



**AK | DFCS**  
ALASKA DEPARTMENT OF  
FAMILY AND COMMUNITY  
SERVICES

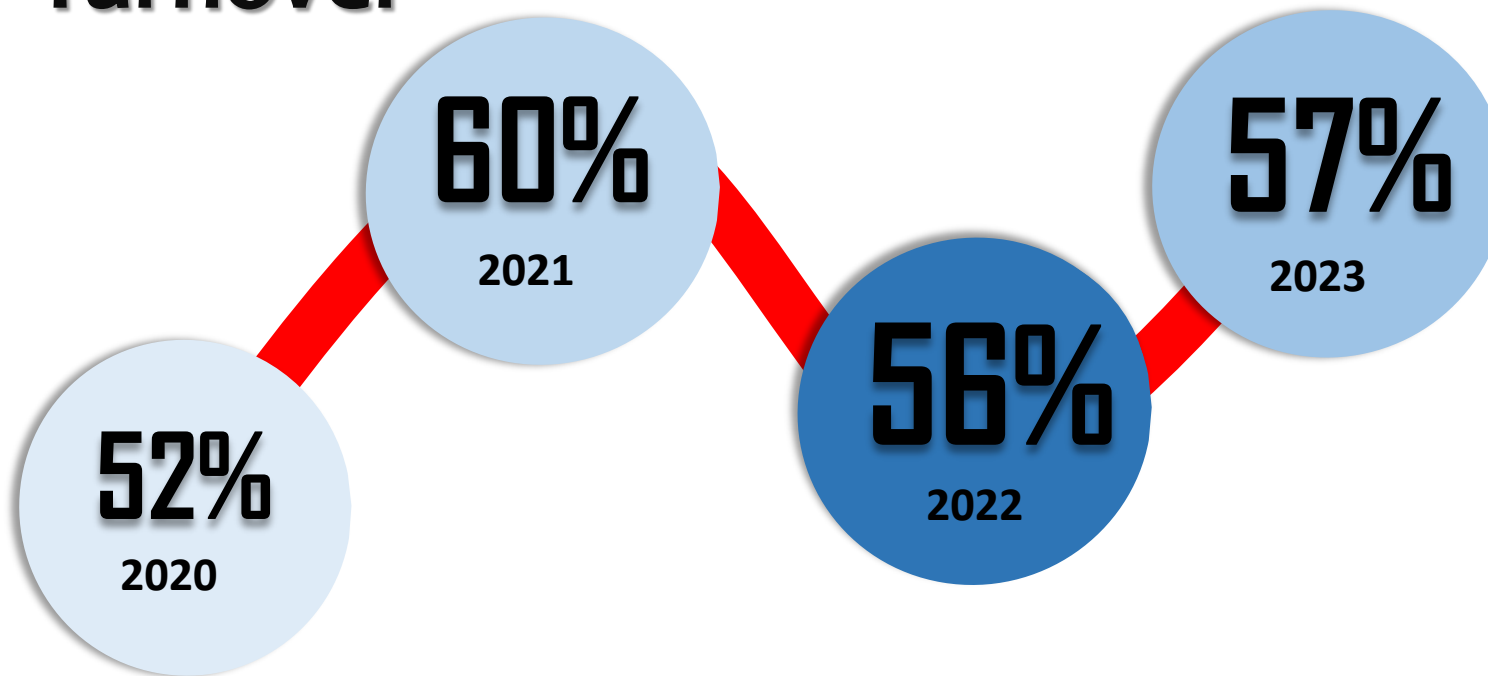
# Office of Children's Services

## Response to 2022-2023 Citizen Review Panel Report

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Kim Guay, Director

# Case Carrying Workforce Turnover



## Turnover of case workers:

- Creates instability for children in care and their families
- Impacts agency morale
- Is costly



From the National Child Welfare Workforce Institute  
[http://ncwwi.org/files/Why\\_the\\_Workforce\\_Matters.pdf](http://ncwwi.org/files/Why_the_Workforce_Matters.pdf)

Turnover rate among case carrying staff at the end of the calendar year



## U.S. Surgeon General's Framework for **Workplace Mental Health & Well-Being**

The Office of Children's Services continues to utilize a workforce development plan aligning with the Surgeon General's Framework for Workplace Mental Health & Wellness.

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

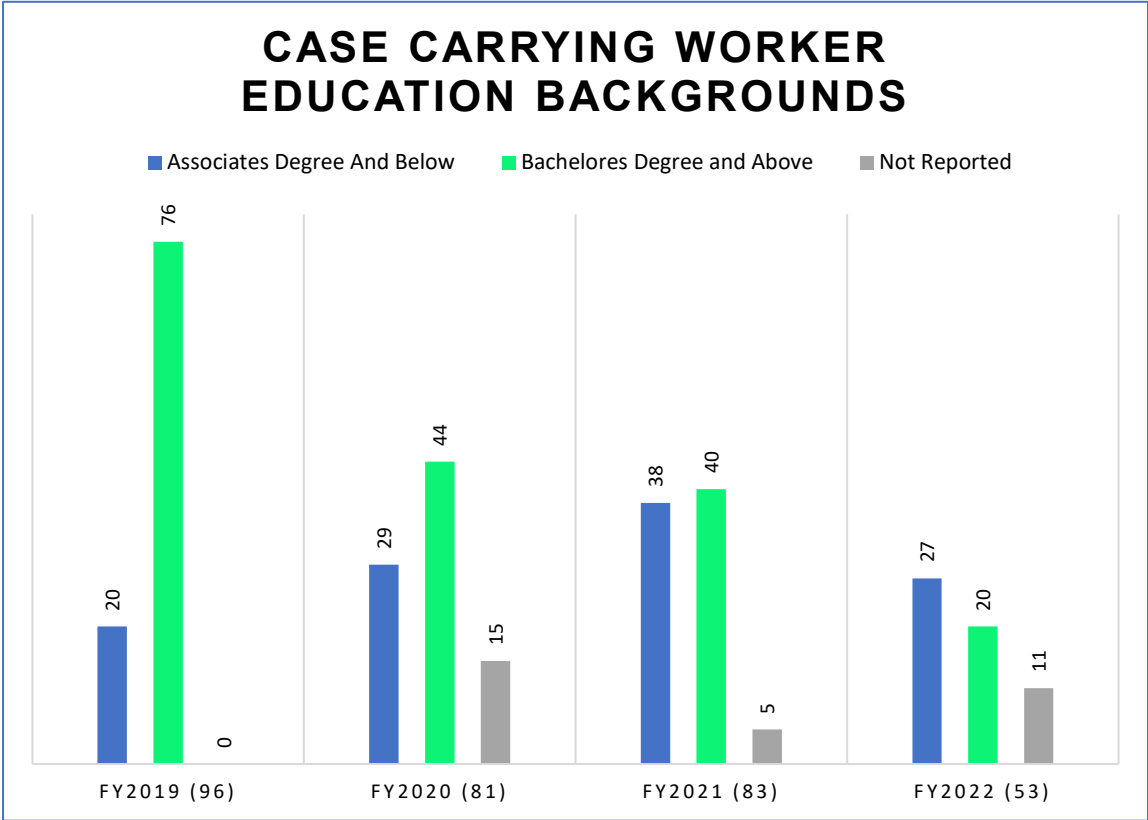
Centered on the worker voice and equity, these five Essentials support workplaces as engines of well-being. Each Essential is grounded in two human needs, shared across industries and roles.



From <https://www.hhs.gov/surgeongeneral/priorities/workplace-well-being/index.html>



# Recruitment



Targeted recruitments through UAA



Paid Internships



Expanded social media presence



Talent Acquisition Team



Employee Referral Program



# 2023 OCS Annual Staff Survey

What Staff Are Requesting
Pay Increases
Technology Improvements
Focus on Mental Health
Streamline ORCA Processes
Onboarding Support
Invest More in Training
Adjust On-Call Hours
Retention Bonus
More Communication From Supervisors and State Office



How We Are Supporting
<b>Wellness and Resiliency</b> – Critical Incident Debriefs, Safety Assessments
<b>Technological Field Tools</b> - Being Researched and Developed
<b>Electronic Records Systems</b> – Being implemented in Adoptions and searched for in Medical Records
<b>Retention Bonus</b> – March 2023
<b>Wellness and Resiliency</b> – Critical Incident Debriefs, Safety Assessments
<b>Talent Acquisition Team (DFCS)</b>
<b>ORCA Case Process Improvements</b>
<b>Revamp On-Call Scheduling</b>
<b>PSS 3 Promotion Expansion</b>
<b>Open Forum Meetings</b>



# Online Resource for the Children of Alaska (ORCA)

- Case management and information system for OCS that tracks child welfare, financial, licensing and eligibility information
- Contains federally mandated tools to track client Title IV-E eligibility.
- Provide the necessary documentation to claim federal reimbursement through federal programs, such as Medicaid and Title IV-E
- Processes weekly foster care maintenance and special needs payments.
- Interfaces with the Department of Public Assistance, Department of Administration, Department of Revenue and the Division of Juvenile Justice
- ORCA requires replacement, funding is being sought to replace and therefore avoid delays in services

# Workplace Communication

## Staff Communication Suggestions:

**Foster a positive and supportive work environment:** Encourage collaboration, recognition, and employee well-being.

**Maintain clear communication:** Regularly share organizational updates to keep everyone informed.

**Equip supervisors for challenging cases:** Provide consistent and stable guidance to staff managing difficult situations.

**Nurture a culture of team communication:** Encourage open communication and collaboration within teams.

**Document responsibilities clearly:**  
Provide clear documentation outlining the duties of State and Regional offices.

## Implemented Communication Activities:



Director/SET Fireside Chats



Moving Back to Office



Continued Frontline Newsletter



All Region Staff Meetings



Leadership Summit and Trainings

