

CHILD SUPPORT ADVISORY COUNCIL

REGULAR MEETING, SEPTEMBER 17, 2026

10:00 A.M. EDT

Kenton County Administrative Building

1840 Simon Kenton Way, Schott Meeting Room, 2nd Floor

Covington, Kentucky 41011

I. ATTENDANCE:

Council members participating in the meeting included Amy Burke (Chief, Department of Child Support Services); Jason Darnall (Marshall County Attorney); Jennie Haymond (Madison County Attorney); Corey Thomas (Spencer County Attorney); Stacy Tapke (Kenton County Attorney); and Joe Leavell, participating as proxy for Jefferson County.

Additional DCSS, OAG, county, and program staff participated in person and through Microsoft Teams. Participants referenced during the meeting included Jay Franze, Todd Yates, Lauren Ingram, Robyn Shier, Stacy Byrnes Taulbee, Rob Trimble, Tara Tucker, Al Tillary, Joe Ross (Logan County Attorney), Cade Foster (McCracken County Attorney) and Joseph White (Clay County Attorney).

II. WELCOME:

Amy Burke called the September meeting of the Child Support Advisory Council to order and welcomed Council members and other attendees participating both in person and remotely through Microsoft Teams.

Amy noted that the meeting was being recorded/transcribed to assist with preparation of the meeting record. Council members then identified themselves for purposes of attendance.

III. APPROVAL OF MINUTES OF AUGUST CSAC MEETING:

The Council considered the minutes from the August 18, 2026, regular meeting. A motion was made and seconded to approve the minutes. The minutes were approved.

IV. ANNOUNCEMENTS:

1. Center for Business and Economic Research Study for Child Support Budget: Amy Burke provided an update regarding the Center for Business and Economic Research (CBER) study. Katie from the University of Kentucky Center for Business and Economic Research has been working with DCSS and Council members.

A survey is being prepared for distribution to county attorneys, assistant county attorneys, case specialists, and other appropriate program personnel. Not every question will apply to every participant, but obtaining feedback from multiple levels of the Child Support Program is intended to provide a broader understanding of program needs. DCSS has also provided information from the state system to assist with the study.

2. Update on New Chief of DCSS and Transitional Changes: An update was provided regarding the transition in DCSS leadership, including Robyn Shier assuming her new role effective October 1, 2026. Amy Burke discussed the transition and ongoing efforts to ensure continuity within the Child Support Program.

3. KASES Re-Platforming: Amy Burke provided an update regarding the contract with IBM to re-platform KASES to .NET. The project will place KASES into newer technology and establish a foundation for incremental modernization of the system.

As part of the planning process, DCSS contacted other states that had undertaken similar projects. One consistent recommendation was to allow additional time for overnight batch processing during the transition.

Rob Trimble confirmed that KASES will move to a 7:00 p.m. to 7:00 a.m. Eastern Time batch-processing window. This schedule will apply during the week and on weekends. KASES will therefore be unavailable beginning at 7:00 p.m. Eastern Time. KASES is shut down on Sundays.

Additional information regarding implementation of the new schedule will be communicated to the field.

V. ROB TRIMBLE, OIS UPDATES:

Rob Trimble, Executive Director of the Office of Information Services (OIS), provided an overview of technology services being transitioned to the Office of the Attorney General for Child Support Services.

OIS is working to transition technology services that have continued to be shared with the Cabinet for Health and Family Services following the movement of Child Support Services to the Office of the Attorney General. Current areas of focus include onboarding, ServiceNow, technology support, and the Document Management System (DMS). Onboarding and ServiceNow: Tara Tucker, IT Services Manager for DCSS, provided a demonstration of changes being piloted for the onboarding process. Jefferson and Fayette Counties participated in the pilot.

When onboarding documentation, including the CS-219, is received, a ServiceNow ticket can be established to track the onboarding process. The system allows the various steps of onboarding to be documented and provides users with notifications regarding the status of the request.

The process is intended to provide greater visibility into where an onboarding request stands and assist DCSS in identifying delays or bottlenecks. The existing onboarding process remains in place for counties that are not participating in the pilot.

OIS emphasized that the new process is being implemented incrementally and that counties should not begin using the new process unless specifically instructed to do so. CSS Self-Service Portal: Al Tillary demonstrated the Child Support Services Self-Service Portal within ServiceNow. The portal provides users with an additional method for reporting technology issues and tracking service requests.

Users will be able to submit an issue, review the status of tickets, provide additional information, attach screenshots or documents, and communicate with the Service Desk through the ticket.

The portal does not replace the existing telephone or email methods for contacting the Service Desk. Rather, it provides an additional option and a centralized location for users to review their service requests.

OIS's long-term goal is to provide a streamlined channel for Child Support technology support so users do not have to determine whether an issue should initially be directed to DCSS, OIS, or the Commonwealth Office of Technology. OIS can route requests to the appropriate resource after they are received.

Before expanding the portal to additional counties, OIS intends to provide appropriate training and orientation.

Document Management System: OIS also provided an update regarding the Document Management System. The first phase of the DMS project will focus on upgrading the existing system and identifying immediate opportunities for improvement. A later phase may involve broader changes or additional functionality.

OIS plans to distribute a survey to obtain feedback from field users regarding the current DMS and desired improvements. Council members were encouraged to obtain feedback from employees who regularly scan, upload, retrieve, and otherwise work with documents in the system.

Feedback from frontline users will be used to help identify priorities for future DMS improvements.

VI. PERFORMANCE, ETHICS AND CONFIDENCE IN OFFICE – FINAL DRAFT:

Amy Burke reviewed the latest draft of the Standards of Conduct, Ethics, and Performance Accountability document. The draft incorporated feedback received during the previous Council meeting.

Language was added clarifying that DCSS retains the authority to terminate a Contracting Official's contract for a material violation of the contract or applicable law, policy, or ethical requirement regardless of the Contracting Official's Child Support Program performance.

The draft also includes language, providing that, if the standards conflict with an applicable statute, regulation, or local policy, the stricter requirement shall govern.

Scope and Child Support Matters: The Council discussed the relationship between the Child Support Advisory Council's authority and matters that may fall within the jurisdiction of the Prosecutors Advisory Council (PAC). The intent is for these standards to address conduct and performance involving Kentucky's Child Support Program.

Matters arising exclusively from traditional criminal prosecutorial functions may remain within PAC's jurisdiction. The Council discussed circumstances in which the two areas could overlap and agreed that the language should clearly reflect the Child Support-specific scope of the standards.

Definition of Prosecutor: The Council reviewed the definition of "Prosecutor." The current draft defines a prosecutor as an elected or appointed County Attorney or Assistant County Attorney duly sworn to perform prosecutorial duties in Kentucky.

Concern was expressed that the definition could be too narrow for Child Support because other attorneys or contracting arrangements may perform Child Support functions. Friend of the Court arrangements were discussed as one example.

The Council discussed revising the definition to include County Attorneys, Assistant County Attorneys, and other attorneys performing duties under a Child Support contract or within the Child Support Program. Amy Burke will revise the language for further review.

Performance Improvement Plans: Amy reviewed the three-phase performance accountability process.

Phase 1 consists of a Performance Improvement Plan (PIP 1) developed collaboratively between DCSS and the Contracting Official. The minimum duration is six months, with the ability to continue the PIP in three-month increments where measurable improvement is occurring.

Phase 2 involves escalation to the Child Support Advisory Council and a Council-issued Performance Improvement Plan (PIP 2). A minimum of twelve months is provided before escalation to Phase 3 when there has been little or no measurable improvement. The longer period shows that Child Support performance statistics may fluctuate by reporting quarter and that Contracting Officials should have sufficient time to demonstrate meaningful and sustained improvement.

Language was added requiring written notification upon successful completion of either PIP 1 or PIP 2 confirming that identified deficiencies have been satisfactorily addressed and that no further action will be taken.

Phase 3 involves a contract termination proceeding and formal hearing before the Child Support Advisory Council.

Contract Termination: The Council reviewed the contract termination provisions, including termination for default, termination for convenience, immediate termination for cause, and termination involving conduct unbecoming of a Contracting Official.

There was discussion regarding the different notice periods applicable when DCSS terminates a contract for convenience and when a Contracting Official withdraws from the contract. The Council discussed the provisions in relation to the existing contractual process.

Financial Transactions and Private Legal Practice: Joseph White requested clarification regarding language that would prohibit a public servant from engaging in certain financial transactions exceeding \$100 with a subordinate or person directly supervised by the public servant.

Concern was expressed that the provision could unintentionally prohibit legitimate attorney-client relationships or business arrangements, particularly in rural counties where County Attorneys and Assistant County Attorneys frequently maintain private legal practices.

The Council also discussed situations in which Assistant County Attorneys may be business or law partners.

Amy Burke agreed to review the provision and either revise the language to exclude legitimate attorney-client relationships and appropriate business arrangements or remove the provision if existing ethical requirements adequately address the concern.

Council members agreed that the document should receive an additional review before final approval. Amy Burke requested that Council members review the draft and attachments and provide any additional comments. A revised draft will be circulated after the discussed changes are incorporated.

VII. NEXT SCHEDULED MEETINGS:

The Council discussed scheduling the next meeting in Frankfort. October 9 and October 16 were considered.

The Council agreed that the next regular meeting will be held:

Friday, October 9, 2026, at 10:00 a.m. Eastern Time in Frankfort, Kentucky.

The Council also discussed upcoming training for newly elected County Attorneys. Joe Ross recommended providing training both before the new County Attorneys take office and after they have had an opportunity to begin working within the program.

Amy Burke confirmed that New County Attorney Training is scheduled for December 11, 2026. The initial training will focus on practical requirements such as background checks, onboarding, invoicing, and other information necessary for incoming County Attorneys. Additional follow-up training is anticipated throughout the following year. The Council discussed the possibility of coordinating a future Council meeting with the December 11 training.

VIII. ADDITIONAL BUSINESS:

Enforcement Regulations: Jason Darnall raised an issue identified while reviewing administrative regulations related to Child Support enforcement. Certain regulations continue to reference the Cabinet rather than the Office of the Attorney General.

Amy Burke confirmed that the references need to be updated as the regulations are transitioned. Amy will work with Stacy Byrnes Taulbee regarding the necessary regulatory changes. Related forms will be addressed after the regulatory updates are completed. Insurance Settlements: Jason Darnall also discussed a case involving an individual with approximately \$35,000 in Child Support arrears who received a personal injury settlement without Child Support being notified.

The Council discussed the difficulty of identifying insurance settlements before funds are distributed. Kentucky does not currently have the same insurance settlement reporting requirements discussed as being used in certain other states.

Amy Burke advised that the issue is being examined as a potential legislative initiative. DCSS is considering legislation that would require applicable insurance settlements to be reported so Child Support can determine whether delinquent obligations exist before proceeds are distributed.

The Council discussed reviewing laws already enacted in other states and potentially using an existing state framework as a model for Kentucky.

Recognition of Amy Burke: Stacy Tapke recognized Amy Burke at what was expected to be her final Council meeting in her current role and thanked her for her leadership during the transition of the Child Support Program. She noted that the transition had proceeded smoothly and expressed appreciation for Amy's leadership and the work of the DCSS team. Other Council members expressed similar appreciation.

Amy thanked the Council and stated that she valued her work with the Child Support Program and those who serve Kentucky's families. She expressed confidence that the program would continue making improvements under its new leadership.

IX. ADJOURN:

Stacy Tapke made a motion to adjourn the meeting. Corey Thomas, Spencer County Attorney, seconded the motion.

The meeting was adjourned.