

Welcome to the Department for Community Based Services!

New Employee Orientation 2 is designed to provide an overview of the Department for Community Based Services policies and procedures, what DCBS is and what a guardian does. This course will provide a basic outline and more detailed information will be provided in later courses.

Course Length: New Employee Orientation Part 2 will take approximately **1 hour** to complete.

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Supervisor:



Course Curriculum

	Lesson	Topics
1	Welcome	
2	What is the Department for Community Based Services (DCBS)?	<ul style="list-style-type: none"> • DCBS Organization • DCBS Authority to Operate • DCBS Service Regions • DCBS Community of Practice
3	DCBS Personnel Information- The Basics	<ul style="list-style-type: none"> • Office Procedures • Dress Code • Microsoft Outlook Training • Outside of Business Hours Procedures • Alerts • Service of Process • How to Access an Interpreter
4	Adult Guardianship Program- The Basics	<ul style="list-style-type: none"> • Guardianship Roles & Responsibilities • Guardianship Code of Ethics
5	Resources	<ul style="list-style-type: none"> • Person- Centered Approach
6	Course Evaluation	
7	Course Wrap-Up	

Course Goals

New Employee Orientation Part 2 is designed to provide you with an overview of the Department for Community Based Services (DCBS) basic DCBS personnel information, and basic information about the Adult Guardianship Program.

Opportunities will be provided to reflect on what you have learned, reach out to others, and practice the skills necessary for a guardian.

Learning Goal #1

Introduce you to office and employee procedures and policies.

Learning Goal #2

Understand what Kentucky Revised Statutes, Kentucky Administrative Regulations, and Standard Operating Procedures are.

Learning Goal #3

Determine what an alert is and when it might be used.

Learning Goal #4

Understand code of ethics for guardians.

Lesson: What is Department for Community Based Services (DCBS)?

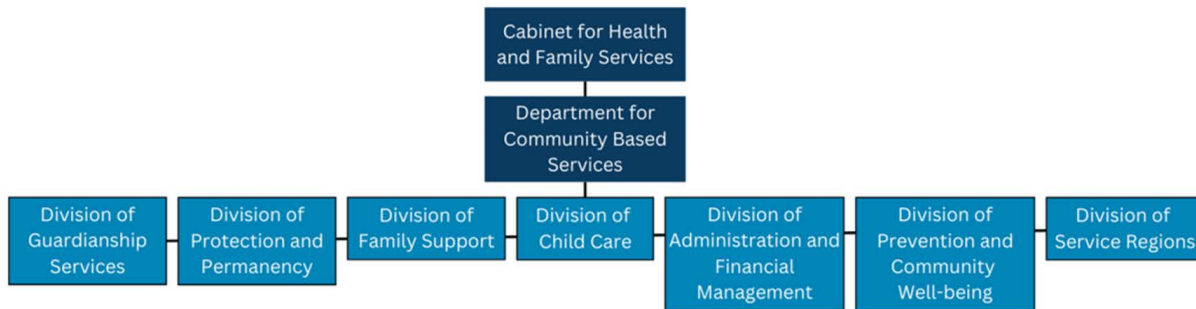


Mission: The mission of the Department for Community Based Services is to build an effective and efficient system of care with Kentucky citizens and communities to:

- Reduce poverty, adult and child maltreatment, and their effects;
- Advance person and family self-sufficiency, recovery, and resiliency;
- Assure all children have safe and nurturing homes and communities; and
- Recruit and retain a workforce and partners that operate with integrity and transparency.

DCBS Website: <https://www.chfs.ky.gov/agencies/dcbs/Pages/default.aspx>

DCBS Organization



What does DCBS do?

What does DCBS do?

- Provides family support, child care assistance, and child and adult protection.
- Determines Medicaid and nutrition assistance eligibility.
- Provides low-income households with a means to meet their home energy needs.
- Runs the state foster care and adoption system and recruits and trains parents to care for the state's children who are waiting for permanent homes.
- Administers Kentucky's public guardianship program through the Division of Guardianship Services.

With offices in every county, the goals of DCBS are to provide services to enhance the self-sufficiency of families; improve safety and permanency for children and vulnerable adults; and engage families and community partners in a collaborative decision-making process.

DCBS Divisions

Division of Protection and Permanency

Division of Family Support

Division of Child Care

Division of Prevention and Community Well-being

Division of Administration and Financial Management

Division of Guardianship Services

Division of Service Regions

Authority to Operate

Kentucky Revised Statutes (KRS)

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Kentucky Administrative Regulations (KAR)

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Standard Operating Procedures (SOPs)

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Lesson: DCBS Personnel Information – The Basics

Office Procedures



Typically, guardianship staff spends the majority of their time out of the office and in the field. However, each local office location is unique, and it is important to orient yourself with your office location.

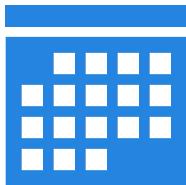
Dress Code

CHFS dress code guidelines can be found in the CHFS Personnel Procedures Handbook. Please note that you will not have access to the handbook until you have access to Kentucky Health Resources Information System (KHRIS). If you have not already, please open and bookmark this website for future use.



<https://kymsoffice.sharepoint.com/sites/CHFS-OHRM/pphb>

Microsoft Outlook Training



The use and sharing of Outlook Calendars is used across the Department to document daily itinerary, meetings, and appointments. It is important to be familiar with Outlook Calendars and how to utilize its features.

Introduction to the outlook calendar: www.support.office.com/en-us/article/introduction-to-the-outlook-calendar-d94c5203-77c7-48ec-90a5-2e2bc10bd6f8

Outside of Business Hours Procedures

There are times that arise when individuals under guardianship need assistance on holidays or outside of regular business hours.

If emergency assistance outside of regular business hours is needed, all Guardianship Regions have a dedicated afterhours crisis line thru New Vista.



Examples of Emergencies

Guardianship Supervisors are on call and may be contacted by crisis line staff when assistance is required.

**Emergency Number:
(844) 550-9006**

**Hours: 4:30pm—8:00am EST
and all day weekends and
holidays**

Alerts



KRS 39F.180 outlines the requirements for reporting when a person is missing, or unable to be located. All guardianship staff are required to report when a client is missing to local authorities.

<https://apps.legislature.ky.gov/law/statutes/statute.aspx?id=51154>

There may be instances where local authorities are hesitant to issue an alert for the missing person. All attempts should be made to call and urge the police to make a report. These attempts should be documented, along with concerns and specific factors that describe the client's vulnerability.

Outside of Business Hours Procedures

Guardianship staff **do not** accept service of process in any civil action. Civil actions could include foreclosures on properties or wrongful death lawsuits.

Guardianship staff **may** accept service of process including a summons, subpoena or show cause order from a process server. Once received, Guardianship staff should immediately forward a copy to their Branch Manager or Assistant Director to ensure a timely response.



Orientation Part II continues on the next page.

Topic: The DCBS Division of Service Regions

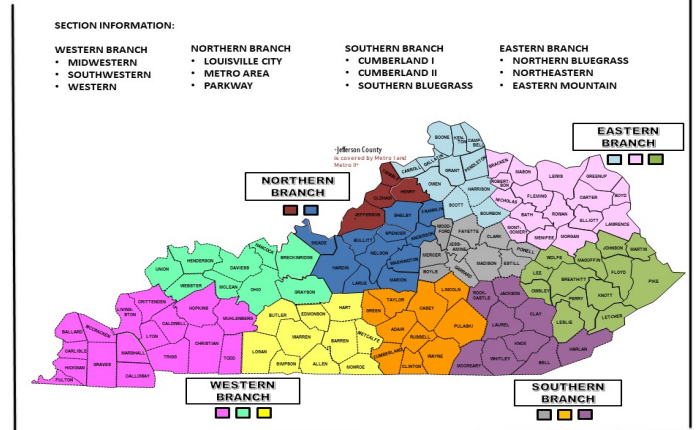
The DCBS Division of Service Regions oversees nine service regions throughout Kentucky. The division delivers direct services including public assistance eligibility determinations and adult and child protection and permanency. Please review the Division of Service Regions map.

DCBS Service Regions



The Division of Guardianship Services also has offices throughout the state to enable staff to provide direct services to individuals under guardianship. The counties are organized into twelve sections as you can see on the map below. Please review the Guardianship map and take note of the differences between the two maps.

GUARDIANSHIP FIELD SERVICES MAP



DCBS Community of Practice

DCBS is committed to building and supporting a healthy organizational culture with robust resources to promote well-being and resiliency for the entire DCBS workforce. Weaving in moments of self-care throughout the workday and making those a part of a routine helps manage stress and build resilience. As employee well-being is a shared responsibility, DCBS encourages supervisors and leadership to be conscious of their awareness, support, integration of resources, and initiatives to promote and maximize employee well-being and to model self-care practices for their teams.

Please view the following video about the Community of Practice:

[DCBS Trauma and Resilience Community of Practice Informational Video](#)

Lesson: Adult Guardianship Program – The Basics

Kentucky’s Adult Guardianship Program provides _____ and _____ services to individuals with disabilities. These individuals have been court appointed as individuals under guardianship of the state due to an absence of family or others who can provide care.

Guardianship Roles & Responsibilities

Authorized by KRS 387.600 to be appointed guardian for legally disabled adults who have been adjudicated as incapable of making informed decisions regarding personal and/or financial affairs and for whom no other able, willing or suitable person is available to service.

KRS 387.600 www.hdilearning.org/wp-content/uploads/2021/12/KRS387.600-Appts-consideration-of-preference-of-respondent.pdf

Should be the last resort and in place only, when necessary, to promote the well-being of an individual including protection from neglect, abuse and/or exploitation.

Powers and duties may include securing health and social services, securing living arrangements, managing financial affairs; as well as securing and giving consent for these and other services necessary for the overall safety and well-being of the individual under guardianship.

Guardianship Code of Ethics

Guardianship staff shall:

- Perform job duties in a competent, honest, and diligent manner.
- Treat the individual, their family, friends, and support person with courtesy and respect.
- Utilize a person-centered approach to decisions and service delivery.
- Coordinate and monitor services needed by the individual to ensure that they are receiving the appropriate care and treatment.
- Document with accuracy, clarity, objectivity, and with sound evidence.
- Avoid judgment, expression of personal feelings, and frustrations.

In your opinion, what are the most important part of the code of ethics?

Person-Centered Approach

A person-centered approach considers and involves the following:

- Encouraging the individual under guardianship to participate, to the fullest extent possible, in decisions that affect them, including their care and services.
- Providing the individual every opportunity to exercise their rights, as it relates to their care.
- Providing for an individual's needs using the least intrusive and least restrictive course of action possible.
- After weighing risks and benefits, allowing maximum independence and self-determination possible by meeting the individual's wishes.
- Individualized decisions - what works for one individual, may not work for another.
- Advocating for modification or termination of Guardianship when applicable.

Guardianship Resources

Kentucky Guardianship Association

Kentucky Protection and Advocacy

National Guardianship Association

State Long Term Care Ombudsman

**Working Interdisciplinary Network of
Guardianship Stakeholders (WINGS)**