

State of Alaska FY2021 Governor's Operating Budget

Department of Health and Social Services Children's Services Training Component Budget Summary

Component: Children's Services Training**Contribution to Department's Mission**

Funds education and training to the Office of Children's Services' protective service specialists, social services associates, foster care licensing workers, supervisors, and managers. Training is designed to:

- Enhance workers' ability to identify child maltreatment
- Assess safety and risk factors of children in their homes
- Mitigate safety and risk to the child within the family's home
- Enhance parental protective factors
- Achieve timely permanency for children
- Address child well-being
- Prevent child maltreatment whenever possible

Workers learn to: effectively work with children and families to remedy factors leading to child maltreatment, assess for safety within the family home to determine ways that a child can remain safely in the family home, and identify when out-of-home placement is necessary in order to protect the child. Workers will also learn how to assess the family's strength and needs; accurately assess when children can be safely returned to their parents or when an alternative permanency plan is necessary. The child's well-being including past trauma is also addressed and if needed, treatment is arranged to assure the child is developing appropriately. Worker safety is also taught that includes Crisis Prevention Intervention and Environmental Awareness. Front line supervisors are learning to use coaching as a technique to enhance worker's critical thinking skills.

Core Services

- Provide for education and training for Office of Children's Services child protection front line workers, foster care licensing workers, supervisors, managers, and other staff to enhance their skills and knowledge of the practice of child protection services.
- Multiple methods of training are used to achieve competency in child protective services practice including; face to face training, online modules, mentoring, supervisory coaching, and frequent webinars on selected topics.

Major Component Accomplishments in 2019

Session Law of Alaska House Bill 151 "Children Deserve a Loving Home Act" provided for expanded training for front line case workers from three weeks to six weeks. In response, the Office of Children's Services and the Child Welfare Academy have worked in partnership to expand and update curricula for the sixth week of training. Training needs and methods were identified through internal stakeholder meetings, all staff surveys, evaluation from quality assurance case reviews and data. The training will occur within each of the five regions with the curricula determined through Continuous Quality Improvement needs for all existing and new protective services staff.

Office of Children's Services continues to focus on the use of Strengthening Families Protective Factors as a framework for staff and Alaska providers. This research informed framework is a way to create a common language for building resiliency in families who come to the attention of the child welfare system. In FY2019, a webinar was developed to enhance incorporation of the strengthening family's framework in family case planning to drive behavioral change and reinforce consistency in use throughout the regions.

Over the last year, a cohort of existing protective services supervisory staff and specialty Office of Children's Services positions as well as a cohort of new protective services supervisory staff participated in a training program entitled "Coaching Supervisors to Best Practice." This training expands skills related to the Office of Children's Services practice model as well as leadership development. The graduates of the coaching program facilitate transfer-of-learning calls with supervisors and managers. The transfer-of-learning calls are intended to develop and enhance the classroom learning received by new staff as they transition to field practice. There are only two remaining existing protective services supervisory staff that have not yet attended the program and they are anticipated to enroll in FY2020.

Office of Children's Services continues to participate in the response to Alaska's Opioid crisis. All Office of Children's Services staff who provide services to clients and the general public received training in opioid addiction and the utilization of Narcan as an overdose response. In addition, opioid training is a required online training for all new protective services staff.

The Mentor Program has been fully implemented and is a strategy designed to help cultivate a competent workforce. Mentors are experienced and skilled staff who work primarily with new case work staff for six months to promote transfer of learning, child welfare competencies, and collaboration. Mentors help to guide, share, and navigate the complexities of child welfare for new staff. The long term goal of this program is to retain a competent workforce. The Office of Children's Services and the University of Alaska Anchorage School of Social Work are working collaboratively on an evaluation of the program.

Increased training opportunities for long-term employees, supervisors, and managers continue to be made available. Office of Children's Services and Child Welfare Academy utilize web based training opportunities based on data analysis and identified regional needs.

Key Component Challenges

The Office of Children's Services recognizes that it must continue to provide appropriate and exemplary training to retain staff and achieve maximum federal reimbursement.

Standards, Knowledge, and Insight Leading to Success training offered by the University of Alaska Child Welfare Academy is mandatory for front line workers employed by Office of Children's Services. The Office of Children's Services recognizes that continual updates and enhancements to training will always be necessary. The logistics of providing for training outside of the academy becomes a challenge with 23 outlying offices, some with only one or two workers; internet connectivity and bandwidth problems in rural areas make web-based training difficult; and the expense of transportation to and from rural areas, as well as inclement weather are all seen as challenges in the delivery of training.

There have been many technological advancements for child welfare training simulation that appears to be promising to enhance readiness and preparation of new staff in navigating the difficulties and challenges of entering family homes, worker environmental safety and the practice of interviewing. Preparing staff with skills in a training classroom is a challenge to create a realistic environment and may benefit from exploration of training simulators.

Significant Changes in Results to be Delivered in FY2021

Increased training time from five to six weeks will further enhance up-to-date, appropriate and effective training for all of the Office of Children's Services staff resulting in improved outcomes in the field, and improved services offered to children and families. Region-specific training efforts, implemented through the Child Welfare Academy based on Office of Children's Services continuous quality improvement data, will provide more responsive training for the front-line workers and supervisors in regard to specific areas that need improvement. In addition, evaluations are in development to inform the impact of training on front line staff competency development and monitoring of effectiveness of curricula. Good practices in the field also result in an increased ability to claim federal reimbursement, allowing for more services to be delivered. Focus has been placed on the investigation and assessment process to further enhance the staff ability to recognize maltreatment in children and inform safety decisions.

To improve worker readiness at the field level, Office of Children's Services will focus specifically on training new workers, social services associates, and supervisors during their first year on the job. In addition, Office of Children's Services will provide training to existing staff through monitoring of regional practice needs gathered through case reviews and the information management system data.

Statutory and Regulatory Authority

18.05.010-070 Administration of Public Health and Related Laws
47.05.010 Duties of department

47.14.112 Training and Workload Standards
47.14.100 Powers and duties of department over care of child

Social Security Act, Title IV-E, Title IV-B

| Contact Information |
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Component Detail All Funds
Department of Health and Social Services

Component: Children's Services Training (2667)
RDU: Children's Services (486)

Non-Formula Component

| | FY2019 Actuals | FY2020 Conference Committee | FY2020 Authorized | FY2020 Management Plan | FY2021 Governor | FY2020 Management Plan vs FY2021 Governor | |
|-----------------------------------|----------------|-----------------------------|-------------------|------------------------|-----------------|---|-------------|
| 71000 Personal Services | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0% |
| 72000 Travel | 427.6 | 327.2 | 327.2 | 380.0 | 380.0 | 0.0 | 0.0% |
| 73000 Services | 1,377.4 | 1,449.0 | 1,449.0 | 1,777.8 | 1,777.8 | 0.0 | 0.0% |
| 74000 Commodities | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0% |
| 75000 Capital Outlay | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0% |
| 77000 Grants, Benefits | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0% |
| 78000 Miscellaneous | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0% |
| Totals | 1,805.0 | 1,776.2 | 1,776.2 | 2,157.8 | 2,157.8 | 0.0 | 0.0% |
| Fund Sources: | | | | | | | |
| 1002 Fed Rcpts (Fed) | 793.0 | 874.0 | 874.0 | 874.0 | 874.0 | 0.0 | 0.0% |
| 1003 G/F Match (UGF) | 481.7 | 803.3 | 803.3 | 1,184.9 | 634.9 | -550.0 | -46.4% |
| 1004 Gen Fund (UGF) | 530.3 | 98.9 | 98.9 | 98.9 | 648.9 | 550.0 | 556.1% |
| Unrestricted General (UGF) | 1,012.0 | 902.2 | 902.2 | 1,283.8 | 1,283.8 | 0.0 | 0.0% |
| Designated General (DGF) | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0% |
| Other Funds | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0% |
| Federal Funds | 793.0 | 874.0 | 874.0 | 874.0 | 874.0 | 0.0 | 0.0% |
| Positions: | | | | | | | |
| Permanent Full Time | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Permanent Part Time | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Non Permanent | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% |

Change Record Detail - Multiple Scenarios with Descriptions
Department of Health and Social Services

Component: Children's Services Training (2667)
RDU: Children's Services (486)

| Scenario/Change Record Title | Trans Type | Totals | Personal Services | Travel | Services | Commodities | Capital Outlay | Grants, Benefits | Miscellaneous | Positions | | NP |
|---|------------|----------------|-------------------|--------------|----------------|-------------|----------------|------------------|---------------|-----------|----------|----------|
| | | | | | | | | | | PFT | PPT | |
| ***** Changes From FY2020 Conference Committee To FY2020 Authorized ***** | | | | | | | | | | | | |
| FY2020 Conference Committee | | | | | | | | | | | | |
| | ConfCom | 1,776.2 | 0.0 | 327.2 | 1,449.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0 | 0 |
| 1002 Fed Rcpts | | 874.0 | | | | | | | | | | |
| 1003 G/F Match | | 803.3 | | | | | | | | | | |
| 1004 Gen Fund | | 98.9 | | | | | | | | | | |
| Subtotal | | 1,776.2 | 0.0 | 327.2 | 1,449.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0 | 0 |
| ***** Changes From FY2020 Authorized To FY2020 Management Plan ***** | | | | | | | | | | | | |
| Transfer from Children's Services Management for Child Welfare Academy Reimbursable Services Agreement | | | | | | | | | | | | |
| | Trin | 328.8 | 0.0 | 0.0 | 328.8 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0 | 0 |
| 1003 G/F Match | | 328.8 | | | | | | | | | | |
| Transfer from Children's Services Management to Children's Services Training for Child Welfare Academy. | | | | | | | | | | | | |
| Transfer from Front Line Social Workers for Child Welfare Academy | | | | | | | | | | | | |
| | Trin | 52.8 | 0.0 | 52.8 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0 | 0 |
| 1003 G/F Match | | 52.8 | | | | | | | | | | |
| Transfer from Front Line Social Workers to Children's Services Training for Child Welfare Academy. | | | | | | | | | | | | |
| Subtotal | | 2,157.8 | 0.0 | 380.0 | 1,777.8 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0 | 0 |
| ***** Changes From FY2020 Management Plan To FY2021 Governor ***** | | | | | | | | | | | | |
| Replace to Align with Anticipated Expenditures | | | | | | | | | | | | |
| | FndChg | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0 | 0 |
| 1003 G/F Match | | -550.0 | | | | | | | | | | |
| 1004 Gen Fund | | 550.0 | | | | | | | | | | |
| Replace general fund match with general fund to reflect proper use of funds and align with anticipated expenditures. The University of Alaska Anchorage Child Welfare Training Academy offers an array of training opportunities for front line case staff. Services that are billed are reimbursed based on Title IV-E allowable activities utilizing the federally approved Public Assistance Cost Allocation Plan. | | | | | | | | | | | | |
| Totals | | 2,157.8 | 0.0 | 380.0 | 1,777.8 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0 | 0 |

Line Item Detail (1676)
Department of Health and Social Services
Travel

Component: Children's Services Training (2667)

| Line Number | Line Name | | FY2019 Actuals | FY2020 Management Plan | FY2021 Governor |
|----------------------------------|------------------------------|---|----------------|------------------------|-----------------|
| 2000 | Travel | | 427.6 | 380.0 | 380.0 |
| Object Class | Servicing Agency | Explanation | FY2019 Actuals | FY2020 Management Plan | FY2021 Governor |
| 2000 Travel Detail Totals | | | 427.6 | 380.0 | 380.0 |
| 2000 | In-State Employee Travel | Transportation and per diem costs for existing and new employees to attend educational and training sessions delivered at the Children's Services Training Academy. Additional travel expected for meetings related to the business process mapping related to mandatory noticing. The Office of Children's Services has been working to bring mandatory noticing into compliance with federal and court ordered actions. | 421.6 | 379.0 | 375.0 |
| 2002 | Out of State Employee Travel | Out of state employee travel for training purposes | 2.9 | 0.0 | 2.0 |
| 2006 | Other Travel Costs | Cash advance fee | 3.1 | 1.0 | 3.0 |

Line Item Detail (1676)
Department of Health and Social Services
Services

Component: Children's Services Training (2667)

| Line Number | Line Name | | FY2019 Actuals | FY2020 Management Plan | FY2021 Governor |
|------------------------------------|------------------------------------|--|-----------------------|-------------------------------|------------------------|
| 3000 | Services | | 1,377.4 | 1,777.8 | 1,777.8 |
| Object Class | Servicing Agency | Explanation | FY2019 Actuals | FY2020 Management Plan | FY2021 Governor |
| 3000 Services Detail Totals | | | 1,377.4 | 1,777.8 | 1,777.8 |
| 3000 | Education Services | Employee training services and conference fees. | 1.6 | 25.0 | 2.0 |
| 3011 | Other Services | Other costs associated with training front line case carrying employees. | 2.1 | 0.0 | 79.7 |
| 3029 | Inter-Agency Education/Training | Univ - Department-wide | 1,373.6 | 1,752.8 | 1,656.1 |
| | | Reimbursable Services Agreement: University of Alaska Anchorage, Child Welfare Academy and Field Practicum Instruction. Administration and Operation through University of Alaska Anchorage of the Office of Children's Services Training Academy, Return to school program and the Student Recruitment Program. Includes costs to develop curriculum, and materials and technology to deliver current information for social worker staff. Cost to coordinate and facilitate presentation of training by other (outside) experts in the child protection field. | | | |
| 3038 | Inter-Agency Management/Consulting | H&SS - Children's Services Training (2667) | 0.1 | 0.0 | 0.0 |
| 3038 | Inter-Agency Management/Consulting | Univ - Department-wide | 0.0 | 0.0 | 40.0 |
| | | Reimbursable Services Agreement: University of Alaska Anchorage, School of Social Work, leveraging Title IV-E for a Child Welfare certificate program | | | |

Line Item Detail (1676)
Department of Health and Social Services
Services

Component: Children's Services Training (2667)

Revenue Detail (1681)
Department of Health and Social Services

Component: Children's Services Training (2667)

| Revenue Type (OMB Fund Code) Revenue Source | Component | Comment | FY2019 Actuals | FY2020 Management Plan | FY2021 Governor |
|--|-----------|---|----------------|---------------------------|-----------------|
| 5002 Fed Rcpts (1002 Fed Rcpts) | | | 868.3 | 874.0 | 874.0 |
| 5019 Federal - Miscellaneous Grants | | Federal Receipts: Title IV-E of the Social Security Act- federal reimbursement based on allowable expenses and Title XIX Medicaid and Federal Project Revenue | 868.3 | 874.0 | 874.0 |

Inter-Agency Services (1682)
Department of Health and Social Services

Component: Children's Services Training (2667)

| | FY2019 Actuals | FY2020 Management Plan | FY2021 Governor |
|--|----------------|---------------------------|-----------------|
| Component Totals | 1,373.7 | 1,752.8 | 1,696.1 |
| With University of Alaska | 1,373.6 | 1,752.8 | 1,696.1 |
| With Department of Health and Social Services | 0.1 | 0.0 | 0.0 |

| Object Class | Servicing Agency | Explanation | FY2019 Actuals | FY2020 Management Plan | FY2021 Governor |
|--------------|------------------------------------|--|----------------|---------------------------|-----------------|
| 3029 | Inter-Agency Education/Training | Univ - Department-wide | 1,373.6 | 1,752.8 | 1,656.1 |
| | | Reimbursable Services Agreement: University of Alaska Anchorage, Child Welfare Academy and Field Practicum Instruction. Administration and Operation through University of Alaska Anchorage of the Office of Children's Services Training Academy, Return to school program and the Student Recruitment Program. Includes costs to develop curriculum, and materials and technology to deliver current information for social worker staff. Cost to coordinate and facilitate presentation of training by other (outside) experts in the child protection field. | | | |
| 3038 | Inter-Agency Management/Consulting | H&SS - Children's Services Training (2667) | 0.1 | 0.0 | 0.0 |
| 3038 | Inter-Agency Management/Consulting | Univ - Department-wide | 0.0 | 0.0 | 40.0 |
| | | Reimbursable Services Agreement: University of Alaska Anchorage, School of Social Work, leveraging Title IV-E for a Child Welfare certificate program | | | |