

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

July 1st, 2023 – June 30th, 2024
Annual Report



Kentucky Homeplace at the 8th Annual KYACHW Conference

<http://www.kyruralhealth.org/homeplace>

Funding for the program is a joint collaboration of the Kentucky Cabinet for Health and Family Services and The University of Kentucky and the Center of Excellence in Rural Health.

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Kentucky Homeplace

My Fellow Kentuckians,

Kentucky Homeplace CHWs assisted a record number of clients this year, ending out the year with 32 CHWs covering 32 counties and offices located in each of the 32 counties. This was the third and final year of operating Kentucky Homeplace with 10 additional CHWs, thanks to funding from the Cabinet for Health and Family Resources through the CCR 2109 grant.

The end results of this expansion, evidenced by the data below, are a testament to the success of expanding a long-standing CHW program. Utilizing experienced CHWs to mentor new CHWs and expanding upon an existing infrastructure resulted in thousands of services linking residents of Kentucky to medical, social and environmental services that they would have otherwise gone without.

I would like to thank our many partners and the Kentucky Office of Community Health Workers at the Cabinet for Health and Family Resources for entrusting us with this funding and the many countless hours Kentucky Homeplace CHWs worked to make this year a record year helping those in need.

FY 24

For the period July 1, 2023 – June 30, 2024, the CHWs provided 81,550 services for 7,460 clients. CHWs logged 26,562.73 hours on care coordination activities with a value of \$632,458.60. The amount of medication accessed was \$21,602,618.72, and other service values (not medications) accessed at \$2,981,024 for a combined total of \$25,671,394.47.

The entire annual report is posted on the UK Center of Excellence in Rural Health's web page at <http://kyruralhealth.org/homeplace>. The report is found under the Kentucky Homeplace tab, Annual Reports. If you wish to have a printed copy, please call 1-855-859-2374 or email me at mace.baker@uky.edu.

Sincerely,



William Mace Baker, RN

Director, Kentucky Homeplace Program



Program Activities

July 1, 2023-June 30, 2024

Community Engagement Activities

The following are samples of meetings/events attended

Interagency Meetings attended for updates, resources and referrals for Homeplace Clients.

Diabetic Shoe Clinics/Diabetic Support Groups

Various KYACHW Sub-Committee Meetings, Board Meetings, Quarterly and Annual Meetings via in person and Zoom

Various presentations to local community organizations

Presented at the Kentucky Rural Health Association Conference

Kentucky Public Health Association Conference

Six CHWs rotated schedules and exhibited at the Remote Area Medical (RAM) event in Hazard, KY in June

CHWs are attending interagency meetings for updates on resources and referrals for Homeplace clients

Professional Development/CHW training

Drug Assistant and Kentucky Prescription Assistant Program trainings

Mental Health First Aid

Various Database Quality Improvement Trainings

CDSMP refresher courses, training and classes

Some CHWs attended KOCHW Regional Meetings

Payor Literacy training

Veterans' Access to Benefits Training

Other News

Kentucky Homeplace was selected to present at the National Rural Health Association Conference in New Orleans in May 2024

Kentucky Homeplace staff presented various aspects of the program at the Kentucky Public Health Association's annual conference

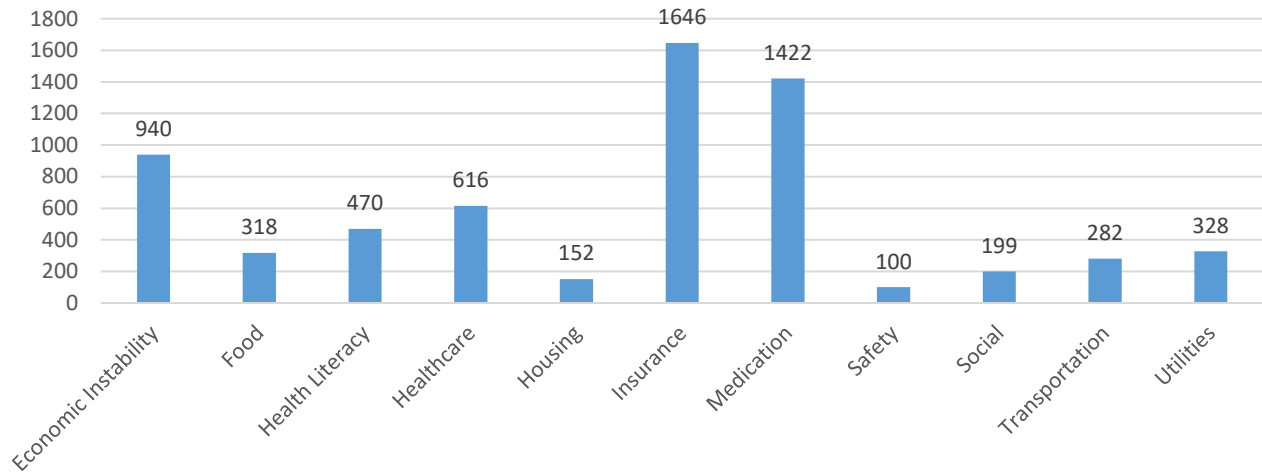


Social Determinants of Health

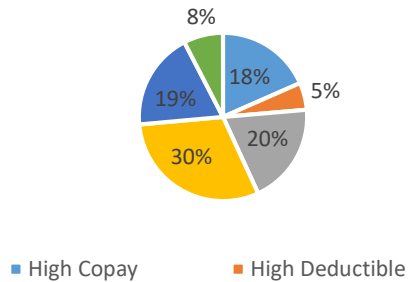
Social Determinants of Health

Barriers to Care

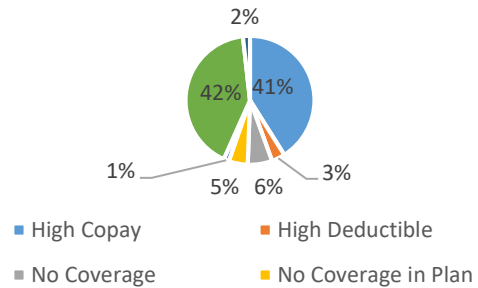
07/01/2023 - 06/30/2024



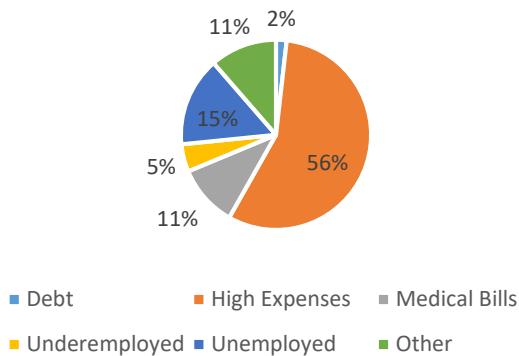
Insurance



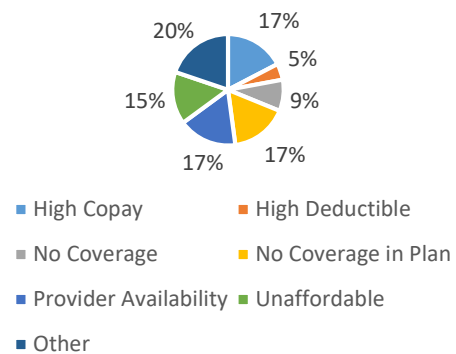
Medication



Economic Instability



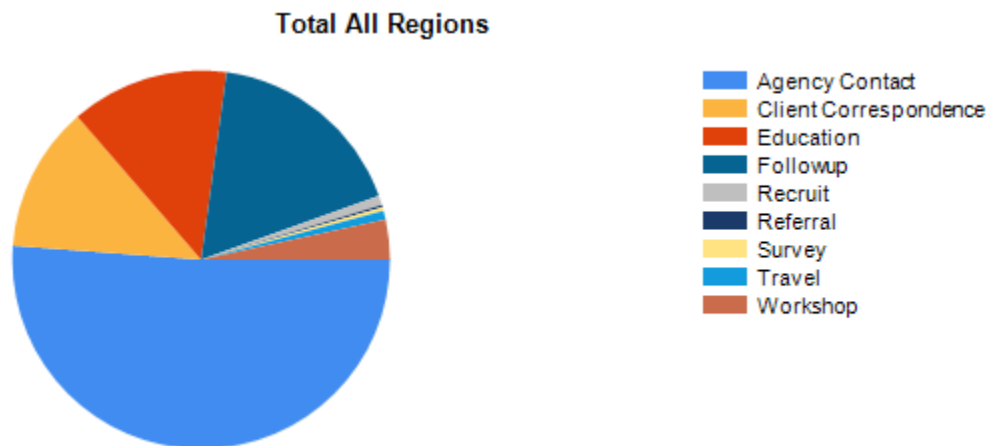
Healthcare



ACTIVITY SUMMARY

(Clients Visited: 07/01/2023-06/30/2024)

Activity	CHW Hours
Agency Contact	13,595.67
Client Correspondence	3,309.55
Education	3,588.67
Followup	1,612.43
Recruit	217.25
Referral	52.42
Survey	82.92
Travel	198.58
Workshop	905.25
Grand Total:	26,562.73



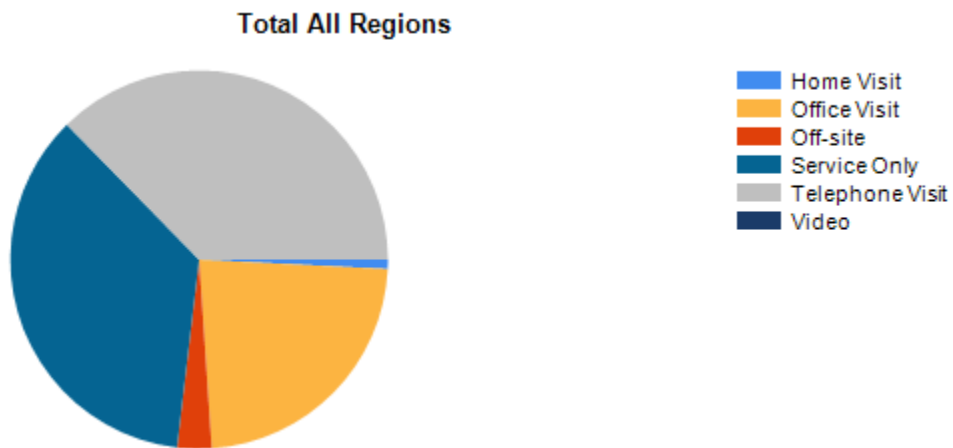
Total service value for 26,562.73 hours equals \$632,458.60



Visit Summary

(Clients visited: 07/01/2023–06/30/2024)

Visit Type	Client Visits
Home Visit	285
Office Visit	8,337
Off-site	1,059
Service Only	12,886
Telephone Visit	13,447
Video	7
Grand Total:	36,021



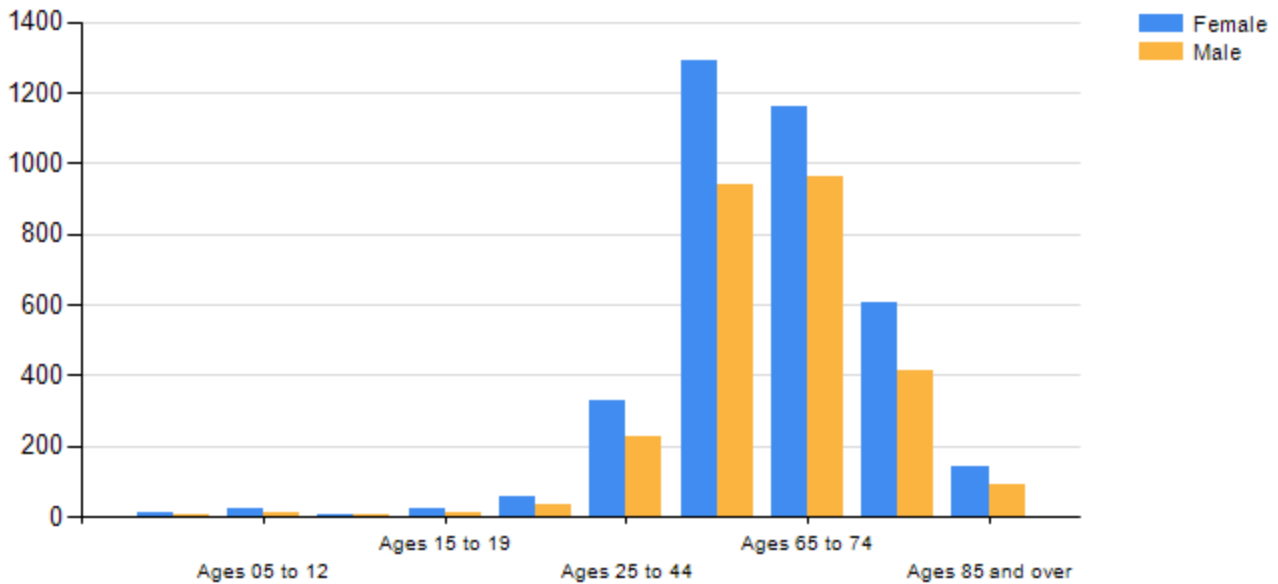
* Service only involves any actions taken on behalf of the client while the client is not present.

Age Gender Summary

(Clients visited: 07/01/2023–06/30/2024)

Age Group	Female	Male
Ages 00 to 04	10	5
Ages 05 to 12	22	14
Ages 13 to 14	2	6
Ages 15 to 19	24	13
Ages 20 to 24	59	35
Ages 25 to 44	328	224
Ages 45 to 64	1,288	942
Ages 65 to 74	1,159	960
Ages 75 to 84	608	413
Ages 85 and over	142	88

Clients by Gender and Age Group

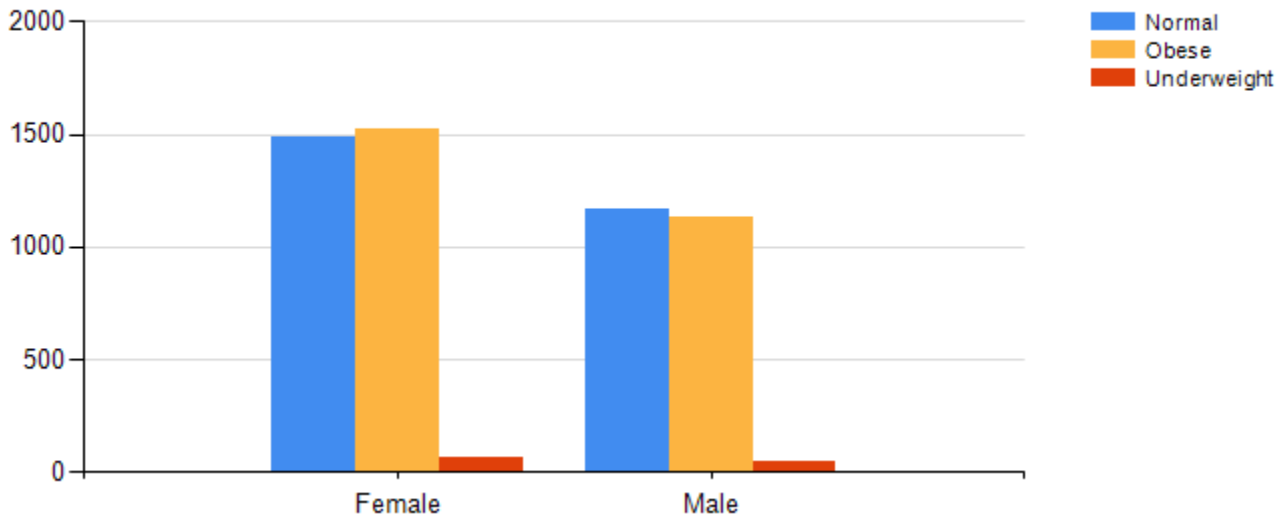


BMI Category Summary

(Clients visited: 07/01/2023–06/30/2024)

Gender	Bmi Category	Clients
Female	Normal	1,483
	Obese	1,522
	Underweight	64
	Total:	3,069
Male	Normal	1,164
	Obese	1,132
	Underweight	43
	Total:	2,339
	Grand Total:	5,408

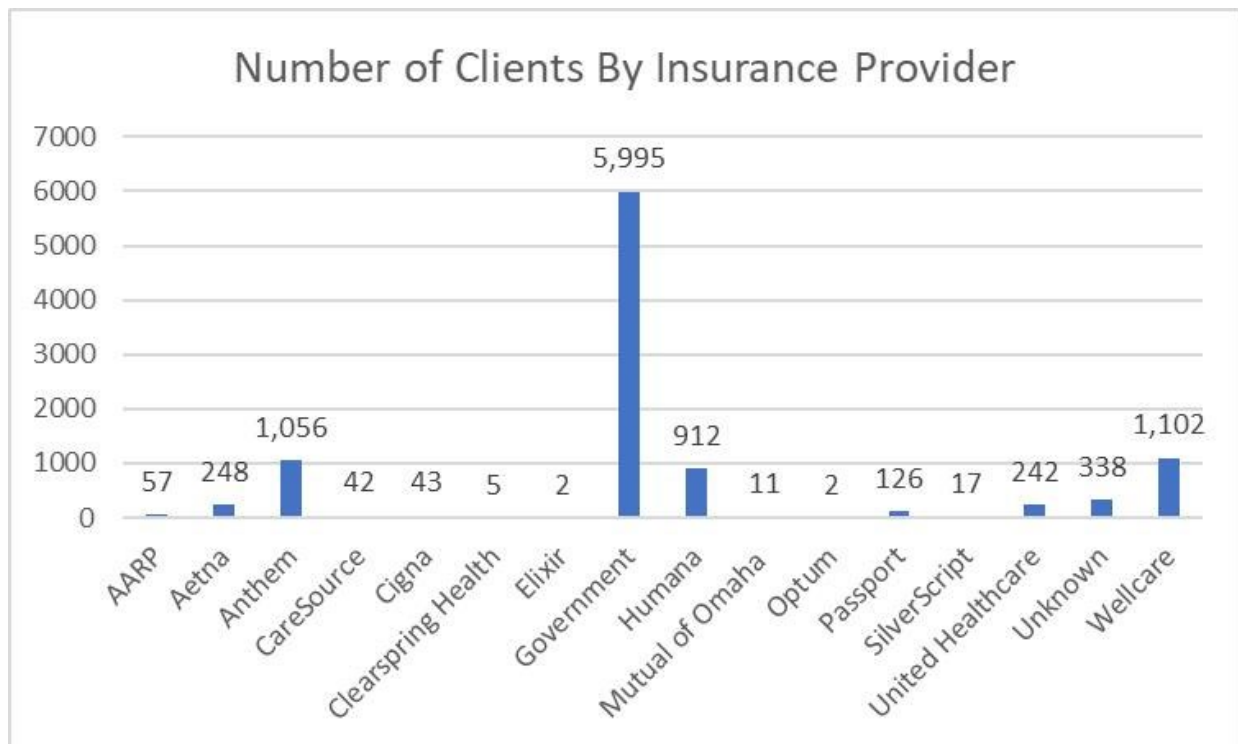
Client BMI Category by Gender



Insurance Summary

(Clients visited: 07/01/2023–06/30/2024)

AARP	57
Aetna	248
Anthem	1,056
CareSource	42
Cigna	43
Clearspring Health	5
Elixir	2
Government	5,995
Humana	912
Mutual of Omaha	11
Optum	2
Passport	126
SilverScript	17
United Healthcare	242
Unknown	338
Wellcare	1,102



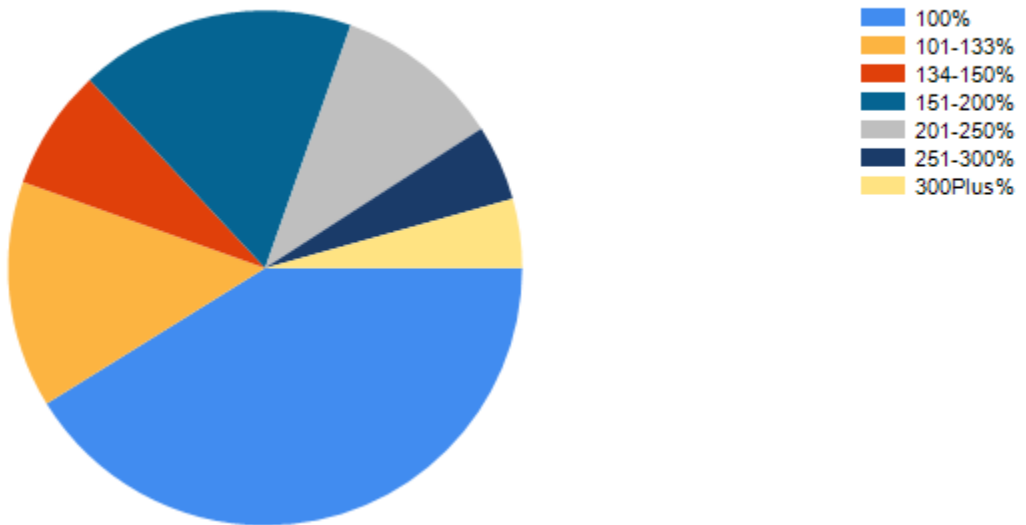
Government category includes Medicare A, Medicare B, Medicare Advantage, Medicare Supplemental, Traditional Medicaid, and Veterans Administration.

Poverty Level Summary

(Clients visited: 07/01/2023–06/30/2024)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	2,611	904	483	1,101	666	302	275	6,342

Clients by Poverty Level

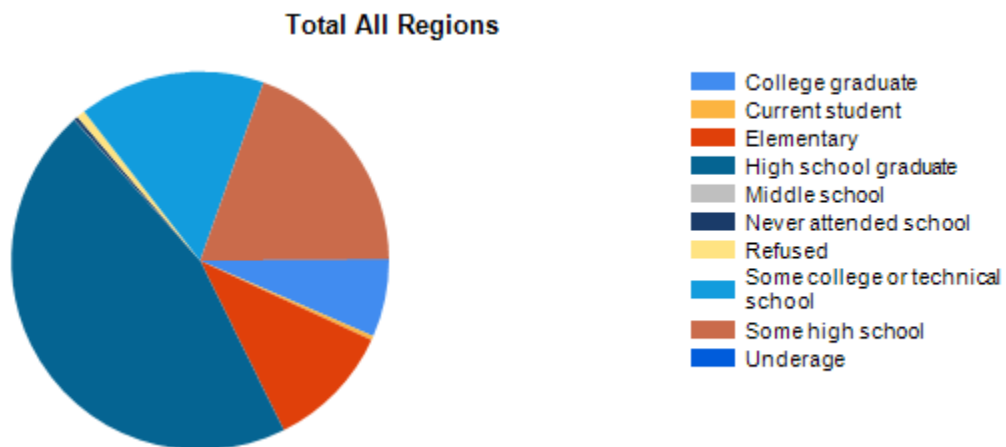


*Total is unduplicated clients

Education Level Summary

(Clients visited: 07/01/2023–06/30/2024)

Education Level	Clients
Never attended school	22
Elementary	641
Some high school	1,159
High school graduate	2,965
Some college or technical school	993
College graduate	472
Refused	49
Underage	2
Current student	31
Middle school	8
Grand Total:	6,342



*Total is unduplicated clients

Highlights of Kentucky Homeplace CHW Annual Activities



Mace Baker and Michaela Amburgey pose with June graduates of the Kentucky Homeplace Foundational Community Health Worker Training.



Kentucky Homeplace November 2023 Staff Meeting



2023 Kentucky Homeplace Christmas Luncheon held at Natural Bridge State Resort Park



Kentucky Homeplace staff were presented with an award by Tessa Jessie for having a Top-10 KPAP value in Kentucky in FY '23 at their July staff meeting.



Darla Shepherd, CCHW- Harlan County, and Mace Baker, Director, present on the Harlan Food Voucher Program at the Kentucky Public Health Association Conference.



Josh Adams, Michaela Amburgey, and Carole Frazier, CCHW- Perry County, attend the KRADD Senior Games.

Kentucky Homeplace

32 County Service Area



Central Office
Mace Baker, Director
 750 Morton Blvd., Hazard, KY 41701
 855-859-2374



Client Encounters- Actual Situations Encountered by Community Health Workers Highlights

July 1, 2023 - June 30, 2024

I had a client who came in to see me because he had got his letter telling him he needed to reapply for his medication. I read his letter and told him we could reapply for both of his medications. He was already a step or two ahead of me and already had his doctor write him out his prescription for one of them. He said, "I knew she took forever last time so I made her get me one while I was there." He kept talking while I went over his application and made sure everything looked okay, and he finally said. "You have saved me two thousand dollars since you started this for me." He had the biggest grin on his face, and that alone made all the calls and faxes worth every second.

I have a client who I take food boxes to regularly, and there is not a week I don't hear from her. She likes to talk and has told me more about my family than I even know. Well, a rule for CHWs is we are not allowed to do blind home visits. We are to call our clients and tell them we are coming to their house, which is a good rule for many reasons. I go through my list and call all my clients I get food boxes for, and it never fails she calls and ask me when I am coming with her food box. When I was first doing my training to become a CHW I was asked what it means to be a CHW, and I gave a lame-duck answer then. I want to change that answer. She called me and as usual, talked my head off and as she was talking, she told me I was one of her very good friends. So, what does it mean to be a CHW, it means being a friend.

This quarter I assisted a family that came into the office with no insurance coverage. This family had been without insurance for several years because they assumed that they could not afford the cost of any plans. Once I completed the enrollment process and started looking over their options and their yearly income amount, I realized that even though their income was high because they were self-employed and had additional exemptions their taxable gross income was under their allotted amount for free health coverage. We completed the application for Medicaid, uploaded all tax forms, and then contacted the state to process their case. They were eligible for Medicaid, and it also backed their case for several months. My clients never dreamed that they would be eligible for free health coverage, but they are very thankful for the guidance and assistance that they received from Kentucky Homeplace. I have spoken with them several times over the last few weeks, and they have already begun receiving preventive services that they had put off for so long because of their lack of health coverage.

A case manager from a local recovery center contacted me about a single woman who was in recovery and needed help providing Christmas for her 3 kids. She is employed and provides for her family but has just enough income to make ends meet. The local mayor made a post on social media about providing Christmas for 300 kids this year, and to apply, you needed to send their information

via email, and they would contact you if the kids were selected. I emailed the mayor and 3 days later, I received an email saying the kids I recommended were selected and I was advised of the day, time, and location the kids were to come pick up their Christmas gifts. The mother contacted me about all the toys, coats, and shoes the children received and was very thankful for my help. She advised that being in recovery is especially hard when you have to worry about not being good enough and not being able to provide for your children and give them what they deserve. Being able to take some of the burden off the mother and possibly assist with her recovery efforts is a very rewarding feeling. The community really steps up this time of year to make sure kids aren't going without but knowing the resources that are available is where a lot of people struggle. As a CHW, I'm constantly looking for resources that I can use to help someone during a time of need.

A recent encounter with a client that stands out to me the most this quarter is that of an elderly lady who lives alone. This lady came in to see me because she was struggling, and her friend recommended that she stop in to see if I could help her. Instantly, upon reviewing her monthly benefits statement I noticed two things that didn't look right, one being that she was only receiving \$557.00 per month, and that she was paying \$68.70 out of that to cover the cost of her Medicare B premium, monthly. This left her with only \$488.00 per month to live on. Right away, my heart went out to her because I knew that she could have been receiving more per month if only she had known or if someone had only told her for years. Her resources were less than \$2000.00 which would qualify her for the minimum benefit of \$943.00 monthly. I referred her to a government agency that assisted her with receiving this benefit and more. Then, I assisted this client with applying for and being approved to receive assistance with no longer having to pay \$68.70 per month for her Medicare B premium. I also helped her get access to secondary Medicaid which will save her each time she goes to the hospital or medical clinic. Finally, we signed her up for an Advantage plan that is for those with Medicare and Medicaid to receive free monthly benefits for food, utilities, or gas. I am truly thankful that this lady walked into my office and that I was able to help and guide her to a better life because of a program like Kentucky Homeplace.

My office sits on Main Street in my community so many times I have clients that just walk-in to small talk, update me on how things are going in their lives or on occasion have me check their weight or blood pressure. However, one morning this quarter was a little different. I was working with a client when I had a knock at the door and upon seeing my client standing outside, I realized that this time he might need something other than a blood pressure check. He appeared to be winded and gray in color.

I asked him how he was and said he felt like he had lots of indigestion and pressure in his chest but asked if I could check his blood pressure. The first reading was 209/116 so he asked me what he should do, and I recommended that we call an ambulance, but the client refused ambulance transport, so I contacted his wife. The client went to his primary care provider, where he was sent by ambulance to a local hospital and then airlifted to a large hospital where it was confirmed that he had a heart attack and needed multiple stints. My client stayed several days in the hospital but has recently stopped in to let me check his blood pressure and we are both surprised by his normal readings of 118/78. Since then, I have been able to provide my client with a free blood pressure monitor and a BP log sheet that he shares his readings with his provider.

My client was a referral from the small clinic here in town for medication. She currently has a Medicare Advantage plan, but it wouldn't cover the medication needed to control her diabetes. We accessed the patient assistance program for the medication, and she was approved. Her diabetes is now being controlled by this new medication.

I answered a phone call and on the other end was a scared and worried young woman. Her mother was in the hospital with a rare blood disease. The medication she needs is very expensive and her mother is on a limited income as she just recently became a widow. I scheduled her mother to come into Kentucky Homeplace when she was released from the hospital for an interview and, to assess her needs. I asked her to bring all her income documents and insurance cards.

Upon assessing her needs I realized when looking at her income she was eligible for Medicare savings and extra help, which covers her Medicare premiums and would give her assistance with co-pays of medications. We gathered all documents including bank statements, Life insurance, and property value. I then contacted the Department of Community Base Services and applied to her for Medicare Savings and Social Security for Extra Help with medication. She was eligible and approved for both.

Once approved her case was backdated for three months as she was eligible since becoming a widow. She received all her Medicare premiums for the past three months and ongoing. This added one hundred seventy-four dollars a month back in her monthly budget. The extra help will cover the high co-pay for her medications.

The lady was relieved to have the extra income each month, but the help with the medication brought tears to her and her daughter. She did not know how she would pay for the medication. Now her worries and burdens are lifted, and she can afford all her medications.

One of the highlights of my year was a client who was referred to me by a physician's office who needed help with a diabetic foot exam and diabetic shoes that he needed to help his feet. He came in for his visit and as I began to do his enrollment. We carried on a conversation about him having no income. As we always do, I began to dig deeper and suggest a call to the Social Security Administration just to inquire about his status. The client stated he had worked and had paid in and had a sister who was inquiring about a lawyer, and he had been dealing with a lawyer but didn't have the income to pay for services. He said if his sister and family didn't help him pay bills and take care of him, he couldn't make it. My heart broke, as we waited on hold in hopes of hearing some good news! He stated he worked many years and had gotten so sick he just wasn't able to anymore. Turns out with a long extensive phone call to the SS Administration and me helping advocate and ask questions regarding his behalf. Put your seat belt on! He was eligible to draw \$1,315 a month from his Social Security that he had paid in from working all these years. He was also eligible to receive his Medicare A because he had worked enough quarters to be eligible to earn that for free. We discovered his part Medicare B he will need to sign up for from January to March. He did learn that he would pay a small penalty for due to his current age and not signing up when he turned 65. He said

he was unaware, unfortunately. The client had Medicaid because he had no income so all this will transition. They made him aware that he needed to sign up for Part B in January-March 31st so he wouldn't miss open enrollment. Then I informed him we would need to pick a drug plan, and I wanted to sign him up on Extra Help to see if he would qualify for maybe the 20% to be covered or even more to help him save money and still get the coverage he deserves. We ended the phone conversation with his appointment for the Social Security Admin to call him on a date and time for a phone interview to get the entire process started! They will make an application for retirement. He and I were both flabbergasted and speechless by what took place! It is so unfortunate that he will receive a 10% penalty which will be a \$31.00 fee for the rest of his lifespan over being misinformed about even knowing that he needed to sign up for Medicare at a specific time. He had been so sick that he admitted maybe he got papers and just overlooked them. He was clueless, sad to say. This was the very first time as a CCHW that I have ever helped with this specific process, we both learned together. He is a success story that I will never forget about with my six-year journey as a CCHW at Kentucky Homeplace

Client Satisfaction Surveys

Tim Marcum

Tim is a very helpful and caring person, whom we feel serves the community very well.

Linda Colwell

Linda has helped us so much and is a great person! Thanks for having such a good worker.

Regina Blevins

I have sent a bunch of people to see her that need help. She is wonderful and a great help!

Judy Bailey

"Judy was very helpful in getting my glasses and my diabetes medication. Thank you!"

Barbara Justice

"Barb is a very polite, pleasant, and knowledgeable Community Health Worker and always helps me with all my needs."

Shirley Prater

"She was on top of everything. Thanks to all who were involved!"

Amanda Goolman

"Amanda is always there when I need her and she is very helpful."

Samantha Bowman

"She is always helpful and cheerful and smiling. Between her mom and her, we have the best."

Kentucky Homeplace CHW Contact Information

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Boyd and Greenup Counties

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Owsley County

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Wolfe County

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