

FOR IMMEDIATE RELEASE

Kentucky Department for Community Based Services Receives 2026 AASD Impact Award for Excellence in Human Services

NEW ORLEANS, LA — August 25, 2026: The American Public Human Services Association (APHSA) and the American Association of SNAP Directors (AASD), an APHSA affinity group, are pleased to recognize the **Kentucky Cabinet for Health and Family Services, Department for Community Based Services (DCBS)**, as the recipient of the **2026 AASD Impact Award for Excellence in Human Services**.

The award was presented during APHSA's [Economic Mobility and Well-Being \(EMWB\) Conference](#), taking place August 23–26 in New Orleans, and recognizes Kentucky DCBS for its innovative use of predictive analytics, personalized digital outreach, and automation to connect eligible residents with Supplemental Nutrition Assistance Program (SNAP) benefits and modernize how people access and receive public assistance communications.

Through these efforts, Kentucky DCBS enrolled 28,056 residents in SNAP, generating \$6.58 million in new benefits. The agency also issued \$44 million in Summer EBT benefits to more than 378,000 children across nearly 237,000 households, helping families access critical food assistance with less administrative burden.

Beyond enrollment and benefit delivery, DCBS has used technology and automation to improve the customer experience while creating significant operational efficiencies. The agency shifted 336,000 individuals—15.6 percent of its more than 2.1-million-person caseload—to digital communications, saving \$2.4 million and the equivalent of 119 worker days. Automated duplicate SNAP checks across 1.23 million calls are also saving the agency approximately \$1 million annually.

These improvements have gone hand in hand with stronger program performance. Kentucky achieved a SNAP payment error rate (PER) of 4.01 percent—its best since 2018 and fourth lowest nationally—helping the state avoid more than \$24 million in federal penalties.

By combining data-driven insights, proactive communications, automation, and modern technology, Kentucky DCBS is demonstrating how innovation can improve access to benefits, strengthen program performance, and make service delivery more efficient for both residents and agency staff.

Congratulations to Kentucky DCBS on receiving the 2026 AASD Impact Award for its innovative work to strengthen SNAP access and service delivery for people across the Commonwealth.

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About APHSA: The American Public Human Services Association (APHSA) supports leaders from state, county, and city human services agencies to advance the well-being of individuals, families, and communities nationwide. As a bipartisan membership association, APHSA works with its members to generate pragmatic solutions grounded in lived experience. For more information, visit aphsa.org.

Media Contact: Jessica Garon, jgaron@aphsa.org

