



# The Advocate



## Resilience and Relationships

### FROM THE DIRECTOR'S DESK

Lisa Lee Williams, D.Min, MaOM  
Executive Director,  
Office of the Ombudsman and Administrative Review

We already know that customer service is hard work! Dealing with frustrated customers daily plus the added pressure from a global pandemic takes a toll on all of us socially, mentally, emotionally and physically. For those of us who feel the calling to serve and support others, we must also pay attention to our own emotional and professional wellbeing. But how do you do that and maintain your own resilience?

In their Harvard Business Review article entitled "The Secret to Building Resilience" authors Rob Cross, Karen Killon and Danna Greenberg point out that "resilience is not something we need to find deep down inside ourselves: we can actually become more resilient in the process of connecting with others in our most challenging times." They encourage that we understand resilience in the context of our relational networks, saying "It's in the actual interactions themselves — the conversations that validate your plans, reframe your perspective on a situation, help you laugh and feel authentic with others, or just encourage you to get back up and try again because the battle is a worthy one — that we become resilient." I invite you to read more about this topic from the article link below and let's talk about how we can become a more resilient relational network in our community. If the work of Resilience and Trauma Informed Care in the workplace is a topic of interest to you, I invite you to become a champion for this work within the office of Ombudsman and Administrative Review.

Let's talk.

"The Secret to Building Resilience," Harvard Business Review, January 29, 2021

<https://hbr.org/2021/01/the-secret-to-building-resilience>

### Reminders:

**Nov 24, 2021**— Please go to *My Purpose* and contribute to KECC.

**Document submissions to The Advocate** are due by the 24th of each month to:

[carolyn.vose@ky.gov](mailto:carolyn.vose@ky.gov)



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Office of the Ombudsman  
and Administrative Review

Phone: 502-564-5497

Fax: 502-564-9523

E-mail: [CHFS.Listens@ky.gov](mailto:CHFS.Listens@ky.gov)

## Employee Spotlight:

### Andrea McGraph

Andrea McGraph is the Administrative Specialist III for the Division of Program Performance. Andrea has been with the division and the Cabinet for Health and Family Services for 3 years. Prior to that, she worked for 9 years with the Department of Revenue.



“Andrea is a key player in keeping the division running smoothly and wears many hats,” according to her manager. She is the personnel liaison for the division and assists with all personnel issues including vacancies, evaluations, insurance, and general personnel questions. Andrea also assists the branches with posting their outgoing and incoming mail, which can be quite a task most days.

Andrea lives in Frankfort with her daughter and their yorkie, Jack. When she is not working, Andrea enjoys traveling, fishing and spending time at home and away with her daughter.

## Division of Program Performance: Pat Walden, Assistant Director

This column continues last month’s discussion of the case review work performed by the Division of Program Performance (DPP).

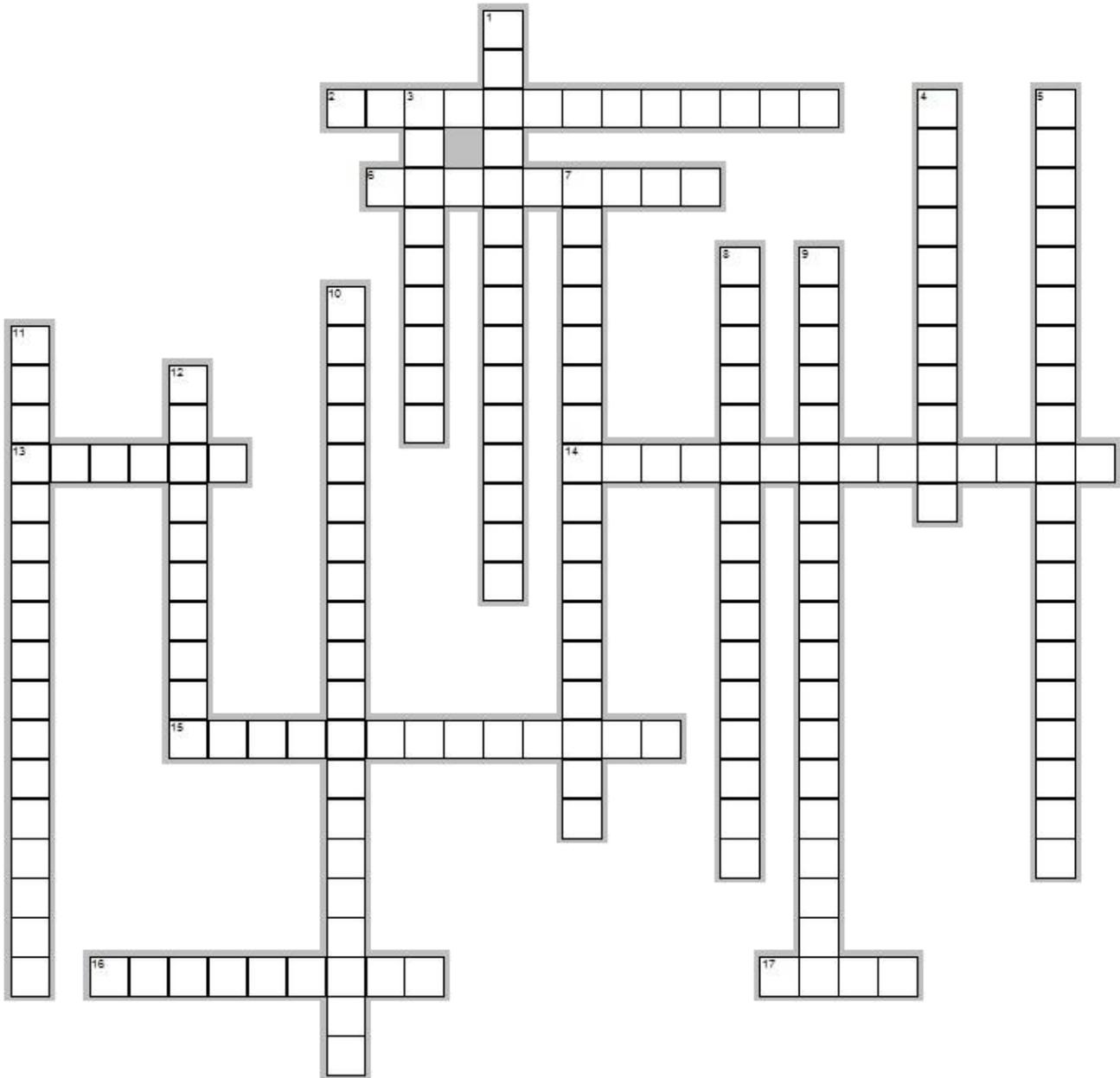
The Public Assistance Quality Control (PAQC) branch reviews eligibility determinations completed for Medicaid, the Kentucky Transitional Assistance Program (KTAP), the Kentucky Works Program (KWP), and the Child Care Assistance Program (CCAP). PAQC reviews a total of 200 Medicaid case each month, including 75 Long Term Care Medicaid cases where the recipient is receiving care in a nursing facility or at home from a waiver services provider. PAQC also reviews 75 cases with Medicare Savings Program (MSP). MSP benefits low-income Medicare recipients by paying their Medicare premium. Lastly, PAQC reviews 50 MAGI Medicaid cases per month. MAGI Medicaid is for children, pregnant women, and adults with income less than 138% of the Federal Poverty Level (FPL). Sometimes MAGI Medicaid is referred to as Obamacare. PAQC also reviews 45 KTAP case each month to ensure KTAP eligibility was correctly determined, the KTAP money payment was correctly calculated and all compliance requirements were appropriately applied. They also review KWP participation, payment and good cause when appropriate. Review of the CCAP program is federally mandated every three years. However PAQC continues to review CCAP cases every year to ensure correct eligibility determination by reviewing 23 cases each month during the federal review year. Like SNAP, the error rate is calculated only for payment errors.

Management Evaluation/Program Access Compliance (ME/PAC) reviews completed by the Performance Enhancement branch are very detailed and, therefore, are different from the reviews completed by the QC branches. Management Evaluation (ME) reviews every aspect of the SNAP case and cites any incorrect entry or process as an error. ME specifically cites issuance or payment errors, as well as completing a holistic review of the SNAP case to promote quality measures within the caseworker’s job duties. This focus on quality work is beneficial for eligibility determinations in all programs and has the potential to decrease errors. ME/PAC also reviews DCBS county offices to ensure that there are no barriers to households preventing Kentuckians from applying for or receiving SNAP Program assistance. During the Program Access Compliance (PAC) process, ME/PAC interviews staff within the county office to ensure that they know eligibility policy and correct procedures. They interview applicants/recipients, as well as community partners, to gauge office practices from the community’s point of view. ME/PAC ensures that all documents such as informational posters, paper applications, or other required media are readily available to individuals in the local office. They ensure the office is identified as a DCBS office and physically accessible to everyone. Although access review is only required by the SNAP program, it supports all individuals seeking assistance from DCBS regardless of their benefit program.

**“Success is not Final. Failure is not Fatal. It is the  
Courage to Continue that Counts.”**

Winston Churchill

# Crossword Puzzle



Thank you to Alicia Whitaker and Erica Turner for sharing this Equity Awareness Crossword puzzle with us. Clues are on the following page.

Use a space to separate words and for hyphens. Managers have the Word Glossary to assist you in completing this crossword puzzle.

Adapted from a puzzle created by Humboldt State University, Winter 2019.

## Crossword Puzzle Clues

### ACROSS

2. Unconscious negative associations or bias about any group that often undercuts inclusion and fairness. (2 words)
6. What society, a business or group achieves with a mix of races, genders, sexual orientations, classes, ages, countries of origin, educational status, religions, physical, or cognitive abilities, documentation status, etc.
13. Fairness and justice in policy, practice and opportunity for all people.
14. What social justice attorneys hope to achieve by eliminating racial disparities. (2 words).
15. The type of equity social justice attorneys seek in addressing the impact of historic discrimination and unequal justice across races. (2 words).
16. Being part of a group or organization with an authentic sense of belonging.
17. A friend; also someone from a privileged group who works for justice and equity with members of a non-dominant social group.

### DOWN

1. Social, economic and judicial advantage enjoyed by Caucasians. (2 words).
3. A special honor; but it can also be an advantage given to a particular group or person.
4. The act of actively opposing institutional or structural racism. (Hyphenated word).
5. A form of competence that is equally responsive to the cultural beliefs, language, interpersonal styles, etc., of those receiving services as well as of those providing them. (2 words).
7. A type of racism created by public policies, institutional practices, cultural representations, and societal conventions that reinforce the advantage of "whiteness." (2 words).
8. Can be a collection of small very tiny actions or a series of intentional or unintentional actions all of which involve hostility, insults and/or denigrating people with less privilege.
9. Social, political and economic access to resources and decision makers, and the ability to influence others via this access to consistently favor or disfavor a group. (2 words).
10. Also called "systemic racism." This racism is embedded in the laws and regulations of a society or organization. (2 words).
11. A one-word term that describes how race, class, gender, and other aspects of identity intersect and inform social inequities, and are experienced by individuals or groups of people. (2 words).
12. Anyone in a position of power who can grant or deny access to institutional resource.