



AK | DFCS

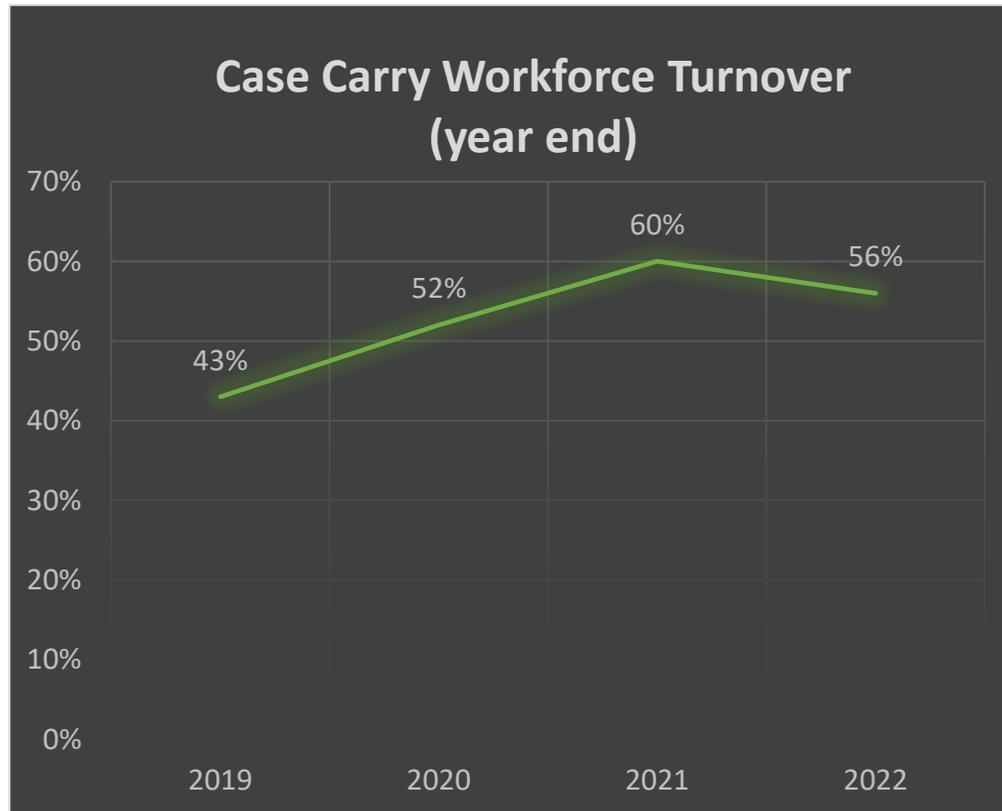
ALASKA DEPARTMENT OF
FAMILY AND COMMUNITY
SERVICES

Office of Children's Services

Response to 2021-2022 Citizen Review Panel Report

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



U.S. Surgeon General's Framework for

Workplace Mental Health & Well-Being 2022

This year, Office of Children's Services updated its 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.



Components

Creating a plan with all workers to enact these components can help reimagine workplaces as engines of well-being.

Protection from Harm

- Prioritize workplace physical and psychological safety
- Enable adequate rest
- Normalize and support mental health
- Operationalize DEIA* norms, policies, and programs

Connection & Community

- Create cultures of inclusion and belonging
- Cultivate trusted relationships
- Foster collaboration and teamwork

Work-Life Harmony

- Provide more autonomy over how work is done
- Make schedules as flexible and predictable as possible
- Increase access to paid leave
- Respect boundaries between work and non-work time

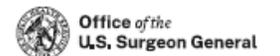
Mattering at Work

- Provide a living wage
- Engage workers in workplace decisions
- Build a culture of gratitude and recognition
- Connect individual work with organizational mission

Opportunity for Growth

- Offer quality training, education, and mentoring
- Foster clear, equitable pathways for career advancement
- Ensure relevant, reciprocal feedback

*Diversity, Equity,
Inclusion & Accessibility



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

Employee Wellness & Retention Plan

Protection from Harm

- Prioritize workplace physical and psychological safety
- Enable adequate rest
- Normalize and support mental health
- Operationalize DEIA* norms, policies, and programs

Safety

Protection from Harm

- Safety and Security Office
- **Wellness & Resiliency Officer**
- Incident Desktop Reporting
- Creating a generative safety culture

Security

- Employee Engagement Sessions
- Court Improvement Project
- **Facilitating Attuned Interactions (FAN)**
- Frontline
- Social media

Social Support

Connection & Community



Belonging

Connection & Community

- Create cultures of inclusion and belonging
- Cultivate trusted relationships
- Foster collaboration and teamwork

- Lateral transfers
- Flexible work schedules
- Week-on / week off LOA Positions
- Long-term Non-Perm supervisors
- **On-call workgroup**

Work-Life Harmony



Autonomy

Flexibility

Work-Life Harmony

- Provide more autonomy over how work is done
- Make schedules as flexible and predictable as possible
- Increase access to paid leave
- Respect boundaries between work and non-work time

Employee Wellness & Retention Plan continued



- **Expansion of Protective Services Specialist 3 positions**
- UAA partnership - Certificate in Child Welfare
- **Practicum coordinator**
- Training opportunities

Opportunity for Growth

- Offer quality training, education, and mentoring
- Foster clear, equitable pathways for career advancement
- Ensure relevant, reciprocal feedback

- SHARP incentive contracts
- Supervisor/Manager field work challenge
- Staff Advisory Board
- Supervisory Leadership Council
- **Retention incentives for field staff**



Mattering at Work

- Provide a living wage
- Engage workers in workplace decisions
- Build a culture of gratitude and recognition
- Connect individual work with organizational mission

Come And Join Us For The

Office of Children's Services Employee Engagement Sessions w/ Director Guay

January 2023 Edition



Compensation, Benefits, Training & Development

Professional Development
Certificate in Child Welfare
Protective Services Specialist 1/2/3 job series
Internship Placements
Monthly Supervisor & Mentor Development meetings

Compensation & Benefits	
Salary Schedules	Collective Bargaining Agreement
Merit Anniversary Date	
Overtime	
Hours-of-work	
On-call Pay	
Moving Expenses	
Flexible Time Plan framework	
Leave Accrual	Agency has flexibility
Shift Differential	
Initial and Ongoing Training	
Work Schedules (i.e.: week-on/week-off)	
On-call structure	
Position Classification submissions	
Educational Support	
Supervisory support & employee evaluations	

Employee Training
University of Alaska - Child Welfare Academy Partnership <ul style="list-style-type: none"> Protective Services Specialist Initial Training (SKILS 161, 162 & 163) Social Service Associate Initial Training Child First Alaska – Forensic Interviewing ICWA I/II Supervisor Training Strengthening Families
Dept. of Administration <ul style="list-style-type: none"> AspireAlaska Supervisor Academy
Office of Children’s Services <ul style="list-style-type: none"> Regional & Statewide ICWA Training Employee Safety Training Permanency Medical/Mental Health Unit Training Mentorship Program



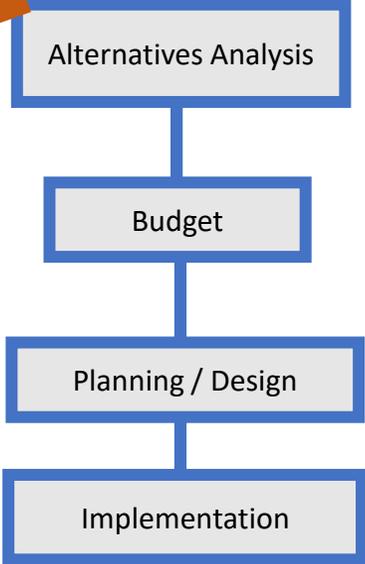
Workflow, Support & Technology

Casework Realignment	
casework traditionally performed by individual caseworkers	Placement Search & Resource Family Support Unit – FY23 added 3 new Social Services Associates & 1 Social Services Program Coordinator to create the unit
	Adoption Unit – centralized subsidy negotiations (FY22), full disclosures (FY23)
	Centralized Child Medical Records – in development
	Caregiver Travel – reimbursements processed by Special Needs Hotline
	Special Needs Hotline – in FY22 processed 4908 requests from resource families
	Childcare – centralized within Special Needs Hotline
	Foster Parent Damage & Loss Reimbursement – requests received and processed by Special Needs Hotline



ORCA
Online Resource for the Children of Alaska

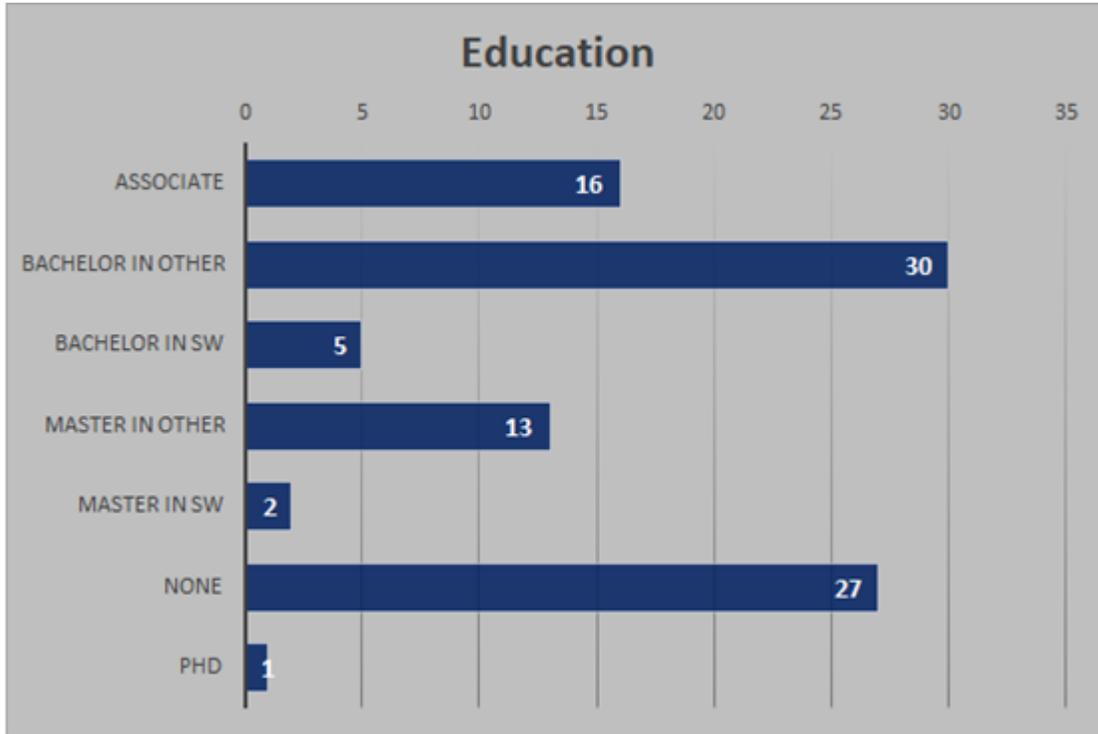
- Case management and information system for OCS that tracks child welfare, financial, licensing and eligibility information
- Contains federally mandated tools to track client Title IV-E eligibility
- Provide the necessary documentation to claim federal reimbursement through federal programs, such as 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 is the technological backbone of our agency, and it nearing its technological end-of-life



Recruitment



During July 1, 2021, through June 30, 2022, there were 118 Learners who successfully completed SKILS. Demographic data below represents respondents. Data compiled from the FY22 Child Welfare Academy Annual Report.



Targeted recruitment through UAA



Expanded social media presence



Realistic Job Preview Videos



Employee Referral Program



Social Work Internships





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Questions?

Thank you!

For more information, please contact:

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February 14, 2023