



**CABINET FOR HEALTH AND FAMILY SERVICES**  
**Department for Community Based Services**  
**Office of the Commissioner**

**Andy Beshear**  
Governor

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**Eric C. Friedlander**  
Acting Secretary

**Coronavirus Disease 2019 (COVID-19) Guidance Limiting In-person Services  
at Local Family Support Offices  
4 p.m. March 13, 2020**

Starting Monday, March 16, 2020, the Kentucky Department for Community Based Services (DCBS) will limit in-person services in our Division of Family Support (DFS) county offices. This is on the advisement of Governor Andy Beshear and the Kentucky Department for Public Health in response to protecting Kentuckians from exposure to the coronavirus. DCBS will continue to serve clients in several ways:

- We have extended our hours of operation. To better serve our clients, beginning Monday, March 16, call services hours will be extended to 4:30 p.m. EDT/3:30 p.m. CDT. **Hours are subject to change.**
- Clients will be directed to access services related to the Supplemental Nutrition Assistance Program (SNAP), Medicaid, Kentucky Transitional Assistance Program (K-TAP), and Child Care Assistance Program (CCAP) benefits through our current Call Service option at 1-855-306-8959.
- Clients may also file an application for benefits, complete a recertification, or report a change through the Self-Service Portal at [www.benefind.ky.gov](http://www.benefind.ky.gov).
- DCBS has worked with our call services vendor to expand our line capacity and re-direct department staffing to call services.
- Clients will still be able to leave documentation at their local offices and resolve issues that cannot be addressed via call services or have specific or unique needs that would require in person assistance.
- DCBS is working closely with our federal partners to ensure compliance for all program areas.

DCBS thanks clients and partners for their patience as we continue to serve families in a manner that keeps staff and customers safe.

Please visit [www.kycovid19.ky.gov](http://www.kycovid19.ky.gov) for the most accurate and up-to-date Kentucky coronavirus information and [cdc.gov/coronavirus](http://cdc.gov/coronavirus) for additional guidance. If you or a client have specific questions about coronavirus, call the Kentucky COVID-19 hotline at 1-800-722-5725.