

Superheroes Named – September 2022 Vision

Five staff named DCBS Superheroes



Brittany Janes



Lisa Tucker

**Brittany Janes, Social Service Clinician I, Division of Protection and Permanency
Cumberland Region**

and

**Lisa Tucker, Social Service Clinician I, Division of Protection and Permanency
Cumberland Service Region**

This double nomination tells a somewhat scary but positive story of an event that happened in Jefferson Service Region during their weekend blitz there. Please read their nominator's submission.

“Two staff, SSCI Lisa Tucker and SSCI Brittinity Janes of the **Cumberland Service Region** were following up on referrals they received and made a visit to one home where the allegations involved substance use, specifically heroin. Upon arriving to the home, the girlfriend to the client responded and advised that she was not able to wake the client up, despite several attempts.

After being invited into the home, Lisa and Brittinity found the client laying in the floor and presented having difficulty breathing. It was reported by other household members that he could have taken something that resulted in his condition. Lisa verified he was breathing and had a pulse and began doing a sternum rub, but still no response from the client.

While Lisa was attending to the client, Brittinity contacted 911 to report concerns of an overdose and requested assistance from paramedics and law enforcement. Lisa administered nasal Narcan provided by client's family and this proved to be successful in that the client was able to become more alert until paramedics arrived. By the time paramedics arrived, the client was

coherent and speaking. The client did confirm use of heroin and was taken to the hospital for further treatment.

I am certain that without Lisa and Brittiny appropriately intervening, this could have been a horrible outcome for the family. I do think their quick response saved this clients life and helped him get the service that he needed. We don't always get to see on the surface how our work sometimes saves the life of others, however, these two staff were able to see first-hand how their training and skillset prevented a horrific outcome for this family.

We are super proud of these ladies and their ongoing efforts to serve and protect others from harm.”

Thank you, Brittiny and Lisa!



Jack Justice, Social Service Clinician II, Division of Protection and Permanency, Southern Bluegrass Region

Jack was nominated by one of our resource parents – a foster and adoptive mom. She opened her nomination with the reason she had to reach out about his help:

“We have just completed our stint as foster parents and closed our home. We fostered and adopted two children and engaged in respite care. We would never have survived without the impeccable customer service Jack Justice provided. He has been a consistent voice whenever we were discouraged. He made sure to communicate with us at all points and we consistently felt cared for and respected throughout the entire process. Jack is patient, not easily rattled, level-headed, and cool. Besides the children who are now a part of our family, Jack Justice was consistently one of the best parts of the entire experience.

Jack has gone above and beyond his job description to ensure that our family has everything it needs to be successful. His communication, empathy, humor, and consistency are such a gift. To keep a firm grasp on your love of uniting families and supporting foster care.”

The nominator said Jack helped resolve issues by connecting the family to additional supports they needed.

“There were times, particularly during quarantine, that our foster son's behaviors were dangerous and hard. Jack helped us find therapists and solutions and always had the best interest of the child at heart. The goal was to provide a loving home with no disruptions to a child who was disrupted four to five times before he came to our home. Jack made sure to connect us with our managed care organization, where we received additional supports.”

And Jack came through during another difficult time.

“When the bio parents of our adopted son threatened the child's ongoing worker and put the child in danger during a supervised visit, we were told that it would be dangerous for us to meet with the bio parents. Yet, we expressed our desire to let them know how their child was doing and to have a family team meeting. Every other person involved was too scared to be in the room. After all, the bio parent had exhibited incredibly violent tendencies and had to be restrained during an altercation at DCBS. Jack, heroically agreed to be in the room with us and made sure that security was available. It was not his job to be there. Another worker was assigned. But, Jack wanted to keep the child safe. The result of that time led to the bio parent recognizing that we all were there for the love of the child and turned potentially hard feelings into a special moment.”

This mother said Jack is always professional and is a good colleague to others and has helped recruit even more foster parents.

“Jack always speaks well of his coworkers and shows concern for their well-being. His positivity during some of the most difficult years for social workers has been a driving force in our recruitment of other foster parents.”

Through it all, Jack remains positive and warm-hearted, his nominator said.

“Jack's sense of humor is unmatched. In an industry full of trauma and pain, it is not lost on me just how remarkable Jack's ability to put people at ease truly is. I am in awe.”

Thank you, Jack!



Angie Taylor and DSR Assistant Director Tiffany Mullis

Angie Taylor, Central Intake Branch Manager, Division of Service Regions (retired)

Angie served the cabinet for nearly three decades before her retirement earlier this summer. For her continued dedication and commitment, her nominator gave a wonderful tribute to her multiple years as a servant leader.

“Angie Taylor has served as a dedicated CHFS employee for 27 years with DCBS. She has served in the ranks of frontline Social Services Worker, frontline Supervisor for both adult and child protection teams in the Northern Bluegrass Service Region, supervisor over Central Intake while the role was still in the service region, and most recently as Branch Manager over Central Intake.

She has literally dedicated her career to protecting the vulnerable. Under Angie's leadership Central Intake (CI) has seen the realization of a statewide system that is more efficient and steam lined in reporting and processing efficiencies. A statewide phone system for CI has also been successfully implemented and has drastically improved call wait times as well as addressed challenges associated with staffing.

Team members can fluidly assist sister regions as needed in times of pressed staffing and or high report volume. Angie is a strong collaborator and has joined forces with a plethora of associated community and Cabinet partners in a variety of other initiatives and projects. Most notably, the implantation of Structured Decision Making surrounding the Intake tool, 988 Crisis Call collaborative work, and CI specific training for the new Foundations Training Courses for DCBS employees and a myriad of training opportunities for community partners. Angie's retirement will be felt by many as she was a gem to the work, to her staff, and to the CHFS family. Angie's skill set and expertise in protection work is second to none, but her passion is the driving force behind the dedication, relentlessness, and pursuit of a better, safer Kentucky for children, families and vulnerable adults.

Angie, we all tip our hats to you and offer a thank you that cannot possibly be large enough to represent our gratitude. We thank you, we love you. Now go enjoy your Kentucky Wildcats, a fine glass of Blanton's, and peace of mind in well-earned retirement being assured you left DCBS better than you found it."

Congratulations and thank you, Angie!



Emily Viveiros, Safety Administrator, Division of Service Regions

Emily literally keeps staff and customers safe every day. Here's her wonderful tribute from her nominator.

"I would like to nominate Emily Viveiros, for the Super Hero Award. She was first on the scene to several facility catastrophes in her region, over the past year. Her quick arrival to our facilities to assess the potential injury to staff prior to and after, a major rock slide caused by blasting above Perry County Office, on Dec. 1, 2021. This rock slide destroyed the back side of the building, with numerous offices completely flattened.

Without her notifying her Supervisor and advocating for the blasting to occur after hours, the Lessor may have blasted while staff were in the building, and causing severe injury or death, to staff. Emily is now assessing the damages to multiple counties and offices, damaged from the current Eastern Kentucky Flood Disaster. Emily immediately travelled to several sites and provided thorough intelligence of the situation.

This included video and photographs that painted a complete visualization of how dire and devastating the damages from both the rock slide and flooding situations were, and the need for immediate assistance from her higher echelon leadership."

Thank you, Emily!