

The operations of Office of Children's Services were reviewed by a contractor, Action for Child Protection, Inc., in the fall of 2006. This action plan is in response to the contractor's report and recommendations.

<b>GOAL# 2: The Office of Children's Services will strengthen community relationships and create a more effective, collaborative community child protective services system for Alaska.</b>					
<b>Objective</b>		<b>Activities</b>	<b>Who</b>	<b>Timeline</b>	<b>Completed Activities</b>
2A	Retain good staff in direct service positions to have sufficient resources to achieve manageable workloads.	<ol style="list-style-type: none"> <li>1. OCS will resurrect a statewide workgroup as part of the revision to its Retention &amp; Recruitment plan.</li> <li>2. OCS staff will continue to challenge one another, as well as other Alaskans within their spheres of influence to talk about the need for more good staff at OCS with at least 5 people they know.</li> <li>3. OCS will follow the recommendations of a Workload Study to calculate and review workload data on a regular basis. Updated data from the workload study will be available on a quarterly basis.</li> <li>4. OCS leadership will resolve the minor irritants, those day- to-day struggles that add to the complexities of front-line child protective services work.</li> <li>5. OCS will produce and post on its website a recruitment video which captures the realities of child protection work in Alaska – the rewards and the challenges – as told by current OCS staff.</li> </ol>	<p>Richard Nault</p> <p>All Staff</p> <p>Senior Leadership Team</p> <p>Senior Leadership Team</p> <p>Mike Lesmann Public Information Team</p>	<p>12/1/07</p> <p>On-going</p> <p>On-going</p> <p>On-going</p> <p>1/2008</p>	



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2C	Improve public image and educate the public about child protection work so that OCS offices can operate in an open and transparent manner.	1. OCS leadership will host community meetings to inform the community of current happenings within the agency and explain the new Safety Assessment model being used by OCS staff.	Director Sandoval/ Senior Leadership Team	On-going	
2D	Support and encourage local offices to conduct community outreach activities.	1. OCS will hold regular meetings with key stakeholders to ascertain whether OCS is being responsive to their needs and addressing stakeholder concerns in a proactive manner. Staff will be expected to maintain open lines of communication with stakeholders, to the fullest extent possible within the limits of confidentiality, and to explain the policies, procedures, mission and vision of the OCS to their respective communities on an ongoing basis.	Regional Managers	On-going	
2E	Gather feedback from key organizations, professionals, families, and foster parents on regular basis	1. Continuous Quality Improvement Unit conducts annual surveys of families, tribes, foster parents, providers and the judicial community. 2. OCS will reconvene regional CQI committees to analyze yearly survey reports and develop action plans for improvement.	CQI Unit	Annual	
			Regional Managers	On-going	
2F	Promote staff development. Enhance supervisory skills to ensure good practice and decision-making.	1. Division of Personnel has implemented a non-licensed job class for front-line Supervisors. 2. OCS will require specialized training of all Supervisors on the Safety Assessment model implementation. 3. Continue to assess the training needs of OCS Supervisors and provide the necessary training.	DOP	5/16/07	Completed
			DHSS	5/2007	
			Senior Leadership Team / Managers	On-going	

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2G	Continue efforts to improve coordination and communication with Tribal partners.	1. OCS formed a statewide advisory group that includes several of our tribal partners across the state to review and revise the OCS training curriculum to be more practice oriented, incorporate our new safety assessment model and enhance cultural competency all throughout training, rather than being offered in just one training session.	TONE Advisory Group	On-going	
		2. OCS provides cultural sensitivity training classes to all staff on a statewide basis.	UAA Tribal/State Collaboration Group	On-going	
		3. Director Sandoval issued memo to staff regarding the expected practice of involving tribal partners on child abuse and neglect investigations.	Tammy Sandoval	9/2006	Completed
		4. Director Sandoval issued memo requiring all OCS employees will be required to attend a minimum of one native cultural event per year.	Tammy Sandoval	6/1/2007	

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2H	Develop clear expectations and guidelines on the sharing of information on child protection cases.	<ol style="list-style-type: none"> <li>1. Commissioner Jackson issued new P&amp;P allowing DHSS staff to share information about families being served throughout the department, across its various divisions and programs. Department-wide mandatory training was required.</li> <li>2. The OCS collaborated with the Dept of Law to develop a "Frequently Asked Questions about Confidentiality" document that was distributed to the Family Services Training Academy, distributed to OCS staff and posted to the OCS website in the fall of 2006. Training was provided to Supervisors and caseworkers.</li> <li>3. OCS is including the topic of confidentiality on the monthly Assistant Attorney General's teleconference.</li> </ol>	Commissioner Jackson	2/2006	Completed
			Mike Lesmann	11/2006	Completed
			OCS Administrators /Managers	On-going	