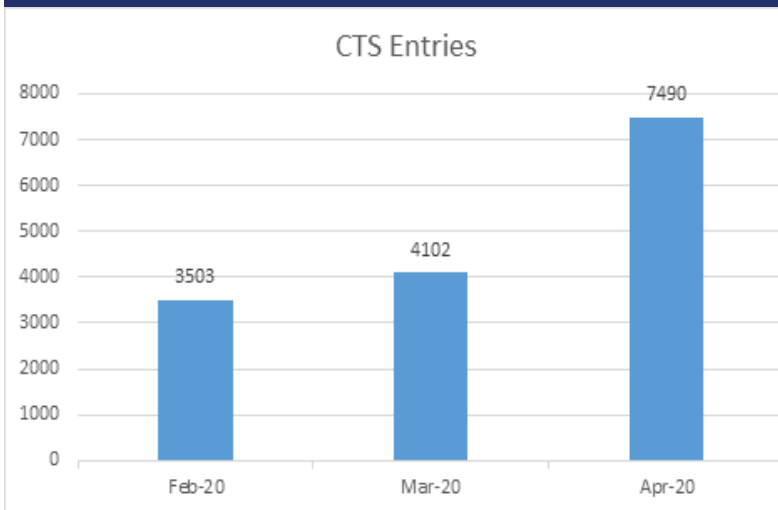




## COVID Responses

Sherry Carnahan (Branch Manager) and her team in the Complaints Review Branch (CRB) have been working evenings and weekends to address Kentuckians who contact CHFS. Staff within the Quality Advancement Branch, Division of Program Performance, Mr. Bob Blackburn in IRB Services, and Division of Administrative Hearings under the Office of the Ombudsman have pitched in to help them respond to the increased contacts due to COVID19. **TEAM WORK MAKES THE DREAM WORK!**

The bar chart below shows the increased entries in our Complaint Tracking System (CTS) from February to April 2020 of public contacts to our usual CHFS Listens, calls, and emails. I will need to highlight that the chart below does not include the new email account that was set up to respond to COVID-19 (KYCOVID19.ky.gov) questions on behalf of the Department of Public Health and it received approximately 9, 992 emails in the month of April.



### Sherry Carnahan, Manager & Complaint Review Branch:

Keisha Conley	Randi Cummins
Melissa Burgess	Jessica Tumej
Crystal Emberton	Erica Turner
Steve Fisher	Jamie Sadler
Tiffany Smith	Rodney Moore
Abigael Patton	Sarah Moreno
Lee West	Kimberley Lockhart
Angela Larison	Shannon Smith

## STAFF SPOTLIGHT



Ms. Carolyn Vose, Division of Administrative Hearings Administrative Specialist III, began her tenure with state government in 2012 after years of working as a teacher in New York and a paralegal in the private sector after she moved to Kentucky. Carolyn was assigned to assist with the COVID inbox emails in addition to various other duties. She has done an exceptional job assisting the residents of Kentucky with COVID related questions. Thanks for your dedication to the Office of the Ombudsman, Carolyn!

Crystal Emberton Hardy is transferring from the Office of Ombudsman and Administrative Review to the Department of Community Based Services on June 15, 2020. She has been a state employee for 7 years. She recently earned her Masters of Social Work through the University of Missouri, completing practicums with the Homeless and Housing Coalition of Kentucky and the Kentucky Coalition Against Domestic Violence. She resides with her spouse and three children in Frankfort where she serves as a Board Member for the Second Street School PTSA. Crystal enjoys following UK sports, eating vegetarian food, and being obsessed with her bull terrier.



## WORD OF THE MONTH

**Ombudsman** - comes from the Swedish word *ombudsman*, meaning "legal representative" often appointed by a government or organization to investigate complaints made by individuals in the interest of the citizens or employees.

[www.vocabulary.com](http://www.vocabulary.com)