



AK | DFCS
ALASKA DEPARTMENT OF
FAMILY AND COMMUNITY
SERVICES

Department Overview

Senate Health and Social Services

Kim Kovol, Acting Commissioner
Clinton Lasley, Deputy Commissioner
Marian Sweet, Assistant Commissioner

January 26, 2023

Mission

To provide support, safety, and personal well-being for vulnerable Alaskans.

Vision

Service First

We will:

- **S**trengthen lives through meaningful connections with families, communities, Tribes, and providers.
- **P**rovide safe, person-centered care with integrity and dignity to the Alaskans we serve.
- **A**dvance an agency culture that prioritizes the well-being of our workforce.
- **M**obilize innovative solutions to complex challenges.



Department of Family & Community Services

Acting Commissioner Kim Kovol

Deputy Commissioner
Clinton Lasley

ALASKA PIONEER HOMES
Director: Heidi Hamilton

- Alaska Pioneer Homes Payment Assistance
- Alaska Pioneer Homes Management
- Pioneer Homes
 - Alaska Pioneer Homes Advisory Board

OFFICE OF CHILDREN'S SERVICES
Director: Kim Guay

- Children's Services Management
- Children's Services Training
- Front Line Social Workers
- Family Preservation
- Foster Care Base Rate
- Foster Care Augmented Rate
- Foster Care Special Needs
- Foster Care Licensing
- Subsidized Adoptions & Guardianship
- Tribal Child Welfare Compact
- Indian Child Welfare (ICWA) & Tribal Partnerships
 - Citizens Review Panel
 - Children's Justice Act Task Force

INPATIENT MENTAL HEALTH

- DES/DET Services

ALASKA PSYCHIATRIC INSTITUTE
Chief Executive Officer: Scott York

- Acute, Inpatient Psychiatric Treatment
- Forensic Restorative Treatment
 - API Governing Body

JUVENILE JUSTICE
Director: Shannon Dilley

- Long-Term Treatment
- Detention
- Probation Services
- Delinquency Prevention
- Youth Courts
- Juvenile Justice Health Care
 - Juvenile Justice Advisory Committee

Assistant Commissioner
FINANCE & MANAGEMENT SERVICES
Marian Sweet

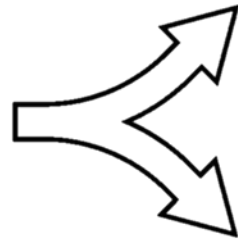
- Budget
- Grants, Contracts and Facilities
- Human Resources
- Information Technology Services
- Revenue, Finance and Allocations

Commissioner's Staff

- Mariah Seater
- Policy Advisor
 - Tribal Liaison
- Matt Davidson
- Legislative Liaison
- Chrissy Vogeley
- Regulations
 - Department Reorganization Liaison
- Brian Studstill
- Public Information
- Tammie Wilson
- Family Coordinator
- Ashley Christopherson
- DES/DET Coordinator
- Makayla Viray
- Complex Care Systems Coordinator



Reorganization of DHSS- Executive Order 121



- ✓ Commissioner's Office
- ✓ Finance & Management Services
- ✓ Alaska Psychiatric Institute (API)
- ✓ Division of Juvenile Justice (DJJ)
- ✓ Alaska Pioneer Homes (APH)
- ✓ Office of Children's Services (OCS)

- ✓ Commissioner's Office
- ✓ Finance & Management Services
- ✓ Health Care Services
- ✓ Behavioral Health
- ✓ Senior & Disabilities Services
- ✓ Public Assistance
- ✓ Public Health

Continuing Collaboration



Complex Care

- ✓ Identifying solutions to address systemic gaps in access to care for Alaskans with complex needs

Improving the continuum of care

- ✓ Establishing a coordinated system across departments to ensure person-centered care

Shared IT Resources

- ✓ Developing a roadmap to separating resources

Information Technology Debt

- ✓ Seeking contractors and modernizing systems to improve efficiency and quality of service

Our Priorities

- Complex Care Systems
- Tribal Partnerships
- Department Culture
- Workforce Support

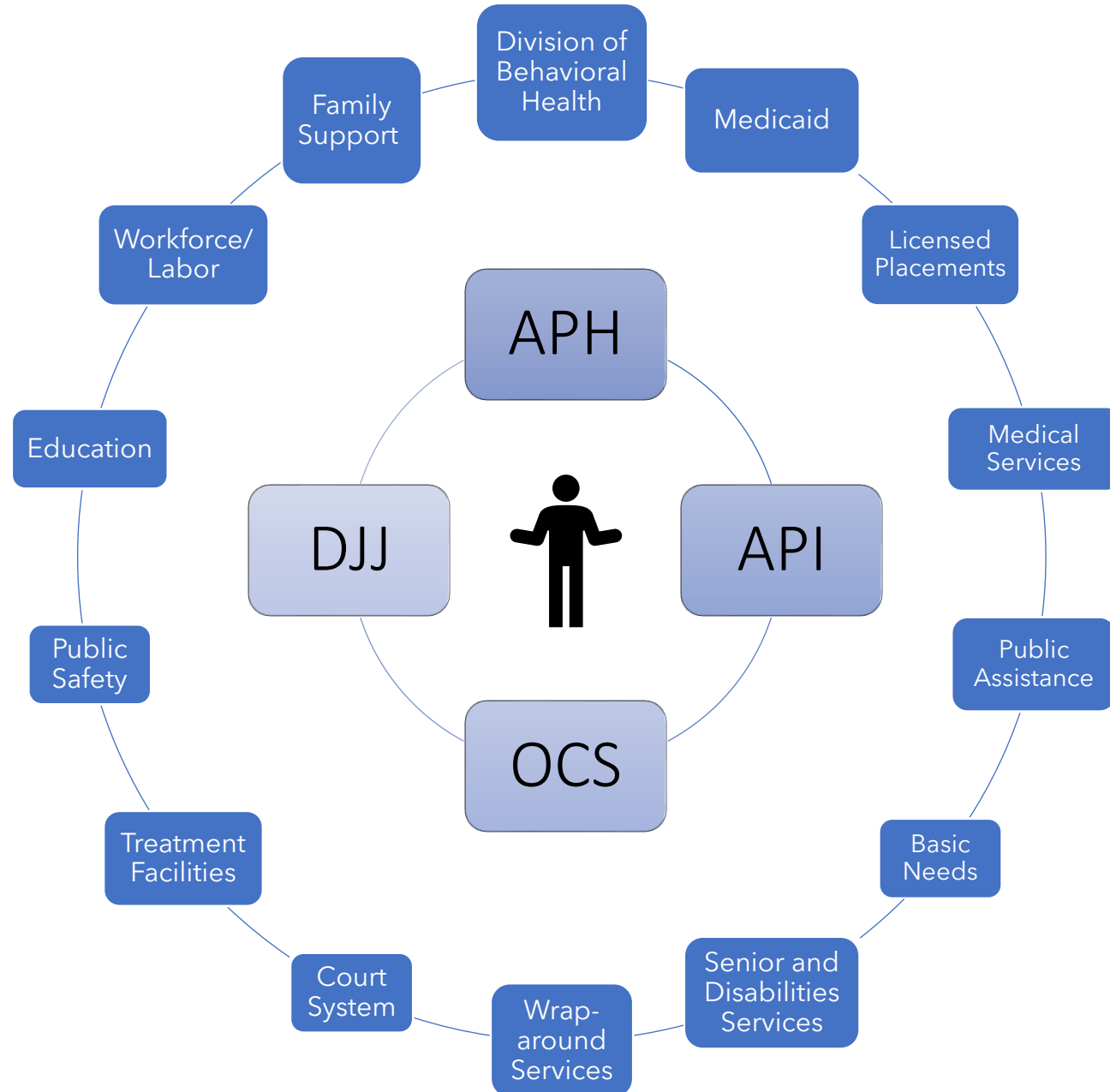


Complex Care Systems

- Identifying solutions to address systemic gaps in access to care for individuals with complex needs
- Creating a complex care unit in the Commissioner's Office
 - Complex Care Systems Coordinator
 - Family Coordinator
- Looking for innovative solutions to improve system
 - Utilize our partnerships with Department of Health (DOH), providers, and other affected stakeholders



Care
coordination
is complex...



Tribal Partnerships

- Dedicated Tribal Liaison
 - Joined team fall of 2022
- Sustaining strong relationships with our Tribes
 - Expanding Tribal Child Welfare Compact
- Build upon and expand Tribal relationships
 - Includes relationships with Tribes, Regional Non-Profits, and Corporations
- Renew statewide connection with Tribal partners through on-going communications and outreach
 - Collaboration with Department of Health on State-Tribal Medicaid Task Force



Department Culture

Moving forward after department reorganization:

- Focus on employee well-being
- Site visits and meetings with staff, partners, and clients
- Guiding principles and expectations for all staff



Workforce Innovations

- Governor/Department efforts
 - People's First Initiative OCS workforce stabilization incentives for staff
 - Department-wide workforce stabilization incentives for staff
 - Department-wide referral incentives
- Rural workforce solutions
 - Letters of Agreements for alternate/flexible work schedules
- Internships and practicum placements
 - University of Alaska, Anchorage – School of Social Work
 - Alaska Psychology Internship
 - Department of Defense – SkillBridge Program
 - Social Work Practicum and Child Welfare Academy



Our Family and Community Services



Alaska Pioneer Homes

Mission: Providing elder Alaskans a home and community, celebrating life through its final breath.

Locations:

Sitka - opened **1913**

Fairbanks - opened **1967**

Palmer - opened **1971**

Anchorage - opened **1977**

Ketchikan - opened **1981**

Juneau - opened **1988**

Staff: 423 Full Time Positions

Capacity: 506 residents

FY2023 Budget: \$104,944.4



Heidi Hamilton
Director



Alaska Pioneer Homes



**Average Daily Occupancy Rate
(July - December 2022)**

Home Location	Percentage
Sitka	96.6
Fairbanks	91.7
Palmer	96.8
Anchorage	81.9
Ketchikan	97.4
Juneau	97.4



Alaska Pioneer Homes

Successes

- Completion of Complex Care Neighborhood in Anchorage
- Resident Wi-Fi installed in four homes
- Increased coordination with community providers for complex care needs
- On-line waitlist application development

Challenges

- Increasing age and needs of residents
- Increased number of elders on waitlists
- Building maintenance
 - Supply chain and workforce challenges delaying projects



Alaska Psychiatric Institute

Mission: Providing compassionate health care to support Alaskans in living their best possible lives.

Capacity and Staff:

- 5 inpatient units
- 80 licensed beds
- 323 Full Time Positions

FY2023 Budget: \$58,362.0



Scott York
Chief Executive Officer



Alaska Psychiatric Institute

Initiatives

- Development of a comprehensive strategic plan to ensure that Alaska Psychiatric Institute is meeting the needs of Alaska in the continuum of care
- Outpatient Competency Restoration
 - Community-based
 - Jail-based
- Procurement of a new electronic health record system
- Recruitment and retention of nurses and social workers



Alaska Psychiatric Institute

Successes

- Chilkat Adolescent Unit reopened May 2021
- Reopening of the Denali Unit as a dedicated service location for adults with neurocognitive disabilities
 - Patient on staff assaults in our adult population decreased 55% in past year
- Becoming a teaching hospital
 - Clinical site for medical students, nursing students, and recent reinstatement into the Alaska Psychology Internship



Designated Evaluation and Treatment

Designated Evaluation and Treatment Facilities (DET)

- Bartlett Regional Hospital – 12 beds
- Fairbanks Memorial Hospital – 20 beds
- Mat-Su Regional Hospital – 16 beds

Designated Evaluation and Stabilization (DES)

- Ketchikan Medical Center

Disproportionate Share Hospital Funding (DSH)

Secure Patient Transport Program

FY2023 Budget: \$14,494.9



Office of Children's Services

Mission: Ensuring the safety, permanency and well-being of children by strengthening families, engaging communities, and partnering with Tribes.

Offices and Staff:

- 5 regions with 21 offices statewide
- 614 Full Time Positions

FY2023 Budget: \$194,584.4



Kim Guay
Director



Tribal Child Welfare Compact

- Increased funding in FY2023 from \$1.6 million to \$5 million
 - Spread across 18 Co-Signers representing 170 Tribes
- Focus on prevention
 - Allow Tribes to develop the resources to provide wrap around services to families to prevent child abuse and neglect
 - Increased funding for secondary prevention to address the disproportionate number of Alaska Native children in care



People's First Initiative

- Manage secondary trauma
 - Mental Health Clinician 4
- Position Expansion
 - Four new Protective Service Specialist 4 positions
 - Social Services Associates, Office Assistants, and Administrative Assistants
- Retention incentives
- Alaska Impact Alliance
- Field training compensation program
- Support for older foster youth ages 18-21
 - Increased vocational opportunities
 - Increased financial assistance for housing, transportation, and other identified needs
- Complex trauma placement support



Update on Workforce

- Turnover rate in frontline caseworkers is decreasing
 - Currently 55.5%
 - High of 59.4% in 2021
- Continue to have high vacancy rates for case carrying workers
 - Regional vacancy rates vary
- Smaller offices face challenges balancing caseloads
- Continue to evaluate systems processes to reduce burden on frontline workers



Division of Juvenile Justice

Mission:

- Hold juvenile offenders accountable for their behavior.
- Promote the safety and restoration of victims and communities.
- Assist offenders and their families in developing skills to prevent crime.

Facilities / Offices / Staff:

- 6 Youth Facilities
- 13 Probation Offices
- 426 Full Time Positions

FY2023 Budget: \$60,950.5



Shannon Dilley
Director



Division of Juvenile Justice

Staffing Shortage:

- Combined units at the Johnson Youth Center and Fairbanks Youth Facility due to critically low staffing levels
- Facility Staff: 51 of 301 positions vacant at beginning of the year

Program Improvements:

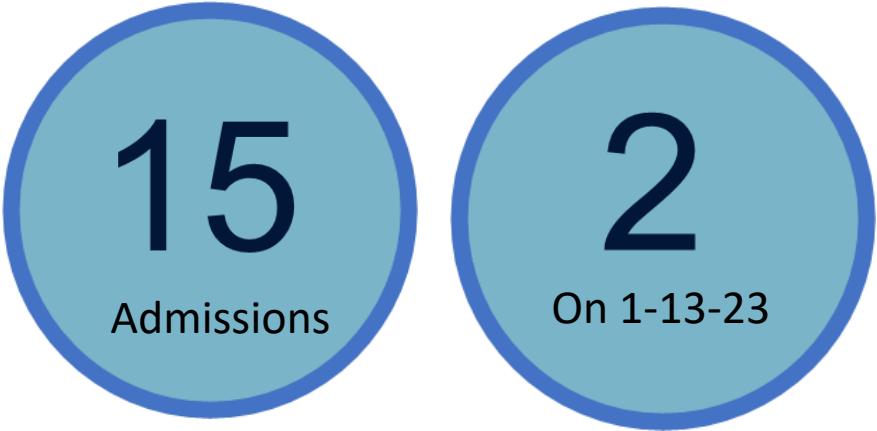
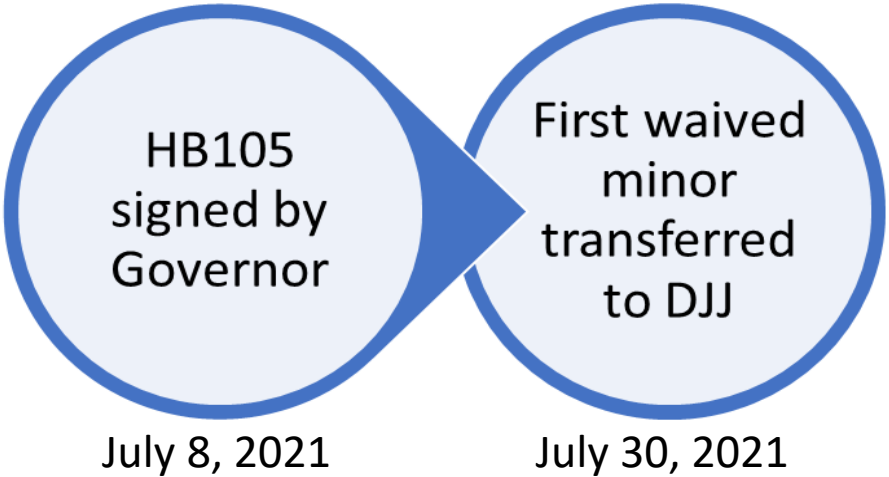
- Specialized Treatment Units
- Neurofeedback
- System improvements in assessments, data, training, and quality assurance

Workforce Improvement Efforts:

- Salary Study for facility staff
- Culture improvements
- Expanded training
- Specialized labor agreements



HB105: Detention of Minors - Implementation



Reflections Day 210





Thank you!

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