

State of Alaska FY2022 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

Provides for 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

Staff 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. Staff 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. Strategies for staying safe on this is also taught. This includes field safety preparation prior to field work, travel; universal health and safety precautions related to mitigating risk of exposure to infections, diseases, and verbal de-escalation techniques. Front line supervisors are provided supervisory skills, enhanced understanding of the Office of Children's Services practice model and coaching as a technique to develop 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 2020

House Bill 151, "Children Deserve a Loving Home Act," provided for expanded training for front line case workers from three weeks to six weeks. The sixth week of training occurred in the field and was focused on the identification of child abuse and the evidence collection to corroborate findings of maltreatment. The sixth week of training will continue to be developed as needs are identified through continuous quality improvement measures.

The Office of Children's Services focused on developing ongoing training based on quality case review outcomes. In 2020, webinars were developed and provided to all staff with the topics of case planning, engagement of fathers, and drug recognition. In FY2020, a webinar was developed to focus on permanency timelines and adoption.

Protective services supervisory staff completed the "Coaching Supervisors to Best Practice" program. This has allowed supervisors to enhance their development of utilizing coaching and knowledge of the practice model through safety assessment. Expansion of enrollment in the program has reinforced universal language across the agency as it relates to safety.

The prior safety training, Crisis Prevention, and Intervention was assessed as not meeting the direct needs of field staff. For FY2021 a new safety training was developed and administered to new protective services staff by the Office of Children's Services Safety Officer. The curriculum was changed to provide more skills and enhance competencies of verbal de-escalation and assessing environment for safety considerations. The enhanced training provided for the preparation of reviewing history of a case for safety considerations and preparation for field work or remote travel.

The Mentor Program was evaluated in collaboration with the University of Alaska Anchorage School of Social Work to identify effectiveness and implementation design. The program was evaluated to enhance new staff competencies. The evaluation demonstrated the need to expand the program and lower mentor caseloads providing more transfer of learning opportunities for new staff.

A significant change in training delivery occurred due to the COVID-19 pandemic. All training was converted to virtual platform. The conversion to virtual delivery propelled close examination of the curriculum and design of training structure. This opportunity created a new case example with enhanced training tools to supplement lecture or facilitated training. The redesign included synchronous time in which the training is facilitated by an instructor and asynchronous time in which the training participant completes assignments or transfer of learning experiences.

Through the Safety Program, Office of Children's Services quickly developed and administered webinars as it related to COVID-19 safety policy and procedures. The trainings were recorded and placed on an intranet site to allow for refresher training and provision to new Office of Children's Services staff. Trainings provided demonstration of donning and doffing Personal Protective Equipment, cleaning, and sanitary procedures to mitigate safety and risk concerns of the virus. Regularly scheduled webinars were conducted to provide updated information as it changed and opportunity for questions and answers.

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 22 outlying offices, some with only one or two workers; internet connectivity and bandwidth problems in rural areas make web-based training difficult.

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 virtual 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 FY2022

Increased training time from five to six weeks will further enhance up-to-date, effective training for 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 front-line workers and supervisors regarding 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, the Office of Children's Services will focus specifically on training new social 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

AS 18.05.010-070	Administration of Public Health and Related Laws
AS 47.05.010	Duties of department
AS 47.14.112	Training and Workload Standards

AS 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

	FY2020 Actuals	FY2021 Conference Committee	FY2021 Authorized	FY2021 Management Plan	FY2022 Governor	FY2021 Management Plan vs FY2022 Governor	
71000 Personal Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
72000 Travel	237.2	380.0	380.0	264.0	114.0	-150.0	-56.8%
73000 Services	1,302.7	1,777.8	1,777.8	1,775.6	1,447.7	-327.9	-18.5%
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	1,539.9	2,157.8	2,157.8	2,039.6	1,561.7	-477.9	-23.4%
Fund Sources:							
1001 CBR Fund (UGF)	0.0	320.9	320.9	320.9	0.0	-320.9	-100.0%
1002 Fed Rcpts (Fed)	676.9	874.0	874.0	829.1	709.6	-119.5	-14.4%
1003 G/F Match (UGF)	342.6	476.2	476.2	402.9	300.2	-102.7	-25.5%
1004 Gen Fund (UGF)	520.4	486.7	486.7	486.7	551.9	65.2	13.4%
Unrestricted General (UGF)	863.0	1,283.8	1,283.8	1,210.5	852.1	-358.4	-29.6%
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	676.9	874.0	874.0	829.1	709.6	-119.5	-14.4%
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 FY2021 Conference Committee To FY2021 Authorized *****												
Conference Committee												
	ConfCom	2,157.8	0.0	380.0	1,777.8	0.0	0.0	0.0	0.0	0	0	0
1001 CBR Fund		320.9										
1002 Fed Rcpts		874.0										
1003 G/F Match		476.2										
1004 Gen Fund		486.7										
Subtotal		2,157.8	0.0	380.0	1,777.8	0.0	0.0	0.0	0.0	0	0	0
***** Changes From FY2021 Authorized To FY2021 Management Plan *****												
Transfer Authority to Children's Services Management for a Social Services Program Officer for Appeals												
	Trout	-118.2	0.0	-116.0	-2.2	0.0	0.0	0.0	0.0	0	0	0
1002 Fed Rcpts		-44.9										
1003 G/F Match		-73.3										
Subtotal		2,039.6	0.0	264.0	1,775.6	0.0	0.0	0.0	0.0	0	0	0
***** Changes From FY2021 Management Plan To FY2022 Governor *****												
Reduce Travel Cost for Child Welfare Academy Training Now Virtual												
	Dec	-150.0	0.0	-150.0	0.0	0.0	0.0	0.0	0.0	0	0	0
1002 Fed Rcpts		-64.5										
1003 G/F Match		-32.2										
1004 Gen Fund		-53.3										
 During COVID-19 caseworker training provided through the Child Welfare Academy went virtual. Prior to COVID-19, new caseworkers traveled to Anchorage for five weeks of training. The virtual training will continue and reduce travel costs related to lodging, airfare, ground transportation, and per diem. Instead there will be staff designated as mentors, who will travel throughout the state and work individually with new staff.												
Reduce Child Welfare Academy Reimbursable Service Agreement Due to Efficiencies												
	Dec	-127.9	0.0	0.0	-127.9	0.0	0.0	0.0	0.0	0	0	0
1002 Fed Rcpts		-55.0										
1003 G/F Match		-29.2										
1004 Gen Fund		-43.7										

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		
										PFT	PPT	NP
<p>The Office of Children's Services has a reimbursable services agreement with University of Alaska Anchorage's Child Welfare Academy to provide training services for all incoming case carrying staff. There are several initiatives that justify this reduction in the reimbursable services agreement. The COVID-19 pandemic allowed for a reliance on virtual training for the new staff. The virtual mentorship program where experienced case workers provide hands on training to new case workers has been widely accepted and appreciated by new staff. In addition, the Division of Personnel and Labor Relations is launching its Pathways project, which will provide for training videos, competency validation, and transcripts. Fiscal year 2022 will be a transition year where Office of Children's Services mentors will assume more weeks of training while the Child Welfare Academy will develop training videos and materials that will be accessible on the Pathways website.</p>												
Transfer to Children's Services Management to Comply with Vacancy Factor Guidelines												
1003 G/F Match	Trout	-200.0	0.0	0.0	-200.0	0.0	0.0	0.0	0.0	0	0	0
<p>Transfer authority to comply with vacancy factor guidelines and ensure there is sufficient funding for personal services. The remaining services authority is anticipated to be sufficient to cover operating expenditures.</p>												
Fund Source Adjustment of CBRF to UGF												
1001 CBR Fund	FndChg	-320.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0
1003 G/F Match		158.7										
1004 Gen Fund		162.2										
<p>Replace Constitutional Budget Reserve Fund (CBRF) used as a one-time funding mechanism in FY2021.</p>												
Totals		1,561.7	0.0	114.0	1,447.7	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		FY2020 Actuals	FY2021 Management Plan	FY2022 Governor
2000	Travel		237.2	264.0	114.0
Object Class	Servicing Agency	Explanation	FY2020 Actuals	FY2021 Management Plan	FY2022 Governor
2000 Travel Detail Totals			237.2	264.0	114.0
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.	233.0	259.8	109.0
2001	In-State Non-Employee Travel		0.2	0.2	0.0
2002	Out of State Employee Travel	Out of state employee travel for training purposes	1.4	1.4	2.0
2006	Other Travel Costs	Cash advance fee	2.6	2.6	3.0

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

Component: Children's Services Training (2667)

Line Number	Line Name		FY2020 Actuals	FY2021 Management Plan	FY2022 Governor
3000	Services		1,302.7	1,775.6	1,447.7
Object Class	Servicing Agency	Explanation	FY2020 Actuals	FY2021 Management Plan	FY2022 Governor
3000 Services Detail Totals			1,302.7	1,775.6	1,447.7
3000	Education Services	Employee training services and conference fees.	0.9	2.0	2.0
3011	Other Services	Other costs associated with training front line case carrying employees.	-0.2	281.6	79.7
3029	Inter-Agency Education/Training	Univ - Department-wide			
		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.	1,302.0	1,432.0	1,326.0
3038	Inter-Agency Management/Consulting	Univ - Department-wide			
		Reimbursable Services Agreement: University of Alaska Anchorage, School of Social Work, leveraging Title IV-E for a Child Welfare certificate program	0.0	60.0	40.0

Revenue Detail (1681)
Department of Health and Social Services

Component: Children's Services Training (2667)

Revenue Type (OMB Fund Code) Revenue Source	Component	Comment	FY2020 Actuals	FY2021 Management Plan	FY2022 Governor
5002 Fed Rcpts (1002 Fed Rcpts)			756.7	829.1	709.6
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	756.7	829.1	709.6

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

Component: Children's Services Training (2667)

				FY2020 Actuals	FY2021 Management Plan	FY2022 Governor
Component Totals				1,302.0	1,492.0	1,366.0
With University of Alaska				1,302.0	1,492.0	1,366.0
Object Class	Servicing Agency	Explanation	FY2020 Actuals	FY2021 Management Plan	FY2022 Governor	
3029	Inter-Agency Education/Training	Univ - Department-wide	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.	1,302.0	1,432.0	1,326.0
3038	Inter-Agency Management/Consulting	Univ - Department-wide	Reimbursable Services Agreement: University of Alaska Anchorage, School of Social Work, leveraging Title IV-E for a Child Welfare certificate program	0.0	60.0	40.0