



CABINET FOR HEALTH
AND FAMILY SERVICES

**Presentation to the Kentucky Health and Human Services
Delivery Task Force
CHFS Recruitment, Retention, and Turnover**

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Recruitment and Retention

- Establishment of internal recruitment rates which impacts new hires as well as current employees.
- Targeted increases for specific job classification to include the social service worker series within the Department for Community Based Services (DCBS), effective May 2022 (\$2,400 per HB1).

Recruitment and Retention

- Creation of Locality Premiums for job classifications with substantiated recruitment and retention issues to include:
 - Oldham County: Correctional Officer, Correctional Sergeant, Correctional Lieutenant, Correctional Captain, Correctional Major, Corrections Recreation Leader (Oldham County)
 - Jefferson County: Nurse Consultant/Inspector, Social Worker job series, Family Services and Case Management job series, Program Investigator job series, Public Assistance Program Specialist, Field Services Supervisor, and multiple administrative support job classifications
 - All 120 Counties: Life Safety Code Inspector, Nurse Consultant/Inspector, Human Services Surveyor, Laboratory Surveyor

Recruitment and Retention

- December 2021: +10% pay increase for social service workers and family support workers
- July 1, 2022 Special Entrance Rates (SER's) established
 - Social Service Worker I
 - Social Service Worker II
 - Social Service Clinician I
 - Social Service Clinician II
 - Social Service Specialist
 - Family Services Office Supervisor

Recruitment and Retention

- July 1, 2022 – 8% salary increases for all employees
- September 16, 2022 – salary schedule adjustment (8% increase to pay grade minimums)
- July 1, 2023 – 6% salary increases for all employees
- September 16, 2023 – salary schedule adjustment (7% increase to pay grade minimums and an adjustment to the pay grade midpoints)

Recruitment and Retention

- Implemented interim hiring process for expedited hiring for social workers and family support
- Auto posting of social workers and family support positions twice monthly listed as location varies
 - Provides the Department for Community Based Services (DCBS) the ability to place the position anywhere in the region
- Started the interim and auto posting process as of August 2023 for the Office of Inspector General (OIG)-Nurse Consultant Inspector (NCI)

Recruitment and Retention

- Hired a recruiter
 - Attends college, Kentucky Career Center, and other job fairs
 - Utilizes employment websites such as Handshake, LinkedIn, and Monster
 - Provides support to agencies to highlight hard to fill positions such as social workers, family support, and Nurse Consultant/Inspector job classifications at fairs and on employment websites
 - Works with agencies to develop a recruitment strategy; tracking applicant information as they move through the hiring process to see where the applicant or agency might have issues

Recruitment and Retention

- Hired a classification and compensation specialist
 - The specialist is actively working with the departments within CHFS to identify classification hurdles such as experience, educational requirements, and job tasks in addition to the establishment of new classifications to better fit agency needs.
- Implemented Employee Educational Assistance Program (EEAP)
- Implementing leadership and management programs
- Reviewing the hiring process to identify areas in which hiring can be expedited

Recruitment and Retention

- Results-increase in filled full-time positions

Department/Office	January 1, 2022	January 1, 2023	August 1, 2023
Office of the Secretary	550	589	636
Department for Aging and Independent Living (DAIL)	166	199	214
Department for Income Support (DIS)	154	139	145
Department for Public Health (DPH)	260	239	273
Department for Behavioral, Developmental and Intellectual Disabilities (BH/DID)	342	355	376
Department for Family Resource Centers and Volunteer Services (FRCVS)	9	11	12
Department for Community Based Services (DCBS)	4,047	4,051	4,620
Department for Medicaid Services (DMS)	114	170	191
Office for Children with Special Health Care Needs (OCSHCN)	106	117	115
TOTALS	5,748	5,870	6,582

Turnover Reporting-2023

- CHFS utilizes 237 classifications

Classification	Number of Positions	Number of Separations	Number of Retirements	Turnover Percentage
Family Support Specialist I	418	94	0	22%
Social Service Worker I	515	99	0	19%
Social Service Worker II	287	25	0	9%
Social Service Clinician I	417	28	5	8%
Family Support Specialist II	489	21	2	5%
Family Support Specialist III	352	10	2	3%
Social Service Clinician II	312	9	1	3%
Social Service Specialist	172	3	1	2%

Turnover Reporting-2023

Classification	Number of Positions	Number of Separations	Number of Retirements	Turnover Percentage
Licensed Practical Nurse	6	0	1	17%
Nurse Service Administrator	12	1	1	17%
Registered Nurse	7	1	0	14%
Nurse Consultant/Inspector	65	5	0	8%
Nurse/Administrator	20	1	0	5%
Charge Nurse	17	0	0	0%
Licensed Practical Nurse Supv Coord	5	0	0	0%
Nurse Aide State Registered I	4	0	0	0%
Nurse Aide State Registered II	4	0	0	0%
Nurse Executive	1	0	0	0%
Nurse Shift/Program Supervisor	5	0	0	0%
Nursing Education Consultant	1	0	0	0%

Questions??

