

**CHFS Focus Employee Spotlight: Dawn Williams,
Office of Human Resource Management**

Going for the gold next year.

Dawn Williams joined the CHFS Office of Human Resource Management on Sept. 1, 2004, after more than 15 years in the Department of Parks personnel division. Her primary responsibility at CHFS is to administer the employee performance evaluation system and ensure that evaluations are completed properly and on time for all eligible employees. And she almost did it for 2004.



Evaluations were completed for 7,687 employees. Only 11 employees did not receive an evaluation because supervisors failed to do them. Still, CHFS posted a 99 percent compliance rate for 2004, a feat recognized by the Personnel Cabinet in a letter to Williams.

Williams credits this success to two factors: evaluation training conducted by the Personnel Cabinet last year and CHFS' decision to establish the evaluation coordinator position.

"To be such a large cabinet, CHFS is a well-oiled machine," Williams said. "What we do here really matters, and our employees take pride in what they do."

And so does Williams.

"Used correctly, evaluations can be one of the most important management tools we have," she said. "Unfortunately, many supervisors look at it as a dreaded duty, something they **have** to do because it's the law. But, look at the potential consequences when a supervisor does not monitor the work their employees are doing. We literally have people's lives in our hands, so it is especially critical that our supervisors ensure their employees are performing at their best level, and if not, enable them to do so."

Williams believes that no evaluation system is perfect – there is always some degree of subjectivity. But, she said the current system "is better than any of the previous systems, particularly with the improvements CHFS has made," she said. "I'm so proud to be here."

This year Williams is going for 100 percent compliance. Get ready, supervisors!

**CHFS Focus Program Spotlight: DETER – Stopping
welfare fraud before it starts**

Melissa Hayes, manager of the Cabinet's Fraud Prevention and Compliance Investigations Branch in the Inspector General's Special Investigations Division, describes the DETER program as a service resource for family support workers.



The Determining Eligibility Through Extensive Review (DETER) program is a collaborative effort between OIG and DCBS. The program, formerly known as CORE (Cooperative Review of Eligibility) from 1986-99, has proven to be cost efficient, realizing a savings of \$4 for every \$1 spent.

Its primary goal is to prevent waste, fraud and abuse of public assistance programs when possible and to detect and stop it quickly when it does happen. The DETER program assists DCBS staff by investigating the accuracy of information used to determine eligibility for the Food Stamp, Medicaid and Kentucky Transitional Assistance Program (K-TAP) programs.

In addition, the program concentrates on reducing ongoing fraud and preventing claims that may be difficult to collect; identifies possible overpayment of previous benefits and refers those cases to the appropriate agency for further investigation, establishment of claims and collection; and helps enhance the integrity and accuracy of other assistance programs, such as child care, child support and housing assistance, through cross-agency information sharing.

"The great thing about the DETER program is the fact that the would-be fraud never has a chance to materialize," said Inspector General Robert J. Benvenuti, III. "It's the fraudulent loss of funds that could have been but never was, thanks to the combined efforts of the investigator and the case worker."

While the DETER program focuses primarily on preventing fraudulent receipt of benefits, DETER investigators may also investigate active cases when information becomes questionable or suspect. DETER investigators conduct field investigations to verify information affecting client eligibility that isn't routinely available to eligibility workers. These investigations are completed within 15 days to ensure that family support workers can process benefits in an accurate and timely fashion.

DETER has three dedicated employees besides Hayes. Becky Bowling is a section supervisor in Jefferson County and Teresa Lowe, Jefferson County, and Connie Ferguson, Kenton County, are investigators. The group began operating in March and so far they've received 61 case referrals and sent 50 of those cases back to DCBS for review to determine if their findings have an effect on applicant eligibility. "Sometimes DETER investigations result in the discontinuance of assistance or the denial of benefits," said Hayes. "Since April, DETER has realized nearly \$32,000 in cost avoidance savings."

"We have dedicated, hard-working investigators who genuinely care about the people who qualify for specific benefits and want to make sure that they are not denied them because others obtain these limited resources fraudulently," said Steve Brodt, director of the Special Investigations Division. "Their goal is to prevent fraud, if possible, and to increase the discovery amount of fraudulently obtained benefits by removing those people who are ineligible from assistance program rolls."

Investigations primarily concentrate on pre-eligibility for family support applicants. Investigators rely on family support employees to identify and refer cases where fraud is suspected or there are information discrepancies.

For example, one case involved a family with a parent living in Kentucky but collecting benefits from Indiana. When Indiana discontinued benefits the couple tried the same thing in Kentucky. However, DETER investigators were able to determine that the couple falsely claimed that one parent was absent from the home in order to qualify for benefits. Investigators discovered that, in fact, the couple resided together in the same home.

Hayes said the Kenton County office deals with many cases in which Ohio residents cross the river to apply for food stamps in Kentucky to avoid Ohio's work requirement. "Our investigators are aggressive researchers who have a solid background in social services work. They are not afraid to verify information by getting out there in some rough neighborhoods to ask tough questions if that's what it takes to work a case," she said. Together, Hayes and Bowling have nearly 40 years of combined social service experience.

"We intend to soon open an office in Owensboro which will mark the first time we have offered this service to a county in Western Kentucky," said Hayes. "And, long-range plans call for expanding the program to eventually offer services statewide."

"I believe the program will have the additional benefit of sending a clear message to those individuals who seek to

defraud the system that we will not tolerate fraudulent conduct. In turn, that message should make people think long and hard before making a misrepresentation on a benefit application," Benvenuti said. "Those who choose to do so should take notice that OIG now has investigators specifically focused on the application process who are dedicated to catching those that look to steal from the taxpayers."

If you know or suspect someone is defrauding or abusing one or more of the programs mentioned, please report it to the Medicaid and Welfare Fraud and Abuse Hotline, 1-800-372-2970. All calls are confidential.

Secretary's Forums scheduled for August

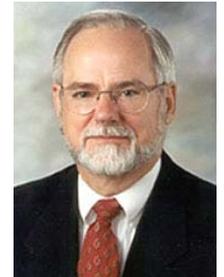
By Anya Armes Weber

Another series of Secretary's Forums has been scheduled for next month.

Secretary James W. Holsinger, M.D., will speak about recent issues affecting the Cabinet and those attending will be able to ask questions of leadership staff. Four forum sessions will be held in the Health Services Auditorium in Frankfort:

Monday, Aug. 1, from 2-3 p. m., for supervisors;
Tuesday, Aug. 2, from 3-4 p. m., for staff;
Wednesday, Aug. 3, from 10-11 a. m., for staff; and
Wednesday, Aug. 3, from 2-3 p. m., for staff

Regional staff can look for forum transcripts online and will be able to view a video of the event.



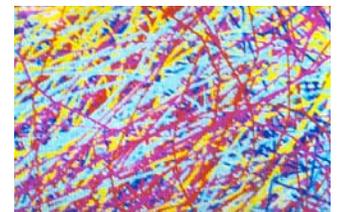
Artists who help people with disabilities invited to exhibit works

By Anya Armes Weber

Two agencies that serve people with disabilities have issued a call for entries for a juried art exhibit this fall.

SenseAbilities is an art exhibit cosponsored by Latitudes of Lexington and Dreams with Wings in Louisville. The exhibit is intended to strengthen and support the community of Kentucky artists who work with people considered to have disabilities.

The exhibit will feature two- and artwork created by anyone who has worked or volunteered in any capacity with people considered to have disabilities and who lives or works in Kentucky or within a 25-mile radius of the Kentucky border.



Artists showing works in the exhibit may include art therapists, transportation providers, special education teachers, volunteers, administrators and group home workers. Artists may also include family members who provide support and disabled persons who serve other people with disabilities.

Up to 10 slides or photographs of works artists wish to exhibit may be sent on a CD (in .jpeg image file format) along with the name of artist, date, art medium and size of the piece. Artists are also asked to submit a narrative of up to 100 words – an essay, poem, etc., -- on what the experience of working with people considered to have disabilities means to the artist. These narratives will also be exhibited with selected art pieces. Curriculum vitae, resumes and other support materials will not be considered. Artists submitting CDs of their works and narratives are asked to enclose a self-addressed, stamped envelope for return of their material.

Submissions should be postmarked by Aug. 15, and sent to the following address: Latitude, "SenseAbilities," 167 Saunier St., Lexington, KY 40507. Artists chosen to exhibit their works will be responsible for shipping or delivering their exhibit pieces.

SenseAbilities will be held at the Carnegie Center for Literacy and Learning in Lexington Oct. 28-Nov. 28. The exhibit's grand opening will be Nov. 18 during the Gallery Hop and will include a reading by Kim Edwards, author of "The Memory Keeper's Daughter."

For more information, e-mail Bruce Burris at latitudearts@yahoo.com or call him at (859) 806-0195.

CHFS Health Tip of the Week: Practice good swimming safety this summer for your children

By Anne Parr, R.N.



Swimming pools are certainly inviting this time of year, with temperatures soaring and humidity rising.

Unfortunately, children and water too often are a deadly combination. Many children narrowly escape drowning during the summer months and, sadly, child fatalities due to drowning have become all too common. If you are near the water, always designate an adult water watcher to help prevent those potential tragedies.

Drownings often happen at parties or social events where there are plenty of adults around – but everybody assumes someone else is watching the water. It is important to be aware of who is watching the swimmers. Water watchers

should also have easy access to a telephone so they can call 911 in case an accident does occur. That means keeping the phone, if it's a cell phone, charged and within easy reach rather than in the car or indoors. It's a good idea to teach all children old enough to understand how to call 911.

Don't rely on swimming lessons or life preservers to make the water safe for a child. There is no substitute for sober, responsible adult supervision

Below are some pool safety tips for children from the American Academy of Pediatrics:

- Never leave children alone in or near the pool, even for a moment.
- Install a fence at least four feet high around all four sides of the pool. The fence should not have openings or protrusions that a young child could use to get over, under or through the fence.
- Make sure pool gates open out from the pool and self-close and self-latch at a height children can't reach.
- Keep rescue equipment near the pool, such as a long pole with a hook on the end to extend to a struggling swimmer, life preservers and a portable telephone.
- Avoid inflatable swimming aids such as "floaties." They are not a substitute for approved life vests and can give children a false sense of security.
- Children may not be developmentally ready for swimming lessons until age 4 or older. Swim programs for children younger than 4 should not be considered defense against the risk of drowning.
- Whenever infants or toddlers are in or around water, an adult should be within arm's length, providing "touch supervision."

By practicing these water safety tips, you and your family can better enjoy these lazy, hazy days of summer.

KECC kickoff is Wednesday in Frankfort

By Anya Armes Weber

The 2004 Kentucky Employees Charitable Campaign (KECC) will kick off Wednesday, July 20, at the Farnham Dudgeon Civic Center in Frankfort.



The event is scheduled from 11:30a.m.-1 p.m., and box lunches will be for sale.

The 2005 KECC theme is "The Unbridled Spirit of Giving." State agencies are designing jockey silks to

reflect the theme. The designs will be displayed at the kickoff, and prizes will be awarded to the most creative entries.

The Cabinet's KECC coordinator is Human Services Undersecretary Mike Fields, who said the Cabinet's fundraising goal this year is \$275,000.

Last year, 1,890 of the more than 9,000 CHFS employees across the state contributed almost \$176,000 to KECC.

"We'd like to have 100 percent participation this year," Fields said, "but we expect we can double what we did last year with at least 37 percent participation."

The Cabinet will also plan its own campaign kickoff in coming weeks.

KECC is a 12-year old program supported and planned by state employees as a way to help Kentucky nonprofit charitable organizations through one-time donations and regular payroll deductions.

Look for more information about the Cabinet's KECC pledge drive in the CHFS Focus, or log on to <http://www.kecc.org/>.

New address for mainframe access and ID requests

To process requests for mainframe access in a timely manner, employees are asked to send requests to:



**Office of Information
Technology
Division of User Support
User Management Branch
CHFS/OIT Security Helpdesk
275 E. Main St., HS 1 E-H
Frankfort, KY 40621**

All mainframe security forms as well as requests for mainframe system access and IDs for mainframe systems should be mailed to this address.

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.

For people who want to be more assertive, one expert recommends sounding like a broken record.

In his book, "When I say No, I Feel Guilty," Manuel J. Smith, Ph.D., says these people should be repetitive in voicing their needs and not become sidetracked with supporting statements or opposing arguments.

The first rule in being verbally assertive, Smith says, is to be persistent. "Keep saying what you want over and over again without getting angry, irritated or loud," Smith writes. In a situation involving conflict, you must stick to your point and refer to it over and over again.

Smith says nonassertive people can become overwhelmed by a lot of talk – they give up easily when others tell them reasons why something won't work out. People learning to assert themselves, Smith says, must not be diverted by such conversations.

Governor Ernie Fletcher Names Blue Ribbon Task Force to Review Kentucky's Merit System

From Governor Ernie Fletcher's Communications Office

On July 14 Governor Ernie Fletcher announced the members of a Blue Ribbon Task Force to review and make recommendations regarding Kentucky's Merit System. Erwin Roberts, secretary of the Personnel Cabinet, will chair the 20-member panel.

"This task force represents my commitment to have strong bipartisan representation examining our merit system," said Governor Fletcher. "I applaud their willingness to serve on this task force and charge the members to evaluate past practices, present concerns and future recommendations for Kentucky's Merit System."

"It was not entirely evident to most people that the merit system is outdated until recently," Governor Fletcher added. "Given that the 1993 report on quality and efficiency commissioned by then Governor Brereton Jones called the merit law "obsolete and ineffective," it is now apparent that Kentucky's Merit System is in serious need of substantial changes."

The members on this task force represent both current and former office holders within state government and members of both the House and Senate. The task force is made up of 10 Republicans, nine Democrats and one Independent and includes two merit employees and two minorities.



“My experience with the merit system goes back to when it was first established in 1960,” said Fontaine Banks, Jr., former chief of staff to Governors Bert Combs and Ned Breathitt. “I’m convinced that changes need to be made to Kentucky’s Merit System, and I am honored that Governor Fletcher asked me to serve on this task force.”

“The merit system could be an issue certainly in the House State Government Committee in the 2006 session,” said Representative Mike Cherry, Chairman, House State Government Committee. “My approach will be looking to see if there are areas in the merit system that we can strengthen and improve, particularly as to protecting the rights of employees.”

Other members of this task force include representatives from the Personnel Board, merit employees and those with backgrounds in law and business.

“I’m flattered and appreciate the invitation by Governor Fletcher to serve and represent the merit employees,” said Karen Neeley, manager, Counseling Branch, Division of Staffing Services with the Personnel Cabinet. “Hopefully my years of personnel experience within the merit system, specifically in employment counseling, will be of benefit to the task force as we examine ways to possibly improve Kentucky’s Merit System.”

The members of the task force are:

- **Erwin Roberts**, secretary, Personnel Cabinet
- **Greg Stumbo**, Attorney General
- **Senator Dan Kelly**, Senate Majority Floor Leader
- **Representative Mike Cherry**, Chairman, House State Government Committee
- **Representative Jeff Hoover**, House Minority Floor Leader
- Senator R. J. Palmer, 28th District
- **Laura Babbage**, former president and CEO of Urgent Treatment Centers
- **Fontaine Banks, Jr.**, former chief of staff for governors Bert Combs and Ned Breathitt
- **John Y. Brown, III**, former Secretary of State
- **Vickie Yates Brown**, attorney and secretary, Health Law Section, American Bar Association
- **Tim Coleman**, Commonwealth’s Attorney, 38th Judicial District
- **Sarah Hall**, assistant general counsel, Commerce Cabinet
- **Todd Hollenbach, IV**, member, Kentucky Commission on Human Rights
- **Bill Lear**, attorney and former five-time state representative
- **Joy Moore**, attorney, former member of Personnel Board
- **Barbara Jane Moores**, president and CEO, BJM and Associates, Inc.
- **Karen Neeley**, manager, Counseling Branch, Division of Staffing Services, Personnel Cabinet
- **Juan Rodriguez**, World War II veteran, chapter commander, American Ex-Prisoners of War & professor emeritus, University of Kentucky
- **Jack Smith**, member, Personnel Board

- **LaJuana Wilcher**, secretary, Environmental and Public Protection Cabinet

Earlier this week, Governor Fletcher announced formation of the task force to study the state’s personnel system. During that announcement, Governor Fletcher cited a 1993 study commissioned by then-Governor Brereton Jones that identified several problems with the 45-year old merit system.

Governor Fletcher has requested the task force submit a preliminary list of recommendations by Oct. 1 and a final report by Nov. 1.

KSP Announces Publication of 2004 Crime in Kentucky Report

From the Kentucky State Police



The “2004 Crime in Kentucky” report is now available to the public. The report is required by law and was compiled from 2004 crime data in cooperation with many Kentucky law enforcement agencies.

The report is a comprehensive review of serious crime that occurred in Kentucky in 2004 and contains detailed information on murder, rape, robbery, aggravated assault, burglary, larceny, auto theft, arson and other crimes. State arrest data and DUI convictions by county are also among the information in the report. Additional demographic law enforcement information and a review of assaults on law enforcement officers in 2004 are also included.

Some of the report’s findings include:

- 113,635 serious crimes were committed, a decrease of nearly one percent from 2003;
- A serious crime was committed every four minutes, 38 seconds;
- 216 murders were reported in 2004, 35 more than in 2003;
- Murder was committed every 40 hours, 33 minutes;
- 40,793 arrests were made for drug violations, an 11.6 percent increase from 2003; and
- A total of 252,298 arrests were made in 2004, an increase of 8.3 percent from 2003.

The “2004 Crime in Kentucky” report is available electronically on the Kentucky State Police Web site. The site also contains reports for 1995-2003 as well as annual “Traffic Collision Facts.” These reports may be viewed at <http://www.kentuckystatepolice.org/data.htm>