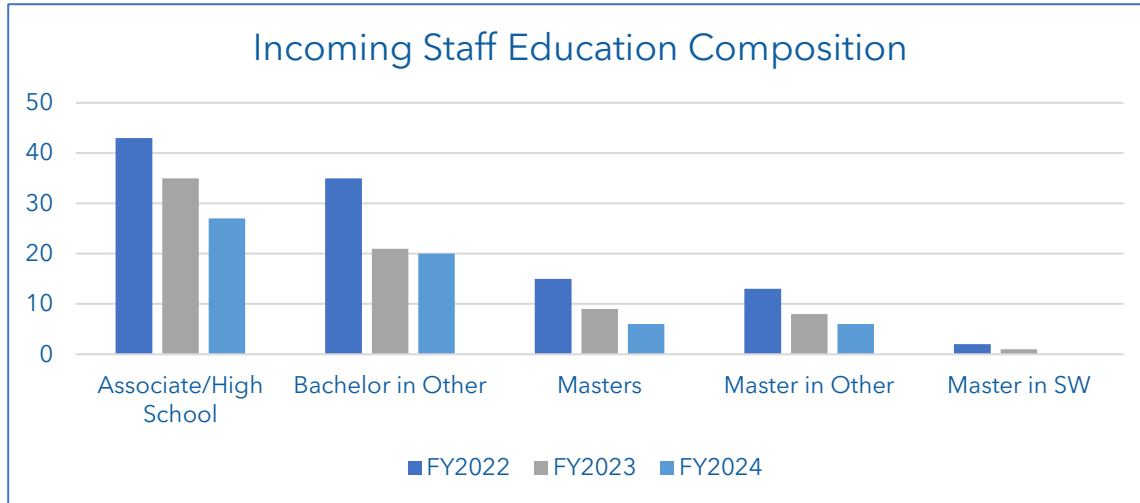
## Response to FY2024 Citizen Review Panel Report

Kim Guay  
Director, Office of Children's Services

April 10, 2025



# Recruitment




Expanded Social Media Presence



Talent Acquisition Team



Employee Referral Program



Paid Social Work/Other Discipline Internships

# Employee Wellness & Retention

## Five Essentials for Workplace Mental Health & Well-Being

Centered on the worker voice and equity, these five Essentials support workplaces as engines of well-being. Each Essential is grounded in two human needs, shared across industries and roles.




**PROTECTION from HARM**

- Safety and Security Office
- Wellness & Resiliency Officer
- Critical Incident Debriefing



**OPPORTUNITY for GROWTH**

- Expansion of Protective Service Specialist 3 positions
- UAA partnership - Certificate in Child Welfare
- Practicum coordinator



**CONNECTION and COMMUNITY**

- Employee Engagement Sessions
- Facilitating Attuned Interactions (FAN) Frontline



**WORK-LIFE HARMONY**

- Leadership Engagement in Regional All Staff
- Flexible work schedules

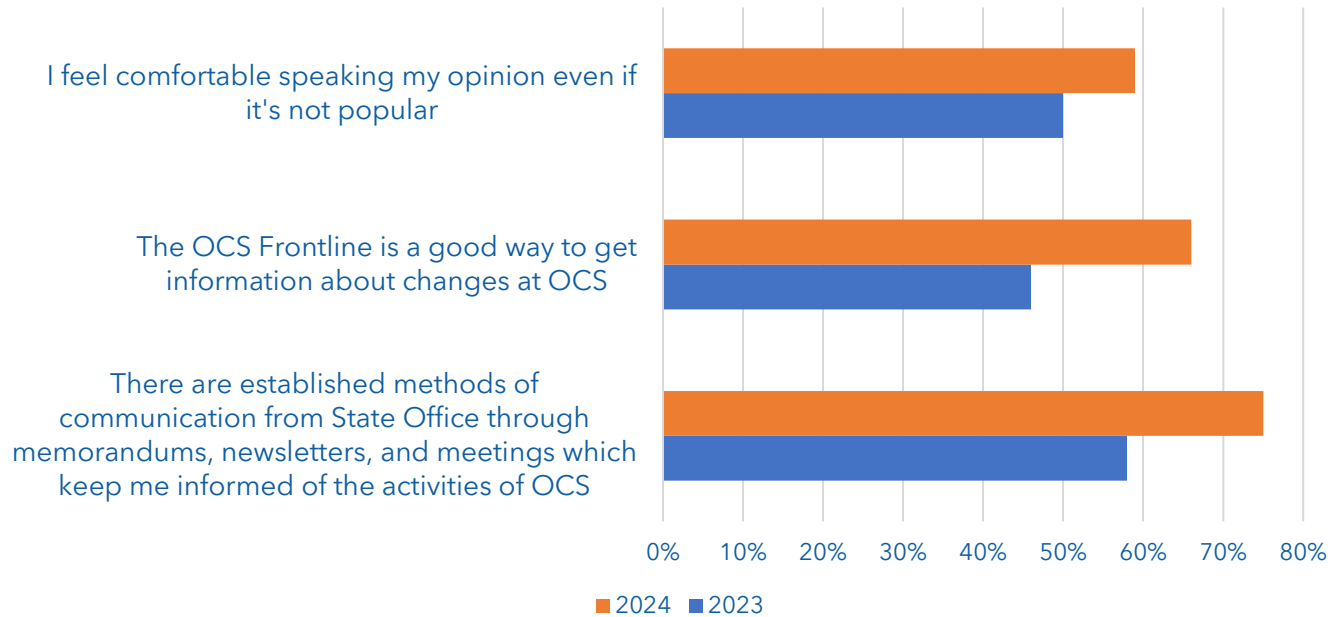


**MATTERING at WORK**

- Career Advancement Opportunities
- Leadership All Staff Meetings
- Staff Advisory Board
- Supervisory Leadership Council

# Workplace Communication

Communication Feedback



Compared to the 2022 and 2023 survey results, the most significant shift in respondents' perceptions was regarding the OCS Frontline, with 66% agreeing that it is an effective source for updates on OCS changes. This was followed by improved perceptions of communication methods, such as memorandums, newsletters, and meetings from the State Office, in keeping staff informed about OCS activities.



Director/SET Fireside Chats



Creative Work Scheduling



Continued Frontline Newsletter



Leadership Engagement in Regional All Staff Meetings

# Protective Services Reports (PSR) and Policies

Current Policies for Sharing PSRs:

## Memorandum of Agreement:

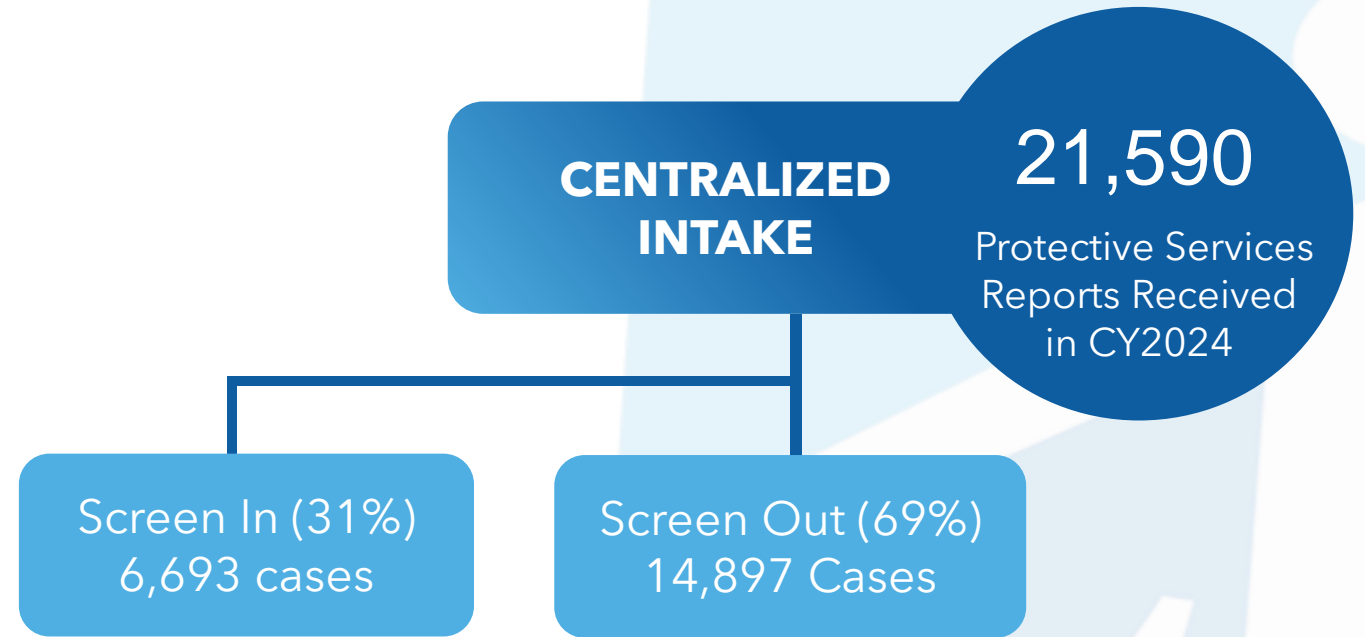
- Sharing with Tribes

## Statute:

- Law Enforcement Agencies
  - Severe Concerns
  - Out of Home Abuse
  - Fatality Reports
  - Sexual Abuse/Crimes

## Referrals for Service:

There are times when OCS proactively refers families to services



## Community Engagement:

- Social Media Highlights
- Partner Agency Connections
- Funding to compact
- Alaska Impact Alliance - 907 Resource Navigation
- Circles of Support
- Engaging Faith Based and Rural Communities
- Compacting with Tribes