**Kimberly D. Hillard**

113 Summit Drive, Georgetown, KY 40324**/** 859-806-6718**/**Kimberlyld.hillard@ky.gov

**Executive Profile**

Accomplished Executive with demonstrated and proven ability to deliver mission-critical results. Program manager with twenty-six plus years’ experience in social programs and advocacy. Areas of expertise include; child protection, adult protection, guardianship, family support, aging services, leadership, staff development, program development, coalition building, public speaking, training, policy and procedure development, legislative review, grant oversight and reporting, as well as program monitoring. Skilled trainer and sought after public speaker. Nationally recognized expert on issues related to aging and vulnerable adult populations.

**Skill Highlights**

* Able to work independently as well as within a team
* Staff training/development
* Adheres to legal and ethical standards
* Exceptional verbal communication skills
* Strong writing skills
* Policy/Program development
* Grant writing
* Consistently meets goals
* Demonstrated leadership skills
* Skilled strategist for improving processes
* Critical problem solving skills
* Energized by challenges

**Core Accomplishments**

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**Project Development**

* Created first ever national PSA on Elder Abuse, which was used as an international model
* Developed and implemented Multi Agency Regional Forums aimed at systemic advocacy and procedural change
* Trained FBI agents and State Police on “Societal Barriers to Systemic Responses on Elder Abuse”, at the FBI Training Academy at Virginia Tech
* Researched and wrote the CHFS annual report on Elder Abuse in KY (2005-2008)
* Lead and Coordinated the grassroots network of Local Coordinating Councils on Elder Abuse
* Created KY specific scripting for the public awareness and training video “Unheard Cries: Elder Abuse in KY”. Appeared on screen and conducted voiceovers for the video as well.
* Created and implemented multiple initiatives within the LTC Ombudsman program
* Created a Training Division for the Dept. of Revenue, that included technical systems training as well as leadership development
* Created, coordinated and lead the Leadership Retreat for all levels of management for the Dept. of Revenue
* Added reporting language for all CMHC’s related to activities and outreach for MH and Aging efforts
* Appointed to Governor’s Council on Alzheimer’s and Other Related Dementia’s
* Nominated for the Rosalie Wolf Award for my work at the national level on Adult/Elder Abuse and Awareness

**Documentation**

* Prepared multiple legislative briefs
* Prepared Congressional talking points in support of the Affordable Care Act, through my role as State Long Term Care Ombudsman
* Prepared multiple letters and articles for the Governor’s Office and Cabinet Leadership (CHFS, and Finance and Administration Cabinet)
* Prepared public speeches/presentations for Cabinet Leadership (CHFS, DCBS, DAIL, Dept. of Revenue)
* Researched and wrote the CHFS Elder Abuse Report
* Completed multiple legislative bill reviews
* Completed application, reporting requirements, and oversight for OAA grant, CMP grant, and various grants related to aging populations

**Supervision**

* Extensive experience supervising multiple employees, multiple programs, and networks both within and outside of state government

**Process Improvement**

* Created new policies and procedures manual for the LTC Ombudsman program
* Implemented program consistency standards for LTCOP on statewide level
* Created networks and forums for partnering agencies that interface with APS, OIG, Guardianship, LTCOP, OAG
* Ongoing assessment of organizational training needs, community partner training needs, and public awareness information
* Streamlined orientation training for Dept. of Revenue- taking it from 3 months for completion to 2 weeks for completion

**Professional Experience**

**DBH/DID Program Administrator 3/2018 to present**

**Div. of Behavioral Health/DBHDID/CHFS**

DBH Co-lead for Peer Support Services Implementation, Recovery Oriented SOC projects, as well as Consumer Operated Services Programs. Lead staff person for Mental Health and Aging services and statewide coalition. Served as co-lead Regional Liaison to Central State Hospital, Centerstone and Communicare. Acts as Statewide Coordinator for all Regional Transition Coordinators, related to SASA. Responsible for majority of NAMI Lex contract, portions of NAMI KY, and all of the Bridgehaven contracts. Conducted monitoring, provided technical assistance to CMHC’s. Write monthly newsletter article for Bridgehaven Peer Support Newsletter. Serve as committee member for NASMHPD for the Older Persons Division, and serve as the Southeast Region Coordinator for Aging Services related to mental health.

**Training and Staff Development Br. Mgr. 5/2014-3/2018**

**Dept. of Revenue/F&AC**

Analyzed training needs for all Divisions within Dept. of Revenue, create curriculum, create materials, coordinate and supervise training staff. Conduct training sessions on leadership and personal development. Analyze effectiveness of training and make recommendation to Executive leadership for enhanced opportunities. Prepare reports as requested. Track and monitor federally and state mandated trainings for required successful completion by all staff. Created, coordinated and lead the annual Leadership Retreat for all levels of management within the Dept. of Revenue, and the Finance and Administration Cabinet. Conducted leadership events with Commissioner Bork. Performed in public awareness video on Fraud deterrence efforts, along with Communications Director. Wrote quarterly Dept. newsletter. KECC Dept. Chair for 2015, and ran the most successful campaign for the Dept. to date.

**State Long Term Care Ombudsman 11/2008-5/2014**

**Dept. for Aging and Independent Living/CHFS**

Served as head of the Office of the State Long Term Care Ombudsman. Managed state staff as well as local program staff, and certified volunteer staff. Developed policies, procedures and programming aimed at improving the lives of long- term care residents living in PCH, FCH, and SNF’s. Provided independent advocacy for residents, and families. Recommended changes to laws and policies to benefit residents. Testified at Senate Committee Meetings for issues related to long- term care. Developed and provided trainings to partnering agencies inside and outside of state government. Keynote speaker at numerous conferences. Conducted multiple public speaking engagements, and training events on adult abuse, adult protection, guardianship, advocacy, residents’ rights, employee and caregiver burnout. Conducted training for special agents and state police at the VA Tech FBI Academy. Initiated and carried out personnel actions. Tracked data, monitored trends, and developed enhanced and innovative programming. Worked with independent citizen ran advocacy organizations. Developed the multi-agency regional councils to address systemic responses to adult abuse. Appointed to the Governor’s Council on Alzheimer’s and Other Related Dementia’s.

**Internal Policy Analyst III 10/2001-11/2008**

**Dept. for Community Based Services/CHFS**

Served as the Elder Abuse Specialist for KY. Developed policies and procedures for adult protective services. Provided case consultation and assistance to statewide staff. Coordinated and grew the statewide grassroots advocacy groups of “Local Coordinating Councils on Elder Abuse”. Appointed to serve on the State Elder Abuse Committee, and chaired the Public Awareness Sub-Committee, as well as the Resource Development Sub-Committee. Conducted multiple public speaking and training events. Participated in the creation of the public awareness and training video “Unheard Cries- Elder Abuse in KY” video, appearing onscreen. Created the first national PSA on Elder Abuse Awareness. Researched and wrote the annual CHFS report on Elder Abuse in KY for the Governor’s office, legislature and the general public.

**Special Investigator 10/2000-10/2001**

**Office of Inspector General/CHFS**

Conducted investigations for the Division of Special Investigations within the Office of Inspector General. Investigations included Medicaid Fraud and Abuse, state employee misconduct, and other special investigations as assigned. Investigative results were prepared and delivered to the Office of Attorney General for prosecution.

**Youth Counselor 03/1997-10/2001**

**Dept. of Juvenile Justice/CHFS**

Served as a counselor at Hardin County Day Treatment for convicted female offenders. Provided individual counseling, family counseling, and innovative group counseling sessions to aid in the success and personal development of the youth and their caregivers. Developed treatment plans, prepared court reports, secured follow-up services and resources for the youth and their families to assist in successful re-integration into the community.

**Social Services Worker 10/1990-3/1997**

**DCBS/CHFS**

Held multiple positions as a protective services social worker, experienced in intake and investigation, On-going casework, adoptions, adolescence, domestic violence, substance use, and high-risk families. Received multiple promotions up to Social Worker Chief. Identified cases of child physical and sexual abuse, neglect and dependency. Connected families with appropriate services needed for safety, independence, mental health, domestic violence, substance use and addiction services. Developed treatment plans. Co-created the first interactive parenting classes through Seven Counties Services (now Centerstone). Trained new social workers, as well as CASA workers. Prepared cases for court and testified at hearings.

**Education**

Bachelor of Science: Counseling and Guidance 1989

University of Louisville

Associates Degree in Sociology 1988

Associate Degree in History 1988

Certificate: Certified Public Managers Program 2005

Kentucky State University