

HONORING

MILA COSGROVE

The members of the Thirty-Second Alaska State Legislature honor Mila Cosgrove and celebrate her retirement after two decades of diligent and dedicated public service.

Mila Cosgrove came from an extensive private sector career in human resources to the State of Alaska. Her State service included work as Director of the Division of Personnel, beginning in 2004. She then served the City and Borough of Juneau (CBJ) for over fifteen years, starting as Personnel Director then moving to direct the Human Resources and Risk Management (HRRM) Department. After several years, the city-owned Bartlett Regional Hospital (BRH) needed help, so Cosgrove decided she could handle two HRRM departments at once and became the joint HRRM director for the CBJ and BRH before spending five and a half years as Deputy City Manager until her retirement in 2021.

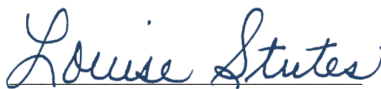
Throughout her tenure, Mila had an unyielding focus on people. A firm believer that the number one asset of any organization is its people, she never let it leave the forefront of public managers' minds. Thanks in major part to her efforts, the city and the hospital kept focus on the fact that people are what determine overall success or failure. Mila developed numerous programs and policies that instilled the values of personal and professional development into the city's workplace culture.

Among her key accomplishments was CBJ's Supervisory Academy, a five-day class covering everything from performance management and coaching to common employment law issues. It quickly became a required course for all supervisors, from seasoned department heads to those leading a team for the first time in their careers. Another such program is the city's leadership development program, to which aspiring leaders must apply. Those selected enroll in a series of classes lasting more than a year. The work dives deeply into a dozen different leadership skills and culminates in a capstone project.

In the year and a half before her retirement, Mila served as Incident Commander for CBJ's Emergency Operations Center (EOC), responding to the COVID-19 pandemic. While Mila was usually first to credit the community for Juneau faring comparatively well through the pandemic, her relentless work was also key. Mila's calm, consistent, and exquisitely competent leadership of the EOC was indispensable. Few human resources professionals dream of emergency pandemic management as their career capstone, but no one could have guessed that from observing Mila's work. Her depth of experience and expertise, combined with her leadership skills, saved lives.

Cosgrove brought together vast amounts of disparate information and synthesized it to brief the public, advise policy makers, and direct emergency operations. Her abilities were the culmination of an entire career's worth of professional development and diligence.

The members of the Thirty-Second Alaska State Legislature join Mila Cosgrove's friends, family, and colleagues in thanking her for her years of service and wishing her the best in her retirement.


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Date: May 11, 2022