

# **State of Alaska FY2024 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 2022**

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 FY2022, the sixth week of training was delivered by the Mentor Program through transfer of learning practical application of the work. The change is assessed to provide on-demand training in field offices based on practice issues identified more readily and delivered through hands-on workgroup approach versus lecture training.

Protective services supervisory staff are enrolled after initial supervisor training into "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 Specialists 4 (supervisors) are automatically enrolled in the coaching program.

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.

In FY2022 all new staff Standards, Knowledge, and Insight Leading to Success (SKILS) training was delivered through virtual platform. Continued evaluation of virtual delivery is conducted through the all-staff survey and surveys completed at the end of each training week. Continued adjustments have been made to the training to include shifting of online training time and asynchronous time.

## **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 FY2024**

On-demand and practice model training will further enhance 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

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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

	FY2022 Actuals	FY2023 Conference Committee	FY2023 Authorized	FY2023 Management Plan	FY2024 Governor	FY2023 Management Plan vs FY2024 Governor	
71000 Personal Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
72000 Travel	0.0	114.0	114.0	114.0	114.0	0.0	0.0%
73000 Services	0.0	1,506.7	1,506.7	1,506.7	1,506.7	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%
<b>Totals</b>	<b>0.0</b>	<b>1,620.7</b>	<b>1,620.7</b>	<b>1,620.7</b>	<b>1,620.7</b>	<b>0.0</b>	<b>0.0%</b>
<b>Fund Sources:</b>							
1002 Fed Rcpts (Fed)	0.0	709.6	709.6	709.6	709.6	0.0	0.0%
1003 G/F Match (UGF)	0.0	300.2	300.2	300.2	300.2	0.0	0.0%
1004 Gen Fund (UGF)	0.0	610.9	610.9	610.9	610.9	0.0	0.0%
<b>Unrestricted General (UGF)</b>	<b>0.0</b>	<b>911.1</b>	<b>911.1</b>	<b>911.1</b>	<b>911.1</b>	<b>0.0</b>	<b>0.0%</b>
<b>Designated General (DGF)</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0%</b>
<b>Other Funds</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0%</b>
<b>Federal Funds</b>	<b>0.0</b>	<b>709.6</b>	<b>709.6</b>	<b>709.6</b>	<b>709.6</b>	<b>0.0</b>	<b>0.0%</b>
<b>Positions:</b>							
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	
***** Changes From FY2023 Conference Committee To FY2023 Authorized *****												
<b>FY2023 Conference Committee</b>												
ConfCom		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										
<b>Subtotal</b>		<b>1,620.7</b>	<b>0.0</b>	<b>114.0</b>	<b>1,506.7</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0</b>
***** Changes From FY2023 Management Plan To FY2024 Governor *****												
<b>Totals</b>		<b>1,620.7</b>	<b>0.0</b>	<b>114.0</b>	<b>1,506.7</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

**Component:** Children's Services Training (3322)

Line Number	Line Name		FY2022 Actuals	FY2023 Management Plan	FY2024 Governor
2000	Travel		0.0	114.0	114.0
Object Class	Servicing Agency	Explanation	FY2022 Actuals	FY2023 Management Plan	FY2024 Governor
<b>2000 Travel Detail Totals</b>			<b>0.0</b>	<b>114.0</b>	<b>114.0</b>
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	109.0	109.0
2002	Out of State Employee Travel	Out of state employee travel for training purposes	0.0	2.0	2.0
2006	Other Travel Costs	Cash advance fee	0.0	3.0	3.0

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

**Component:** Children's Services Training (3322)

Line Number	Line Name		FY2022 Actuals	FY2023 Management Plan	FY2024 Governor
3000	Services		0.0	1,506.7	1,506.7
Object Class	Servicing Agency	Explanation	FY2022 Actuals	FY2023 Management Plan	FY2024 Governor
<b>3000 Services Detail Totals</b>			<b>0.0</b>	<b>1,506.7</b>	<b>1,506.7</b>
3000	Education Services	Employee training services and conference fees.	0.0	2.0	2.0
3011	Other Services	Other costs associated with training front line case carrying employees.	0.0	32.9	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	1,431.8	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	40.0	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	FY2022 Actuals	FY2023 Management Plan	FY2024 Governor
<b>5002 Fed Rcpts (1002 Fed Rcpts)</b>			<b>0.0</b>	<b>709.6</b>	<b>709.6</b>
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	709.6	709.6

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

**Component:** Children's Services Training (3322)

				FY2022 Actuals	FY2023 Management Plan	FY2024 Governor
<b>Component Totals</b>				<b>0.0</b>	<b>1,471.8</b>	<b>1,471.8</b>
With University of Alaska				0.0	1,471.8	1,471.8
Object Class	Servicing Agency	Explanation				
			FY2022 Actuals	FY2023 Management Plan	FY2024 Governor	
3029	Inter-Agency Education/Training	Univ - Department-wide	0.0	1,431.8	1,431.8	
		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	Univ - Department-wide	0.0	40.0	40.0	
		Reimbursable Services Agreement: University of Alaska Anchorage, School of Social Work, leveraging Title IV-E for a Child Welfare certificate program				