**PROTECTION AND PERMANENCY TRANSMITTAL LETTER, 15-04**

**TO:** Service Region Administrators

Service Region Administrator Associates

Service Region Clinical Associates

Regional Program Specialists

Family Services Office Supervisors

**FROM:** Tina Webb, Assistant Director

Division of Protection and Permanency

**DATE:**  March 23, 2015

**SUBJECT:** Kinship Support Hotline

The purpose of this transmittal letter is to introduce staff to a new resource available for kinship relatives. Beginning today, kinship relatives can contact the Kinship Support Hotline and receive assistance in accessing services for the relative children for which they are caring. Information has been added to [SOP 4.5.6 Ongoing Services and Permanency for the Child Placed through Kinship Care or Relative Placement](https://manuals.sp.chfs.ky.gov/chapter4/09/Pages/456PermanencyfortheChild.aspx) providing guidance on when and how to refer families.

The Kinship Support Hotline is staffed by central office employees, who work with regionally assigned point persons to offer individualized assistance for families, in an effort to preserve relative placement. Employees staffing the hotline are able to conference with specific agencies, while the family is on the phone, to ensure that the family is enrolled in needed services before the call ends.

Business cards containing, the hotline number and information about it, will be provided to the SRAs at the next SRA meeting on April 14, 2015. If staff need business cards prior to this, they may print the [Kinship Support Hotline Business Card Template](https://manuals.sp.chfs.ky.gov/Resources/Related%20Resources%20Library/Kinship%20Support%20Hotline%20Business%20Card%20Template.pdf), which is located on the [Related Resources](https://manuals.sp.chfs.ky.gov/Resources/Pages/relatedResources.aspx) browser.

Any questions related to this transmittal letter should be directed to [lucie.estill@ky.gov](mailto:lucie.estill@ky.gov), (502) 564-2136, ext. 3568.