

Kentucky Department  
for Community Based Services

TEAM  
**KENTUCKY**

CABINET FOR HEALTH  
AND FAMILY SERVICES

# 2022 Annual Report



## Kentucky Department for Community Based Services 2022 Annual Report

# Thank you from the Commissioner's Office

Dear Colleagues and Partners,

We are proud to present the 2022 Annual Report for DCBS. This review of our most high-level recent accomplishments reflects the mission and vision of our Department, and it solidly supports Gov. Andy Beshear's goals for the Commonwealth. This report highlights existing programs and services and gives a snapshot of the number of Kentuckians served through our work and partnerships during the 2022 calendar year. It represents our collective work and the efforts of every single staff member of this agency.

This summary also details a timeline of the major areas of DCBS and our partners' success and growth over the past year – including expanding resources to youth, adults and families and strengthening our poverty education, racial diversity work and trauma services. We have made great strides in coming into a position of strength and trust in for the new year and for our progress to becoming a 21st Century agency alongside our esteemed partners and well-supported and always acknowledged customers. Long gone are the silos of our past. We are a now community of care, and we are united in championing assets over risks, potential over penalties and collaborations over competition.

Please review this report to learn more about your colleagues' achievements and consider ways we can build on these successes for the next year. Then take a moment to reflect, honor and give yourselves a hand for all you have done and have accomplished together. We thank you for your continued hard/heart work in service to the Commonwealth.

With Gratitude,



**Lesa Dennis**  
Acting Commissioner



**Shannon Hall**  
Chief of Staff



**Marta Miranda-Straub**  
Outgoing Commissioner

# Division of Protection and Permanency

The Division of Protection and Permanency had many accomplishments in 2022 that increased and innovated the services that we provide to Kentucky's most vulnerable citizens.

The expansion of in-home prevention services continued and included the addition of KSTEP into two more service regions, the launch of community response assessments, and adding Intercept and Multi Systemic Therapy (MST) to our continuum of services.

The child protection branch successfully developed and implemented structured decision-making safety and risk assessment tools for use by DCBS staff to assist in making better and more consistent decisions across the state. These tools allow frontline staff to improve the direction of resources to where they are most needed.

Kentucky Adult Protective Services launched the KY ESTEAM (Empowering Solutions to End Adult Maltreatment) website in the Spring of 2022. This website brings together tools, resources, and information to assist Kentuckians with supporting adults that have experienced abuse, neglect, or exploitation. The website allows APS to make real-time updates to educational materials, resources, and data to better meet the needs of adults and community partners.

Transitional Services implemented a multimillion-dollar pandemic relief program that provided financial assistance to current and former foster youth and expanded many programs including Earn & Learn, LifeSet, and Loving You Webinars.

Adoption Services marked an increase in the number of children referred to KAPE and completed an interface with Kentucky Kids Belong and KAPE. 2022 also marked the return of in-person recruitment events.

Out of home care services expanded KY KINS to two more services regions and successfully launched the Kindred Roots project. Diligent recruitment launched two large social media campaigns in 2022 along with the Ambassadors Program.

DPP launched the use of a new standard of practice platform and is much more user-friendly for frontline staff and the public. CFSR Round three was completed along with the program improvement plan (PIP) in collaboration with the federal Children's Bureau.



# Division of Family Support

**\$1+**  
billion

## SNAP

Ky issued SNAP benefits from 01/2022 through 11/2022 in the amount of \$1,126,868,630 to 2,768,824 Households, an average of 251,711 households monthly.

**\$305+**  
million

## P-EBT

Ky issued P-EBT benefits from 01/2022 through 12/2022 in the amount of \$305,484,912 to 865,808 Households, for students and Child Care children.

**112**  
kynectors

## kynector Project

Ky launched the expansion of the citizen "kynector" project in August, now providing application assistance for SNAP and CCAP. In the first 3 months of the expansion, we have 112 kynectors across 9 community partner groups and have taken 347 applications for SNAP or CCAP.

### LHEAP - Calendar Year 2022

**Winter Crisis** - 77,171 Households at \$10,552,671 in benefits

**Spring Subsidy** - 53,326 Households at \$9,026,000 in benefits

**Summer Cooling Subsidy** - 34,986 HH at \$11,980,994 in benefits

**Summer Cooling Crisis** - 26,389 HH at \$6,560,897

**Current Winter Subsidy** - 67,058 HH, \$9,115,290 through 12/13/22



# Division of Family Support

## D-SNAP

Tornadoes in Western KY devastated many homes and communities in Dec 2021. KY issued Jan 2022 to 1,305 Households, 3,374 Persons, in the amount of \$734,826. Barren, Caldwell, Christian, Fulton, Graves, Hart, Hickman, Hopkins, Logan, Lyon, Marion, Marshall, Muhlenberg, Ohio, Taylor, Warren counties.

Due to Eastern Ky Flooding in July 2022, we issued to 4,289 households, 10,432 Persons, in the amount of \$2,291,110. We also auto-issued supplements to 8,154 households, 17,652 persons, in the amount of \$ 1,934,460. Total dollar issued was \$4,225,570 with DSNAP and auto supplements to ongoing clients. Breathitt, Clay, Floyd, Knott, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley counties

With both disasters in 2022 we implemented Hot Food Waivers for three months so people could buy already hot prepared meals at grocery stores.



## LIHWAP

LIHWAP served 38,901 HH with \$18,644,749

·LIHWAP funding provided assistance with water and waste water bills to decrease the financial burden of thousands of Kentucky households who were struggling to keep up with high bills due to lack of work, pandemic related job losses, and natural disasters.

## SNAP Payment Error Rate Improvement

The combined efforts of DFS and DSR in collaboration with ME and Quality Control have allowed Kentucky to come out of the pandemic with a decreased Payment Error Rate (PER) placing Kentucky in

## Kentucky Works Program Integrated Case Management Pilot

Implemented an integrated case management pilot to help break the cycle of poverty by improving access to and engagement in services and supports. This work will continue with the goal of expanding to all regions and counties.

# Division of Child Care

## Child Care Start-up Grants

**Business Partnership (up to \$100K) - 3**

**Child Care Desert (up to \$100K) - 22**

**Family Child Care (\$5,000) -28**

## KHEAA Scholarships for those working in Early Childhood Education

**\$ 672 awards to 429 individual scholars totaling \$1,405,327**

**\$ 22 institutions of higher education, including 13 out of the 16 KCTCS locations**

**\$ 72% of scholarships are for Associate's and Bachelor's Degrees**

### Child Care Assistance Program

- CCAP enrollment numbers rebounded to pre-pandemic numbers in June and continue to grow each month
- Increased eligibility threshold for the CCAP twice
- January 2022 - June 2022 – Eligibility threshold increased from 160% FPG to 200% FPG (915 families / 1350 children benefitted from change benefitted as of Dec 5)
- July 2022 – Eligibility threshold increased from 200% FPG to 85% SMI (1,119 families / 1,606 children benefitted from change as of Dec. 5th)

### American Rescue Plan Act Projects

- 5 quarterly sustainability payments have been issued to eligible providers
- Transitional Child Care – DCC is covering 50% of the rate of child care for families who no longer meet income eligibility for a period of 6 months (191 families / 242 children benefitted between April 2022 and November 22)
- Child Care Employees are now considered a protected population in the CCAP meaning any individual who meets CCAP technical eligibility and has verified employment in a regulated child care setting will be eligible to have ALL household income excluded from the CCAP application process. This provision began October 24, 2022 and in the first month 226 families and 392 children benefitted.

### HB 499

- 922 KAR 2:165 filed September 21, 2022 and is in the open comment period until December 31, 2022
- Application window to begin April 2023

# Division of Service Regions

## Rapid Response

Field Development and Support (Rapid Response) has continued to support Service Regions this year. Amongst other regions, they supported Jefferson County all 12 months. They completed 1, 106 total for the state from Jan.-Nov. 2022. They are on track to complete 1, 150 by the end of 2022.

## Regional Permanency Branch

Each contract period with the Dave Thomas Foundation for Adoption set a goal for adoptions. The contract for July 2020-June 2022 was a goal of 217 adoption. The number of adoptions achieved was 333.

The Case Review team, Field Critical Response and Call Services branch assisted Jefferson service region with case reviews, processing, and call services in order to ensure Jefferson customers received quality and timely services.

## Field Quality

The CQI FAQ Youth Engagement Brochure was created by the Field Quality Branch along with feedback from the Voices of the Commonwealth. This document is being shared with youth at various CQI youth events.

Kentucky is in the monitoring and evaluation phase of the statewide CQI redesign and has been invited to share our CQI Implementation Evaluation Plan with partner states through the Capacity Building Center for the States. A CQI Engagement Survey is sent out to DCBS twice a year to collect information on the process and has yielded results of increased engagement, understanding and inclusion in the CQI process.



# Division of Service Regions

## Safety and Facilities

In 2022, the branch processed 629 critical incident reports as formally reported by the Service Regions. A debriefing process was developed and implemented by the branch which provides an additional layer of support to frontline staff and other involved parties around critical incident events. This process promotes awareness, self-care, and supports safety of our employees as well as their overall well-being. Kentucky unfortunately was wrought with many natural disasters this year. The Safety and Facilities branch was at the ready to provide PPE, on-site support for areas hit with physical destruction of buildings and resources, as well as offering expertise as we built back better by returning to offices on hybrid work plans.

## Central Intake

Central Intake processed 190,903 total abuse and neglect reports from Nov. 2021-Nov. 2022. Work began with our after hours hotline partner, Seven Counties Services who are expanding the number of employees dedicated to answering after hours abuse/neglect calls. They are also now on the PureCloud phone system which is the same as Centralized Intake staff that DCBS uses. Having all calls on the same platform allows for DCBS staff to easily access calls to reference as needed as well as pull detailed data on the amount of calls coming in, wait times, staff averages and performance.

## Other successes

Successful issuance of D-SNAP program during the catastrophic flooding in the Southeast and Eastern Ky and communities coming together to include DCBS to provide relief efforts to numerous families who were directly impacted.

Race, Community, and Child Welfare (RCCW) is now in every region and the work is centered around racial disproportionalities and disparate outcomes in child welfare and service provisions. K-STEP has expanded to 10 counties in the Cumberland Service Region. Expansion is also going on in the Salt River Trail region.

DCBS's partnership with the Volunteers of America is going strong. Freedom House, Family Recovery Court, and Family Connection programs through VOA have expanded in several counties in 2022.



## Central Intake

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# Division of Administration and Financial Management

During 2022, the Child Welfare Fiscal Services Branch worked with TWIST and inputted all paperwork required for Title IV-E into the TWIST system. This will lead to not having any paperwork on the public drive and allow the branch to be completely paperless.

The Billing Section is implementing a Quality Control team to ensure that all payments are made correctly and timely. The branch has continued to keep error rates on Title IV-E below 5% and timely rate has improved in some regions due to working well with DPP and management.



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The Contract Performance Monitoring Section consisted of three experienced monitors and three monitors hired at the end of 2021 with no experience in contract monitoring. They were able to complete the monitoring of 90 of 116 Child Support/County Attorney contracts, all FPP/Diversion contracts with the same vendor the entire year, all CCC contracts, all CSBG contracts, and numerous other DCBS contracts in 2022.

The Operations and Support Section ensured all contracts for SFY 2023 were renewed timely.

The Records Management Branch continues to process background checks and open records checks timely. As of 12/15/2022 for calendar year 2022, they have completed 1,999 Open Records requests, 75,108 Child Abuse and Neglect Checks, 15,831 Foster/Adoptive Background checks, 3,200 Relative/Fictive Kin Background checks, 833 Adam Walsh checks, and 1,485 Department of Juvenile Justice requests.

# Prevention and Community Well-Being



## Established Division of Prevention and Community Well-Being

The Department for Community Based Services has created the Division of Prevention and Community Well-Being, through leveraging implementation of the Family First Prevention Services Act of 2018, and opportunities to invest in expanded tertiary prevention services with increased federal support, which have enabled Kentucky to pursue further upstream prevention efforts.

As a national leader in prevention, Kentucky has continued to seek opportunities to expand both primary and secondary prevention. Increasing primary and secondary prevention efforts lowers the prevalence of child abuse and neglect in the state by assisting families with access to needed resources and supports, avoiding the trauma of a child's removal from parents, and involvement with the child welfare system whenever possible.

A key strategy in prevention is to build systems of community well-being so that communities have the ability to meet the needs of families on the local level. As the Department's efforts around prevention and well-being move further upstream to meet the needs of families before they become child welfare involved, the addition of the Division of Prevention and Community Well-Being Division provides organizational alignment with the vision for community collaboration and service delivery.

The Division of Prevention and Community Well-Being accommodates for the growth in prevention services offered and supported by the Department, and to align with the intentional focus on community-based delivery of services to families to avoid child welfare involvement.

## Thriving Families

As part of the Kentucky Thriving Families work, significant progress has continued to be made in moving upstream in prevention efforts over this past year. The purpose of Thriving Families, Safer Children is to lift the voices of community and local experts with lived expertise in child welfare and other systems to co-create a new way forward. These are some specific highlights of how this work is being carried out in Kentucky over the past year.

# Prevention and Community Well-Being

## Visioning Sessions

Kentucky hosted a series of 9 Regional Visioning sessions in June of 2022. Visioning sessions are regional convenings that bring together organization and agency leads, the courts, community leaders, advocates, and other key partners in the child welfare system to develop and implement a vision for their community. The sessions include a range of expertise and experience in order to collaborate and move towards a prevention focus.

The goals of the Visioning Sessions are to:

- Understand how communities define child and family wellbeing and what they need to ensure all children grow up safe in thriving families and strong communities • Identify priority recommendations for change and the barriers communities have encountered
- Identify strengths and opportunities, and
- Align, attach to, invest in, and amplify community-led efforts focused on child and family wellbeing

The Visioning Sessions resulted in a need for the development of a clearly defined action plan for primary child abuse and neglect prevention. Action plans are being developed as a result of the Visioning Sessions. Draft action plans go out to stakeholders for review/feedback prior to finalization and the work beginning.

## KY SEAT Parent Advisory Council

The Birth Parent Advisory Council includes parents who have had a wide range of involvement with the child welfare system. The role of this group is to serve as partners and provide guidance to Kentucky's child welfare system; including policymakers, service providers, community workers, and the leading child welfare agency. It is designed to ensure strong parent voices have a seat at the table when important decisions are made to shape programs, policies, and practices resulting in better outcomes for children, families, and communities.

## Community Response

Reports to the Department for Community Based Services (DCBS) that do not meet criteria for assessment are referred to a community-based agency to offer support or resources to the family. This is a pilot in four counties known as HOPE (Helping Others Promote Empowerment). The overall goal is to strengthen families, prevent child abuse and neglect, and reduce future reports to DCBS.

In two counties, families are referred to Gateway Children Services (Montgomery & Clark) and in two counties families are referred to Family Resource Youth Services Centers (Barren & Perry). Connecting families to community-based resources and supports before maltreatment occurs prevents trauma of maltreatment and family separation. A formal evaluation is being conducted of the HOPE pilot. Currently, plans are also being made to expand Community Response to five additional counties. avoid child welfare involvement.

# Trauma and Resilience Community of Practice and Continuous Quality Improvement

## DCBS Trauma and Resilience Community of Practice

The DCBS Trauma and Resilience Community of Practice launched in 2022 with a representation of staff from all levels of the agency, and a KEAP consultant to provide guidance and support. The purpose of the group is to guide the Department to become trauma-informed and resilience-oriented, and institute trauma-informed care language and practice with staff, and across the continuum of service delivery and supports. The overarching goal trauma-informed and resilience-oriented policies

and practices will be embedded into the policy and routine practices of staff in all branches across DCBS. The work of the group has been to identify the priorities of focus inclusive of multi-level systems change through high level leadership support; promote equity and address power differentials; Supervisor engagement; Staff awareness and action; champions at all staff levels; crisis response and support; Increase innovations and think about solutions in a different way; share information and skills, form supportive group practices, and co-design through collaboration; and upstream thinking. Additionally, a data subgroup was formed to conduct an analysis of the current data to inform action planning by identifying gaps in practice as well as identify the areas of practice the group would like to support.



## CQI Redesign

In 2022, DCBS launched the final phase of the CQI Redesign project inclusive of the development of the CQI Redesign project's evaluation plan, the formation of a department wide CQI Collaborative inclusive of representatives from each division to share data, updates, and identifying resolutions to CQI issues elevated to the leadership level, and initial planning for the upstream focus to become the guiding framework for the CQI process. The CQI Redesign project will conclude in January 2023 at which time the planning for implementation of the upstream model will begin.

# Legislative and Regulatory Review

## 2022 Legislative Session

The Department for Community Based Services played a critical part in the passage of two pieces of legislation in the 2022 Regular Session. Senate Bill 8 contained seven statutory amendments proposed by the department for the improvement of child welfare services and relief of administrative burdens on the department. House Bill 158 was a reorganization bill that, among many other parts, included a new Division of Prevention and Community Wellbeing within the department. DCBS officially reviewed over 60 unique pieces of legislation affecting the department and those served by the department and unofficially reviewed another 15, and frequently worked with the cabinet and partners to amend, support, or stop these bills. Oftentimes, the greatest achievement in Session is preventing the passage of adverse legislation.



Throughout 2022, the department worked to implement very large pieces of legislation, including Senate Bill 8 (child welfare), House Bill 7 (public assistance), HB 499 (child care/business partnership program), and met the reporting requirements of the Executive Branch Budget established in House Bill 1.

## Legislative Interim Presentations and Reports

The department has provided nine legislative committee presentation, in addition to frequently testifying before legislative committees regarding administrative regulations, block grants, and contracts. Presentation topics included child welfare prevention services, implementation of legislation, child care funding, public assistance programs, and more. I have attached a document detailing the presentations or testimony given over the interim. Another way the department provides information to the legislature is through reports – the department will have compiled and submitted over 30 statutorily-required reports to the legislature this year alone.

## Administrative Regulations

DCBS has had over 30 administrative regulations in the official regulation process (undergoing promulgation or amendment) this year. These regulatory actions were necessary to implement legislation, ensure the safety of children in out of home care and child care settings, ensure the safety of vulnerable adults, implement background checks in numerous programs, make major updates in public assistance programs, and keep necessary administrative regulations from expiring.

# Personnel and Human Services

## Handshake

DCBS created a Handshake account, an online recruiting platform for higher education students and alums. Most colleges/universities have moved to this platform to assist their students with job recruitment initiatives. Forty-eight colleges/universities have accepted our invitation to partner with us. DCBS has 18 employees with an identified recruiter role on this platform who can post jobs, invite other educational institutions to partner with us, and review and register for career fair opportunities.



## Commonwealth Co-op/Intern Program

DCBS has begun using the Commonwealth's Co-op/Intern program in partnership with colleges/universities to provide paid opportunities for field placements/practicums for social work students and other fields of study. The intent of this is to continue to build our partnerships with educational institutions and enhance students' educational experiences. Providing students with a paid field placement/practicum would allow them the opportunity to focus on their coursework and gain experience. DCBS has been instrumental for many years in offering field placement/practicum opportunities for students in social work programs from universities across the state. Our employees provide coaching, mentoring, and hands-on job training to students to prepare them for real-life social work experiences. DCBS always has a large number of field placement/practicum students. Our goal is to enhance their educational opportunities and continue to increase our student placement numbers with this program.

## Staff Recruitment at Kentucky State Fair

DCBS participated in a recruiting event at the Kentucky State Fair in August to kick off the It's a New Day at DCBS campaign. DCBS staff provided employment information to potential applicants during all ten days of the state fair. DCBS documented about 298 meaningful conversations with potential applicants. DCBS collected contact information for potential applicants and follow-up by sending emails with employment information and specific information on how to create accounts to apply for positions and search the careers website.

## DCBS Jobs Website

The department launched a new DCBS Jobs website, the hub of our staff recruitment campaign. It's easy to find, linked from our Commissioner's Office page, and there's even a link on the CHFS home page. The site includes job descriptions, benefits information, an overview of DCBS and PDFs of our bright recruitment publications. It also has links to the Kentucky Personnel Cabinet's job search page and a link to a new mailbox to request more information or a speaker at a career day event. Find the DCBS Jobs page at [chfs.ky.gov/agencies/dcbs/Pages/jobs.aspx](https://chfs.ky.gov/agencies/dcbs/Pages/jobs.aspx).

# Poverty

## Integrated Case Management

Integrated Case Management Pilot-Phase I, which started in Barren and Warren counties. Phase I of the pilot has expanded to Kenton, Boone, Scott, Floyd, Magoffin and Martin- December 2022.

The goal of the pilot is to improve access and decrease barriers for those applying/receiving benefits in our KTAP/KWP programs.



## Raising Staff Morale

- KTAP/KWP related calls – now able to connect to a Case Manager within their county/office. As a result, calls reduced into the KTAP queue for the pilot counties. The research indicates this is due to staff being equipped to better answer questions about their case.
- Clients being empowered to make their own choices
- Planning that helps to break down goals into manageable parts
- Celebrating those accomplishments

## Impact on clients receiving KTAP/KWP benefits in the pilot counties

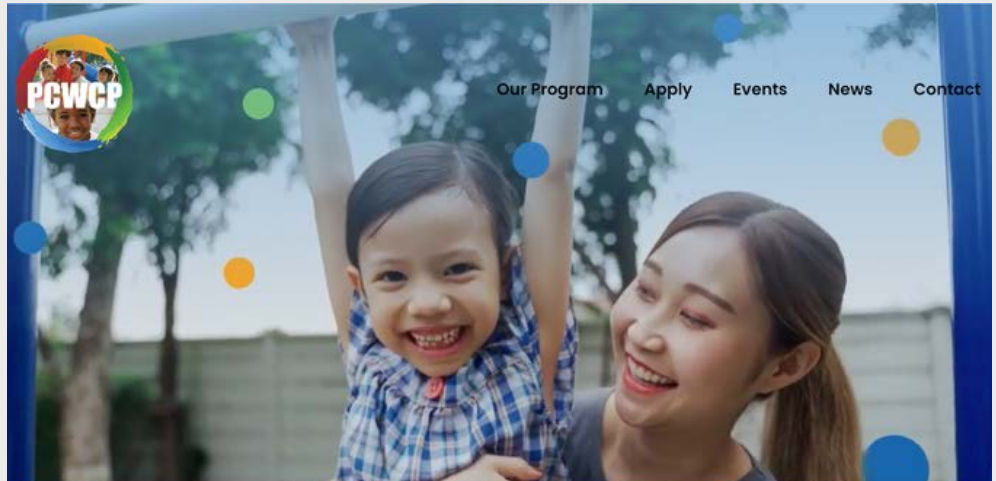
There is significant impact on clients receiving KTAP/KWP benefits in the pilot counties:

- The ability to connect with a Case Manager in their local county or at least one of the Case Managers within that county team.
- Building a relationship with Case Manager(s) within their local county which establishes a comfort level. This empowers clients to a comfort level of having in-depth discussions on their goals, progress, and the ability to ask in-depth questions in order to understand the program.

# Training Resource Center - Eastern Kentucky University

## Family Support Training Branch

- Designed and launched the new kynect Health Coverage training
- Created a customized State Supplementation Program (SSP) training for SNAP and CCAP kynectors – on MyPurpose
- Finalized and launched Understanding Poverty and Barriers to Self-Sufficiency training for DCBS staff



## Protection and Permanency Training Branch

- Created Foundations for Child, Family and Adult Services training for new P&P employees
- Completed Structured Decision-Making trainings for both Intake and Risk Safety
- Designed a LGBTQ+ web-based training for foster parents
- Rolled out new training focused on Building Cultural Humility in Child, Family, and Adult Services
- Expanded the number of pilot regions and trainings for Field Training Specialist

## eLearning and Technical Support

- Created a new virtual MSW Stipend Program application portal and virtual applicant management tool
- Created Right Time Training Portal which is an access point for Foster/Adoptive Parents' web-based trainings
- Created a Continuous Quality Improvement (CQI) Specialist Training Portal to provide CQI Specialists training and knowledge necessary to perform their essential job duties. The training portal can be utilized by all staff to provide CQI web-based trainings and materials to assist the field with ongoing CQI work.

## Updated DCBS related websites including:

- [Training.eku.edu](http://Training.eku.edu) – training site for P&P and FS workers
- [pcwcp.eku.edu](http://pcwcp.eku.edu)
- [ohcpap.eku.edu](http://ohcpap.eku.edu)