

FOCUS

News from and about the Kentucky
Cabinet for Health and Family Services

August 2016



We want to hear from YOU

Readers of the Focus are encouraged to give feedback on each issue, from the articles they see to story ideas taking place in their offices. CHFS employees are encouraged to share recipes, jokes or any other material for a future issue of the Focus. Send all information and ideas to Elden May at elden.may@ky.gov.

CHFS Team and Morale Building - a Tale of Two Agencies

Daviess County committee gives workers voice

Office morale and high staff turnover at the Daviess County office of Protection and Permanency become an issue.

Through the message of many voices, morale has greatly improved.

A Morale Booster Committee was developed in April 2016 to assist in addressing frontline staff.

This was formed to come up with ideas to boost office morale. The thought was by taking this back to the front line

See **DAVISS** on Page 6



Pallet cleanses Ombudsman Office concerns

When it comes to raising staff morale, the Office of the Ombudsman in Frankfort has nailed it – literally.

It all started when Executive Director Sandra Brock started her job in April. She immediately saw a big problem.

Staff morale was horrible, she said. “Staff felt they weren’t being heard, that their own problems weren’t being addressed.”

So Brock did with her own staff what they do with hundreds of Kentuckians

See **PALLET** on Page 6

Dr. Hiram Polk appointed DPH Commissioner

Renowned surgeon Dr. Hiram Polk was appointed commissioner for the Department for Public Health by CHFS Secretary Vickie Yates Brown Glisson. He began his duties on July 1.

Dr. Polk, a native of Jackson, Mississippi, is a graduate of Millsaps College and Har-

vard Medical School. He served as the Ben A. Reid Professor and Chairman of Surgery at the University of Louisville from 1971 to 2005.

He received his surgical training at Wash-

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Jean West named Director of Communications

Veteran television reporter and anchor Jean West has joined CHFS as executive director of communications. West began her new position on July 13.

West previously served as news anchor for WAVE 3 News Sunrise morning television news program in Louisville. She also hosted and produced “Jean West’s Medical Digest”, a weekly prime time program devoted to medical, health and education issues. She also served as the owner and producer of West Media Consulting/Faces West Productions, where she produced television programs and advised methods to publicize services available to the community.

“It is an honor to have Jean working at CHFS,” said Secretary Vickie Yates Brown Glisson. “With her strong background in covering medical and health issues for over 30 years, I think she will be the perfect fit and a great addition to our already strong communications team.”

“It has been an honor to work for WAVE 3 over the last few years and I look forward to continuing to serve in my new position at CHFS,” West said. “I am very flattered that Secretary Glisson has asked me join her Cabi-

net and I look forward to working with the many CHFS employees who strive daily to disseminate information



to communities that impact health and well-being of so many Kentuckians.”

West holds a bachelor’s degree in speech and theater arts from Southern University and a master of fine arts from the University of California Davis. She currently serves on the Spalding University Board of Trustees, Kosair Charities Advisory

Board, Bingham Clinic Advisory Board, World Affairs Council of Kentucky and Indiana Advisory Board, WAVE 3 –TV (NBC) Editorial Board and the University of Kentucky Board of Trustees Health Care Advisory Committee. She is also a member of the Louisville Rotary Club.

West is married to Louisville Attorney Michael Losavio and has three grown sons and a 15 year old daughter. She is a member of St. Agnes Catholic Church in Louisville, and is an avid gardener and dog lover.

Cabinet mourning loss of DCBS employee Harshbarger

CHFS Executive Leadership is sorry to share the sad news that the Cabinet has lost one of our staff.

Linda Harshbarger, an Internal Policy Analyst in the Frankfort Division of Family Support, died July 9, 2016.

Ms. Harshbarger was a valued and dedicated member of the Department for Community Based Services team. She will be greatly missed.

Her supervisor, Todd Trapp, shared these memories of Ms. Harshbarger.

From Todd Trapp, Human Services Program Branch Manager,

DCBS Division of Family Support:

“In her position as supervisor of the Program Support Section of the Policy Development Branch, Linda supervised staff responsible for ensuring programs funded under the Temporary Assistance for Needy Families (TANF) block grant and Supplemental Nutrition Assistance Program (SNAP) meet federal requirements.

“This includes meeting the regulatory requirements, processing state plans and meeting the reporting requirements. Linda was a pleasure to work with and was always eager

to help others in the branch or the division.

“During the last 18 months, Linda had a great deal of turnover in her section. During that time, she hired and trained 4 new staff on processing state plans and regulations.

Linda and her newly trained staff revised an amazing 16 regulations in preparation for the transition of the SNAP and TANF programs to the new eligibility system.

This accomplishment speaks to Linda’s effectiveness as a supervisor, and is just one of many reasons we miss Linda.”

CHFS Employees of the Month

Carpenter, Foster lead by example

Ask Teresa Foster or Teri Carpenter about leadership and each know it when they see it. One thing they will not do, however, is freely admit the job they do each day is the epitome of leadership.

Luckily they don't have to. Such things are obvious to their coworkers and supervisors. So obvious, in fact, they were named CHFS Employees of the Month.



Teresa Foster

Foster was recognized for her work with the Department for Aging and Independent Living office in Lexington while Carpenter was honored among all employees in the CHR Building in Frankfort.



Teri Carpenter

Carpenter, who has been with the Office of Legal Services for just over three years, took on extra duties within the office in late 2015 and continues to perform them flawlessly today.

Carpenter's nomination from a supervisor stated, "In December 2015, the General Counsel and her secretary resigned. Teri Carpenter graciously accepted the main duty of the General Counsel's secretary which was assigning all of the cases that come into OLS to OLS attorneys.

"This is a time consuming task as it must be done every day. Teri took on these duties in addition to her regular duties of providing administrative and clerical support to four attorneys.

"I don't really get stressed about anything. I make sure I do as much as I can and take the time to do it right the first time."

Seeking Nominations for Employee of the Month

Supervisors, do you have an employee who goes above and beyond the job description to provide excellent service? Nominate them for CHFS Employee of the Month! Supervisors may nominate one employee per month. Employee of the Month requirements:

- Employee performs his/her job well, above and beyond requirements.
- Employee demonstrates leadership abilities in the office.
- Special consideration may be given to an employee who serves in his/her community, outside of the office, as a volunteer or servant leader.

Nominations may be submitted online at <http://bit.ly/2aX48Kz>.

Teri already was performing her regular duties very well. Her attorneys rave about how she is extremely efficient, and very precise in her duties such as typing and proofreading legal documents. Since December Teri has been going above and beyond her job requirements by managing the case assignments for our office."

Carpenter, who worked in the private sector in an attorney's office for 20 years before joining OLS, used her skills to keep things running smoothly.

While Carpenter was surprised to find out she had been named Employee of the Month, she said the job she does each day is satisfying and she has found a way to handle the extra demands of the position.

Foster also has an inner peace which allows her to handle the things within

her control while letting go of things she cannot.

The 25-year state employee admits it was a process that did not happen overnight.

Much of it happened as a result of the positions she has held, first as a Nursing Aide at the Kentucky Veterans Center from 1991 until 2006 (when she joined DAIL), to her current position as accountant for fiduciary for DAIL in Lexington since October of 2013.

"It has given me such an enormous insight – when I worked as a nurse and then see adult guardianship – honestly then I thought it was negative. Now, to see from the other side - especially since adult guardianship joined DAIL in 2008 - and I'm still learning more every day. People don't realize how enormous the work is to take care of the people of Kentucky. There is so much to get done from the guardianship end. Now I'm glad to be a part of it every day."

According to Foster's nomination from her supervisor, her attitude has an invaluable effect on the office. "Teresa Foster is always willing to help no matter what it is. She is the reason our office run so well. I think she is the best worker in the state hands down. I hope and pray she gets this honor, because she deserves it every month."

Foster was thrilled to find out she won the honor of Employee of the Month but she can't take credit for it. Instead, that should go to her father for the work ethic he instilled in her childhood.

"I was shocked and will say that the only person I told was my daddy," Foster said. "I told him it was because of what he taught me growing up. He said, 'No, it sounds like it's because you're doing what you're supposed to be doing.'"

Child support offices team with UofL on new program

The University of Louisville was recently awarded a five year federal grant and is using the funds to implement the 4 Your Child program.

The purpose of the program is to enhance noncustodial father's involvement with their children through fatherhood and healthy relationship education, as well as financial self-sufficiency.

The program is being offered to noncustodial fathers with child support cases in Daviess, Elliott, Hardin, Jefferson, McCracken and Owen counties with Jefferson and Hardin being the first counties to participate.

U of L staff will be working with the child support offices in these counties to bring program awareness to noncustodial fathers. If a noncustodial father expresses interest in participating in the program, he will attend an orientation where he will be interviewed to determine if he meets the qualifications for the program.

Qualified noncustodial fathers will then attend a series comprehensive, solution oriented cohorts/workshops featuring parent education and individualized case management to help them achieve financial independence, increase their parenting skills, and develop a co-parenting alliance.

Tips to save time include avoiding clutter, finishing what you start

PEAK PERFORMANCE

Anya Armes Weber



Looking for ways to save time and be more productive? Jan Jasper, author of "Take Back Your Time: How to Regain Control of Work, Information and Technology," offers these tips for making the workplace more constructive.

- **Avoid clutter.** Be selective about what you bring into your office and having a specific place for everything.
- **Stop shuffling paper.** Rather than keeping multiple stacks of paper on your desk, try to handle each piece only once.

Take action as soon as you determine it, and then scan or file the documents.

- **Multi-taskers, beware.** It's best to finish a job before you start something else. Your distraction may lead you to do a lot of work without having accomplished a lot.
- **Make an appointment with yourself.** Commit to spending a set amount of time on the things that you just can't get around to.
- **Be wary of perfectionism.** Remember what's really important about your task. Getting it done quickly so you can move on to other, more important things may be your priority.

Polk

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ington University in St. Louis and was a fellow at the Lister Institute of Preventive Medicine in London as well as the Pasteur Institute in Paris, France.

While Chairman at Louisville, Polk trained more than 330 surgical residents, all of whom hold board certification in general surgery. Many of the surgical residents have become academic surgery chairmen at medical schools in the United States.

Dr. Polk also serves as a Steward of The Jockey Club and is a director of the Grayson Research Founda-

tion and the Biomedical Research Foundation in Washington, D.C.

"Many health issues plague the Commonwealth, from chronic diseases such as heart disease and diabetes, to the serious substance abuse and addiction crisis, especially in pregnant women.

"Meanwhile, we must be vigilant and prepared to respond to emerging public health issues such as the Zika virus or a potential Hepatitis C outbreak from intravenous drug use," said Dr. Polk. "I am excited to take on the role of public health commissioner because it gives me an opportunity to direct policy and implement pilot programs to address these very serious issues."

Polk has written more than 450

Robert Silverthorn, Jr. appointed Inspector General

Robert S. Silverthorn, Jr., an attorney and retired U.S. Army Major General, has been appointed Inspector General and began his duties on July 1.

A native of Oklahoma City, OK, General Silverthorn is a graduate of Dickinson College in Carlisle, Pennsylvania and the University of Louisville Brandeis Law School.

In addition to his successful military career, which included service in Vietnam, he has been engaged in the private practice of law, representing clients in complex litigation,

in both state and federal court, and served as the Chair of the Kentucky Bar Association Civil Litigation Committee.

He has served on the boards of a number of local and national nonprofit organizations, and has considerable experience in the leadership of large and diverse or-



ganizations.

He resides in Louisville with his family.

“I greatly appreciate the opportunity to serve in this administration and help address the many issues and responsibilities that come before the Office of Inspector General,” said General Silverthorn. “OIG plays a vital role in protecting the health, safety and welfare of the citizens of the Commonwealth and I am pleased to join the team and start contributing to their very important work.”

SEEN AND HEARD



Top left: Secretary Glisson appeared with Bill Goodman on KET to discuss cabinet issues, including the Kentucky HEALTH Medicaid waiver initiative.



Top Right: Dr. Connie White from the Department for Public Health speaks at the Franklin County Farmers Market at the opening of Farmers Market Week activities August 8-12.



Bottom Right: Deputy Secretary Judge Timothy Feeley and BHDID Commissioner Wendy Morris spoke at the grand opening of the Oakwood Specialty Clinic on July 30 in Somerset and helped cut the ribbon to celebrate.

Pallet

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every day: She let them speak, and she listened.

And then she created a team-building exercise -- with something she found on the loading dock of the CHR Building. She dragged a couple of wooden pallets into the office. She repurposed Rolodex cards asking staff to use them to used one for each of their work concerns, and they nailed them to the wooden slats.

Brock said staff was effectively destroying the attitudes of the past and the feeling that they didn't have a voice in their own office.

"It not only worked out a lot of pent up emotions, it gave us a chance to share," she said. Staff was able to openly address their issues or just put them on paper. "And now



staff knows they can always come to me or another supervisor, and we will listen."

After the exercise, Brock transformed the pallets, painting them a base of bright white and embellishing them for a fresh start.

They are office art pieces now. One is a welcome sign prominently displayed near the office's entrance, and

Messages inspire teamwork

These are the words decorating the pallet propped within the Office of the Ombudsman in Frankfort.

In this office we...
Give second chances
Listen
Serve others
Need meaning
Are like family
Want to be here
Like each other
Make mistakes
Nail it!
Fight and make up
Look out for each other

one is propped in the middle of the office, where staff will pass by all day long.

It serves as a reminder that when they are frustrated with work, all they have to do is talk.

Daviess

from Page 1

staff it gives them a sense of togetherness, a crucial element in building positive morale.

The committee wasted no time developing ideas and implementing them.

A Positivity Board was created to allow staff to leave positive statements and acknowledgements about work being done so staff can see it is noticed.

A worker a month is acknowledged as social worker of the month (which began in May) and allows one of the ten Daviess FSOS to

nominate a worker from their team to honor the hard work and dedication from their staff.

The social worker of the month has had multiple nominations with SSC Tonya Hamilton being chosen for May 2016 and SSW Tammy Wight chosen for June 2016.

Their picture and reason for nomination is placed on the Positivity board.

The Morale Booster Committee split into teams of three for each to take a month to do something for P&P staff.

In April, the team handed out items to our office support staff for their special day.

In May, the team held a main event

surrounding the Kentucky Derby as non-alcoholic Mint Juleps and Derby Pie were served.

In June, the team already had a meet and greet in which team building ideas were handed out and they played a clothes pin game all day in order to promote positive statements.

The team consists of SRAA Heather Cann, SSW Nikki Ringham, SSW Amanda Lawson, SSW Tina Huffman, SSW Mary Bridges, Patty Kaminski (DAIL), SSC Stacy Tarrance, SSW Serenity Jones, SSW Pam Parr, SSC Vicki Stinnett, SSC Tonya Hamilton, SSW Devon Wells, Dia Ling (TAP) and Perri Hall and Kitty Howe (Billing Specialists).



Legislative training seminars attract more than 100

CHFS held three legislative training seminars in the Capitol Annex this month for CHFS employees who review and monitor legislation during the session, or are interested in the legislative process.

Over 100 cabinet employees across all departments attended the sessions aimed at enhancing the important role CHFS employees bring to the legislative process and public policy initiatives.

Topics covered in the trainings included tips on how to effectively testify before a legislative committee, meet with a legislator, and read, review, and analyze a bill.

Secretary of the Governor's Executive Cabinet, Scott Brinkman,



Bryan Sunderland, Governor Bevin's Legislative Director, and Senator Julie Adams also attended some of these trainings to speak about how the Governor's Office and legislators rely upon the valuable information and policy perspective CHFS offers to particular pieces of legislation, as well as the overall legislative process.

"There is an incredible amount of

talent and expertise throughout the Cabinet", stated Eric Clark, CHFS Legislative Director. "We conducted these trainings to demonstrate how valuable and resourceful our team is to the overall legislative process, and ultimately their important contribution to our successes."

These were the first cabinet-wide legislative trainings held by CHFS in the Capitol Annex committee meeting rooms, which were designed to be where legislation is considered and discussed during a legislative session.

If you need any additional information on the legislative process, please contact Eric Clark at erict.clark@ky.gov.

2016 Kentucky State Fair CHFS Schedule of Events

Thursday, Aug. 18

- Zika Education (Media event at 2 p.m.)
- Preparedness
- Kentucky Children's Health Insurance Program (KCHIP) and Medicaid Information
- Nutrition
- Health benefits and family assistance enrollment and eligibility information
- Kentucky Prescription Assistance Program

Friday, Aug. 19

- Zika Education
- Finding Quality Child Care
- Women's and Adolescent Health
- Breast and Cervical Cancer Prevention
- Health benefits and family assistance enrollment and eligibility information
- Special Needs Adoption Program (SNAP) and Foster Care and Information

Saturday, Aug. 20

- Kentucky Children's Health Insurance Program (KCHIP) and Medicaid Information
- Health benefits and family assistance enrollment and eligibility information
- Kentucky Prescription Assistance Program
- Special Needs Adoption Program (SNAP) and Foster Care and Information

Sunday, Aug. 21

- Kentucky Children's Health Insurance Program (KCHIP) and Medicaid Information
- Immunizations
- Tobacco Cessation Support and Information
- Special Needs Adoption Program (SNAP) and Foster Care and Information
- Health benefits and family assistance enrollment and eligibility information
- Kentucky Prescription Assistance Program

Monday, Aug. 22

- Kentucky Children's Health Insurance Program (KCHIP) and Medicaid Information
- Health benefits and family assistance enrollment and eligibility information
- Kentucky Prescription Assistance Program
- Behavioral Health, Developmental and Intellectual Disabilities
- Immunizations
- Volunteerism and AmeriCorps Service Programs
- Colon Cancer Prevention

Tuesday, Aug. 23 (Senior Day)

- Adult Protective Services
- Kinship Care
- Aging and Independent Living Information
- Kentucky Long-Term Care Ombudsman

- Osteoporosis Arthritis and Falls Prevention Information
- Health benefits and family assistance enrollment and eligibility information
- Kentucky Prescription Assistance Program

Wednesday, Aug. 24

- Heart Disease and Stroke Prevention
- Health benefits and family assistance enrollment and eligibility information
- HIV Prevention
- Child Protective Services
- Kentucky Prescription Assistance Program

Thursday, Aug. 25

- KASPER – Prescription Drug Abuse Prevention
- Kentucky Children's Health Insurance Program (KCHIP) and Medicaid Information
- Asthma
- Child Support Information
- Disability Determination Services
- HIV Prevention
- Diabetes Management and Prevention

Friday, Aug. 26

- Kentucky Children's Health Insurance Program (KCHIP) and Medicaid Information
- Child Support Information
- Disability Determination Services
- Childhood Lead Poisoning Prevention
- Commission for Children with Special Health Care Needs
- Safe Sleep for Babies
- Physical Activity

Saturday, Aug. 27

- Kentucky Children's Health Insurance Program (KCHIP) and Medicaid Information
- Infection Prevention
- Health benefits and family assistance enrollment and eligibility information
- Commission for Children with Special Health Care Needs
- Safe Sleep for Babies
- Kentucky Prescription Assistance Program

Sunday, Aug. 28

- Commission for Children with Special Health Care Needs
- Safe Sleep for Babies
- Health benefits and family assistance enrollment and eligibility information
- Abuse Reporting and Prevention Information
- Kentucky Prescription Assistance Program

Featured Daily

- Free Blood Pressure Screening and Education