

# FOCUS

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

September 26, 2014



Many gifts...One Vision

## Carnival kicks off 2014 KECC campaign

The Cabinet for Health and Family Services made a splash – literally – with its initial KECC fund-raising effort on Wednesday, Sept. 10. Employees at the CHR Building in Frankfort were greeted with a carnival and cookout during their lunch breaks.

Employees were treated to a lunch consisting of hot dogs, chips, a drink and a popcorn booth for a \$5 donation to the KECC. They then tested their skills at the ping pong ball toss, ring toss, paper airplane hangar, football toss and cake walk. Those who wanted a different type of physical activity, however, honed their skills at the dunking booth.

Various CHFS luminaries took their turn for 15 minutes, braving the 70 degree temperatures, hundreds of gallons of water and, in one case, sharp steel of the surrounding cage. CHFS leaders who good naturedly allowed employees to take aim included

Department for Income Support Commissioner Steve Veno, Executive Director of the Office of the Ombudsman Chip Ward, Deputy Commissioner Eric Friedlander, Dr. Allen Brenzel, Department of Medicaid Services Deputy Commissioner Lisa Lee, Department of Medicaid Services Commissioner Lawrence Kissner and Office of Administrative Technology Services Executive Director Rodney Murphy.

“I had no idea that dunking booths were so hard to find! Steve Brooks and Lydia Gravitt did a great job in finding and securing the booth – it came from a Louisville vendor,” said Friedlander. “The first time (going in the water) was the most surprising. I’m not sure what I expected, but a nose full of water was not it. After the first time, I was prepared!”

The event was the first of what promises to be a busy season of giving for CHFS. Scheduled events in-

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### Start by talking to your boss when setting order of work priorities

#### PEAK PERFORMANCE

Anya Armes Weber



How do you prioritize your work assignments when everything is “important?” When you are juggling multiple tasks, it can be easy to feel overwhelmed. Here are a few tips from technology writer Alan Henry to help you keep a manageable list.

Realize that some things really are more important than others. Look at your list of assignments from an unbiased perspective.

**Talk to your supervisor.** Get a better idea of her expectations before you create your to-do list.

**Talk to others involved in your work.** What do your colleagues and constituents need from you, and when do they need it? Can they offer help or resources? Look at a broader timeline with them so you’re not wasting effort later revisiting the same assignment.

**Work backward.** Set a calendar marking your dates for completion of certain steps and your due date. Take into account the amount of work for each step and how long approvals will take.

**Share your progress.** This keeps your team updated on how things are going. It holds you accountable and serves as a good reference if there are questions later.



Secretary Audrey Tayse Haynes addresses the audience at the Kids Are Worth It! conference on Sept. 8.

## CHFS staff honored as ‘Champions for Children’

Two CHFS employees were honored earlier this month for their efforts to protect children.

Dr. Ruth Ann Shepherd and Jerri Conley received Champion for Children Awards at the 18th annual Kids Are Worth It! conference in Louisville on Sept. 8-9.

The conference and the awards were sponsored by Prevent Child Abuse Kentucky.

Dr. Shepherd, director of the Division of Maternal and Child Health in the Kentucky Department for Public Health, won the Partner in Prevention Award.

Conley is a family services office supervisor in the Magoffin County Department for Community Based Services office.

CHFS Secretary Audrey Tayse Haynes delivered the keynote address at the conference, where more than 400 social workers, law enforcement and judicial officials, education staff and other children’s advocates attended.

Secretary Haynes told the group that all public and private partners have a role to play in child protection.

“Families need us to learn to grow, to meet their basic needs and to form healthy relationships,” she said. “Our vision of healthy kids will make this Kentucky community a place to thrive.”





## Caution, courtesy urged in parking lot

When it comes to safe working conditions, don't overlook the importance of using a little extra caution in the parking lot.

Lieutenant Roger Lee Wilhoite, assistant commander for Facilities Security, said paying attention and using common sense are the most important things for avoiding an accident outside the building. Driving safely is imperative, but so are things like watching your step and being courteous to other drivers.

"Don't park your SUV in a spot meant for a Volkswagen," he said, referencing the questionable parking habits that can lead to vehicle damage from accidentally hitting a parked vehicle while driving or slamming a car door into an adjacent vehicle when a driver is exiting his vehicle.

"Don't do damage to your co-worker's vehicle. Have respect for their property just like they have respect for yours."

Wilhoite also cautioned parking lot users to be mindful of where they are walking, particularly in areas of poor lighting. Little things, like tripping over a curb or stepping on debris, can lead to serious injury.

If items or issues of concern are spotted in the parking lot, employees are encouraged to notify facilities security. Similarly, Wilhoite urged employees to contact security when they are working after hours and walking into the parking a lot alone.

"Call dispatch and ask for an escort," he said. Although Wilhoite was not aware of any incidents where an employee was threatened in the parking lot, he said it's always advisable to err on the side of caution.

The same goes for driving. Don't speed through crosswalks, go slowly and observe surroundings when navigating the parking lot, Wilhoite said, and always pay attention to signs.

He acknowledged the latter to be a point of major concern at the CHR Complex, where many motorists have been observed traveling the wrong way down the one-way section of the road leading to the Commonwealth Office of Technology offices. Wilhoite said signage clearly indicates that a right turn out of the parking lot is not permissible – but it hasn't stopped everyone from driving the wrong way.

"People don't need to put themselves in dangerous situations," he said, adding that driving the wrong way down a one-way street is a punishable offense.

"If KSP or local police are in the area, they can cite (motorists) for turning down a one-way street," he said. "The best things to do is don't put yourself in a dangerous situation - or your co-workers in a dangerous situation by disobeying traffic devices. Obey the law. You cannot go wrong."

For additional information, to report complaints or request an escort, call 564-0838 or 564-7078.



# AmeriCorps:

More than 450 Kentuckians from across the state gathered in Louisville on Friday, Sept. 12, to pledge to “get things done” as they begin a year of service to their communities. In doing so they became the 20th class of AmeriCorps volunteers.

The event highlighted the commitment and impact of AmeriCorps members over the past 20 years and showcased how AmeriCorps has grown through innovative public-private partnerships that meet critical community needs and expanding opportunities for those who serve.

Kentucky Governor Steven L. Beshear said the spotlight of the national induction shows the great impact of individual programs.

“The Kentucky AmeriCorps programs have gotten stronger each year, as more Kentuckians choose to serve the Commonwealth and their country,” Gov. Beshear said. “For 20 years, Kentucky AmeriCorps members have been making a difference.”

Beshear also proclaimed the day “AmeriCorps Day” in Kentucky.

AmeriCorps is a national service program administered by the bipartisan, Governor-appointed Kentucky Commission on Community Volunteerism and Service (KCCVS), part of the Cabinet for Health and Family Services, and the federal Corporation for National and Community Service. AmeriCorps members serve faith-based and nonprofit organizations with critical educational, environmental and safety needs. Kentucky organizations receiving grants are dedicated to efforts such as teaching and tutoring children, combatting homelessness, providing drug resistance education,

empowering victims of domestic violence, educating the community on disaster preparedness, promoting post-secondary opportunities, offering financial literacy resources and assisting low-income elderly.

AmeriCorps provides service opportunities to members on a full-time (1,700 hours of service per year) or on a less than full-time basis. Members ranging in age from 18 to 80 have signed on for a year of service to their communities and received training to equip them to fulfill their service assignments.

Since its inception in 1994, more than 900,000 men and women have served in AmeriCorps nationally, providing more than 1.2 billion hours of service





# 20 Years of Service

addressing critical challenges from poverty and hunger to disasters and the dropout crisis. To date, more than 9,400 Kentucky residents have served more than 14 million hours and have received qualified education scholarships totaling more than \$32.5 million.

Rep. John Yarmuth, D-Louisville, congratulated the 2014 AmeriCorps members and said the celebration recognized the impact of all members' extraordinary accomplishments.

"For two decades, AmeriCorps has provided thousands of Kentuckians a direct avenue to help their neighbors and serve their communities," Yarmuth said.

CHFS Deputy Secretary Eric Friedlander said one of the reasons AmeriCorps is so successful is that it expands educational and economic opportunity.

"For those pursuing a college education, what an impact this funding has made," Friedlander said. "It can mean the difference between getting a degree and becoming a local leader, and dropping out."

KCCVS Executive Director Joe Bringardner said that in addition to performing community service tasks, AmeriCorps members also recruit local volunteers to help ensure programs and progress continue after members complete their terms of service.

"AmeriCorps is strengthening the impact of our community groups," he said. "Our members have expanded services and developed sustainable community programs through creative partnerships. Kentucky AmeriCorps is poised for even greater impact and growth as we look toward our next 20 years."



## myhealthnow offers online access to personal health information helps patients manage medical records

The Kentucky Health Information Exchange (KHIE) unveiled a new tool to help patients access their personal medical records and information via the Internet. The project, a patient portal called myhealthnow, was previewed during KHIE's annual eHealth Summit in Louisville.

KHIE contracted with NoMore-Clipboard to develop myhealthnow, an online resource where patients can access and store medical records and personal health information. The project is currently in the pilot phase with numerous health care facilities across the state and will be available to the public for use later this year.

"We are very excited about the launch of our patient portal and we truly feel this will allow the individual to play a larger role in their care," said CHFS Secretary Audrey Tayse Haynes. "Improving consumer engagement is integral to our work in building a state-wide health information exchange, because we're working to not only

improve record-keeping, but to provide better care."

myhealthnow provides numerous benefits for consumers, including:

- A central place for Kentucky patients to access, aggregate, manage and share health information for themselves and their family members.
- Online security and easy access to information. Existing electronic health information will be sent securely to portal users, enabling them to easily access health data.
- Ease and accuracy. The portal will contain accurate and up-to-date records for medications, allergies, health conditions, lab results and other critical health data.
- Improving communication and coordination of care and reducing errors and unnecessary cost and service duplication.

"As patients gain visibility to their health information and the user-friendly tools embedded in the patient portal, they will be more likely to take an active role in managing their health and well-

ness," said Polly Mullins-Bentley, KHIE's deputy executive director. "Research with users of this portal show increased likelihood to take a role in health management, to build knowledge and confidence, and to maintain healthy behaviors."

Health care facilities participating in the pilot include Twin Lakes Regional Medical Center in Leitchfield, Lexington OB-GYN Associates, Logan Family Practice in Russellville, Edwards Clinic in Manchester, and Freeman Family Practice in Corbin.

Once the portal is deployed in late 2014, patients and providers will be able to exchange electronic health information. Providers will simply log on to the site, register their patients for an account and provide patients with a secure member access code. Patients will then visit the site, enter the code and set up their portal accounts. When both parties are connected via the portal, they can begin securely exchanging health information.

## CHFS staff invited to raise money by losing weight

CHFS staff is invited to join other state employees in the Fall/Winter Weight Loss Challenge, sponsored by the Kentucky Tourism, Arts and Heritage Cabinet as a fundraiser for the Kentucky Employees Charitable Campaign (KECC).

Registration will begin on Monday, Sept. 29, at locations to be an-



nounced. The challenge is to lose 7 percent body weight in eight weeks. Cost is \$20, and 20 percent goes to

KECC. The winners then split the pot. Winners are guaranteed to at least get their money back.

The challenge will run from Oct. 14 through Dec. 9. The more participants, the bigger the pot!

More details will be available soon by email. For more information, contact [Beth Morris](#).

## Weight Watchers at Work offers help to stay on track with healthy eating

Don't let the colder weather of autumn cool off your healthy habits. Join Weight Watcher's At Work in the CHR Building. The group meets at 11:30 a.m. every Tuesday in the CHR 4th Floor Bluegrass Room. Life Timers need to weigh in once a month.

Visitors are always welcome to the meetings, and you can join anytime. Our new residents from the Department for Behavioral Health, Developmental and Intellectual Disabilities are welcome!

State employees get a membership discount, making the auto deduction amount just \$39.95 a month. The rate is available to any retiree, contractor or current employee. Membership fee includes unlimited meetings at any location, online e-tools, phone app, scanner app and hard copy materials.

With Weight Watchers, you'll get familiar with tips like how to pick the right portion size. The Weight Watchers handbook has a section with good examples on portion sizes. Did you know the size of your



fist is generally the size of one cup? Or your thumb is about the size of one ounce?

Meetings will give you valuable health information, delicious meal ideas and team support to help you meet your goals. For more information, contact [Beth Morris](#).

Employees should use their lunch break to attend. Any additional time needed should be with approval from their supervisor and charged to annual or comp leave.

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## Cabinet welcomes new qualified interpreters following daylong training session

A daylong interpreter training session was recently held in Frankfort on August 22 to allow prospective interpreters to become deemed qualified interpreters for CHFS.

The training session consisted of presentations on a variety of topics, including interpreter obligations; purpose, ethics & roles; modes, protocol & skills; role play and discussion; cultural competency with Hispanic clients (culture, norms & stereotypes); CHFS Language Access Section (LAS) policies & logistics; and a roundtable luncheon with current LAS interpreters.

Staff from the CHFS LAS who provided instruction during the training session included Alexandria

Ramos, supervisor; Yamilet Fuentes, interpreter; Eliot Ward, interpreter and Natalia Campbell, interpreter.

Three interpreter training sessions are offered annually and participants attend from all over the state as well as from neighboring states.

The Language Access Section, located within the CHFS Office of Human Resource Management, helps clients fully access Cabinet programs and services, regardless of their mastery of the English language, by minimizing language barriers.

For more information visit the CHFS LAS Intranet site at <https://chfsnet.ky.gov/ohrm/Pages/Language-AccessSection.aspx>.



Recipe Corner

# Add some appetizer heat with Jalapeños

With the harvesting of the CHFS summer garden, The Focus will spotlight vegetable recipes from employees and their families. This recipe is courtesy of Elden May in the CHFS Office of Communications.

If you have a recipe you would like to share please send it to Elden May at [elden.may@ky.gov](mailto:elden.may@ky.gov).

## Baked Jalapeño Poppers

- 14-16 jalapeno peppers
  - 8 oz. fat free cream cheese
  - 4 pieces crumbled bacon or bacon bits
  - 1 large egg
  - 1/2 cup panko bread crumbs
  - 1/2 cup flour
  - 1 cup shredded cheddar cheese
  - 2 tablespoons milk
- Slit peppers lengthwise and scrape out the seeds and membrane

Mix cream cheese, shredded cheese and bacon in a bowl, then place in a ziplock sandwich bag, cut a small hole in a corner and use to squirt mixture into the pepper.

Mix milk and egg in one bowl, flour and panko in another.

Dip the pepper in the milk mixture then dip in flour, making sure to press the Panko onto the peppers.

Place in oven at 350 degrees for 30 minutes or until breading is golden brown.

## Better Bites program continues at CHR, expands in Frankfort

The Better Bites program continues at the CHR cafeteria and has expanded to other Frankfort sites.

The Department for Public Health's healthy meal program is offered from 11 a.m. to 1:30 p.m. every Wednesday in the CHR building cafeteria. The program has expanded to 11 a.m. to 1:30 p.m. Wednesdays, in the Capitol Annex cafeteria and 11 a.m. to 1:30 p.m. on Thursdays in the Transportation Cabinet cafeteria.



Better Bites makes dependable, healthy choices more accessible to the public. Each menu item has been labeled and certified to meet nutrition standards without sacrificing taste. The program encourages consumers to improve their diet by taking steps to reduce calories, fat, sugar and sodium intake.

Better Bites options are also available in restaurants throughout Kentucky, including all 17 Kentucky State Park Resorts.

## State Fair Memories



Left: Becki Thompson and Kym Gowin of the Kentucky Colon Cancer Screening Program watch as a young visitor takes his turn playing toilet paper toss at the State Fair. The game is fun, but the message to adults is serious: Colorectal screening saves lives.

Photos by Anya Armes Weber



Above: Dawn McGlone of DCBS' Adult Protective Services Branch talks to a visitor as he signs his name to a pledge committing to end adult, elder and child abuse.



Above: Pam Pettry, right, and Aaron Sparrow of the Department for Community Based Services, talk to an adoptive mother at the Special Needs Adoption Program display.

Right: Emily Adkins of the Division of Women's Health helps Faira Bear spin the trivia wheel on adolescent health.







## Carnival

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clude a yard sale hosted by the Department for Aging and Independent Living on the first floor of the CHR Building on Tuesday, Sept. 30, followed by a Department for Community Based Services online auction, as well as a Halloween costume contest and chili cook-off.

“I hope everyone who participated and watched (the carnival) had a good time. I heard there were a lot of folks watching from the windows,” Friedlander

said. “I do hope everyone feels included in the KECC. While these events are important in raising awareness and having fun around the KECC, it is our individual pledges that will make the campaign a success. We state employees, especially in CHFS, make a difference in people’s lives every day, and so do charities. The state campaign accounts for a huge part of the income all these charities receive in a year. They would not exist without us.”

To learn more about the KECC please visit the KECC website ([www.kecc.org](http://www.kecc.org)).

## COT Service Desk replaces CHFS Network Helpdesk

CHFS employees who encounter technology related issues now have a new resource – the COT Commonwealth Service Desk. The Service Desk replaces the CHFS Network Helpdesk, which is no longer available.

Effective Aug. 1, all service requests or incidents must be initiated through the Commonwealth Service Desk.

This includes support, administration or management of desktop or laptop computers, printers, servers, telephones or any network

related equipment.

Clients may open a support ticket by phone or email. The phone number is 502-564-7576 or 800-372-7434 for phone support at all times; however, limited phone support is available after business hours by the COT Main Console.

To reach the service desk through email send all messages to [CommonwealthServiceDesk@ky.gov](mailto:CommonwealthServiceDesk@ky.gov).

All emails sent after business hours will be addressed the following business day. When contacting the service desk be sure to pro-

vide your full name, agency name, phone number, physical location and a detailed description of the problem.

For inquiries about an existing ticket please call or email the Commonwealth Service Desk and provide your ticket number. It is also possible to log a self-service ticket at <http://itsm.ky.gov>.

Application-related issues may still be handled by calling 502-564-0104 for KAMES (option 1), Security (option 2), Twist (option 3) and KASES (option 4).