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# TIPS FOR ACHIEVING SUCCESS IN AGAINST CPS



- ✓ Understanding your rights in a CPS case in Kentucky
- ✓ Service Appeals, the Ombudsman's Office and Beyond
- ✓ Documenting Your Case
- ✓ Ky CPS Chain of Command and How to Contact Elected Officials

# Understanding Your Rights: A Compassionate Guide for Kentucky Families Navigating Child Protective Services

In the journey of family life, challenges and misunderstandings can sometimes bring you into contact with Child Protective Services (CPS). It's a path that many find daunting, filled with concerns and uncertainties. This guide aims to be your reassuring companion through these times, offering knowledgeable advice and supportive insights to safeguard your family's well-being and rights in Kentucky.

First and foremost, it's crucial to understand what CPS is and its role. CPS is designed to ensure the safety and welfare of children, stepping in when there are concerns of abuse or neglect. While their mission is protective in nature, it's essential for families to be informed about their rights and the best ways to navigate the system.

- 1. Stay Informed:** Knowledge is your first line of defense. Understand the laws and regulations governing CPS procedures in Kentucky. Familiarize yourself with the process, from the initial report to the conclusion of the case.
- 2. Seek Legal Counsel:** If you find yourself under investigation, it's wise to consult with an attorney who specializes in family law and has experience with CPS cases. They can provide you with guidance specific to your situation and help you understand your rights and responsibilities.
- 3. Documentation Is Key:** Keep detailed records of all interactions with CPS and other involved parties. This includes notes from meetings, phone calls, emails, and any documents you receive or provide. Documentation can be crucial in clarifying misunderstandings and proving compliance.
- 4. Communication:** Open, honest communication with CPS can be beneficial. However, it's important to do so in a manner that is respectful and mindful of the legal implications. Your lawyer can help you navigate these conversations.
- 5. Support System:** Lean on your support network. Whether it's family, friends, or community resources, having a support system can provide emotional relief and practical assistance during challenging times.
- 6. Self-Care:** Remember to take care of yourself and your family's emotional well-being. Stressful situations can take a toll on your mental health, so it's important to find healthy ways to cope and maintain resilience.
- 7. Community Resources:** There are various organizations and resources available to families facing difficult situations. These can offer additional support, advice, and sometimes advocacy.
- 8. Preventative Measures:** Educate yourself and your family on the ways to prevent situations that might lead to CPS involvement. This includes understanding the signs of abuse and neglect and fostering a safe, nurturing home environment.

Discovering that your child has been placed in out-of-home care can be an emotionally overwhelming experience. It's important to remember that, even in these challenging times, you have rights designed to ensure both you and your child are treated with the respect and dignity you deserve.

As a parent, your rights include:

- **Respect:** You should always be treated with kindness and understanding by all involved in your child's care.
- **Involvement:** Your voice matters. You have the right to participate in decisions affecting your family's future.
- **Information:** Staying informed about your child's well-being, including their physical and mental health, is crucial. You have the right to know how they're doing.
- **Education:** Your child's education is key. You have the right to be involved in decisions about their schooling and to be kept up to date on their progress.
- **Healthcare:** Providing consent and being present at your child's health appointments is not just your right, but also your role as a parent.
- **Contact:** Maintaining a relationship with your child through visits and other forms of contact is essential for their well-being and yours.
- **Religious Affiliation:** You have the right to decide on your child's religious upbringing, in line with your family's beliefs.
- **Appeals:** If you're unhappy with your case plan or visitation agreement, you have the right to appeal, ensuring your family's needs are properly considered.

Understanding your rights is the first step toward navigating this difficult period. Remember, you're not alone, and there are resources and support systems in place to help you and your child through this journey.

## Parent's Rights and Responsibilities

Go over this handbook with your caseworker to make sure you BOTH understand your rights

<https://www.chfs.ky.gov/agencies/dcbs/dpp/oohc/Documents/ChildRemovalHandbook2.pdf>

Navigating your CPS case can feel overwhelming, but remember, you have rights and options, including the right to appeal decisions. Empower yourself with knowledge and documentation every step of the way.

In Kentucky, you're allowed to record conversations you're part of, thanks to the state being a one-party recording jurisdiction. This means you can legally record your interactions with state employees and contractors, as long as you're an active participant in the conversation. However, it's important to remember that you cannot leave a recording device to capture others' conversations without your involvement.

Recording interactions serves as a critical tool to safeguard against misrepresentations or false allegations. To ensure you're prepared, start recording before any interaction begins and continue until the conversation has fully concluded. Always ensure your recordings are securely saved in multiple locations for redundancy.

When presenting these recordings in court, the original recording device may be required. Modern technology offers discreet options like pens or USB drives that function as recording devices, easily purchasable online.

Remember, the goal of recording is not to provoke or confront but to protect your rights and integrity. Maintain your normal demeanor, and avoid aggressive gestures like thrusting a camera in someone's face. Your approach should always be to document truthfully and protect yourself with dignity and respect.

# Appeal for an Investigative Finding

DPP-155  
922 KAR 1:480  
(R. 6/2019)

**ATTENTION TO PERSONS WHO ARE  
NOT ELIGIBLE FOR AN  
ADMINISTRATIVE HEARING:**

**FOR RESOLUTION OF A MATTER NOT  
SUBJECT TO REVIEW THROUGH AN  
ADMINISTRATIVE HEARING, YOU  
MAY CONTACT THE OFFICE OF THE  
OMBUDSMAN AT 1-800-372-2973.  
IF YOU DO NOT WISH TO SPEAK  
WITH THE OFFICE OF THE  
OMBUDSMAN, YOU MAY SUBMIT  
YOUR GRIEVANCE IN WRITING TO A  
SERVICE REGION ADMINISTRATOR  
OR DESIGNEE NO LATER THAN 30  
DAYS FROM THE DATE OF A  
CABINET ACTION TO WHICH YOU  
OBJECT.**

**TO REQUEST AN  
ADMINISTRATIVE HEARING  
FOR APPEAL OF A CABINET  
FINDING OF CHILD ABUSE OR  
NEGLECT, PLEASE COMPLETE  
THIS FORM AND MAIL TO:**

Quality Advancement Branch  
275 East Main Street, 2E-O  
Frankfort KY 40621

**IF YOU NEED ASSISTANCE WITH  
COMPLETION OF THIS FORM, PLEASE  
CONTACT THE LOCAL OFFICE AT:**

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**A REQUEST FOR AN  
ADMINISTRATIVE HEARING  
SHALL BE POSTMARKED WITHIN  
30 DAYS RECEIPT OF THE  
SUBSTANTIATED INVESTIGATION  
NOTIFICATION LETTER.**

**IF AVAILABLE, PLEASE SUBMIT A  
COPY OF THE SUBSTANTIATED  
INVESTIGATION NOTIFICATION  
LETTER WITH THIS FORM.**

## Request for Appeal of Child Abuse or Neglect Investigative Finding

In Accordance  
with 45 CFR 205.10,  
42 USC 5106a,  
and 922 KAR 1:480

**CABINET FOR HEALTH  
AND FAMILY SERVICES**

Department for Community  
Based Services  
275 East Main Street  
Frankfort KY 40621

**FOR V/TDD SERVICES  
Call the CHFS Office of the  
Ombudsman  
Toll Free at 1-800-627-4702**

KentuckyUnbridledSpirit.com



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# Service Appeal Form

DPP-154  
922 KAR 1:320  
(R. 11/09)

**ATTENTION TO PERSONS WHO ARE NOT ELIGIBLE FOR AN ADMINISTRATIVE HEARING UNDER THE SERVICE APPEAL PROCESS:**

**FOR RESOLUTION OF A MATTER NOT SUBJECT TO REVIEW THROUGH AN ADMINISTRATIVE HEARING, YOU MAY CONTACT THE OFFICE OF THE OMBUDSMAN AT 1-800-372-2973.**

**IF YOU DO NOT WISH TO SPEAK WITH THE OFFICE OF THE OMBUDSMAN, YOU MAY SUBMIT YOUR GRIEVANCE IN WRITING TO A SERVICE REGION ADMINISTRATOR OR DESIGNEE NO LATER THAN 30 DAYS FROM THE DATE OF A CABINET ACTION TO WHICH YOU OBJECT.**

**PLEASE COMPLETE A CUSTOMER SATISFACTION SURVEY THROUGH THE FOLLOWING WEB-SITE:**

**[HTTP://CHFS.KY.GOV/DCBS/DCBSSATISFACTION/SURVEYS.HTM](http://chfs.ky.gov/dcbs/dcbssatisfaction/surveys.htm)**

**TO REQUEST AN ADMINISTRATIVE HEARING FOR APPEAL OF A CABINET ACTION, PLEASE COMPLETE THIS FORM AND MAIL TO:**

Quality Assurance Section  
275 East Main Street, 1E-B  
Frankfort KY 40621

**IF YOU NEED ASSISTANCE WITH COMPLETION OF THIS FORM, PLEASE CONTACT THE LOCAL OFFICE AT:**

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**A REQUEST FOR AN ADMINISTRATIVE HEARING SHALL BE MAILED WITHIN 30 DAYS FROM THE DATE OF A CABINET ACTION.**

**IF AVAILABLE, PLEASE SUBMIT A COPY OF THE DPP-154A, "NOTICE OF INTENDED ACTION" WITH THIS FORM.**

## Protection and Permanency Service Appeal

In Accordance  
with 45 CFR 205.10 and  
922 KAR 1:320

**CABINET FOR HEALTH AND FAMILY SERVICES**

Department for Community  
Based Services  
275 East Main Street  
Frankfort KY 40621

**FOR V/TDD SERVICES**  
Call the CHFS Office of the  
Ombudsman  
Toll Free at 1-800-627-4702

**PROTECTION AND PERMANENCY SERVICE APPEAL**

NAME OF COMPLAINANT (PLEASE PRINT): \_\_\_\_\_ DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
STREET/P.O. BOX NO. CITY STATE ZIP CODE

TELEPHONE NUMBER: \_\_\_\_\_ COUNTY OF RESIDENCE: \_\_\_\_\_

PLEASE STATE IN DETAIL THE NATURE OF YOUR COMPLAINT AGAINST THE DEPARTMENT FOR COMMUNITY BASED SERVICES. (ADDITIONAL PAPER MAY BE USED IF NECESSARY.)

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PLEASE IDENTIFY THE DATE OF THE DISPUTED CABINET ACTION: MONTH \_\_\_\_\_ DAY \_\_\_\_\_ YEAR \_\_\_\_\_

PLEASE IDENTIFY EACH CABINET STAFF PERSON INVOLVED WITH THE SUBJECT MATTER OF YOUR APPEAL. (ADDITIONAL PAPER MAY BE USED IF NECESSARY.)

|               |                  |
|---------------|------------------|
| Name:         | Title, if known: |
| Work Address: |                  |
| City:         | County:          |

|               |                  |
|---------------|------------------|
| Name:         | Title, if known: |
| Work Address: |                  |
| City:         | County:          |

\_\_\_\_\_  
SIGNATURE OF COMPLAINANT DATE

\_\_\_\_\_  
SIGNATURE OF AUTHORIZED REPRESENTATIVE, IF APPROPRIATE DATE



To ensure your concerns are heard and properly documented, it's essential to reach out to the Ombudsman's office, including case workers and supervisors, even in challenging situations. Your documentation of complaints, evidence, and attempts at resolution is a critical step in seeking the support and solutions you deserve. Rest assured, this process is vital in advocating for your rights and ensuring your voice is acknowledged.

**Don't expect anyone of these sources to respond to you or to respond in a favorable way. File the complaints anyway.**

**Ombudsman's Office**

**CHFS.Listens@ky.gov**

**(502) 564- 5497**

**275 E. Main St, 2E-O  
Frankfort, Ky 46021**

# The CPS Chain of Command

Kentucky is organized into nine service regions to streamline and enhance the delivery of local services. If you need to escalate a claim or have concerns that require attention, identifying your specific service region and the relevant supervisors, managers, area managers, and directors is a crucial first step. For detailed contact information, including names and positions, you can refer to this comprehensive directory: [Service Regions Directory](https://www.chfs.ky.gov/agencies/dcbs/dsr/Documents/directoryofserviceregions.pdf).

<https://www.chfs.ky.gov/agencies/dcbs/dsr/Documents/directoryofserviceregions.pdf>

Here's how to navigate the process:

1. Locate your county in the document to find your service region.
2. Review the list of supervisors, managers, area managers, and directors for your region.
3. Draft a clear, concise, and respectful letter or email detailing your concerns or the nature of your claim.
4. Send your correspondence via email for immediate delivery. For added assurance, you may also send a copy via certified mail, ensuring you have proof of delivery.

Remember, clear communication and patience are key when seeking resolution. Your concerns are important, and by following these steps, you're taking a proactive approach to ensuring they are addressed.

# The Citizen's Foster Care Review Board

Navigating the foster care system can be overwhelming, but it's important to remember you have allies and resources ready to support you. One of these resources is the Citizen's Foster Care Review Board (CFCRB). By law, your caseworker is required to provide your name and contact information to the CFCRB, allowing you to attend Interested Party Reviews. These reviews occur every 6 months, offering a crucial opportunity for you to be involved and informed about your child's well-being and care.

Unfortunately, it's not uncommon for parents and caregivers to be unaware of these reviews, and in some cases, they may even find obstacles in their path to participation. However, it's vital to know that the CFCRB operates independently, under the Administrative Office of the Courts, not under the Cabinet for Health and Family Services (CHFS). This means you do not need your caseworker's permission to attend these important meetings.

For more information and to understand how you can be a part of these reviews, please visit the CFCRB website at <https://www.kycourts.gov/Court-Programs/Family-and-Juvenile-Services/Pages/Citizen-Foster-Care-Review-Board.aspx>. Remember, you have a voice in your child's foster care experience, and there are resources available to help ensure it is heard.

# Contact Information for CFCRB

## Area 1

Ballard, Caldwell, Calloway, Carlisle, Fulton,  
Graves, Hickman, Livingston, Lyon, Marshall,  
McCracken, Trigg  
Linnea Viniard

Marshall County Judicial Center  
80 Judicial Drive, Suite 120 Benton, KY  
42025

270-575-1105

[LinneaViniard@kycourts.net](mailto:LinneaViniard@kycourts.net)

## Area 2

Crittenden, Daviess, Henderson, Hancock, Hopkins, McLean, Ohio, Union,  
Webster

Carrie French

126 North Court Street P.O Box 431  
Morganfield, KY 42437

270-389-2121

[CarrieFrench@kycourts.net](mailto:CarrieFrench@kycourts.net)

## Area 3

Butler, Christian, Grayson, Logan, Muhlenburg, Todd Linda Arnold  
Muhlenburg County Judicial Center

136 S. Main St., Room 236

Greenville, KY 42345

270-298-7020

[LindaArnold@kycourts.net](mailto:LindaArnold@kycourts.net)

## Area 4

Allen, Edmonson, Simpson, Warren

Leigh Ann Kerr

Warren County Justice Center

1001 Center St., Suite 108

Bowling Green, KY 42101

270-746-7168

[LeighAnnKerr@kycourts.net](mailto:LeighAnnKerr@kycourts.net)

## Area 5

Adair, Barren, Casey, Clinton, Cumberland, Green, Hart, Lincoln,  
Metcalfe, Monroe, Pulaski, Russell, Taylor, Wayne

Jennifer Johnson

201 Campbellsville St.

Columbia, KY 42728

270-250-5605

[JenniferHJohnson@kycourts.net](mailto:JenniferHJohnson@kycourts.net)

## Area 6

Breckinridge, Hardin, LaRue, Meade, Nelson

Melissa Goff

Washington County Judicial Center

100 East Main St., Suite 138

Springfield, KY 40069

502-595-1215

[MelissaGoff@kycourts.net](mailto:MelissaGoff@kycourts.net)

**Area 7**

**Jefferson, Bullitt**

**Taylor Nunn**

**L & N Building**

**908 W. Broadway, 3E**

**Louisville, KY 40203**

**502-595-3498**

**TaylorNunn@kycourts.net**

**Alka Ahuja**

**L & N Building**

**908 W. Broadway, 3E**

**Louisville, KY 40203**

**502-595-3498**

**AlkaAhuja@kycourts.net**

## Area 8

Anderson, Carroll, Franklin, Henry, Marion, Oldham, Owen, Scott,  
Shelby, Spencer, Trimble, Washington, Woodford

Amy Smitha

Shelby County Judicial Center

401 Main St., Suite 201

Shelbyville, KY 40065

502-844-2706

[AmyS@kycourts.net](mailto:AmyS@kycourts.net)

## Area 9

Boone, Campbell, Gallatin, Grant, Kenton

Megan Johnson

Boone County Justice Center

6025 Rogers Lane, Box 241

Burlington, KY 41005

859-817-5870

[MeganJohnson@kycourts.net](mailto:MeganJohnson@kycourts.net)



## **Area 10**

**Boyle, Clark, Garrard, Madison, Mercer**

**Mark Pratt**

**305 S. Main Street**

**London, KY 40741**

**606-877-6886**

**MarkPratt@kycourts.net**

## **Area 11**

**Fayette, Jessamine**

**Kelly Caudle**

**1001 Vandalay Drive**

**Frankfort, KY 40601**

**502-573-2350 x50517**

**KellyCaudle@kycourts.net**

## Area 12

Bell, Clay, Jackson, Knox, Laurel, McCreary, Rockcastle, Whitley

Thera Trammell

2 N. Main St., Suite 3

Whitley City, KY 42653

606-376-3227

[TheraTrammell@kycourts.net](mailto:TheraTrammell@kycourts.net)

## Area 13

Bath, Bourbon, Bracken, Fleming, Harrison, Mason, Menifee,  
Montgomery, Nicholas, Pendleton, Robertson

Maurice Campbell

155 E. Main St., Suite 400

Lexington, KY 40507

859-246-2166

[MauriceCampbell@kycourts.net](mailto:MauriceCampbell@kycourts.net)

## Area 14

Boyd, Carter, Elliott, Greenup, Johnson, Lawrence, Lewis,  
Magoffin, Martin, Morgan, Powell, Rowan, Wolfe  
Laura Gullett

Magoffin County Justice Center

100 E. Maple St.

Salyersville, KY 41465

606-349-1245

[LauraGullett@kycourts.net](mailto:LauraGullett@kycourts.net)

## Area 15

Breathitt, Estill, Floyd, Harlan, Knott, Lee, Leslie, Letcher, Perry,  
Pike, Owsley  
Dana Dotson

Knott County Justice Center

100 Justice Drive, Room 328

P.O. Box 841

Hindman, KY 41822

606-785-2923

[DanaDotson@kycourts.net](mailto:DanaDotson@kycourts.net)

Here are some steps to help you keep a detailed and accurate record of your experiences:

- 1. Document Each Encounter:** Keep a meticulous record of every meeting, session, and home visit. This includes conversations with CPS workers, therapy sessions, and any other interactions with service providers.
- 2. Record Meetings Discreetly:** If possible and legal in your jurisdiction, record these interactions. This can be an invaluable resource for reviewing what was said and agreed upon.
- 3. Mark Your Calendar:** Consistently update your calendar with past and future appointments. This will help you maintain a clear timeline of events.
- 4. Review and Compare Notes:** After receiving notes or reports from CPS or service providers, take the time to compare these documents against your own records. Look for any discrepancies or inaccuracies in dates and details.
- 5. File Complaints When Necessary:** If you identify inaccuracies or experience unprofessional behavior, begin by addressing your concerns with the case worker's immediate supervisor. If the issue is not resolved, escalate your complaint to the Ombudsman's office and, if needed, through the chain of command.
- 6. Submit Service Appeals:** Don't hesitate to submit service appeals if you disagree with decisions or actions taken by CPS or associated providers.
- 7. Reach Out to the Office of the Inspector General (OIG):** If your concerns are not adequately addressed or if you encounter combative responses, submit a complaint to the Office of the Inspector General for the Cabinet for Health and Family Services (CHFS). Their website is: <https://www.chfs.ky.gov/agencies/os/oig/Pages/default.aspx>.

This platform can also be used to report false allegations and any abusive or fraudulent reports by CPS partners, including foster care placement agencies and therapy providers. It's important to remember that some organizations might make false disclosures to secure continued involvement and financial compensation from funding sources such as Ky Medicaid and Title IV.

It's important to know the professionals involved in your case and their qualifications. In Kentucky, not all case workers are licensed social workers. To verify someone's licensing, you can visit the Kentucky Board of Social Work website at "<https://bsw.ky.gov/Pages/index.aspx>". This is also where you can file a complaint against licensed social workers, including case workers or supervisors, if needed. For instances involving therapy providers who may falsify records or conversations, this board can address such concerns too.

Additionally, Kentucky values transparency regarding state employees. You can explore salaries and job titles at <https://transparency.ky.gov/search/Pages/SalarySearch.aspx#/salary>. This resource can provide further insight into the professionals you're interacting with in your case. Remember, understanding and verifying the credentials of those involved in your case is a step towards ensuring you're receiving the appropriate support and services.

In Kentucky, a network of advocacy groups plays a crucial role in providing support and resources to families and individuals facing various challenges. These organizations offer a range of services, including parenting classes, domestic violence support, and specialized training programs, tailored to meet the unique needs of those they serve. Building a relationship with these groups and sharing your personal story can be a powerful step towards receiving the help and guidance you might need. While it's true that parents and families with open cases might feel sidelined in policy discussions, these advocacy groups act as vital intermediaries, ensuring that their voices have a platform. They hold influential positions, engaging directly with elected officials and cabinet management to advocate for change and improvement in policies that affect families. Beyond influencing policy, these advocates provide direct assistance, offering resources and support tailored to the specific needs of your family. Establishing a connection with such organizations can open doors to invaluable support systems and opportunities for empowerment.

Reaching out to your elected officials is a powerful step in advocating for change and ensuring your voice, as well as the voices of your family, are heard. Sharing your personal experiences and the challenges you've faced can significantly impact the way laws are written and enacted. It's crucial to convey your story and the importance of supporting legislation that promotes accountability, transparency, and the rights of parents and children.

For residents of Kentucky, the process of finding and contacting your senators and representatives has been made accessible through the website:

<https://legislature.ky.gov/Legislators>. This platform allows you to identify your elected officials and provides the necessary contact information to reach out to them directly.

When writing to your officials, be clear and concise about your experiences and the changes you wish to see. Request a meeting to discuss these matters further and express your support for laws that ensure accountability for misconduct, uphold open court proceedings, establish a robust parent's bill of rights, and guarantee adequate legal representation for both parents and children.

Remember, when enough people come forward to share their stories and back their claims with evidence, it becomes increasingly difficult for these issues to be overlooked. Your engagement can help drive the development of a fairer, more transparent system that better serves the needs of all families.