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**CHFS Focus Employee Spotlight: Smiley provides human resource assistance to OIG employees**

Roger Smiley was blessed with an appropriate surname. He's rarely without a jovial expression on his face and his good-natured personality is a plus in his position as staff assistant with the Office of Inspector General. Smiley has been with the OIG since July 1999 and currently is the personnel officer responsible for all human resource-related activities within the office.

Of his job, Smiley said he most enjoys the opportunity to provide assistance to CHFS employees with any questions, problems or issues with personnel, payroll or other human resources-related areas. Smiley said he incorporates his life philosophy into his daily work: "enjoy each day and remember to appreciate those special people in your life."

"We are very fortunate to have someone with Roger's experience in human resource management to assist our employees," said Inspector General Robert J. Benvenuti III. "Roger is very approachable and knowledgeable and that is a definite asset when resolving personnel issues."

Before coming to OIG, Smiley was a personnel administrator with the Cabinet's Office of Program Support, serving all departments and offices in the former Cabinet for Health Services with the exception of the Department for Mental Health and Mental Retardation Services.

Smiley worked 25 in psychiatric facilities, beginning in 1972 as a therapeutic recreation supervisor in a state hospital in Cincinnati and the final 10-plus years of his mental health career as administrator for Eastern State Hospital.

He was also a swimming instructor and lifeguard supervisor while serving in the US Army at Ft. Hood, Texas in 1971. During graduate school he supervised an aquatic program for mentally challenged children ages 3 to 12.

Smiley holds bachelor's degree and a master's degree in recreation administration from Indiana State University and a master's degree in health services from Webster University.

He and his wife Sally, both native Hoosiers, have been married for more than 37 years and have two daughters. Shannon, 34, manages the Berlin, Germany, office of the Washington Post. She has lived in Germany since graduating from the University of Kentucky in 1993. Sarah, 27, a University of Cincinnati and Kansas

University graduate, is currently conducting doctoral research in Tanzania.

"They don't just leave the house when they grow up, they leave the country," he said. In addition, Smiley has one grandcat, Kenny, age 4.

Smiley credits his parents and wife for helping shape his values and life ambitions.

"My parents instilled in me the importance of my God, my family and my country," he said. "My wife taught me how great it is to be a parent."

He would like to be remembered most as a loyal University of Louisville fan and as someone who helped make the world a better place for his children. In his free time Smiley enjoys golfing, walking, serving in various positions in his church and donating blood. He is a 27-plus-gallon donor with the Central Kentucky Blood Center.

"I really do bleed red," he said.

**CHFS Focus Program Spotlight: FAD program helps families in temporary crisis**

*By Anya Armes Weber*

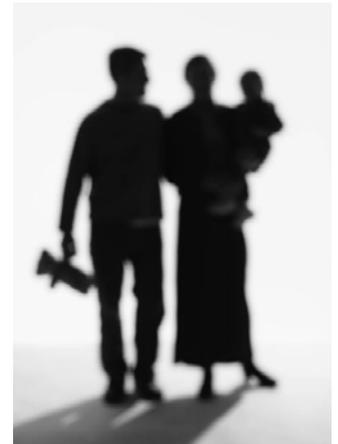
For some families facing a temporary financial crisis, the Family Alternatives Diversion (FAD) program may help with cash assistance to ease the hardship.

"It's short-term help to relieve an unexpected problem," said Esther Wilhoite, an internal policy analyst in the Division of Family Support's Family Self-Sufficiency Branch.

Since FAD helps clients avoid enrollment in the Kentucky Transitional Assistance Program (K-TAP), "it won't eat up any of the family's 60 months of K-TAP eligibility."

People don't simply apply for FAD, "It's up to local Family Support caseworkers to decide who it's right for," Wilhoite said.

Families applying for K-TAP assistance may get help from FAD if they meet the following requirements:



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- They qualify for but are not receiving K-TAP;
- Their need is short term; and
- Help with the need will allow them to be self-supporting.

“FAD is for families who have had something happen to their available income or whose income has been used for an extraordinary event,” Wilhoite said.

Examples include a mother taking unpaid maternity leave from a job, or someone who’s out of work but has another job lined up and will begin work in the near future. Fire or flood in a residence or place of employment, or a loss of child support are other examples of FAD-eligible extraordinary events.

“It all hinges on a temporary situation that won’t last more than three months,” Wilhoite said. “If there’s a long-term problem, the family would likely need K-TAP.”

Families may receive up to \$1,300 in FAD assistance over a three-month period and cannot receive it again for 24 months. Families can use FAD only twice in a lifetime.

FAD can help with costs of rent, home repairs, utilities, employment-related needs and moving expenses. It may also be used for car parts and sometimes child care if the family is not covered by the Child Care Assistance Program. It will not pay any medical expenses.

Program changes in 2004 helped reduce the risk of fraudulent payments, Wilhoite said. One such change has payments go directly to vendors, who must provide tax identification and Social Security numbers for verification.

“FAD is like a bridge,” Wilhoite said. “It can help families over a troubled patch and help them be self-sufficient again.”

### **A message from Secretary Birdwhistell**

As you may have heard, in light of budget concerns, the administration has launched the Budget Stability Initiative. I would like to take this opportunity to provide you with some information about how this will impact our Cabinet and how we can work together as a team to ensure success in a difficult environment.



The hiring freeze applies to positions that are vacated, either by resignation or retirement. Generally, these positions will not be filled. However, vacancies will be reviewed on a case-by-case basis to ensure that vital positions continue to be filled.

Every area of state government has been tasked with finding additional savings and efficiencies between now and the end of the fiscal year due to tight budget constraints. To that end, we ask that you assist us in carefully examining any purchases or expenditures planned in the coming months. You will receive further clarification regarding processes for requesting personnel or procurement actions over the next few weeks.

We need to pull together as a team to provide all the essential services expected from the Cabinet for Health and Family Services. Your joining with us to achieve this goal is critical to our success cabinet-wide. By working together, we can ensure that the vital jobs our Cabinet performs continue to improve the lives of the people of the commonwealth.

Thank you for your cooperation.

### **The Office of Contract Oversight and Division Director Joan Graham receive top honors from the Kentucky Public Procurement Association**

The Cabinet for Health and Family Services has been recognized for outstanding performance in public procurement, recently receiving top honors at the annual Kentucky Public Procurement Association conference in Louisville. KPPA is a state-wide professional procurement association designed to promote and encourage professional development and competence. CHFS garnered both the Agency of the Year title, which went to the Office of Contract Oversight, and Manager of the Year, which was awarded to OCO division director Joan Graham.

The Agency of the Year award was accepted by Jonathan Copley, executive director of the Office of Contract Oversight. OCO, responsible for the establishing and administering nearly 1,000 professional service contracts annually, was selected based on its dedication to the integrity of the public contracting and procurement process, the implementation of new initiatives and staff members’ continued professional development.

OCO’s outstanding performance was attributed to Copley’s vision which, according to OCO staff, emphasizes focusing on the oversight of the contracting, procurement and grant functions, while fulfilling the

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CHFS mission to conduct business legally, ethically and morally.

Graham, director of OCO's Division of Contract Development Services, earned the prestigious KPPA Manager of the Year award. Graham has more than 14 years' experience in the public procurement field and has been a dedicated member of KPPA during her career in state government.

Graham began her career in state government as a purchasing officer for the Cabinet for Human Resources and soon mastered the acquisition of all commodity and non-professional services for the Cabinet. She was offered a promotional opportunity by the Finance and Administration Cabinet where she was entrusted with awarding the first-ever statewide purchasing contract for office supplies.

Graham was quickly recognized as a statewide authority on complex RFPs and contracts during her tenure in the Finance Cabinet, later accepting a position with the former Cabinet for Health Services managing all procurement and personal service contracts before being promoted by Copley to her current position .

Graham has been integral in the development of new contract initiatives in such highly complex areas as Medicaid Modernization, MH/MR contracting issues, DCBS Modernization and performance-based contracting.

Copley, captured the essence of why Graham was the ideal choice for this honor, crediting her with having "devoted herself to a career path which would be focused on customer service, a positive attitude, knowledge of procurement rules and regulations, an unmatched work ethic and energy and a continual quest of advanced purchasing knowledge."

Congratulations to Graham, Copley and the entire OCO staff for receiving these prestigious KPPA honors,

### **Kentucky Safe Sleep Project targets SIDS**

*All Kentucky newborns to receive onesies*

As part of the Cabinet for Health and Family Services new Kentucky Safe Sleep Project,

designed to raise awareness of Sudden Infant Death Syndrome (SIDS), every baby born at a Kentucky hospital



will receive a onesie reminding parents to put babies to sleep on their backs.

The onesies, printed in English and Spanish, read "Safe Sleep, This Side Up" on the front and "Please Roll Me Over" on the back to remind parents of the recommended safe sleep position. The project is a collaborative effort between the departments for Community Based Services and Public Health.

"There are few events more tragic than the death of an otherwise healthy infant; especially when the death could have been prevented," said CHFS Secretary Mark D. Birdwhistell. "At the Cabinet, we believe that the preventable loss of just one child is one too many. We will continue to look for ways to better educate parents and reduce the rate of SIDS in the commonwealth."

Parents also receive safe sleep literature produced by CHFS and distributed at doctors' offices and hospitals.

SIDS remains the most prevalent cause of postnatal infant mortality in the United States and Kentucky has a SIDS rate above the national average. In Kentucky, more than 50 families each year lose a baby due to SIDS Kentucky's infant death rate due to SIDS is .9 per 1,000 live births - almost double the national rate of .5 per 1,000.

In a significant number of cases, SIDS can be attributed to positional asphyxiation caused by the baby's sleep position. The Safe Sleep Project encourages parents to place infants on their backs when babies are sleeping.

"According to research on the syndrome, babies who sleep on their stomachs are at five times greater risk for SIDS," said Eugene Foster, Ed.D., CHFS undersecretary for Children and Family Services. "Simply put, being placed on their backs saves babies' lives."

Nationally, the American Academy of Pediatrics introduced Back to Sleep in 1993 when the national SIDS rate was one death for every 1,000 live births. Since then, national SIDS rates declined by half.

"We're confident we'll have the same kind of success with the Kentucky Safe Sleep Project as other areas that have used Back to Sleep programs," Foster said. "The onesies will provide a practical and ever-present reminder to parents to keep baby positioned on its back, educating parents on safe sleep practices and providing a safe environment for infants."

For more information on SIDS, call the SIDS Hotline at (800) 928-SIDS.

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## 2005 Employee Satisfaction Survey – Complete results now posted online

The Office of Human Resource Management recently released the complete statistical results of the 2005 Employee Satisfaction Survey and has made them available online at:



<http://chfsnet.ky.gov/afa/ohrm/ess/default.htm> .

The survey asked employees to rate various aspects of work at CHFS, from relationships with team members to management response to employee needs. OHRM hopes and recommends that survey results be reviewed and used to accomplish positive change.

Survey results are broken down by department, office, region and facility and include:

- Executive Summary of the response rate, overall average score, 2004-2005 response trends and highest/lowest question scores;
- Rating Per Survey Question providing average scores for all 18 questions;
- Data Sheet for all 18 questions and demographic information; and
- Topical Question Data Sheet (if applicable) for department- and office- specific questions and demographic information.

The survey's narrative comments will be available in mid-February.

## Proof of health insurance coverage available online

All employees should have received their health insurance identification cards by Jan. 1. Employees who need proof of insurance while waiting for their ID cards may go to Humana's Web site at [www.Humana.com](http://www.Humana.com) and click on "View Letter of Coverage" on the first page of the site. Users will be prompted to enter their social security number, ZIP code, date of birth and effective date of coverage (01/01/2006.) After the information is entered, members covered under your policy will be shown and you can click on the name of any covered member for whom you need a Letter of Coverage



to obtain health care services. You can also print extra copies for your records.

Contact the CHFS payroll administrator in OHRM assigned to your office/region or the Personnel Cabinet's Department for Employee Insurance, Member Services Branch, at (888) 581-8834 or (502) 564-6534 for more information on the employee health care plan.

## Wanted: Wellness Ambassadors

Make a commitment to a healthier lifestyle in 2006 – become a CHFS wellness ambassador and share your journey to better health with your fellow CHFS employees.

The CHFS Wellness Committee is looking for CHFS employees willing to let us track your efforts to lose weight, quit smoking, eat healthier, reduce stress or increase your physical activity level. We'll publish a running report on each wellness ambassador's experiences while working toward his or her health-related goals. The project will also provide regular progress updates and ambassadors' personal tips and insights..

New Year's resolutions often fail because people set unrealistic goals at the onset. As part of the wellness ambassador program the CHFS Wellness Committee will help both our volunteers and CHFS Focus readers with tips on how to set and achieve realistic goals and avoid burn-out.

Participation as a wellness ambassador is completely voluntary and participants' wishes will be honored with regard to how much or how little information they want to share with Focus readers.

The Wellness Committee is committed to helping CHFS employees make 2006 the year for a healthier you – and to do our best to help you have fun doing it.

A printable wellness ambassador application is available online at <http://chfs.ky.gov/olpa/dc/focus/>

## CHFS Focus Health Tip of the Week: January is Radon Action Month

The Department for Public Health Radon Program, in cooperation with participating local health departments, Western Kentucky University, the University of Kentucky and the U.S. Environmental Protection Agency, are promoting observance of Radon Action Month in the state. Governor Ernie Fletcher signed a proclamation naming January Radon Action Month in Kentucky.

The participating agencies are committed to heightening awareness of the hazards associated with indoor radon and, during the month-long observance, will work to focus attention on the importance of testing homes and schools for this deadly gas. This year's observance is aimed at raising awareness about radon-resistant construction methods that used in new home construction, testing for existing homes and mitigating risks in homes with elevated radon gas levels.

Radon gas is invisible, odorless, radioactive and occurs naturally in rock and soils. It enters homes through cracks and other foundation openings. Any home can have elevated levels of radon and the only way to know is to test for it. Anyone living in a home that tests higher than the EPA action level of 4.0 pCi/l, is advised to have the home "mitigated" To reduce health risks. Mitigation involves installing a pipe system that reduces radon concentrations in indoor air.

According to the National Academy of Sciences, exposure to indoor radon gas is the second-leading cause of lung cancer in the United States after smoking. About 400 Kentuckians develop lung cancer each year from exposure to indoor radon gas. The U.S. Surgeon General issued a health advisory in 1988 emphasizing the importance of testing for indoor radon and correcting problems when elevated levels are found.

"Fortunately, most homes with elevated levels of radon gas can be easily fixed for about the same cost as other common home repairs," said Clay Hardwick, state radon coordinator. "If you are having a new home built, you should discuss with the builder about incorporating radon-resistant construction methods recommended by the EPA."

For more information on testing your home for indoor radon gas, contact the Kentucky Radon Program at (502) 564-4856.

## Employee Enrichment

By Anya Armes Weber



Employee Enrichment is a weekly feature for CHFS staff. These tips for making work better focus on team building, customer service and personal development.

If you have made any New Year's resolutions regarding your professional development, try to follow the "SMART" method for reaching those goals. In his book, "Attitude is Everything," Paul J. Myer outlines his tips for setting workable goals.

Here is a summary of the characteristics he lists for SMART goals.

**Specific** – This kind of goal has a much greater chance of being met. If your work resolution is to be more productive, think about quantifying that by specifying a goal to finalize three more reports a week, for example.

**Measurable** – Once again, quantifying is important here. You need concrete criteria to measure your progress and help you stay on track.

**Attainable** – Once you decide what goals are most important to you, develop the skills to achieve them. If you are determined, you will be able to take any opportunity that can help you reach your goal.

**Realistic** – A goal can be both lofty and realistic, but only you can decide just how ambitious a goal you can actually achieve. Ask yourself what conditions would have to exist to accomplish that goal and if you can arrange them.

**Tangible** – This means you can experience a goal with one of your senses. Since they are so fulfilling, these goals have a much greater chance of being met.