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## Steve Veno Returns to DCBS

*By Anya Armes Weber*

When Steve Veno began his appointment as director of the Division of Child Support earlier this month, staff gathered in a conference room to greet him gave him a standing ovation.

The staff wasn't just new employees – they were old friends.

After 25 years of state service, Veno retired from state government and that very director job in July 2004. Since his return, he has “hit the ground running.”

Familiarity is an advantage, Veno said.

“I know how things work and the intricacies of the budget process,” he said. “A lot of the people are the same, and even my office looks the same.”

Veno said he remembered a lot of the contents he found inside his desk, and the one-touch buttons on the phone were still in his handwriting.

Upon retirement, Veno thought his involvement with child support had ended. But the Texas attorney general's office needed an outside consultant to help with its program, so he reviewed legislative policy and organizational structure. He later consulted with the Daviess County and Jefferson County attorneys to recommend performance improvements.

Texas has one of the country's top-ranked child support programs, Veno said, and he learned a lot during his immersion there.

“It is an all-inclusive office,” he said. “They do it all, and it is exceptionally well-run. I'd like to see Kentucky rank among the top programs like Texas.”

Veno said he is impressed with the spirit of collaboration he's seen since his return.

“My main goal is to get the program – the division and all its partners – working as a team,” he said. “I want us to focus on the one goal of serving the children and families of the commonwealth.”

Veno also said he is happy to be working with Department for Community Based Services Commissioner Pat Wilson and Deputy Commissioner Teresa James and Cabinet Secretary Janie Miller.

“They have field experience to back up their leadership skills,” he said. “That's impressive – and valuable to the child support staff working directly with clients.”

Veno lives in Frankfort with his wife, Donna, who also works at the Cabinet. They have a 14-year-old daughter, Ashton, who is in the eighth grade at Frankfort's Good Shepherd School, where Veno also attended.

Many of Veno's hobbies revolve around physical activity -- running, hiking and white water rafting. He coaches softball and cross country at Good Shepherd. The Venos are members of Good Shepherd Church.

## OIT Wins 'Best of Kentucky' Awards

The Cabinet for Health and Family Services brought back three awards from the Commonwealth Office of Technology's (COT) third annual “Best of Kentucky” awards at the Kentucky Digital Summit last week in Lexington.

The summit, co-sponsored for the past eight years by COT and Government Technology Magazine, recognizes outstanding individuals and programs that have made information technology contributions to the public sector.

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The peer-nominated award winners were chosen from nearly 50 possible nominees:

**Visionary Award** — Lorna S. Jones, the Cabinet’s chief information officer, was given this award for demonstrating vision, leadership and support of technology initiatives in the state. Nominees had to have demonstrated a clear record of driving the use of technology, a demonstrated ability to identify future needs and a passion for serving the public.

Jones has served as CIO for CHFS since February 2006. She had previously served as the Deputy CIO and has more than 22 years of experience in state government with service in various positions and IT management roles relating to design, development and financial planning of IT systems. Jones thanked her mentors Steve Dooley and Aldona Valicenti but wanted most to recognize her staff for their hard work and dedication to the citizens of the Commonwealth.

**Most Innovative Use of Technology, Government** — KVETS (Kentucky Vital Events Tracking System); Kathy Frye, Gargi Chatterjee and Dr. Kraig Humbaugh. This award was presented to organizations that have demonstrated a creative, unique and resourceful use of technology in government.

In January 2008, OIT, in collaboration with the Department for Public Health Office of Vital Statistics (OVS), implemented the foundational component of a single integrated web-based application for electronic processing of vital records. Known as KVETS, this system helped reengineer the OVS office business processes associated with accounting of orders for birth, marriage, death and divorce certificates as well as all aspects of birth records processing. Implementation of KVETS sets the stage for future development and implementation of independent but well-integrated modules for

electronic registration of death, divorce and marriage on a single platform.

**Best Security Initiative** — CHFS; Sandeep Kapoor, Richard Chapman and Melba Story, Office of Information Technology. The Best Security Initiative award was given to this group for its efforts in developing a creative, unique and resourceful application of technology furthering the goal of security.

The OIT Enterprise Security Initiative involves two applications that greatly improve security controls through the Cabinet. CHFS is in the midst of a rollout for Pointsec software to all desktops and laptops. This software allows for disk and removable media encryption on all Cabinet computers. The Cabinet has also installed an automated end-user provisioning system for the Medicaid enterprise (MEUPS) including a single sign-on environment. This automates the user authentication process for several systems used by Medicaid.

“This year's Best of Kentucky award winners exemplify what technology in Kentucky is all about,” said COT Commissioner Steve Dooley. “These individuals and projects highlight the leadership and innovation that are helping Kentucky excel in its digital government efforts.”

### **Cabinet Co-sponsors Child Abuse Prevention Event**

*By Anya Armes Weber*

The Cabinet joined Prevent Child Abuse Kentucky (PCAK) to sponsor a reception last Thursday to spotlight the prevention of child abuse and neglect.

Patricia R. Wilson, commissioner of the Department for Community Based Services, applauded her agency’s partnership with PCAK.

“In every community, Department for Community Based Services staff works closely with community partners to help families provide a stable, nurturing home life for their children,” she said. “Our collaboration with PCAK has resulted in parent training and prevention education efforts that have enabled vulnerable families to become safer and stronger.”

Gov. Steve Beshear has proclaimed April Child Abuse Prevention Month in Kentucky. PCAK’s Executive Director, Jill Seyfred, said her agency provides linkage to the support many parents need, but don’t know how to request.

Last year, the Cabinet received more than 68,164 reports of children being abused or neglected by a caregiver. About 32,627 were accepted for investigation, and 9,946 of those were substantiated.

Wilson said DCBS is focusing more on prevention efforts through programs like parent mentoring and other in-home services for low-risk families.

First Lady Jane Beshear attended the reception, which featured the artwork of many foster children in the “Art from the Heart Gallery,” a touring exhibit to raise awareness of the state’s need for foster parents.

### **Preparedness Employee Receives Recognition, Awards at National Conference**

*By Barbara Fox, Public Information Officer*

Drew Chandler, information technology/communications coordinator in the Department for Public Health’s (DPH) Public Health Preparedness Branch, was presented with two of nine awards at the Fourth Annual WebEOC User Conference in Boston, Mass., on April 18.

The awards presented to Chandler include:

**2008 Rookie of the Year** – presented in recognition of a new WebEOC license holder who is making great strides in adopting WebEOC as a new tool and has made significant progress in managing successful events in Kentucky.

**2008 Board Designer of the Year** – a very competitive and prestigious award based on overall designs that have contributed to direct improvements to the product and have assisted countless people through the sharing of their boards.

“We are thrilled that a member of our team has been recognized at the national level for his expertise and dedication to emergency response,” said William D. Hacker, M.D., commissioner for public health and acting undersecretary for health at CHFS. “This opportunity gives me the chance to congratulate Drew and our entire team. I don’t know of any state that has a better emergency preparedness and response ‘team’ (DPH, local health departments, Kentucky Emergency Management, and others) than Kentucky. I am very proud of what has been done during the past few years.”

WebEOC is incident management software that acts as a virtual emergency operations center over multiple disciplines, allowing crisis information to be universally available to authorized users during the planning, mitigation, response and recovery phases of an emergency. The software serves as a major component of Kentucky’s Public Health Interoperable Communication System (KPHICS), a wide-ranging program that allows interoperable communications and incident management among state and local health departments statewide.

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Chandler has worked at DPH for approximately one and a half years. Prior to his work here, he spent five years with the Woodford County Fiscal Court. He also was elected treasurer of the Woodford County Local Emergency Planning Committee and serves as Emergency Management Deputy. He lives in Woodford County with his wife and daughter.

### Living Well: Take the First Step

Looking for an exercise habit you can keep? Walking has the lowest dropout rate of any type of physical activity. According to the American Heart Association, those who start walking tend to stick with it. The AHA calls it the simplest way to make a positive change toward a healthier lifestyle. Walking for just 30 minutes a day on most or all days of the week can help you:

- Reduce the risk of coronary heart disease
- Reduce the risk of osteoporosis
- Reduce the risk of breast and colon cancer
- Reduce the risk of non-insulin dependent (type 2) diabetes
- Improve blood pressure and blood sugar levels
- Improve blood lipid profile
- Enhance mental well-being
- Maintain body weight and lower the risk of obesity

Now that the weather is warming up, use your breaks to walk outside and enjoy the fresh air. If you are located in the CHR building in Frankfort and use the walking trail, walking four laps around the main circle is equivalent to just over a mile. If you are in an alternate location, visit <http://www.mapmyrun.com/create> and type in your address. This site will allow you to track a walking route distance by map, satellite or a hybrid view (the satellite and hybrid option will allow you to view park trails or neighborhood trails).

Remember that just 30 minutes of brisk walking a day offers your body many health benefits, and using a tracking site will allow you to track and map out your distance, which will increase as your fitness level increases.

### CHFS Wellness Committee News

The CHFS Wellness Committee set a goal for all employees to lose a collective 500 pounds this year. So far we have recorded that employees are almost halfway to the goal, losing 240 pounds! Congratulations! We want to thank all employees who shared their weight loss results with us, and we would also like to encourage employees to continue sharing their success with us so that we can share it with all CHFS staff. Please visit the wellness Intranet site to view our progress at [chfsnet.ky.gov/wellness/](http://chfsnet.ky.gov/wellness/) and e-mail Kris Hayslett at [kris.hayslett@ky.gov](mailto:kris.hayslett@ky.gov) to share your success.

#### *Wellness Distribution List*

The CHFS Wellness Committee is starting a distribution list that will send you a monthly wellness calendar along with wellness information. Please send your e-mail address to Kris Hayslett at [kris.hayslett@ky.gov](mailto:kris.hayslett@ky.gov) to join others in leading healthier lifestyles.

#### *Health Fair*

The CHFS Wellness Committee is planning its annual Health Fair on Wednesday, May 21, from 10 a.m. to 2 p.m. If your department would like to have a table, please contact Kris Hayslett at [kris.hayslett@ky.gov](mailto:kris.hayslett@ky.gov) by May 9.

### Golf Event Raises Funds for Adoption Groups

*By Anya Armes Weber*

Last week's mild spring weather was perfect for the fourth annual Kentucky Mulligan Invitational

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at the Golf Club of the Bluegrass in Nicholasville. The fundraising event benefited the Special Needs Adoption Program, Thursday's Child and Bluegrass Christian Adoption Agency.

More than 70 golfers participated and donated \$200 for each two-person team.

Fayette County Family Court Judge Tim Philpot organized and emceed the event.

Keynote speaker was Randy Wolfe, who set the course record during the 1970 US Open at Hazeltine, Minn., and is now regional director for Links Players International.

Participants enjoyed golf school led by Wolfe, lunch donated by Chick-Fil-A, 18 holes of golf, dinner and prizes.

More than 500 Kentucky children await adoption. Learn more about them at <http://chfs.ky.gov/snap>.

## **Employee Enrichment**

*By Anya Armes Weber*

When employees are having personal problems that interfere with their work, the Kentucky Employee Assistance Program (KEAP) can provide a first step to the solution.

KEAP helps employees find help with issues that may affect job performance. Issues may be related to work, marriage and family, finances, physical or mental health or substance abuse. Employees' dependents are also eligible for the service.

Staff can self-refer, but supervisors may also refer employees when job performance declines. When an employee is referred to the service, participation is not mandatory.

By law, everything about KEAP is confidential, and there is no cost for its information or referral services. Employee involvement with KEAP is permitted on state time with the supervisor's prior approval.

Employees can contact KEAP toll-free at (800) 445-KEAP or (502) 564-5788. Office hours are 7:30 a.m. – 4:30 p.m.

For more details on KEAP, log on to <http://personnel.ky.gov/programs/keap>.