



CABINET FOR HEALTH
AND FAMILY SERVICES

Public Assistance Benefits and Application Processing KY Health & Human Services Delivery System Task Force

Cabinet for Health and Family Services (CHFS)

Eric Friedlander, Secretary

Department for Community Based Services (DCBS)

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October 16, 2023

Support Service Tasks by the Numbers:

- DCBS receives an average of 6,300 support service tasks per day
- DCBS completes an average of 5,800 support service tasks per day

Data based on support service tasks from 07/03/2023 through 10/02/2023

Major Contributing Factors for Increase in Tasks

- **Public Health Emergency (PHE) Unwinding**
 - Started 04/01/2023
 - Average daily task received increased by approximately 360
- **Transitioning in More Staff**
 - Making progress in hiring staff with the increase in compensation – raises, shift and locality premiums
 - Increased number of staff that require and receive support from tenured staff, supervisors, and other agency supports.
 - Training, coaching, and mentoring of new staff takes additional time and has a direct impact on daily operations.

How We are Handling Increased Volume

- Assistance from contractors (TEKsystems for PHE Unwinding)
- DCBS implementation of various program flexibilities during the PHE Unwinding
- Optical character recognition (OCR) implemented for Supplemental Nutrition Assistance Program (SNAP) mid reviews and other program-required documents: state IDs, driver's licenses, birth certificates, and social security cards.
- SNAP mid review process change (instead of recertification) effective 9/1/2023 – *Almost 33,000 mid reviews were sent in place of recertifications.*
- Distribution for some tasks changed from local to statewide effective 6/10/2023
- Launched Elderly Simplified Application Project (ESAP) on 10/1/2023 to simplify the SNAP application and verification process for older and/or disabled populations. – *There have been almost 97,000 regular SNAP cases that have converted to ESAP.*
- Ability to process case actions via call service and in-person
- Currently developing implementation of regional processing teams



Questions?