

Heritage Children Services Program Description

Heritage Children Services was formed as a Limited Liability Corporation on November 30, 2015, and employs nearly 60 full-time staff. Heritage Children Services has offices in the following locations: 156 Gaines Drive, Campbellsville, KY 42718; 1990 Louisville Road, Suite 103, Bowling Green, KY 42101; 650 North Main Street, Suite 230, Somerset, KY 42501; 920 Frederica Street, Suite 106, Owensboro, KY 42301; 2935 Dolphin Drive, Suite 202, Elizabethtown, KY 42701. HCS also has an auxiliary to the Somerset office located in McCreary County.

Our administrative team has considerable education, training, and experience in providing services to children in out-of-home care. Lora Mays, Executive Director, has been working in foster care for 11 years in various leadership positions. Cecelia Bunch, Clinical Services Director, is a certified Juvenile Sexual Offender Counselor, Licensed Certified Alcohol and Drug Counselor, has training in both Trauma Focused Cognitive Behavioral Therapy (TFCBT) and Eye Movement Desensitization Reprocessing (EMDR), provides clinical supervision to many therapists in the region and has worked with children as a therapist for 12 years. Beverly Burton, Quality Assurance Director, brings nearly 12 years of experience serving in various capacities and working successfully with children and families. Anita Webster, Chief Visionary Officer, has been involved in foster care for the last 20 years which includes not only agency work but being a professional foster parent who has adopted three of the many children who have come into her home. Joining our corporate team in 2021, Venessa Nunn, Adoption Director, brings a tremendous amount of knowledge and expertise advocating for children in out-of-home care after retiring with 28 years of service with the Cabinet for Health and Family Services. Additionally, Sara Perry, State Program Director, has been working and advocating for children in foster care for 15 years in various frontline and leadership roles. This administrative team enjoys over 150 combined years of foster care specific experience, are committed professionals, and truly enjoy serving children in out-of-home care and working with foster parents.

The following is a list of services we are currently licensed to provide in the Commonwealth of Kentucky for the Cabinet for Health and Family Services: Foster Care, Therapeutic Foster Care, and Medically Complex Foster Care.

HCS accepts referrals for all level of care categories for therapeutic and medically complex foster children of both sexes from birth through age 21 with an IQ of at least 60. HCS also accepts pregnant and parenting youth. HCS accepts youth with all permanency goals. HCS strives to find the right home for each youth entering placement through several steps of ensuring compatibility between the youth's needs and the family's abilities prior to placement. Unfortunately, all placements are not successful. HCS is often able to help locate another home within the agency that may be willing to work with the youth. If a home decides that they can no longer continue to provide services to a youth, they must submit a 14 day notice to provide time to transition the youth to a new home. In some rare cases, emergencies may arise that require a youth to be discharged immediately. Most often a youth will discharge from HCS due to meeting their permanency goal, such as returning to their home, being adopted, or deciding to transition out of foster care once they have reached the age of 18. In some instances, a youth transitioning to adulthood may choose to stay in care and can do so in a foster home setting until the age of 21.

Each office location is able to serve counties that are in close geographic proximity to them while giving the flexibility for the foster parent to choose which office location best suits their needs. The location of each of our 6 offices allow HCS to serve all of mid and south-central Kentucky. All offices support telephone, email, and video conferencing platforms, where appropriate, in order to make delivery of services more convenient for all parties involved.

Therapy services are provided by a qualified mental health professional and monitored by the treatment director. HCS has a clear contract for any services required by an outside agency provider that allows the Treatment Director to maintain control of the therapy services.

Heritage Children Services goal is to provide successful individualized therapeutic services to the youth in our care that will help them thrive and grow in their education, community, independent living skills and achieve permanency. The objective of therapeutic services at Heritage Children Services is to provide treatment that will address each youth's individual needs so that they may develop the emotional, behavioral, and social skills needed to achieve permanency and transition into adulthood.

Therapy services are provided at minimum twice monthly to all therapeutic level youth placed with the agency. The amount of therapy is subject to increase dependent upon the youth's level of care and individual needs. Services are provided in the form of individual, group, and family to address the individual needs of each youth based upon the findings of their comprehensive assessment. The assessment tool is utilized to identify ethnic, religious, and cultural background of each youth and the individualized treatment plan will be tailored accordingly. Qualified staff ensures that services provided are within their scope of practice and utilize consultation, training, and supervision to educate themselves in specific topics in order to provide the highest quality of care. HCS refers out for any specialized treatment needed that is outside the scope of our staff's expertise.

A comprehensive assessment is developed within 30 days of placement with the agency. The needs identified in the assessment are provided to the therapeutic case manager and utilized in the development of the individualized treatment plan. A treatment team meeting is held and monitored by the treatment director within 30 days of placement to discuss the treatment goals and objectives as well as to identify needed services for the youth. The treatment director meets with the staff involved in the youth's treatment monthly to address needs and goal progress.

All other therapeutic services are provided by a Heritage Children Services therapeutic case manager and will be monitored and discussed with the Treatment Director monthly. Direct Service staff participate in quarterly treatment planning reviews, monthly trainings, supervision, and treatment team meetings, and case reviews at weekly staff meetings.

Heritage Children Services provides psychiatric services by utilizing local community psychiatric providers and Kentucky Counseling Center, who HCS has a Memorandum of Understanding. A referral is made upon admission and psychiatric services are scheduled within the first 30 days of admission. In addition, Heritage Children Services administrative staff continues to enjoy great working relationships with in-patient/residential psychiatric service providers, including the Ridge, Rivendell, and Lincoln Trail.

Critical incidents are reported to the agency within 24 hours of the occurrence and immediately utilizing the 24 hour on-call crisis number for incidents that require immediate intervention. An initial supervision/crisis plan is utilized upon admission of each youth and modified addressing each youth's

critical incident history and high-risk factors after completion of the initial assessment. The supervision/crisis plan is discussed with foster parents, direct line staff, and the youth's Cabinet worker. The initial assessment is completed within the first 30 days of placement and is followed by the development of an individualized treatment plan as well as an individualized supervision/crisis plan.

Heritage Children Services staff and foster parents are trained on behaviors, interventions, and high-risk situations that increase critical incidents. The amount and extent of training is subject to the needs of each youth placed with the agency. Trends in critical incidents are addressed with staff and foster parents with the development of a plan to reduce high trending incidents. These interventions may include an increase in supervision, corrective action, increase in therapy services, specialized topic group therapy, and specialized training dependent on the incident and trend.

Upon report of a critical incident, the Heritage Children Services therapeutic case manager assigned to the youth involved processes the incident with the youth and foster parents within 24 hours or on the next business day. The therapeutic case manager completes a critical incident report and send it to the Treatment Director within 24 hours of the reported incident or on the next business day. Should the incident occur after regular business hours the on-call Heritage Children Services staff addresses the incident and develops a report for the youth's assigned therapeutic case manager, treatment director, and the youth's Cabinet worker. Therapy services are scheduled and provided for services requiring a higher level of intervention. All critical incidents are reported to the youth's therapist.

Critical incidents are reported in the Heritage Children Services database and reviewed by the Treatment Director and/or Program Director daily. Trends are monitored by the Treatment Director and Program Director and reported to the Executive Director monthly to identify needs.

Bowling Green

1990 Louisville Rd., Suite 103
Bowling Green, KY 42101
Open M-F 8:30am-5:00pm CST
Office: 270-904-2451
Fax: 270-904-3173
Emergency Phone:
270-599-2117

Campbellsville

156 Gaines Drive
Campbellsville, KY 42718
Open M-F 8:30am-5:00pm EST
Office: 270-283-4441
Fax: 270-283-3938
Emergency Phone:
270-283-5968

Owensboro

920 Frederica Street
Suite #106
Owensboro, KY 42301
Open M-F 8:30am-5:00pm CST
Office: 270-231-8040
Fax: 270-231-8030
Emergency Phone:
270-993-6640

Somerset

650 North Main Street,
Suite #230
Somerset, KY 42501
Open M-F 8:30am-5:00pm EST
Office: 606-485-4552
Fax: 606-485-4571
Emergency Phone:
606-802-4131

Elizabethtown

2935 Dolphin Drive,
Suite #202
Elizabethtown, KY 42701
Open M-F 8:30am-5:00pm EST
Office: 270-506-3766
Fax: 270-506-3071
Emergency Phone:
270-723-3343