

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.