

State of Alaska FY2002 Governor's Operating Budget

Department of Health and Social Services
Family and Youth Services Staff Training
BRU/Component

Component: Family and Youth Services Staff Training

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Component Mission

The mission of the Division of Family and Youth Services is to protect children who are abused and neglected or at risk of abuse and neglect.

Component Services Provided

The Family and Youth Services Staff Training component provides education and training for DFYS social workers, social services associates, licensing workers, supervisors and managers to enhance their ability to recognize abuse and neglect, to increase their skills in working with children and their families to prevent further abuse and neglect, and to strengthen their ability to assess when it is necessary to remove children from potentially harmful situations before physical or mental injury occurs or is repeated.

DFYS and the University of Alaska have partnered to provide the three primary programs of this component, the Family Services Training Academy, the "return to school" program and the student recruitment program. The Division, through the Family Services Training Academy, provides a two-week intensive Training and Orientation of New Employees (TONE) within the first month of hire. The Division also provides at least four days of advanced training for journey level workers, and advanced specialized training for experienced staff. Additionally, the Family Services Training Academy provided a minimum of four days managerial training for managers and supervisory staff. The Family Services Training Academy staff track the training of DFYS social workers and develop curriculum, materials, and technology to deliver current information for DFYS social work staff, as well as coordinate and facilitate presentation of training by other experts in the field of child welfare. The practicum instructors are provided under RSA's with DFYS. They are available on site for the students during their practicum time.

The "return to school" program gives DFYS staff the opportunity to complete either a Bachelor of Social Work or Master of Social Work at UAA or UAF while on educational leave. The staff member is obligated to return to DFYS to work upon completion of the degree. Five persons have completed their MSW's under this program to date.

The student recruitment program supports individuals who are completing their BSW degree program at UAA or UAF. These individuals are placed in the Anchorage or Fairbanks DFYS offices in special units with a practicum instructor. In an effort to attract new workers to rural areas of the state, the program for FY2001 continues to include an enhanced stipend for any student who will agree to fulfill their work commitment with DFYS anywhere in the state. Three of the nine students have taken advantage of this opportunity for FY2001. Two BSW graduates have gone to work for DFYS under this program to date.

Component Goals and Strategies

1) **INCREASE WORKERS' KNOWLEDGE AND SKILLS IN CHILD PROTECTION TO ENHANCE THE DIVISION'S ABILITY TO PROTECT ALASKAN CHILDREN WHO ARE AT RISK OF MENTAL OR PHYSICAL ABUSE OR NEGLECT:**

· Provide initial and on-going training to new and current DFYS social workers, social services aides, licensing workers, and managers through the Family Services Training Academy.

· The Family Services Training Academy is a joint venture of DFYS and the University of Alaska, Anchorage, School of Social Work, funded through Federal Title IV-E Foster Care program training funds, other federal grant funds, and general funds. The University provides part of the funding package in the form of non-reimbursed indirect costs.

2) **INCREASE THE DIVISION'S ABILITY TO RECRUIT AND RETAIN PROFESSIONAL LEVEL SOCIAL WORKERS:**

· Provide a stipend program for recruitment of Bachelor of Social Work students at the University of Alaska, Anchorage, and the University of Alaska, Fairbanks. The students spend their senior year practicum assigned to special DFYS field units in the Anchorage and Fairbanks Family Services offices. DFYS pays the student a monthly stipend while they are in school, doing the practicum. After graduation, they are legally obligated to accept employment as DFYS Social Workers. This provides new workers who are already trained and mentored to fill vacancies in the DFYS workforce.

· Provide a "return to school" program for existing staff. The staff member may apply for a Master of Social Work at UAA or a Bachelor of Social Work at UAA or UAF. Once accepted by the University program and attending the program, the Division will pay the employee an educational stipend. Upon completion of the degree, they are legally obligated to return to work within DFYS. This arrangement gives the staff professional enhancement and increased expertise to conduct the best child welfare/child protection practice to serve abused and neglected children and their families.

3) **REDUCE EMPLOYEE TURNOVER BY INCREASING WORKER KNOWLEDGE AND OVERALL JOB SATISFACTION:**

· The Family Services Training Academy is the centralized training center for DFYS social work staff and provides new workers with three weeks of nationally recognized core training within the first six months of their hire.

· On-going workers receive specialized and advanced training throughout the year, such as Advanced Indian Child Welfare Act training, Advanced Assessment of Risk, and Advanced Intensive Sexual Abuse Interviewing Skills Training.

· Supervisors and managers receive training in areas such as basic supervision, management, and program administration.

· National trainers are brought in to supplement the on-going efforts of Family Services Training Academy training staff, such as the Spaulding Institute for Special Needs Adoptions.

· The Family Services Training Academy tracks the training needs of social work staff, and develops and adapts new curriculum and course materials as needs are identified.

Key Component Issues for FY2001 – 2002

Financial constraints: FY2001-2002, the Division expects training efforts to be constrained due to insufficient funding to support staff travel to attend training, even with the economy of using UAA dorms for Anchorage based training. The dorms are no longer available during the academic year increasing travel costs, and decreasing the amount of training that DFYS workers can attend.

Major Component Accomplishments for FY2000

1) **FAMILY SERVICES TRAINING ACADEMY** continues new worker training and expands advanced trainings offered.

During FY2000, the Family Services Training Academy continued to refine and develop advanced and specialized curricula for child protection workers. The emphasis was on Risk Assessment training (2 ½ days) and Advanced Indian Child Welfare Act (2 days). Three quarters of child protective services workers on the job for over six months received these two trainings in FY2000. Materials acquisition, research and adoption of child welfare curriculum for training Alaskan child protective services social workers continued. The standard for new workers was established within DFYS policy: within the first month of hire, the new worker attends a two week intensive Training and Orientation of New Employees (TONE). TONE includes the best child welfare practices, an introduction to the Alaskan DFYS agency, policy and procedures and system requirements. There is also emphasis on the legal system, Indian Child Welfare Act, and cultural competence. TONE training is followed within six months by a weeklong training

on the effect of child abuse and neglect on normal child development and the effects of separation, grief and loss on the child. DFYS supervisors provide mentoring and follow up in these areas with the new worker.

A national trainer provided Training of Trainer instruction for 17 DFYS, Family Services Training Academy and Law Enforcement trainers for Advanced Intensive Sexual Abuse Interviewing Skills.

2) TRAINING PROVIDED IN FY2000:

In FY2000, the Family Services Training Academy delivered 73 training sessions, representing 191 days of in-service training to 310 DFYS workers. Approximately 98 new workers completed Training and Orientation for New Employees (TONE) and the Core 103/104 training.

Training sessions have occurred at the Anchorage site, and throughout the state in Ketchikan, Juneau, Palmer, Fairbanks, Nome, Kenai, and Bethel. Two courses were distance delivered throughout the state.

Curricula were developed in Advanced Related Topic: Legal Issues for CPS Workers, Advanced Related Topic: AOD/FAS/FAE, Advanced Specialized Intensive Sexual Abuse Interviewing Skills Training, Advanced Specialized Foster Care and Adoption, and Advanced Related Topic: Domestic Violence Issues for CPS Workers. The plan for FY01 includes a focus on delivering Advanced Intensive Sexual Abuse Interviewing Skills to nine sites throughout the state, with a target attendance of 80% of all DFYS CPS social workers who have six months or more experience.

3) COMMUNITY PARTNERS:

The Division's community partners provided invaluable assistance to the Family Services Training Academy and DFYS workers who attended training during FY2000. The Residential Care Providers Association hosted the monthly Training and Orientation of New Employees (TONE) providing valuable information about their place in the continuum of care for abused and neglected children. The Foster Parent Training Center and foster parents met with new workers to explain their roles in assisting children in DFYS custody. The Attorney General's staff, the Public Defender's office, the Guardian Ad Litem's office, the Children's Court in Anchorage, Chugachmiut Indian Corporation, Aleutian Pribilof Islands Corporation, Alaska Cares, the Division of Alcohol and Drug Abuse, Eklutna Child Advocacy Center, Cook Inlet Tribal Council, Department of Education and Early Development, and Bristol Bay Native Association all contributed time and staff to provide information about their organizations and services to the DFYS workers.

Family Services Training Academy and DFYS invited their community partners, such as the tribal Indian Child Welfare Act (ICWA) workers, to participate in the Family Services Training Academy. This has led to a greater understanding of one another's roles and responsibilities in keeping children safe. FSTA also hosted Training of Trainers for all community partners to enhance their skills.

Another aspect of the partnership between DFYS and UAA is the utilization of UAA dormitory space for trainees attending Family Services Training Academy sponsored training. In FY2000, 816 "bed nights" were used. This saved the Division well over \$28,000 in lodging costs, and provided space during the summer tourist season when accommodations are almost impossible to find.

4) RECRUITING AND RETAINING PROFESSIONAL LEVEL SOCIAL WORKERS:

Training plays an important role in reducing turnover by increasing staff competence and morale. The "return to school" and stipend programs continue to attract employees. Four more DFYS employees entered the UAA Master of Social Work program in the fall of 2000. Two are in the Advanced Placement program, and two are in the two-year Master of Social Work program. Nine Bachelor of Social Work students received stipends during FY2000, three in Fairbanks and six in Anchorage. Two have gone to work for DFYS. The partnership has been successful in garnering a mix of financial support. For FY2000, Federal dollars supported approximately 65% of the project, UAA 14%, and DFYS general funds 21%.

Statutory and Regulatory Authority

No statutes and regulations.

Key Performance Measures for FY2002

Measure: The performance measure for this component is set up at the BRU level. Please see the performance measures under the Family and Youth Services BRU.
(Not yet addressed by Legislature.)

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> The performance measure for this component is set up at the BRU level. Please see the performance measures under the Family and Youth Services BRU. 			X		

Family and Youth Services Staff Training
Component Financial Summary

All dollars in thousands

	FY2000 Actuals	FY2001 Authorized	FY2002 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	0.0	0.0	0.0
72000 Travel	147.1	100.0	100.0
73000 Contractual	826.8	1,053.5	1,053.5
74000 Supplies	56.2	0.0	0.0
75000 Equipment	6.6	0.0	0.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	1,036.7	1,153.5	1,153.5
Funding Sources:			
1002 Federal Receipts	617.0	717.0	717.0
1003 General Fund Match	0.0	436.5	436.5
1004 General Fund Receipts	419.7	0.0	0.0
Funding Totals	1,036.7	1,153.5	1,153.5

Estimated Revenue Collections

Description	Master Revenue Account	FY2000 Actuals	FY2001 Authorized	FY2001 Cash Estimate	FY2002 Governor	FY2003 Forecast
Unrestricted Revenues						
None.		0.0	0.0	0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0	0.0	0.0
Restricted Revenues						
Federal Receipts	51010	617.0	717.0	717.0	717.0	717.0
Restricted Total		617.0	717.0	717.0	717.0	717.0
Total Estimated Revenues		617.0	717.0	717.0	717.0	717.0

Family and Youth Services Staff Training

Proposed Changes in Levels of Service for FY2002

Even with limited computer resources, the Family Services Training Academy has prepared more training for distance delivery: 103 - The Effects of Abuse and Neglect on Child Development and 364 - Licensing Issues for CPS Licensing Workers. This will save travel time and money. It cannot totally supplant on-site training, but can enhance it and provide a greater variety of topics for the experienced worker. The success of this endeavor will depend on the ability of DFYS to provide better computer support and Internet access to the workers throughout the state.

The use of an enhanced stipend to attract newly graduated Bachelor of Social Work students to work in rural areas is a new initiative for FY2000. This will help to reduce vacancy in the Division's rural field offices where positions are historically more difficult to fill and provide a trained workforce for those offices.

Summary of Component Budget Changes

From FY2001 Authorized to FY2002 Governor

All dollars in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2001 Authorized	436.5	717.0	0.0	1,153.5
FY2002 Governor	436.5	717.0	0.0	1,153.5