



House Health and Social Services Committee

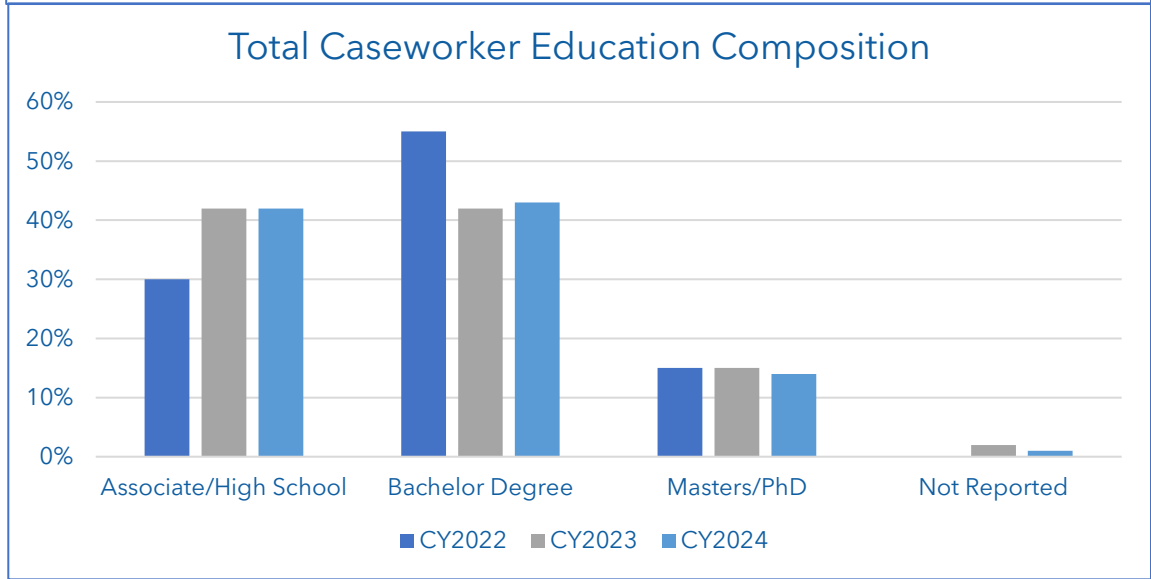
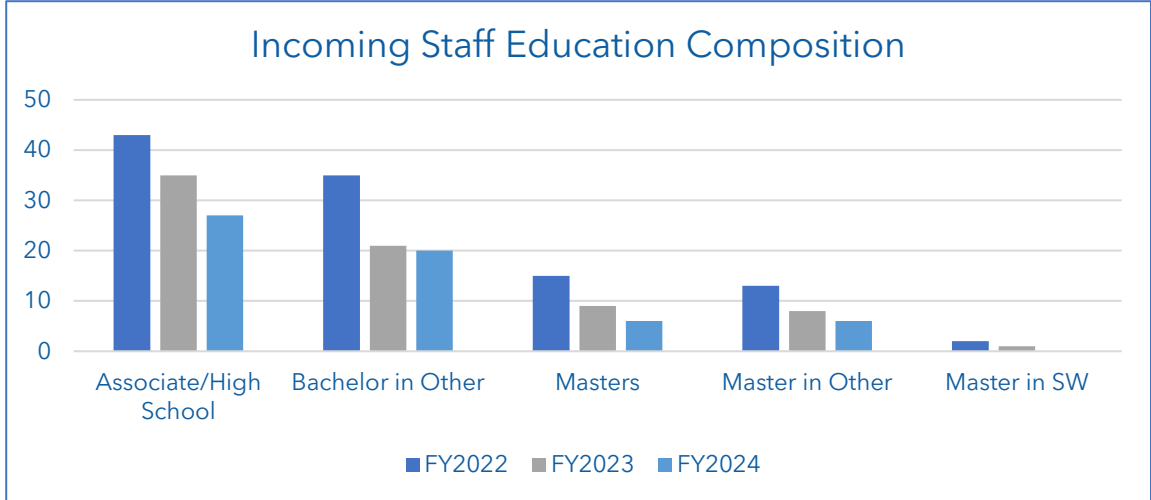
Office of Children's Services

Response to FY2024 Citizen Review Panel Report

Kim Guay
Director, Office of Children's Services

March 27, 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

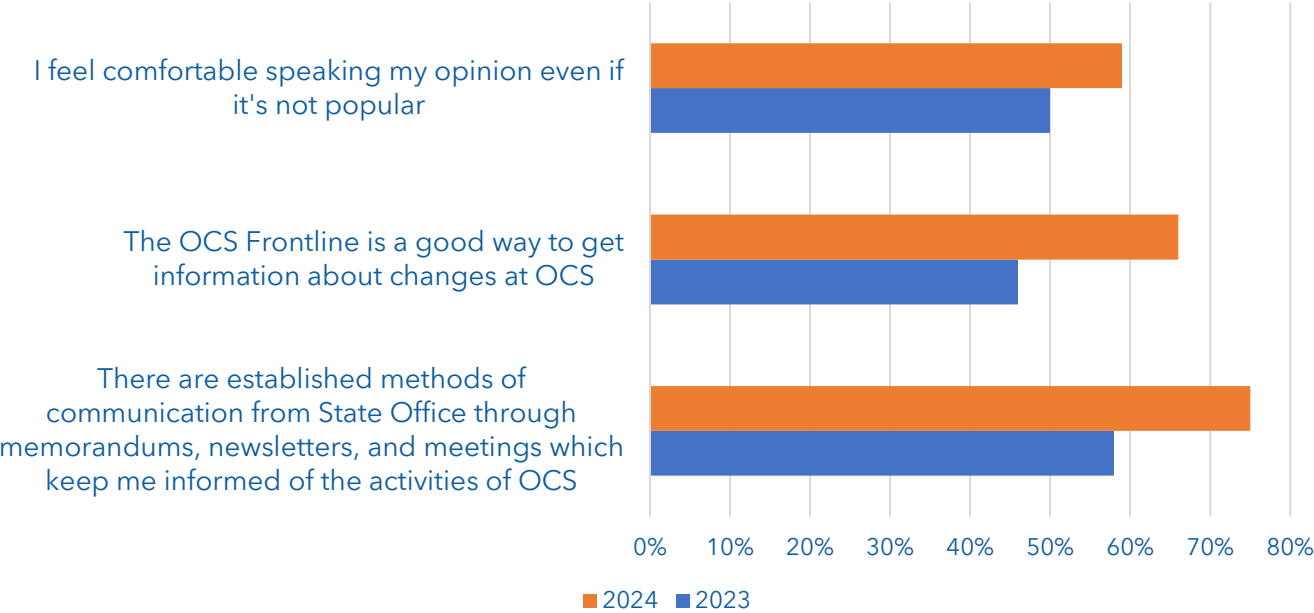


MATTERING at WORK

- 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:

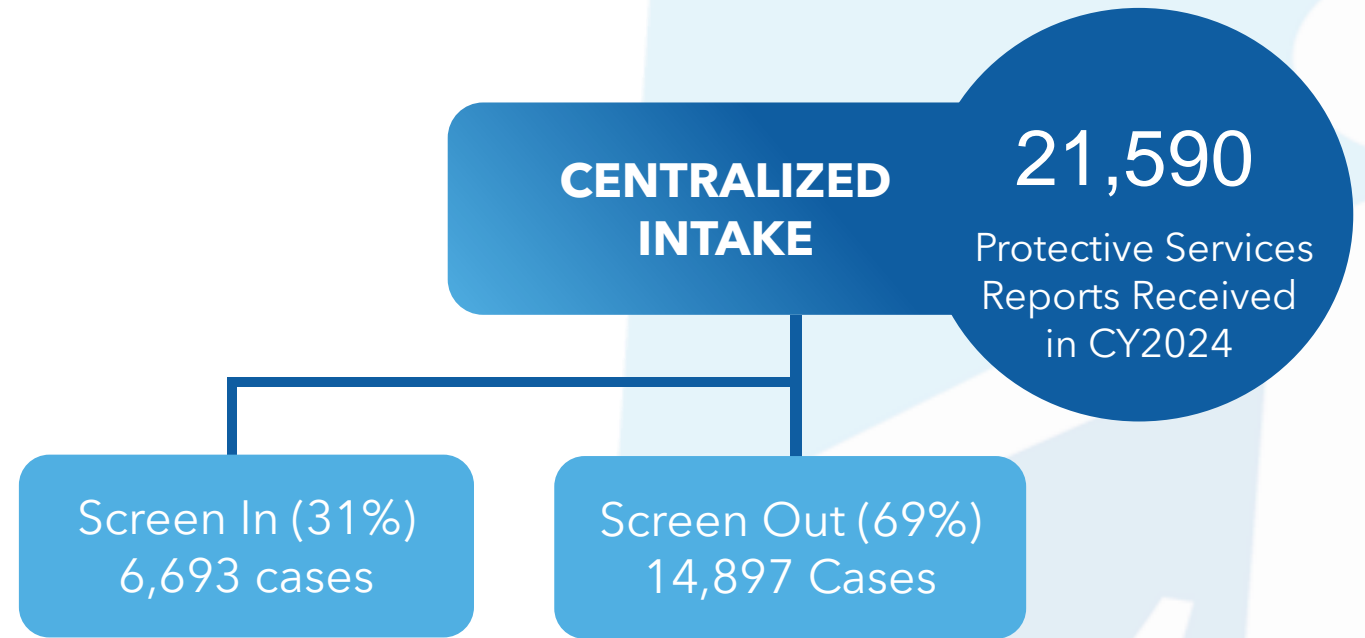
- Sharing with Tribes

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