

"The Advocate"

OFFICE OF OMBUDSMAN AND ADMINISTRATIVE REVIEW (OOAR)
 KENTUCKY CABINET FOR HEALTH AND FAMILY SERVICES (CHFS)



CHFS News!!

CHFS Departments (DPH, BHDID, OIG, DCBS, etc.) have been phenomenal in responding to Kentuckians during the COVID-19 pandemic. Special appreciation to CHFS Secretary Eric Friedlander and Chief of Staff Jackie Richardson!!

Exciting News!!

The Complaints Review Branch has been answering an enormous amount of calls and emails from the public during the COVID-19 pandemic. They also answer a new COVID-19 email address to support DPH! The Division of Administrative Hearings, Division of Quality Performance, and Administrative Appeals have assisted in answering those emails.

Helpful TIP!!

To ensure your safety and the safety of your family during the COVID-19 pandemic, please visit www.kycovid19.ky.gov to review updated guidance from DPH/CDC. There you will also find Governor Beshear's executive orders. Please see the mental health resources at <https://personnel.ky.gov/Pages/KEAP.aspx>



New Executive Director

Kentucky Cabinet for Health and Family Services (CHFS) Acting Secretary Eric Friedlander has announced Shambra L. Mulder, Ph.D., as the agency’s new Ombudsman. Mulder began her appointment on Feb 13.

Governor Andy Beshear said Mulder shares his commitment to ensure that those receiving CHFS services are treated fairly. “Kentuckians deserve to be treated with respect and dignity when we provide them with care and assistance,” Gov. Beshear said. “Shambra believes that cabinet staff and services should meet the highest of standards, and she will be committed to giving everyone we serve a voice in their own health and well-being.

<https://chfs.ky.gov/News/Documents/nrombudsman.pdf>



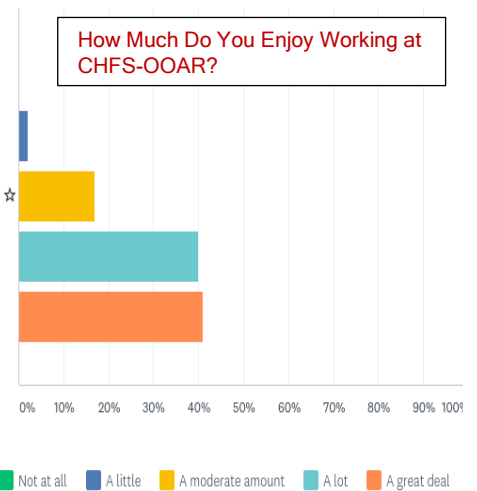
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2020 OOAR Staff Survey Results

******4.4 out of 5 Overall Rating for Work Satisfaction!******

The survey and suggested recommendations have been shared with the departmental staff and the Leadership Team. The following four areas for growth were identified: Teamwork, Communication/Transparency, Work-Life Balance, and Staff Recognitions. We developed a few of the actions and goals to address these four areas. It is my hope that you will join me and the OOAR Leadership Team in accomplishing these goals (see presentation below):

[2020 OOAR Survey Results Presentation](#)



STAFF SPOTLIGHT



Sarah Moreno worked for the Office of the Ombudsman for about 8 years over two separate occasions. Sarah has worked for the state in multiple positions for over 14 years and has served in the State of Oklahoma prior to coming to Kentucky. She is trained in all Family Support programs and assisted other Cabinets and offices with special investigations. She is a mother to two boys age 19 and 13 and in her spare time plays the piano for her church. We wish Sarah the best as she is leaving the Office of the Ombudsman to pursue a new opportunity with the Office of the Inspector General.

WORD OF THE MONTH

Advocate - “a person who publicly supports or recommends a particular cause or policy”. (Oxford Dictionary)