



BI-ANNUAL REPORT

July 1 to December 31, 2017

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MISSION STATEMENT

The Child Welfare Academy (CWA) trains, develops, and supports Alaskans to assure children are safe, youth thrive, and families are strong. To accomplish our mission, we:

- Provide state of the art training guided by the OCS Practice Model
- Develop and evaluate curriculum
- Work in collaboration with related disciplines and community partners
- Support positive outcomes for children and families

OUR STAFF & LOCATION

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TRAINING SUMMARY

Summary of Training provided by CWA July - December 2017		
ATTENDENCE	SKILS for New Workers	Other Training
OCS PARTICIPANTS	48	193
TRIBAL & COMMUNITY PARTNERS	4	96
TOTAL COMPLETED TRAINING DAYS	104	
TOTAL CONTACT HOURS	6,006	

SKILS

There have been many changes with SKILS 131 and 132 training slides, activities, and trainer notes in preparation for the two new trainers who arrived in late fall.

Our Blended Learning Community (BLC) continues to be an important foundation to SKILS. Over the past few years, OCS and CWA have consistently held new workers and their supervisors accountable to completing the online and on-the-job (OJT) training outlined in the Pre-SKILS section of the BLC. This process deepens learning through recall and it enables learners to be better prepared for training activities and simulations. For example, workers encounter all of concepts associated with interviewing in Pre-SKILS. Workers are given interviewing tools to focus their learning during shadowing as new workers. When they arrive at SKILS, the expectation from the very first day is for them to jump in, practice interviewing, give and receive feedback from trainers and peers, then review their own video-taped interviews to establish personal methods of continued development in interviewing.

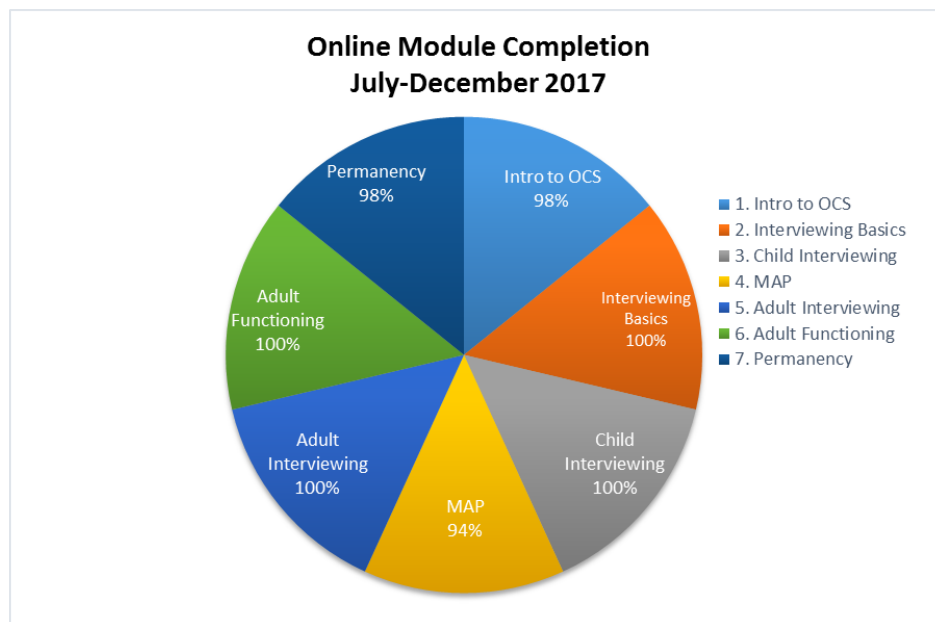
Trainers also completed the Post-SKILS section of the BLC. Beginning in 2018, new workers will complete online and OJT activities after SKILS then ongoing through their first year of employment. OCS will be able to use the BLC for ongoing professional development of new workers. This fluid online approach to organizing onboarding, OJT, online training, face-to-face training, and now ongoing professional development at OCS is both sophisticated and elegant. No other state has a system that so comprehensively supports a new worker.

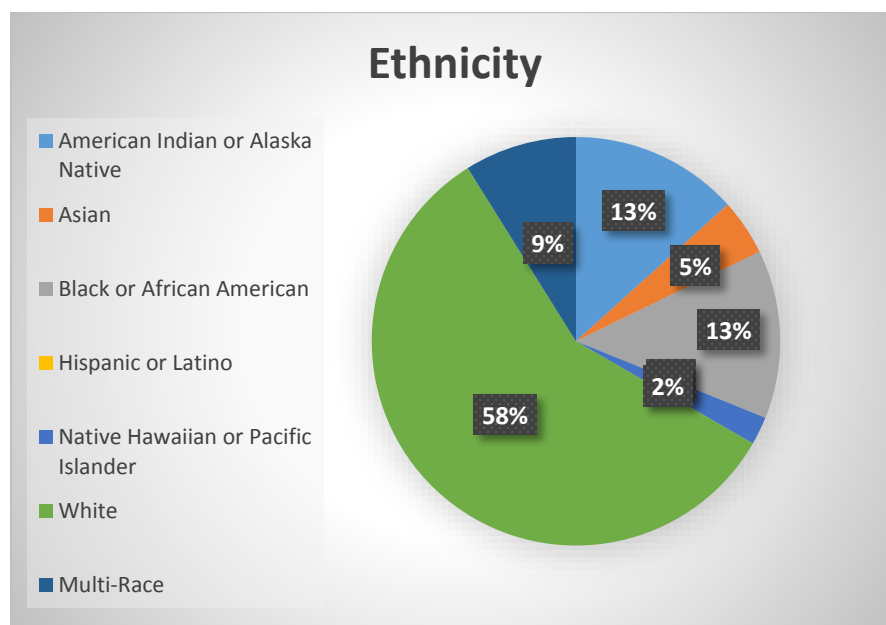
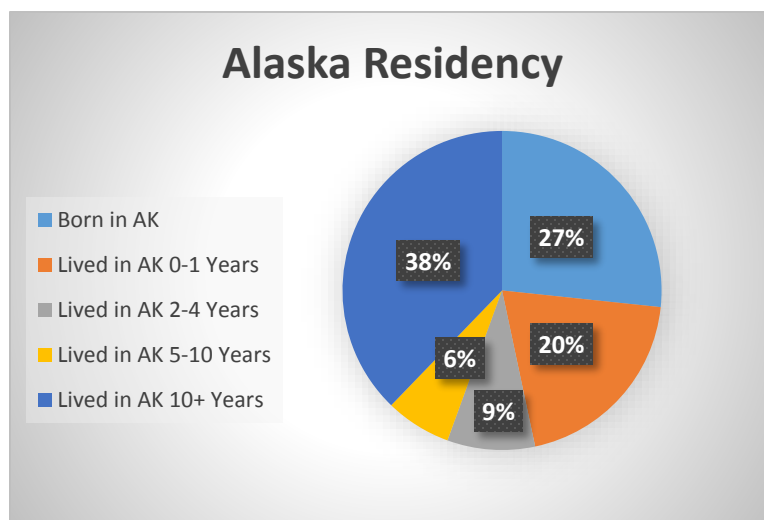
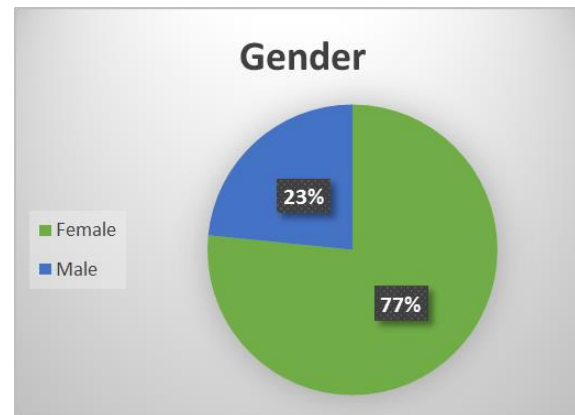
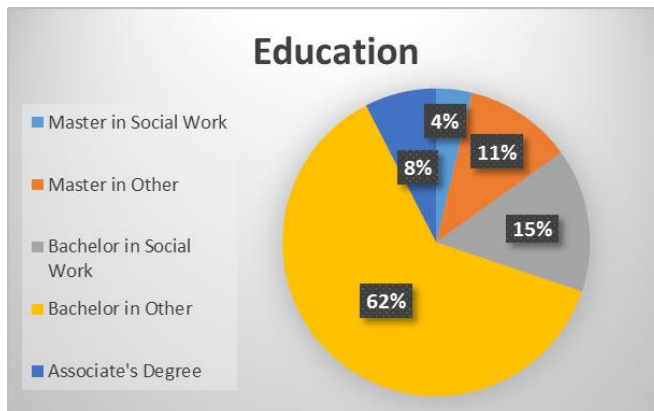
At the end of each week of SKILS, participants provided feedback on how SKILS helped them prepare for working with families, how they will apply what they learned, and on the trainer's style and delivery. Learners are given ample time to fill out feedback forms, then submit them anonymously. Overall, the feedback was very positive. Learners especially like practicing interviewing, going systematically through the life of the case, and the interactive, discussion-oriented style of both the trainers and the curriculum.

Sampling of SKILS Participant Responses:

- » This class is really detailed. I'm not a new worker. I had to come back through for a refresher. It is so much better, when new workers start w/ OCS they (Academy) give a "real" view of the job and expectation. I loved the fact they have a case and follow it from beginning, to include the documenting.
- » This is a great training! I love it. It definitely has improved over the years and any new worker receives only the best info regarding what the job really looks like.
- » I feel all of the printouts were good, but some redundant and wasteful. If CWA could implement laptops into the training where ORCA is utilized throughout the process & everything saved on flash drive afterward, CWA could not only effectively teach ORCA, but be eco-friendly as well. It really makes me sad the SOA is so wasteful with resources. Considering the financial situation as well as the fact that almost everything after this point is digital, why do we still rely on the paper print-outs?!
- » All trainers have provided ample positive feedback and constructive criticism as needed. They are all approachable and easily connect to trainees. Answered and addressed all concerns and have been great.
- » Looking at what the kids go through in their eyes. It made me think of what the kids I work with can be thinking.
- » Legal was helpful in answering how the court process works. The self-care session and CPI were useful in learning our own well-being. The youth panel was great in learning about foster youth.
- » I enjoyed the interactive training aspect of the classes and feel that they will benefit me in the field.

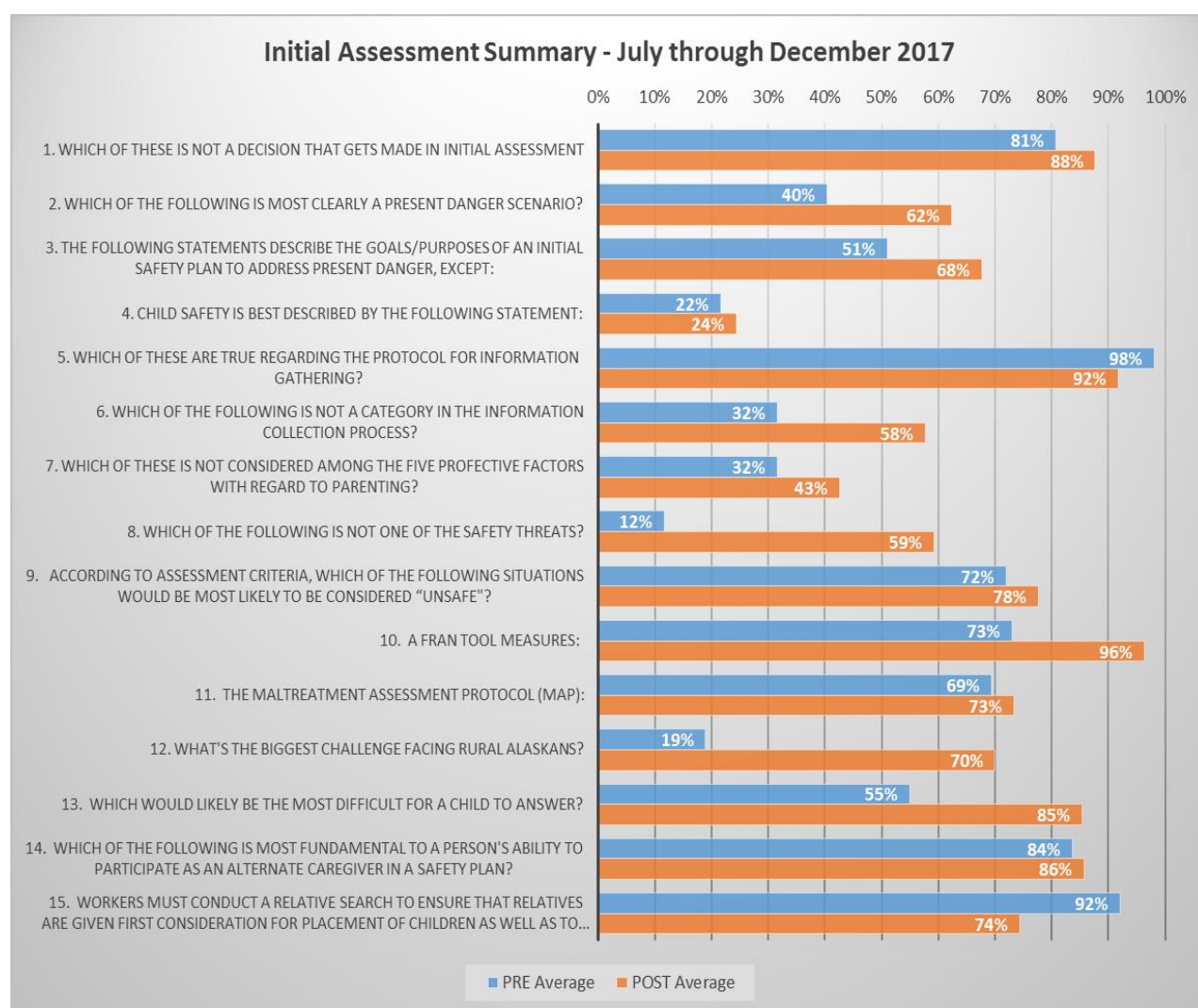
New workers are required to come to SKILS having taken seven online modules. The following charts indicate each module's completion rate along with workers' demographic information. Demographic percentages are based on attendees who completed the survey.

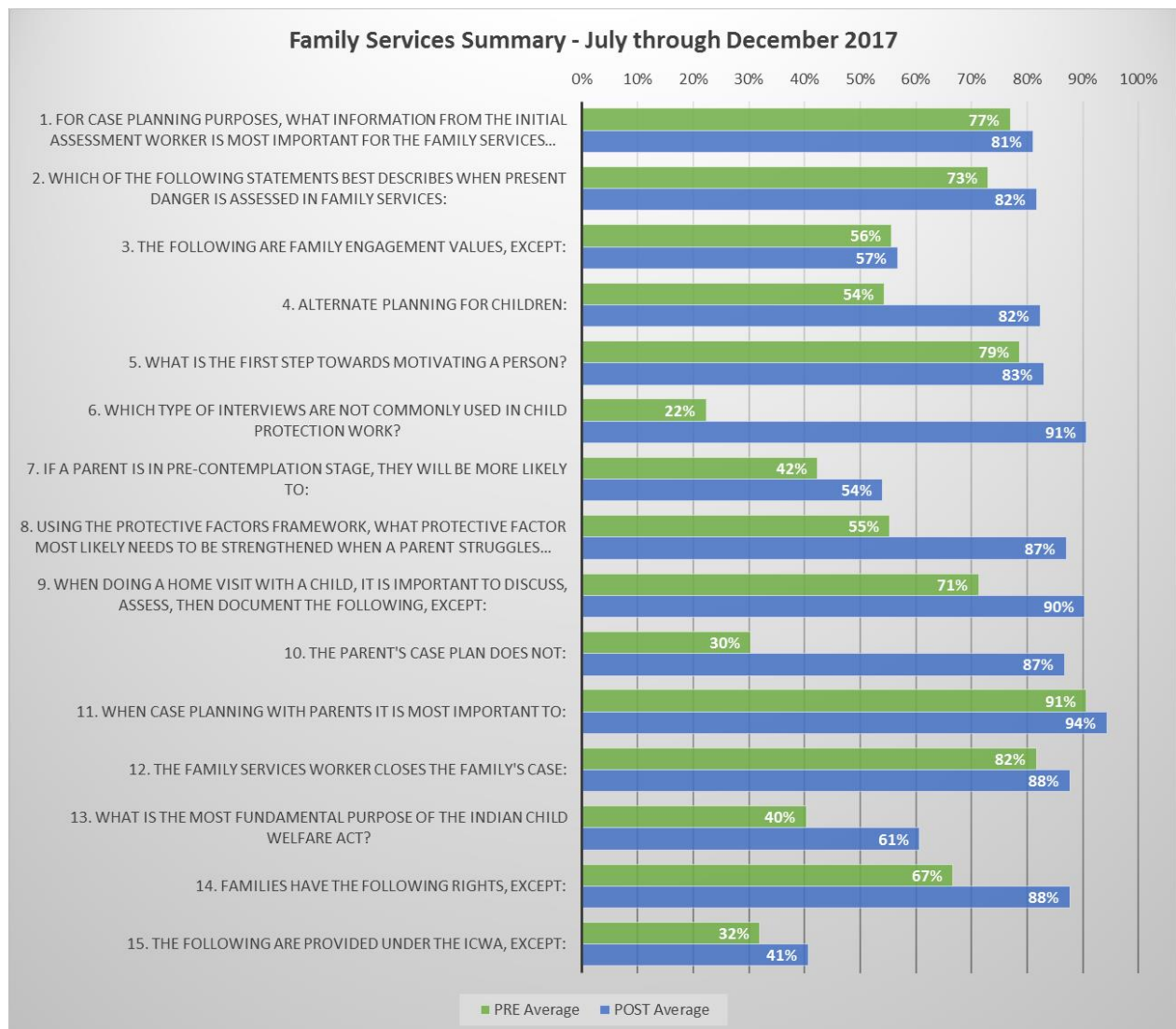




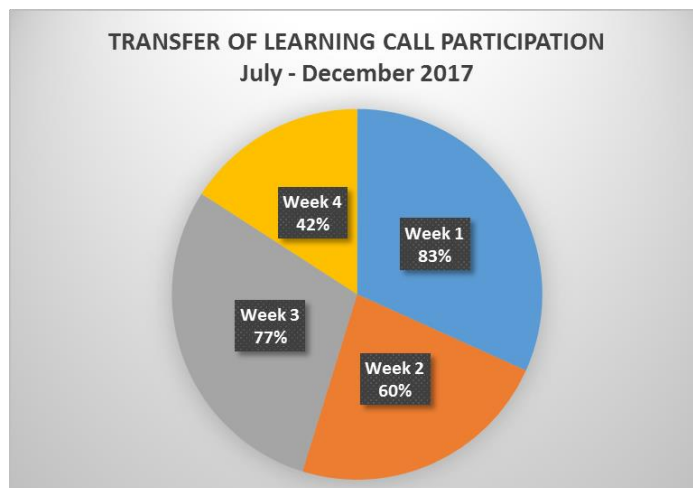
Measuring the Effectiveness of SKILS

CWA uses a pre- and posttest for SKILS 131 Initial Assessments and SKILS 133 Family Services. The tests cover basic concepts trained in SKILS that measure workers' knowledge before SKILS and then compares it with knowledge gained through training. The results provide us with information on areas of growth for the learner as well as opportunities for changes or improvement in training. For example, we eliminated questions that data indicated were too easy to answer in the pretest and refined difficult questions to be clearer and more direct. The following IA and FS assessment summary charts reflect significant improvements in scores from the pretest to the posttest which suggest workers have a better understanding of many important concepts associated with field practice.





CWA continues to provide weekly Transfer of Learning (TOL) calls the month after new workers have attended SKILS. TOL calls are essential to support the transfer of knowledge gained in the classroom to practical application in the field.



There are two modules of worker safety taught in SKILS, Environmental Awareness and Crisis Prevention Intervention (CPI). Below are the workers' responses to the training of CPI, using the program specific evaluation.

Crisis Prevention Intervention

Crisis Prevention Institute - 57 Participants			
Dates: July - December 2017			
Q#	QUESTIONS	RATING	PERCENTAGES
Q1	Use nonverbal techniques to prevent acting-out behavior.	5- Strongly Agree	52.6%
		4- Agree	42.1%
		3- Neither Agree, Nor Disagree	5.3%
		2- Disagree	0.0%
		1- Strongly Disagree	0.0%
			100%
Q2	Implement verbal de-escalation strategies, such as limit setting.	5- Strongly Agree	49.1%
		4- Agree	45.6%
		3- Neither Agree, Nor Disagree	3.5%
		2- Disagree	1.8%
		1- Strongly Disagree	0.0%
			100%
Q3	Make use of CPI's Principles of Personal Safety to avoid injury to all involved in a crisis situation.	5- Strongly Agree	49.1%
		4- Agree	35.1%
		3- Neither Agree, Nor Disagree	14.0%
		2- Disagree	1.8%
		1- Strongly Disagree	0.0%
			100%

Q#	QUESTIONS	RATING	PERCENTAGES
Q4	Use safe physical intervention procedures as a last resort when a person is a danger to self or others.	5- Strongly Agree	52.6%
		4- Agree	36.8%
		3- Neither Agree, Nor Disagree	8.8%
		2- Disagree	0.0%
		1- Strongly Disagree	1.8%
100%			
Q5	Build Therapeutic Rapport with acting-out individuals after a crisis is over.	5- Strongly Agree	38.6%
		4- Agree	49.1%
		3- Neither Agree, Nor Disagree	12.3%
		2- Disagree	0.0%
		1- Strongly Disagree	0.0%
100%			
Q6	Applied the course content to a variety of examples.	5- Strongly Agree	64.9%
		4- Agree	28.1%
		3- Neither Agree, Nor Disagree	7.0%
		2- Disagree	0.0%
		1- Strongly Disagree	0.0%
100%			
Q7	Stimulated interest in the subject matter.	5- Strongly Agree	61.4%
		4- Agree	26.3%
		3- Neither Agree, Nor Disagree	12.3%
		2- Disagree	0.0%
		1- Strongly Disagree	0.0%
100%			
Q8	Created an enjoyable learning atmosphere.	5- Strongly Agree	68.4%
		4- Agree	26.3%
		3- Neither Agree, Nor Disagree	5.3%
		2- Disagree	0.0%
		1- Strongly Disagree	0.0%
100%			
Q9	Emphasized the philosophy of Care, Welfare, Safety, and Security SM .	5- Strongly Agree	69.6%
		4- Agree	25.0%
		3- Neither Agree, Nor Disagree	3.6%
		2- Disagree	1.8%
		1- Strongly Disagree	0.0%
100%			
Q10	The program content was relevant to my needs.	5- Highest	56.1%
		4	33.3%
		3	8.8%
		2	1.8%
		1- Lowest	0.0%
100%			
Q12	How would you rate the program overall?	5- Highest	50.9%
		4	42.1%
		3	7.0%
		2	0.0%
		1- Lowest	0.0%
100%			

Sampling of CPI Participant Responses:

- » Learned to be calm & less combative
- » Learned a different approach to crisis intervention
- » Was reminded that it is absolutely available to maintain rapport with clients during & after an event. It is important to debrief a "postvention."

TRAINING and TECHNICAL ASSISTANCE

Training and technical assistance that has been completed from July 1 to December 31, 2017, are the following:

- » Safety Planning, 1.5 hours, on 10/4/17 with trainer Tom McRoberts at the Anchorage OCS Office.
- » Replacing IA/Suicide, 4 hours, on 8/29/17 with trainer Cory Bryant at Kotzebue.

SOCIAL SERVICES ASSOCIATE (SSA) TRAINING

CWA delivered SSA training in December. Twelve participants traveled to Anchorage from various areas of the state and spent time learning about topics such as the OCS practice model, family contact, child functioning, and trauma. Through hands-on activities, group discussion, and a foster parent panel, participants gained a better understanding of their role and how to best work with children and families. Below is a summary of the participants' feedback:

SSA Training Feedback - 12 Participants					
Dates: December 12-14, 2017					
Please rate the Training in the following areas:	Low 1	2	3	4	High 5
How would you rate the importance of the topics covered in class to your job?	0%	0%	0%	25%	75%
Overall, what was your level of satisfaction with the sessions?	0%	0%	0%	17%	83%
Rate your level of confidence in applying what you learned to your job.	0%	0%	0%	17%	83%

Sampling of SSA Participant Responses:

- » It is helpful to discuss and problem solve in a group. I have enjoyed getting to hear other's opinions.
- » It would be great to hear from more foster parents. Would also be cool to hear the opinion of a parent or two that has been through the system w/ their kids.
- » There are always changes that can be made. But it would be the "unknown." I feel this training was comprehensive and it was a learning moment for me as an SSA.
- » Thank you for all your hard work. I feel more able to effectively and adequately do my job.

KNOWING WHO YOU ARE (KWYA) WORKSHOPS

The new and updated curriculum, formally known as Knowing Who You Are AK, has been fully implemented statewide and manuals were distributed to our network of 8 Certifiers, 10 Facilitators, and 17 Facilitator Candidates. In August 2017, we held a Facilitator Training for a new group of KWYA Facilitator Candidates in Anchorage. A large group of 17 OCS, Tribal and other community partners from all over the state were welcomed to our KWYA family effectively doubling our force to 35. With the support of their certifiers, facilitator candidates have been busy facilitating workshops in their regions as a part of their certification process that takes approximately one year to complete.

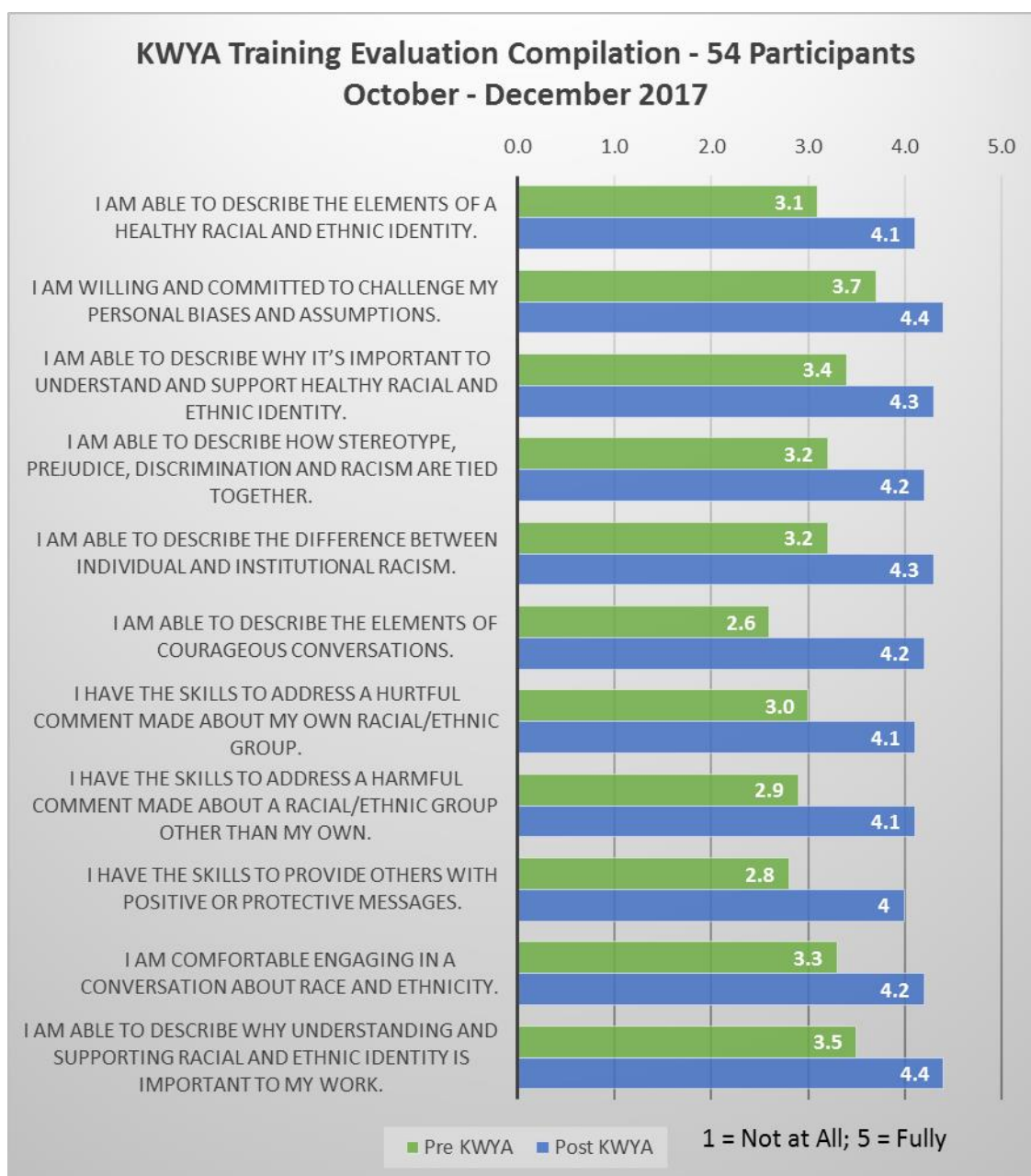
During this reporting period, 54 participants attend workshops in the following communities: Anchorage, Bethel, Nome, and Juneau.

As a network, we recognize supporting KWYA facilitators is an important task. As one might experience, discussing and addressing racial equity issues is at times overwhelming and can leave one feeling isolated. Recognizing the need for this, the KWYA leadership group hosts bi-monthly statewide teleconferences for facilitators and facilitator candidates to check-in and connect on a regular basis.

Our KWYA program is pleased to announce our website has been finalized and is up and running. Please visit www.kwya-ak.org to learn more about the KWYA program, our mission and workshops throughout the state.

In December, we said goodbye to an integral KWYA leader from Nome. Kari van Delden, of the UAF Cooperative Extension Office, a KWYA Facilitator, Certifier, and Steering Committee member, moved out of Alaska and will be greatly missed by the KWYA program. We wish Kari all the best!

Below is a summary of the participants' feedback. Please note that averages are based on attendees who submitted evaluations.



Sampling of KWYA Participant Responses:

- » The facilitators did an excellent job making it a safe place and facilitating discussion.
- » Some instructions for activities were difficult to follow, perhaps having facilitators model the activity briefly.
- » Make this a 3-day workshop to ensure more courageous conversations.
- » Great, eye-opening & heart-healing experience for me. Privileged to attend.
- » All opinions were allowed to be discussed.

INDIAN CHILD WELFARE ACT (ICWA) TRAINING

Now that each Regional ICWA Specialist has co-facilitated an ICWA II workshop at least once with a CWA Trainer, CWA is settling into a different role. CWA will continue providing materials for each workshop and offering curriculum support while the Regional ICWA Specialists will continue to co-facilitate with Tribal Partner(s) from their regions. Below is a summary of the participants' feedback:

ICWA Training Feedback - 14 Participants					
Dates: September 13-14, 2017					
Please rate the Training in the following areas:	Low				High
	1	2	3	4	5
Rate your understanding of the topics covered in this two-day class.	7%	0%	14%	43%	36%
The learning activities helped prepare me to do my job.	7%	7%	21%	21%	43%
Rate your initial ability to apply what you learned in this two-day class to your job.	7%	0%	21%	36%	36%

Sampling of ICWA II Participant Responses:

- » Make it 3 days there wasn't enough time to cover all aspects.
- » It reminds me there is so much more we need to do as tribes.
- » It was very informative and good to know that OCS & ICWA are working together to learn each roles/process and that OCS is proactive in making sure their employees are following ICWA process.

SUPERVISOR TRAINING

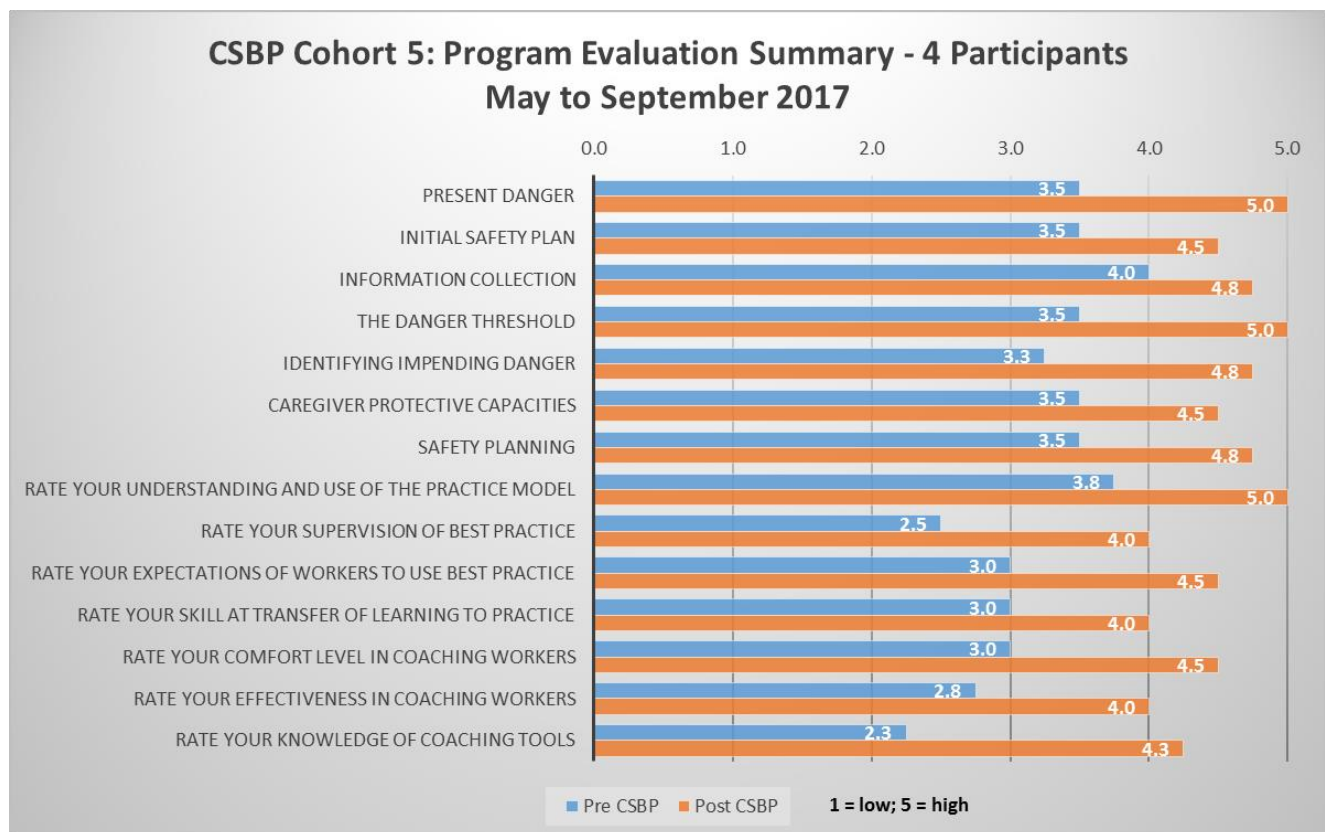
Training was postponed from December to February to include new hires in early 2018.

COACHING SUPERVISORS TO BEST PRACTICE (CSBP)

OCS had five supervisors complete CSBP in this reporting period; seven had originally begun the program but two dropped out. Coachees were very satisfied with the overall program. They felt the content was excellent and reading and homework challenging. Coachees reported having very positive relationships with their coaches. They found their coaches to be positive, supportive and accessible. Coachees described them as "awesome", "highly qualified", "very insightful", etc. Coachees varied in what they found to be most helpful. They reported coaches guiding them through personnel issues, helping them apply the coaching techniques, and helping them reframe issues through listening and reflection. There was a high level of satisfaction with the coaching process with only one concern expressed by a coachee whose coach did not have experience as an OCS supervisor, limiting concrete examples in her view.

Coachees reported having a greater understanding of the practice model, using the practice model language more often, using the learning materials with workers, formalizing the assessment process to a greater degree, articulating their decisions more precisely (especially between impending danger and risk), and viewing workers work in a different light upon completion of the program.

Many strengths of the CSBP were noted. Strengths included providing the opportunity to “pause, think and use the model consistently”, “getting into the details”, and “talking with my coach and discussing assignments.” Coachees also cited the coaching model, classroom time, the reading, the positive support from peers, and the expertise of the coaches as strengths. They would encourage other supervisors and managers to participate in CSBP and felt those in mentoring/leadership positions such as 3s, TDM Leaders, etc. would benefit. One coachee felt it was changing the culture of OCS. Below is a summary of the participants’ feedback:



Participants made some suggestions for improving the CSBP program such as:

- » More exercises to apply peer to peer
- » Less assignments (last one is too long)
- » More teleconferencing with everyone
- » More examples/scenarios of coaching
- » Do not have too many from the same office participating at once, makes coverage hard.
- » More prep work before beginning. Two participants felt they were not properly prepared. They were not sure about the purpose or intent of the program and felt they could have benefited greatly from more information up front regarding expectations and goals.

CHILD ADVOCACY CENTERS/MULTIDISCIPLINARY TEAMS (CAC/MDT)

CWA continues its work with MDTs and CACs across the State to provide training and technical assistance. During this six-month period, the following work was completed:

- » CWA planned and created curriculum for Utqiagvik to provide training to first responders on how to respond when they encounter child maltreatment in the field. This was scheduled for December but was subsequently cancelled due to the North Slope Borough funding. The CAC hired a forensic nurse and provided their first evaluation in November.
- » CWA provided an in-person consultation to the Kotzebue CAC. This visit entailed a tour of the CAC, meeting with the Director, the Manager, observing an MDT meeting and then meeting with the MDT. A report was written with recommendations for the CAC and sent to them, as well as the OCS Grant Coordinator.
- » Outreach was provided to the Fairbanks CAC with a plan to assist them in their application to the National Children's Alliance for Accreditation. CWA has reached out to the Manager who reports they are working on the report. The original application completion goal was Fall 2017.
- » CWA provided telephonic outreach and assistance to St. Paul Island as they develop their CAC.
- » CWA continues to work with OCS, ACA and two representatives from CACs to identify, clarify and revise reporting standards that are consistent for all CACs. CWA facilitates these monthly telephonic meetings, scheduling, agendas, taking notes, etc. as well as providing insight and input. Calls are monthly.
- » CWA is providing technical assistance to the Bethel CAC Interim Director. This work focuses on the requirements to meet the NCA Standards for Accreditation. CWA was asked to consult on cases with problematic team decision making as well as planning and providing telephonic support for a peer review meeting although this was cancelled. Additionally, CWA is working with the CAC on a four-day in person meeting that will take place at the end of January 2018. The agenda focuses on forensic interviewing peer review, protocol development, weather and flight difficulties in serving families, case review and working with the new Director.
- » CWA is working with CAC and MDT representatives to address the system response to youth with problematic sexual behaviors. CWA facilitates these meetings, scheduling, agendas, taking notes, etc., as well as provides insight and input. Calls are every six weeks.

ChildFirst™ ALASKA

The CWA is a partner in ChildFirst™ Alaska as a member of the Leadership Team, co-coordinator of the program and has a trainer that is a certified ChildFirst™ Alaska trainer. CWA coordinates the monthly meetings for the Leadership Team and provides notes to the group. Four ChildFirst™ Alaska trainings were held during this period, August (Anchorage), September (St. Paul Island), October (Fairbanks) and December (Anchorage). CWA provided coordination for these trainings including administrative assistance. Eighty-eight people attended these trainings.

CWA coordinated the annual trainer and Leadership Team Strategic Planning Meeting in December.

STRENGTHENING FAMILIES ALASKA

CWA has continued the work to expand the use of the Strengthening Families Protective Factors Framework with two-day intensive trainings at Wasilla and Kodiak in November 2017. We had a record-breaking 39 attendees in Wasilla. There was also an overview of the Strengthening Families Framework presented to the Department of Health and Social Services with discussion about how the Framework could be applied to various Divisions within DHSS.

These training events were highly interactive as they were designed to help participants change the way they practice and interact with families and become more intentional in how they support the protective factors in all families. Feedback from participants have been very positive.

Below is a summary of the participants' feedback (1 = low, 5 = high). Averages are based on attendees who submitted evaluation.



Participants report the training helped them to do the following:

- » Look at positives first and validate families' feelings--connections can be made if families feel valued for what they can do.
- » Focus on families as a whole—not just the kids.
- » Gave me new tools to use with families on assisting them to improve their strengths.

Participants were asked what additional information would be helpful. They suggested:

- » Ideas for the 'hard to reach' parents--getting them to open up.
- » More ideas on how to get fathers involved.
- » Connecting other community providers to training.

Some of the new ideas participants would like to try:

- » Affirmation phrases to co-workers, parents, friends, and children.
- » The apps and websites on child development.
- » Parent Café with Moms and Dads.

Participants made some suggestions for improving the training such as:

- » Focused-training in my local area.
- » Include more about behavior and discipline.
- » Bring in city leaders on the last day so action can be taken to bring the vision to life.

HIGHLIGHTS

- » Tom McRoberts has recently left CWA after working here as a Trainer for nine years. Tom was an integral part of CWA and was heavily involved in training, creating curriculum, coaching and providing technical assistance. He took with him a lot of institutional knowledge and experience on training and staff development for State and Tribal workers. We could count on Tom to make the training on such heavy topics such as child abuse and neglect, lighter and engaging. We wish Tom all the best in his future endeavors!
- » CWA welcomed two new trainers: Tracey Eason and Vanessa Verigin.

Tracey Eason

Tracey's dynamic, energetic personality brings life to everything she does, including her training. She came to CWA with a wealth of experience as a Protective Services Worker, including four years as a generalist in Dillingham and one year in family services at the Wasilla office. Her professional experience is enriched by two years with adult protective services. Tracey is passionate about strengths based practice and reunification. During her time in Dillingham, Tracey regularly conducted forensic interviews in a CAC. She enjoyed traveling to offices across the state to assist during staffing shortages and she seized any opportunity to mentor new workers. She is very excited that training and supporting new workers is now her full time job! Tracey holds a BA in Human Services and she is currently working on her MSW through UAA.

Vanessa Verigin

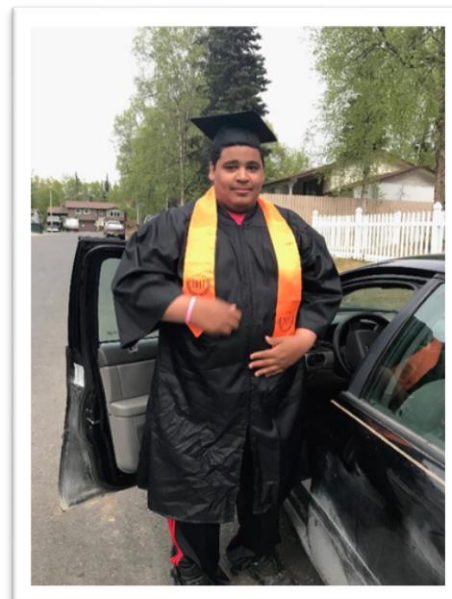
Prior to joining the CWA team, Vanessa was a PSS IV in Utqiagvik for a little over two years. During her time there, she found her work with tribal partners to be particularly fulfilling. A notable accomplishment made possible by this partnership was the identification and support of numerous resource families to mitigate the problem of children in custody being placed outside of their communities. Vanessa has enjoyed the unique challenges and rewards of working in rural communities throughout her career, including investigation of child maltreatment for the Arkansas State Police and seven years of juvenile justice system experience. While she is excited to support OCS workers across the state, she is particularly honored to be a resource for workers assigned to rural field offices. Vanessa has significant experience working with MDT's and CAC's and she became a certified Child First forensic interview trainer prior to her appointment with CWA. She holds a Bachelor's Degree in Social Work with honors, and a Master's in Public Administration, as well as numerous technical training including child trafficking investigations, ICWA and wraparound facilitation. She is looking forward to pursuing additional coursework in Alaska Native Studies in the coming semesters.

- » National Criminal Justice Training Center of Fox Valley Technical College have entered into an agreement for CWA to provide technical assistance to grantees of the Office of Victims of Crime. The CWA co-facilitated two and a half days of training for the Kawerak Child Advocacy Center to help develop a CAC/MDT Strategic Plan.
- » CWA provided two workshops at the National Association of Social Workers Statewide Conference in November. The focus of these presentations was coaching in social work and the coaching program CWA provides to OCS.
- » In May 2017, two CWA staff members, Valerie Dudley and Christine Mojica, received training on Articulate 360 to create e-learning courses. As a result, the following online guide and courses may be accessed on the CWA website:
 - Child Functioning Guide, an e-learning tool to assist professionals on using the Field Guide to Child Functioning when working with children and families.
 - LGBTQ Youth, a 60-minute course to help professionals understand positive ways to work with and support LGBTQ Youth.
 - Diligent Searches and Documenting Relatives, a short tutorial on how to conduct diligent searches and documenting relatives.

ETV Program

Education and Training Voucher Program

A record number of foster youth graduated high school in May 2017, followed by a record number of youth attending college. The Child Welfare Academy has administered the Education and Training Voucher Program for current and former foster youth enrolled in Post-Secondary Education and Training since 2012. Youth enrolled in the program receive academic support, leadership skills, and financial assistance through the Education and Training Voucher and Foster Youth Tuition Waiver(s). The Youth Education Coordinator works with incoming students on the enrollment/admissions, housing, medical and social emotional support, and plans and coordinates the annual foster youth Education Conference.



Program Highlights

Collaboration between the OCS Independent Living Program and the ETV Program allows for early identification of students. Below are just a few of the highlight from Fall 2017 semester:

- » 53 ETV eligible foster enrolled at University of Alaska Campuses throughout the state with 23 persisting from previous semesters and 30 enrolling for the first time.
- » 53 Students received an Education and Training Voucher award, 27 Students received a Presidential Foster Youth Tuition Waiver from University of Alaska, and all full-time students who weren't receiving a Presidential Tuition Waiver, received an OCS Tuition scholarship. 14 students lived on UA campuses throughout the state, and additional
- » 5 additional students pursued their education outside the UA system attending Alaska Pacific University, Ferrum College, and Feather River College.
- » An additional 10 student (over age 23) continued their education beyond the ETV program, with two enrolled in Master's degree programs.
- » A total of two students completed CNA certificate programs at the University of Alaska Southeast.

TRAINING CALENDAR

July to December 2017 Trainings		
Event	Dates	Location
131 SKILS IA	July 10-21	Anchorage
133 SKILS FS	July 10-28	Anchorage
285 CPI & 287 Environmental Awareness	July 19	Anchorage
237 ChildFirst	August 14-18	Anchorage
131 SKILS IA	September 11-22	Anchorage
133 SKILS FS	September 11-29	Anchorage
229 ICWA II	September 13-14	Bethel
237 ChildFirst	September 18-22	St. Paul
285 CPI & 287 Environmental Awareness	September 20	Anchorage
237 ChildFirst	October 9-13	Fairbanks
235 Knowing Who You Are	October 25-26	Anchorage
235 Knowing Who You Are	October 25-26	Bethel
235 Knowing Who You Are	Oct 31-Nov 1	Nome
131 SKILS IA	Oct 30-Nov 10	Anchorage
133 SKILS FS	Oct 30-Nov 17	Anchorage
285 CPI & 287 Environmental Awareness	November 08	Anchorage
235 Knowing Who You Are	November 7-8	Juneau
237 ChildFirst	December 4-8	Anchorage
140 SSA Training	December 12-14	Anchorage
285 CPI & 287 Environmental Awareness	December 15	Anchorage

July to December 2017 Webinar	
Topic	Date
Initial Assessment Revision	July 2017
Opioid Webinar with Dr. Sonkiss	August 2017

