Mission: *We promote self-sufficiency and provide basic living expenses to Alaskans in need.*

**GOAL #1: Self-sufficient individuals and families**

**Strategies**
A. Help low-income adults move into employment and support the development of stronger families.
B. Provide ‘safety-net’ services and basic living expenses for Alaskans in need.
C. Promote the employment of Alaskans with disabilities.

**GOAL #2: Effective & Efficient Service Delivery**

**Strategies**
A. Align services, policies, and programs to promote integrated customer / family-centered services.
B. Build regional, community and tribal partnerships that enhance integrated, community-based services.
C. Collaborate with Alaska Job Center Network partners to move from co-location to true integration of employment services.
D. Leverage technology to enhance service provision and information sharing within the department and with partner agencies and to increase remote access ‘self-service’ features.
E. Assess and adopt strategies that leverage statewide support units and call centers.

**GOAL #3: Quality Workforce**

**Strategies**
A. Enhance employee recruitment and retention to reduce the risk of turnover.
B. Expand cross-training and career development initiatives within DPA and with partner agencies.
C. Align and streamline job classifications to support an integrated client-centered model.
D. Implement leadership development programs that mitigate the risks of turnover and promote a culture of teamwork.

**GOAL #4: Stewardship and Accountability**

**Strategies**
A. Enhance performance improvement and quality initiatives to meet or exceed the accuracy and timeliness of benefits.
B. Establish integrated performance management processes that align individual, team and organizational goals with the mission of DPA.
C. Identify and as appropriate, implement changes that help to contain programmatic and administrative cost of services.
D. Ensure continuous improvement efforts drive progress and results in key performance indicators.
E. Reduce predictable risk and ensure the health and safety of children in child care.
F. Ensure continuation of program funding by meeting federal program compliance standards.