



**CABINET FOR HEALTH AND FAMILY SERVICES
OFFICE OF THE SECRETARY**

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State Opens New Calloway Social Services Office

FRANKFORT, Ky. (Feb. 23, 2018) – The Kentucky Department for Community Based Services (DCBS), part of the Cabinet for Health and Family Services (CHFS), officially opened its new Calloway County office today with a reception and tour of the facility.

DCBS is the agency that provides child and adult protective services and determines eligibility for Medicaid, welfare assistance, child care assistance, food stamps and other programs.

“Our priority is to provide quality and timely services to all families needing our assistance,” DCBS Commissioner Adria Johnson said at the event. “These new offices will help us make these connections. I am so pleased for the staff and customers of Calloway County DCBS to use these improved facilities.”

The celebration included a reception with agency leadership, local leaders from various segments of the community and other advocates and partners.

Johnson said the new 6,264 square-foot office space opened to the public this winter and combines all DCBS services into one location for easier customer service.

“We made these changes with our staff and customers in mind,” she said. “The family visitation room is clean, welcoming and safe. And co-housing our department offices means clients can get more comprehensive services and consolidate visits into one trip, saving time.”

Customer confidentiality is improved with two intake windows and a client assessment room in the lobby, plus completely private staff offices. Johnson said there are security enhancements, too, including keypad access for staff, safety glass in all the reception windows, cameras in the visitation room, and separate parking for staff.

The new location, at 3415 US Highway 641 N, Murray 42071, also includes the local CHFS Office of the Inspector General, the agency responsible for regulating and licensing all state health care, child care and long-term care facilities.

The Calloway DCBS office is open from 8 a.m. to 4:30 p.m. central time.



To contact staff about family support services, like food benefits or medical, welfare or child care assistance, call 855- 306-8959. To contact staff about child and adult protective services, call 859-971-4757. Learn more about DCBS programs and assistance at <http://chfs.ky.gov/dcbs/>.

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The Cabinet for Health and Family Services is home to most of the state's human services and healthcare programs, including the Department for Medicaid Services, the Department for Community Based Services the Department for Public Health, the Department for Aging and Independent Living and the Department for Behavioral Health, Developmental and Intellectual Disabilities. CHFS is one of the largest agencies in state government, with nearly 8,000 full- and part-time employees located across the Commonwealth focused on improving the lives and health of Kentuckians.