Stop, Collaborate & Listen: How Kentucky's Leaders are Working with Kentuckians to Meet Their Full Human Potential
Greetings

• Victoria Elridge, Commissioner
  – Department for Aging and Independent Living
• Lisa Lee, Commissioner
  – Department for Medicaid Services
• Marta Miranda-Straub, Commissioner
  – Department for Community Based Services
• Wendy Morris, Commissioner
  – Department for Behavioral Health, Developmental and Intellectual Services
When someone says "STOP"
I never know if its In the
Name of Love,
Hammer Time, or if I am
supposed to collaborate
and listen
Interaction is a Must

• Our brains retain more information when we are able to interact with one another
• “Ice Ice Baby” song as a cue to interact in the chat
• Interaction Cue: 🎧
What do you think of when you hear Kentucky?

• Horses
• Derby
• Basketball
• Muhammed Ali
• Appalachian Mountains
• Bourbon
• Mammoth Cave
• Bluegrass Music
Kentucky is.....

• Birthplace of Bourbon and Corvettes
• Horse Capitol of the World
• Known for raising celebrities, musicians, and athletes
• One of the few places to see a Moonbow
• Home of Bourbon balls
• Birthplace of Racial Reckoning
• One of the first states to implement ACA
Kentucky’s Overview

Governor

Cabinet for Health and Family Services

- Dept. for Aging and Independent Living
- Dept. for Behavioral Health, Development and Intellectual Disabilities
- Dept. for Community Based Services
- Dept. for Medicaid Services
CHFS Mission

To be a diverse and inclusive organization providing programs, services, and supports that protect and promote the health and well-being of all Kentuckians and their communities.
CHFS Pillars

Equity

Resilient Individuals & Communities

Full Human Potential

Health & Well-Being

Structural Economic Support

Operational Excellence

Resilient Individuals & Communities
Department for Aging and Independent Living

- State Unit on Aging- Older Americans Act Services
- State Guardianship
- Physical Disability and Caregiving State General Funded Programs
- Assisted Living
- Aging and Physical Disability Medicaid Waiver and Participant Directed Services for all waivers
- Office of Dementia Services
- PACE standards and monitoring
Department for Behavioral Health, Developmental, and Intellectual Disabilities

- Mental health & substance use services
- Developmental and intellectual disabilities services
- Acute and residential facilities
  - Psychiatric Hospitals and Nursing Homes
  - Intermediate Care Facilities and Specialty Clinics
- Community Mental Health Centers
Department for Community Based Services

• Child/Adult Protective Services
• Childcare Programming
• Foster Care and Adoption
• Benefits
  – SNAP
  – KTAP
• Medicaid Certification
• Prevention
Department for Medicaid Services

- State plan insurance for 1.6 M Kentuckians
- Medicaid Expansion
- MCO Oversight
- Kynect Benefits
- Kynect Resources
- Children’s Health Insurance
- 6 Home and Community Based Waivers
- PACE
Interaction Time

• What role do you serve in your agency?
Collaborate
Coming together is a beginning, staying together is progress, and working together is success.

- Henry Ford
Lifespan of Full Human Potential
Collaborative Process

- Leadership Support
- Monthly Meetings
- At the Table Together
- Communicate, Communicate, Communicate
- Transparency
- Radical Self-Care
- Vulnerability
- Recognize Intersectionality
Collaborative Process - Equity

• Executive Advisor Hired in Behavioral Health
  – Provided topical education and technical assistance
  – Identified champions for each division
  – Developed division level teams
  – Teams developed SMART goals
    • DBH: Clinical training for CMHCs on racial trauma
    • AFM: Increase number of registered minority vendors
  – Regular report to commissioner
Equality vs Equity
Social Justice
Collaborative Process - Equity

• Cabinet spread
  – Assisted other departments to follow suit
• Cabinet Community of Practice
  – Representatives from each departmental team
  – Cross-cabinet collaboration
  – Regular report to cabinet secretary
• External Community of Practice
  – Expanded beyond cabinet
  – Regional opportunities with state hospitals and community mental health centers
Collaborative Process- Trauma and Resilience

- Cabinet wide trauma and resiliency core leadership team
- Organizational/Departmental resilience roundtable leaders
- Fostering resilience supervisor training
- Marriage of Compassion to Resilience Workshops
Collaborative Process- Trauma and Resilience

- Organizational and Team Resilience
- Characteristic of Resilient Organizations
- Policy and Practice
- Beyond Individual Responsibility
- TIC Language
- Debriefing Groups
- Caring Circles
- A Community of Practice
Collaborative Process- Trauma and Resilience

• The Continuum: Chronic Stress, Burnout, Compassion Fatigue, Vicarious Trauma, Secondary Stress/Trauma, Impairment

• Accessibility-Empowerment-Authenticity-Vulnerability

• Trusted Advisors: Staff/Clients/Partners
• Decreasing Barriers-Increasing Access
Interaction Time

What does your agency do to support a collaborative process?
Listen
Case Collaboration Scenario

- Vaccine Equity
  - DAIL: Aging and Vulnerable Population
  - DCBS: Maternal Outreach
  - DBHDID: Vulnerable Populations and Mental Health
  - DMS: MCO Partnership
Case Collaboration Scenario

• Mobile Crisis Collaboration
  – DAIL: Aging and State Guardianship
  – DBHDID: Mental Health
  – DMS: Payor
  – DCBS: First on Scene
Case Collaboration Scenario

- **Mark's Story**

One day, last September, a 31-year-old man, delirious, in possession of nothing other than a teddy bear, had been found on the roads of Ohio County, searching for food and water.
Case Collaboration Scenario

• Mark’s Story
  – DCBS: APS contact
  – DAIL: State Guardianship Individual
  – DBHDID: Lifeskills Crisis Stabilization Unit and Western State Psychiatric Hospital
  – DMS: Payor for Services
Thank You

For ALL You Do!