

The Advocate

Dr. Williams' Mission of Excellence

FROM THE DIRECTOR'S DESK

Lisa Lee Williams, D.Min, MaOM
Executive Director,
Office of the Ombudsman and Administrative Review



First let me say I am honored to join CHFS as the Executive Director for the Office of the Ombudsman and Administrative Review (OOAR). Thank you for your warm welcome and making my 30,000-foot view of the office of OOAR clearer each day.

With this new appointment comes over 20 years of leadership and program management experience in various industries. Previously I led teams within Louisville Metro Government managing HUD-funded housing programs and providing case management to over 500 homeless households a year. I also served as the Director of the Affordable Energy Corporation, where we managed LG&E's year-around home energy assistance to low income families. As a Project Manager, I led teams in hospital systems installation and software development. I am also a teacher and consultant to religious and non-profit organizations in the areas of leadership and program development. Most importantly, I am excited to be fully engaged with the OOAR team and leading our Mission of Excellence in supporting Kentucky's citizens across all departments of the Cabinet for Health and Family Services.



Statewide Announcements:

March 29, 2021 — All Kentuckians age 40 and over can register for their COVID vaccine.

April 5, 2021— All Kentuckians over age 16 may begin registering for their COVID vaccine.

May 17, 2021. Deadline to file your 2020 Individual Kentucky and U.S. Income Taxes.

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Word of the Month - Goal *noun*



- the object of a person's ambition or effort; an aim or desired result.
- (in sports) a pair of posts linked by a crossbar and often with a net attached behind it, forming a space into or over which the ball has to be sent in order to score.

Definitions from [Oxford Languages](#).

Employee spotlight:

Jessica Tumej

Jessica Tumej began her long and distinguished career with the Cabinet in 1997 as a front-line Family Services worker.

After 10 years she was promoted to Family Services Office Supervisor. She has also served as a Social Service Clinician before joining the CRB team as a Citizen Assistance Specialist 5 ½ years ago. According to her manager, "Jessica is definitely our 'go-to' expert in resolving difficult Protection and Permanency cases."



Jessica has been married to her husband David for 23 years. They have two daughters, Alexandra and Katherine, and 4 dogs and 4 cats. She enjoys spending her free time with family, listening to live music, dancing, cooking with her mom, and watching sci-fi TV.

SUBMISSIONS —



Please email your articles to carolyn.vose@ky.gov

Office of the Ombudsman and Administrative Review

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Complaint Review Branch: Sherry Carnahan, Branch Manager

The Complaint Review Branch (CRB) is comprised of a Branch Manager, fifteen Citizen Assistance Specialists and two Administrative Specialists. CRB reviews citizen complaints, completes investigations regarding Cabinet programs, and works to resolve those issues. The branch is also responsible for issuing reports to the respective agencies concerning trends and patterns observed and recommends corrective action as needed.

In addition to the specialists who review client cases, CRB also houses:

CHFS Listens – an avenue for citizens to file a complaint, find out how to start a business licensed by the Cabinet, reach out for resources, etc. The Complaint Review Branch can be reached by:

Phone: 800-372-2973 or 502-564-5497

Email: CHFS.Listens@ky.gov
KYCOVID19@ky.gov

The majority of the complaints received are related to SNAP (formerly known as food stamps), Medicaid, KTAP, Child Support, Child Protective Services, Adult Protective Services, Aging and Independent Living, and Behavioral Health. However, we also provide resources for utility assistance, rent, food, and during the past year, with the help of other OOAR staff, we have taken on approximately 40,000 emails related to COVID.

Kentucky Leads the Way!

Gov. Beshear proudly announced last week that an estimated 40% of all Kentuckians have received their COVID vaccine. This means that Kentucky is leading in vaccinating its citizens among the seven states it borders. The CDC's COVID Data Tracker is available at <https://covid.cdc.gov/covid-data-tracker/#datatracker-home> to see how Kentucky and your community compares with nationwide trends. Vaccinefinder.org will also help you find a vaccine near you.

As the weather warms, Kentuckians are reminded there are still lots of opportunities to be outdoors to be with friends and families—even during COVID. Consider visiting one of Kentucky's many State Parks to see Spring wildflowers in bloom, take photos, hike or bike. For more information about Kentucky tourism, visit <http://Kentuckytourism.com>. Another interesting web site is "Only in Your State." You can sign up for texts at <https://www.onlyinyourstate.com/states/kentucky/>. Just remember to wear your mask and practice social distancing.