

KENTUCKY COMMUNITY
LEARNING NETWORK

YEAR ONE: 2025-2026

ANNUAL REPORT

2025-2026

PREPARED FOR:

CABINET FOR HEALTH AND FAMILY SERVICES (CHFS)

DEPARTMENT OF COMMUNITY-BASED SERVICES (DCBS)

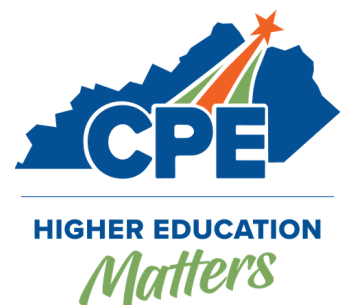


Community Learning Network

YOUR MISSION. OUR COMMITMENT.

PREPARED BY:

COUNCIL ON POSTSECONDARY EDUCATION



EXECUTIVE SUMMARY

One year ago, the Kentucky Community Learning Network (KCLN) set out to transform the training program for the Kentucky Department for Community Based Services. What began as a transition from a single-provider training model has become a collaborative statewide learning network built on consistency, innovation, and partnership.

What We Built

In partnership with DCBS, Brescia University, Morehead State University, Northern Kentucky University, and Deloitte, KCLN established the infrastructure necessary to deliver high-quality, standardized workforce training across the Commonwealth. Governance systems, curriculum modernization, quality assurance processes, performance dashboards, and evaluation tools now provide the foundation for a sustainable statewide learning ecosystem.

Year One Results

During its inaugural year, KCLN moved beyond implementation to operational excellence. The network standardized training delivery, modernized curricula, strengthened instructor development, introduced data-informed decision making, and demonstrated its ability to rapidly respond to emerging workforce needs—including preparing more than 1,100 Family Support employees for major federal policy changes within a six-week implementation window.

Looking Ahead

As KCLN enters its next phase, the focus shifts from building infrastructure to expanding impact. Priorities include experiential learning partnerships, Credit for Prior Learning, supervisor excellence, enhanced workforce analytics, and innovative learning strategies that strengthen recruitment, retention, and career advancement across Kentucky's human services workforce.



JAN GOLDMAN

SENIOR FELLOW, WORKFORCE INITIATIVES
MANAGING PARTNER, KCLN



BUILDING A BETTER TRAINING PROGRAM TO GROW A STRONGER WORKFORCE

The first year of the Kentucky Community Learning Network (KCLN) was defined by purposeful action and measurable progress. What began as a transition effort quickly evolved into the development of a modern, statewide learning system built on collaboration, consistency, accountability, and continuous improvement. Every milestone reflected a commitment to creating the training program Kentucky's Department for Community Based Services (DCBS) workforce needs today while laying the foundation for future growth.

Major Accomplishments



★ 10 Regional
Listening
Sessions

Before redesigning training, KCLN committed to understanding the needs of those closest to the work by completing a statewide listening tour across all DCBS regions, meeting directly with frontline staff, supervisors, and regional leadership. Rather than assuming what the workforce needed, KCLN listened first. The feedback gathered became the blueprint for KCLN's design. Every major decision, from governance structures to curriculum modernization, was shaped by the voices of the people who rely on training every day.

KCLN transitioned from implementation to a sustainable operational model focused on measurable outcomes. Performance goals, operational metrics, and continuous improvement processes now guide every aspect of program delivery. Every decision was guided by one question: "Will this improve the learning experience for DCBS employees?" With that in mind, we made strategic investments in our people and processes.



- Trainer supervision
- In-person instruction
- Experiential learning
- Curriculum modernization
- Professional development



Responding to Kentucky's Most Urgent Needs

Perhaps no accomplishment better demonstrates the strength and responsiveness of the Kentucky Community Learning Network than its ability to rapidly mobilize in response to significant policy changes.

Following the passage of the "One Big Beautiful Bill Act," DCBS faced an aggressive implementation timeline requiring new federal requirements to be operational by November 1. Meeting that deadline meant preparing more than 1,100 Family Support employees statewide in less than three weeks while maintaining ongoing training responsibilities and day-to-day operations.

Working alongside DCBS policy experts, curriculum developers, and trainers from each university, the network quickly translated complex federal legislation into practical learning experiences that employees could immediately apply in their work. Curriculum was developed and reviewed, training schedules were adjusted, instructors were prepared, and statewide delivery was coordinated to ensure Family Support employees received consistent, timely instruction before the federal implementation deadline.

✦ **Rapid Statewide Policy Implementation**

✦ **Under 3-week statewide rollout**

✦ **November 1 federal implementation deadline met**

✦ **1,100+ Family Support employees trained**

This effort showcased the very capabilities KCLN was designed to provide: a coordinated statewide learning network that can respond rapidly to changing policy, large-scale training across Kentucky, and maintain consistent instructional quality.



HIGHLIGHTS



Investing in People

Recognizing that exceptional learning begins with exceptional instructors, KCLN invested in developing its own team.

The inaugural KCLN Training Retreat brought staff from every partner institution together for two days of professional learning, collaboration, and team building. Participants completed the CliftonStrengths assessment to better understand individual talents and strengthen collaboration. We also brought in nationally recognized experiential learning expert, Dr. Patrick Green, who provided advanced facilitation training focused on creating engaging, learner-centered experiences.

By investing in its trainers, KCLN strengthened the consistency and quality of every learning experience delivered across Kentucky.



"Such a great event!! Enjoyed being together with everyone. Thanks for all the time and energy you put into this. Much appreciated!!"

-KCLN Regional
Learning Specialist,
Melissa Robinson



Modernizing Curriculum

The Protection and Permanency Foundations curriculum was also comprehensively redesigned and relaunched in-person to better prepare new employees for the realities of child welfare practice.



We launched the first in-person course in January and completed the inaugural cohort with the in-person delivery of Child Sexual Abuse training in May.

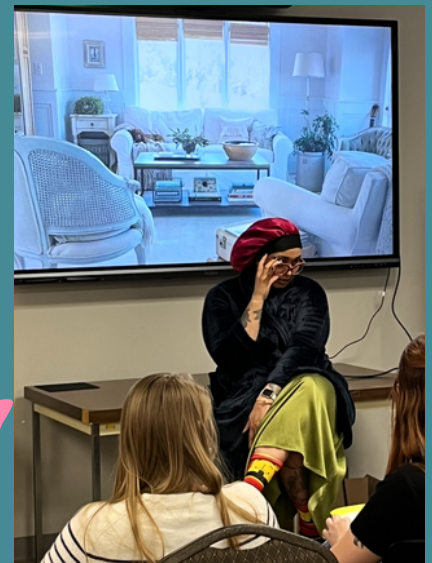
This update reflects a tremendous amount of collaboration and effort across partners, and we are proud of the enhanced hybrid structure that combines foundational online learning with in-person application and skill development.

The curriculum is organized into multiple parts to support progressive learning while integrating high-impact learning methods such as role playing to give learners a more realistic experience to practice what they've learned.

Trainer Kaylee Lawless role-playing a father with substance use issues.



Trainer Raven Kelly role-playing "Grandma Terry" in an Assessment Skills training.





HIGHLIGHTS



Leveraging Data for Continuous Improvement

This year, the Kentucky Community Learning Network (KCLN) introduced new dashboards that give partners timely access to information about training delivery, learner evaluations, and program deliverables.



KCLN Training Dashboard

We've created a public-facing dashboard with training overviews, numbers of courses provided, and what they covered. We also built individual dashboards for each university partner to provide them with specific feedback on their training staff. These are customized to each partner to protect confidential employee info.



The dashboards strengthen KCLN's evaluation and assessment efforts by providing quick feedback that helps identify trends, measure training effectiveness, and support continuous improvement. Instead of waiting for quarterly reports, CPE, DCBS, and university partners can use current data to monitor progress, identify opportunities, and make informed decisions.

By giving all stakeholders access to the same information, the dashboards also promote transparency, collaboration, and shared accountability. Most importantly, they help ensure that decisions are guided by data, allowing KCLN to continually improve training and better support Kentucky's human services workforce.

Year One by the Numbers

Kentucky Community Learning Network provided many trainings during June 2025–June 2026 through DCBS Family Support (FS) and Protection & Permanency (P&P).

Both programs provided a combined total of **446 training sessions** with **7227 DCBS staff participants**. Protection and Permanency (P&P) and Family Support (FS) training events included in-person, virtual, and hybrid sessions across the Commonwealth of Kentucky.

The hybrid sessions included two parts of training:

- The first part includes independently completed online training.
- The second part is instructor-led training continuing the instruction on the same topic.

Three other trainings were included as part of the foundations course and overall staff trainings with combined 54 participants bringing the **total DCBS staff participants to 7281** for **449 training sessions**.

These totals do not include the Web-Based Trainings completed independently across the Commonwealth, which include over 100 topics and an average of 1500 participants per week completing the sessions.

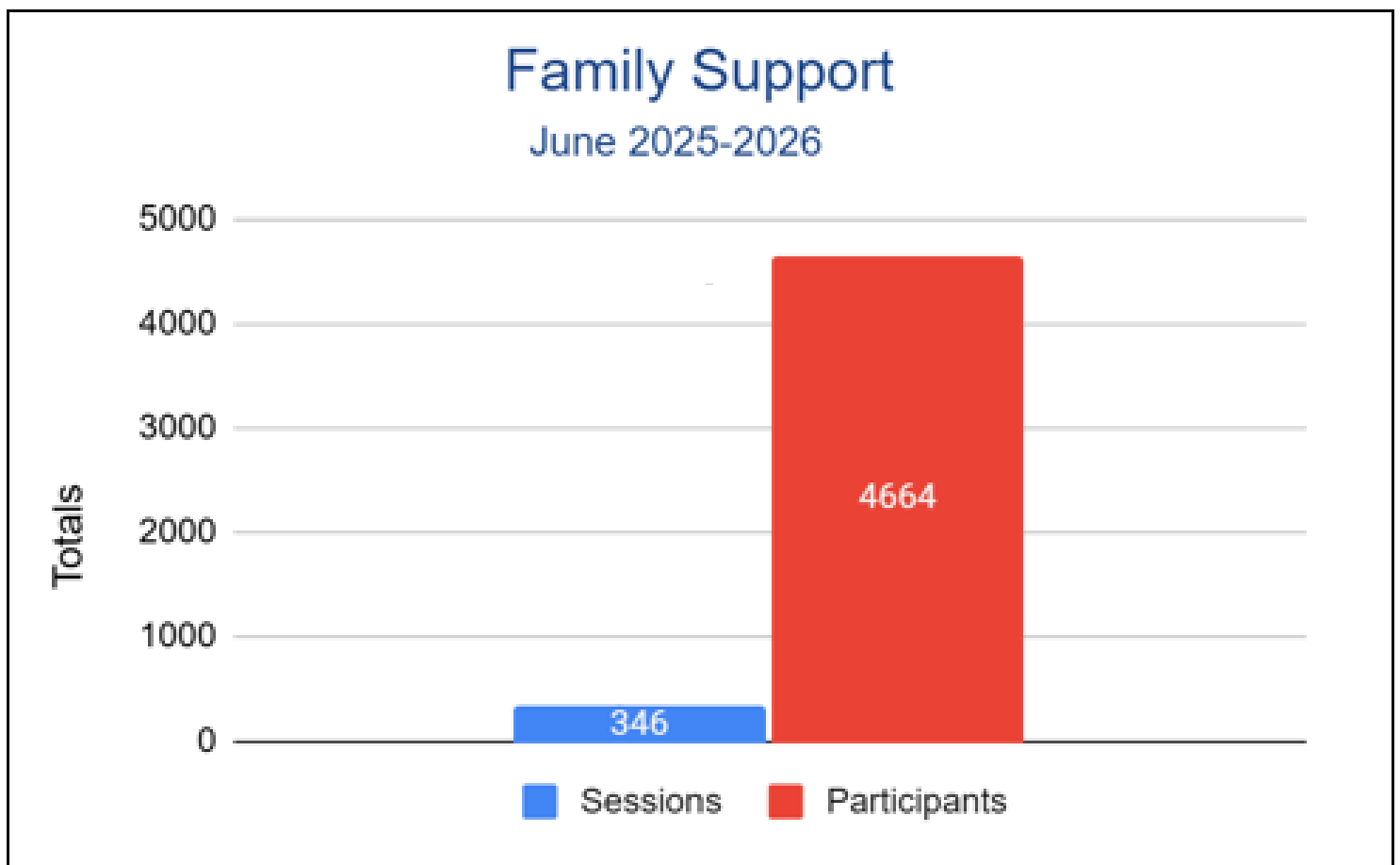


P&P Train the Trainer session

Year One by the Numbers

Family Support (FS) provided 346 sessions for 4,664 participants for the following trainings:

- Introduction to Family Support Policy and Systems
- Medicaid Basic: Parts I, II, and III
- SNAP and CCAP Basic: Parts I, II, III, and IV
- Medicaid: Vendor Payment
- SNAP: Work Registration and ABAWD Policy
- KTAP for Worker Portal: Parts I and II
- Kentucky Works Program
- SNAP: Employment & Training Program



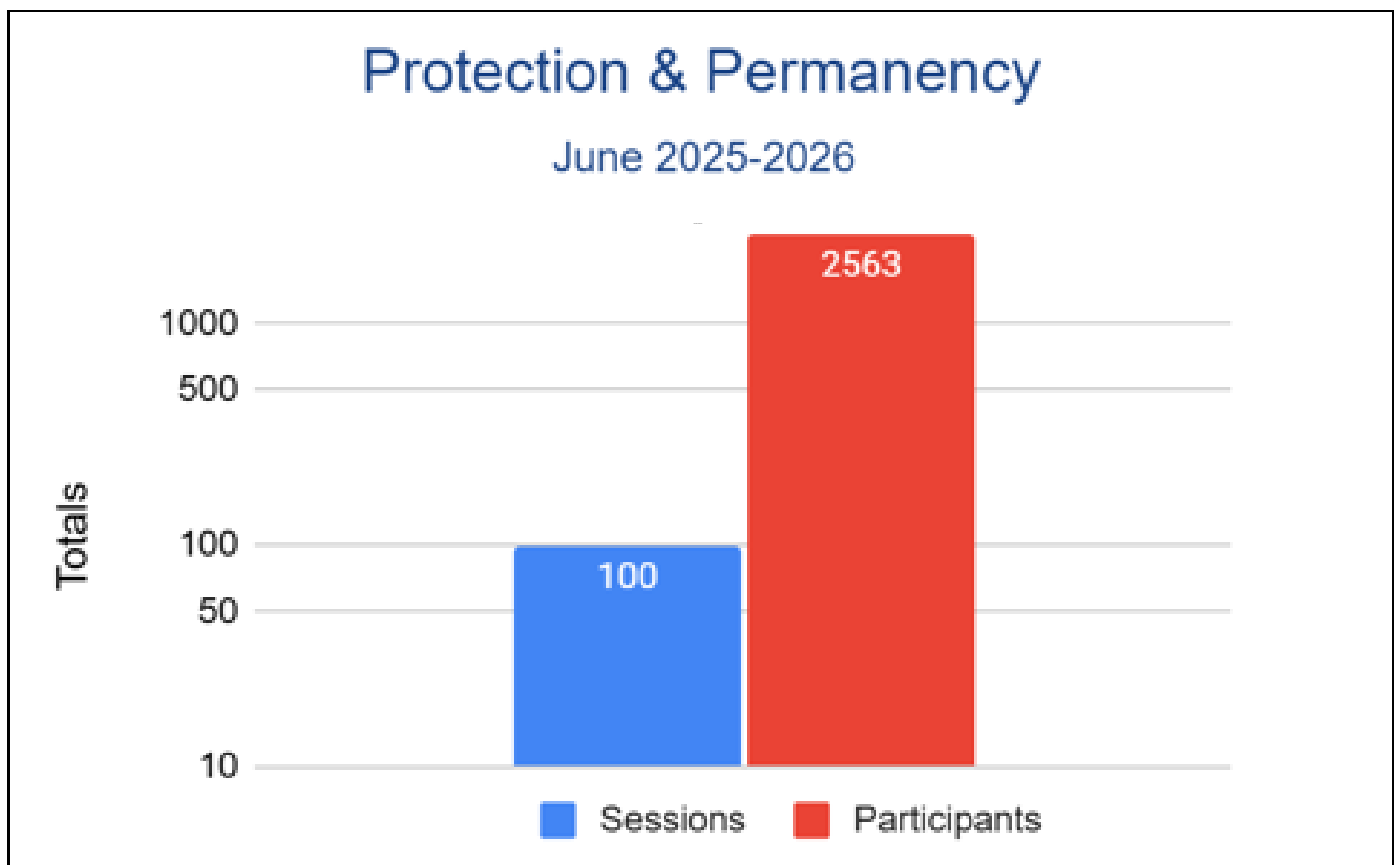
Year One by the Numbers

Protection & Permanency (P & P) provided 100 sessions for 2,563 participants for the following trainings.

- Child Protective Services Assessment Skills and Policies: Parts I and II
- Case Management: Part I-Case Planning
- Case Management: Part I and II - Out of Home Care
- Social Work Principles Part I and II
- Medical Indicators of Child Maltreatment
- Child Sexual Abuse in Child Welfare
- Intake Process Systems
- Foundations in Child, Family and Adult Services
- Adult Protective Services Parts I and II
- Field Training Specialist: Overview

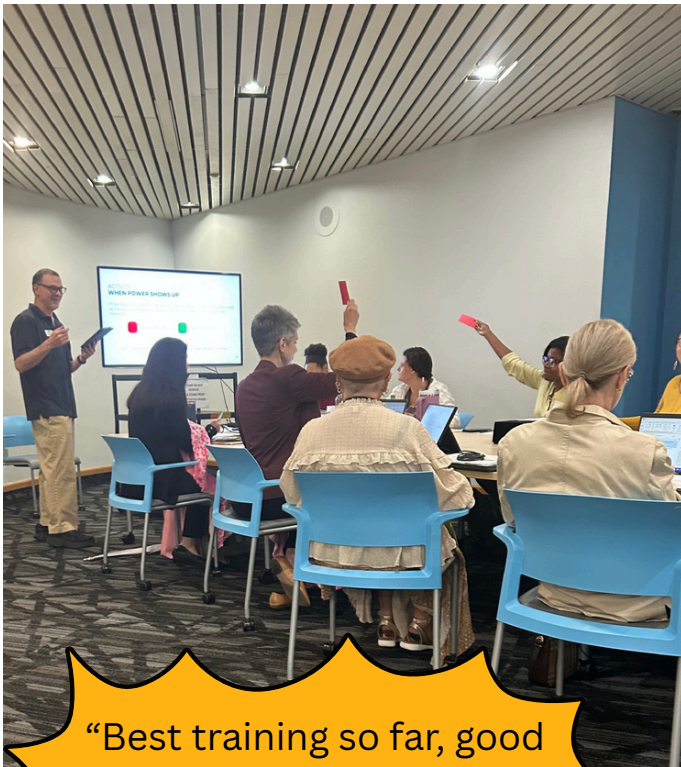
We held 3 additional training sessions for 54 participants for the following trainings:

- Sobriety Treatment
- Recovery Team Mini Foundations



Voices from the Field

on Trainings & Trainers



"Best training so far, good interaction and info."
- end of course survey

"The department has been hit especially hard with federal changes that accompanied HR 1 and now the federal shutdown that continues to impact those that receive our services. Your team has jumped in to train our staff on the changes and help get us organizationally prepared for what's coming."

- DCBS Chief of Staff



"She was wonderful! Andrea answered any questions we had and wrote down topics we needed clarification on. She is very personable and I really enjoyed working with her." - trainer feedback

"I really enjoyed the class. Especially the mock interviews."
-end of course survey comment



Voices from the Field

on curriculum development



“I think it's a great idea to have people who are actually doing the work help with developing training instead of leaving it up to people that have no clue what we do from day to day.” -DACUM feedback

“Very informative and very interesting. The facilitators of the DACUM were very knowledgeable and offered insight to comments and questions presented to them.”
- DACUM feedback



“I felt like DACUM challenged us to really think about our job duties and how they should be taught to incoming new hires or if certain things we do should be taught on a beginning level or saved for later until the new worker gains some field experience.” -DACUM feedback



“It's important to feel like the front-line has some contribution to the planning stages of any new initiative that impacts all of us.”

- DACUM feedback



Voices from the Field on KCLN



“Thank you, both to DCBS and CPE, for collaborating so well together to support our people and those we serve in the Commonwealth.”

- Dr. Stack, Secretary CHFS

“This helps tremendously.
THANK YOU!”

- university partner



A surprise meeting & picture with Governor Beshear during our 1st DACUM at Brescia University

“Thank you again for being so responsive. It is so helpful!”

- university partner

“I cannot rave enough about the CPE team you have assembled to assist the department with our new training program. They are such a pleasure to work with but more importantly they are committed, professional, and just plain amazing at what they do.”

- DCBS Chief of Staff

Looking Ahead

2026-2028

As KCLN enters its next phase, the focus shifts from building infrastructure to expanding impact. Priorities include experiential learning partnerships, developing Credit for Prior Learning opportunities, supervisor excellence, enhanced workforce analytics, and innovative learning strategies that strengthen recruitment, retention, and career advancement across Kentucky's human services workforce.

Expanding Experiential Learning

KCLN will also continue expanding experiential learning opportunities that connect classroom instruction with real-world practice. New partnerships with organizations such as the Administrative Office of the Courts will provide Protection and Permanency staff with a deeper understanding of court procedures, expectations, and the judicial process. Additional collaborations with Kentucky's Child Advocacy Centers will help employees strengthen their skills in working with children who have experienced abuse or neglect through expert-led, practice-based learning experiences.

Credit for Prior Learning

Other priorities include expanding credit for prior learning opportunities in collaboration with our university partners. To that end, we've started with providing each of our partners a list of the trainings we provide, their course descriptions, and learning outcomes. Each university can review these courses with their registrars and social work faculty to determine what college credit can be applied. This will assist DCBS staff with reducing duplicative classes, complete a program in a more timely manner, and shorten their timeline for reaching their next educational goal, which could also lead to career advancement.

Looking Ahead

2026-2028

Cross Training

Beginning this year, KCLN is introducing training that brings these groups together to develop core competencies such as de-escalation techniques, customer service, professionalism, communication, and time management.

Cross-training reflects KCLN's commitment to preparing the whole workforce, not just individual job classifications. By investing in the professional skills that every employee needs, we are building stronger teams, improving collaboration, and creating a more confident, connected workforce ready to meet the evolving needs of the Commonwealth.

Stakeholder Feedback

Input from the annual KCLN Stakeholder Meeting will play an important role in shaping the future of the network. Feedback from DCBS and university partners will be used to refine our performance dashboards, ensuring they provide meaningful, timely data that supports decision-making, strengthens accountability, and better reflects the information our partners need most. We are working with CPE's Data Analytics team now to implement the first round of suggested changes.



2026 Stakeholder Meeting

In Conclusion

While we are proud of what has been accomplished, we recognize that this work is never finished. Workforce needs will continue to evolve, policies will change, and new challenges will emerge. KCLN is committed to listening to the field, using data to guide decisions, embracing innovation, and strengthening the partnerships that make this work possible.