

State of Alaska
FY2023 Governor's Operating Budget

Department of Family and Community 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 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. 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 2021

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 FY2021 the sixth week of training was evaluated and the role of providing the training shifted from the Child Welfare Academy to the Mentor Program. The change is assessed to provide on demand training in field offices based on practice issues identified more readily and focus on practical application to the work.

The Office of Children's Services focused on developing ongoing training based on quality case review outcomes. In FY2021, webinars were developed and provided to all staff with the topics of engaging with difficult individuals and incarcerated parents.

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. All new Protective Services Specialist 4 (supervisors) are automatically enrolled in the coaching program.

The safety training was 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. Refinements of the training

based on evaluation occurred and now includes an online module to complete prior to the facilitated training for more practical application. Safety training is now open for enrollment by any OCS staff versus only field staff.

The Mentor Program evaluation demonstrated strengths in enhancing competencies for case carrying staff and highlighted the supportive relationship of the mentor. An additional mentor position was added to the program to reduce mentee caseload and provide more focus on new staff as well as taking on the sixth week of training.

A significant change in training delivery occurred due to the COVID-19 pandemic. All training was converted to a virtual platform. The conversion to virtual delivery propelled close examination of the curriculum and design of training structure. Evaluation of the converted training was completed, and modifications made to the training to ensure important practice model concepts were retained by new staff and opportunities to practice application.

Through the Safety Program, Office of Children's Services administered webinars monthly as it related to COVID-19 safety policy and procedures. Regularly scheduled webinars were conducted to provide updated information as it changed and opportunity for questions and answers. Policy and mitigation procedures were updated and highlighted the importance of regular information sessions providing an avenue for staff questions and clarifications.

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 FY2023

On demand and practice model training 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 and field office training efforts 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's 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 protective services specialists, 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. Safety is a continued priority and regular webinars and trainings will be conducted through the Safety Program.

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 Family and Community Services

Component: Children's Services Training (3322)
RDU: Children's Services (486)

Non-Formula Component

	FY2021 Actuals	FY2022 Conference Committee	FY2022 Authorized	FY2022 Management Plan	FY2023 Governor	FY2022 Management Plan vs FY2023 Governor	
71000 Personal Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
72000 Travel	0.0	0.0	0.0	0.0	114.0	114.0	100.0%
73000 Services	0.0	0.0	0.0	0.0	1,506.7	1,506.7	100.0%
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	0.0	0.0	0.0	0.0	1,620.7	1,620.7	100.0%
Fund Sources:							
1002 Fed Rcpts (Fed)	0.0	0.0	0.0	0.0	709.6	709.6	100.0%
1003 G/F Match (UGF)	0.0	0.0	0.0	0.0	300.2	300.2	100.0%
1004 Gen Fund (UGF)	0.0	0.0	0.0	0.0	610.9	610.9	100.0%
Unrestricted General (UGF)	0.0	0.0	0.0	0.0	911.1	911.1	100.0%
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	0.0	0.0	0.0	0.0	709.6	709.6	100.0%
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 Family and Community Services

Component: Children's Services Training (3322)
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	
Subtotal		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0
***** Changes From FY2022 Management Plan To FY2023 Governor *****												
Executive Order Transfer from the Department of Health and Social Services												
Atrin		1,620.7	0.0	114.0	1,506.7	0.0	0.0	0.0	0.0	0	0	0
1002 Fed Rcpts		709.6										
1003 G/F Match		300.2										
1004 Gen Fund		610.9										
Totals		1,620.7	0.0	114.0	1,506.7	0.0	0.0	0.0	0.0	0	0	0

By Executive Order, the Department of Health and Social Services will be reorganized into two distinct departments: the Alaska Department of Health and the Alaska Department of Family and Community Services. This reorganization streamlines and improves the delivery of critical programs and services while creating more flexibility and responsiveness in both departments resulting in improved outcomes.

Line Item Detail (1676)
Department of Family and Community Services
Travel

Component: Children's Services Training (3322)

Line Number	Line Name		FY2021 Actuals	FY2022 Management Plan	FY2023 Governor
2000	Travel		0.0	0.0	114.0
Object Class	Servicing Agency	Explanation	FY2021 Actuals	FY2022 Management Plan	FY2023 Governor
2000 Travel Detail Totals			0.0	0.0	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.	0.0	0.0	109.0
2002	Out of State Employee Travel	Out of state employee travel for training purposes	0.0	0.0	2.0
2006	Other Travel Costs	Cash advance fee	0.0	0.0	3.0

Line Item Detail (1676)
Department of Family and Community Services
Services

Component: Children's Services Training (3322)

Line Number	Line Name		FY2021 Actuals	FY2022 Management Plan	FY2023 Governor
3000	Services		0.0	0.0	1,506.7
Object Class	Servicing Agency	Explanation	FY2021 Actuals	FY2022 Management Plan	FY2023 Governor
3000 Services Detail Totals			0.0	0.0	1,506.7
3000	Education Services	Employee training services and conference fees.	0.0	0.0	2.0
3011	Other Services	Other costs associated with training front line case carrying employees.	0.0	0.0	32.9
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.	0.0	0.0	1,431.8
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	0.0	40.0

Revenue Detail (1681)
Department of Family and Community Services

Component: Children's Services Training (3322)

Revenue Type (OMB Fund Code) Revenue Source	Component	Comment	FY2021 Actuals	FY2022 Management Plan	FY2023 Governor
5002 Fed Rcpts (1002 Fed Rcpts)			0.0	0.0	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	0.0	0.0	709.6

Inter-Agency Services (1682)
Department of Family and Community Services

Component: Children's Services Training (3322)

				FY2021 Actuals	FY2022 Management Plan	FY2023 Governor
Component Totals				0.0	0.0	1,471.8
With University of Alaska				0.0	0.0	1,471.8
Object Class	Servicing Agency	Explanation		FY2021 Actuals	FY2022 Management Plan	FY2023 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.	0.0	0.0	1,431.8
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	0.0	40.0