

*UNIVERSITY OF KENTUCKY*

*Kentucky Homeplace*

*October 01, 2025 – December 31, 2025*  
**Quarterly Report**



Kentucky Homeplace at the annual CERH Christmas party.

Pictured above front row left to right: Madison Gilliam, Mace Baker, Josh Adams, Michaela Amburgey and Jowana Combs. Back row: Misty Rambo, Shirley Prater, Regina Blevins, Annette Saylor, Kim Smith, Ashley Francis, Kathy Slusher, Barb Justice, Angela McGuire, Samantha Bowman, Amanda Goolman, Carole Frazier and Linda Colwell.

<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,

As the year draws to a close Kentucky Homeplace CHWs often ramp up many critical activities to support clients' needs. This includes managing end-of-year medication re-orders and submitting pharmaceutical prescription assistance applications for the upcoming year. For their diabetic clients, who often meet their deductibles later in the calendar year, there's a surge in orders for diabetic shoes to avoid out-of-pocket costs and CHWs host many diabetic shoe clinics at the end of the year. Additional support focuses on winter hardships, such as assisting with Low-Income Home Energy Assistance Program (LIHEAP) applications for gas, coal, or electric bill assistance during cold weather. Holiday efforts involve locating extra food bank distributions and drop-offs, while collaborating with local agencies to register clients in need for holiday gift baskets. Another focus of effort is assisting clients during open enrollment in their role as Kynect Assistors. Finally, all CHWs prioritize finalizing end-of-quarter data input to accurately document program efforts and outcomes

For the period October 01, 2025 – December 31, 2025, the CHWs provided 13,910 services for 2,543 clients. CHWs logged 4,357 hours on care coordination activities with a value of \$103,740.17. The amount of medication accessed was \$5,587,792.40 and other service values (not medications) accessed at \$ 634,717.38 for a combined total of \$6,222,509.78.

The entire quarterly 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, Quarterly Reports. If you wish to have a printed copy, please call 1-855-859-2374 or email me at [mace.baker@uky.edu](mailto:mace.baker@uky.edu) .

Sincerely,



William Mace Baker, RN

Director, Kentucky Homeplace Program



# Program Activities

October 01, 2025- December 21, 2025

## Community Engagement Activities

The following are samples of meetings/trainings and events attended:

- Interagency Meetings attended for updates, resources and referrals for Homeplace Clients.
- Diabetic Shoe Clinics/Diabetic Support Groups and Coalition Boards.
- Kentucky Association of Community Health Workers (KYACHW) Sub-Committee Meetings, Board Meetings, Quarterly and Annual Meetings via in person and Zoom.
- Presentations to local community and state organizations on behalf of Kentucky Homeplace (KHP), such as presentations at The Kentucky Rural Health Association Conference and the Appalachian Translational Research Network Conference.

## Professional Development/CHW training

- Drug Assistant and Kentucky Prescription Assistance Program training (KPAP)
- Mental Health First Aid, Adult and Teen Trainings
- Basic Life Support (CPR) Training and Certification
- Database Quality Improvement Trainings
- Kentucky Office Of Community Health Workers (KOCHW) Monthly and Bimonthly Meetings

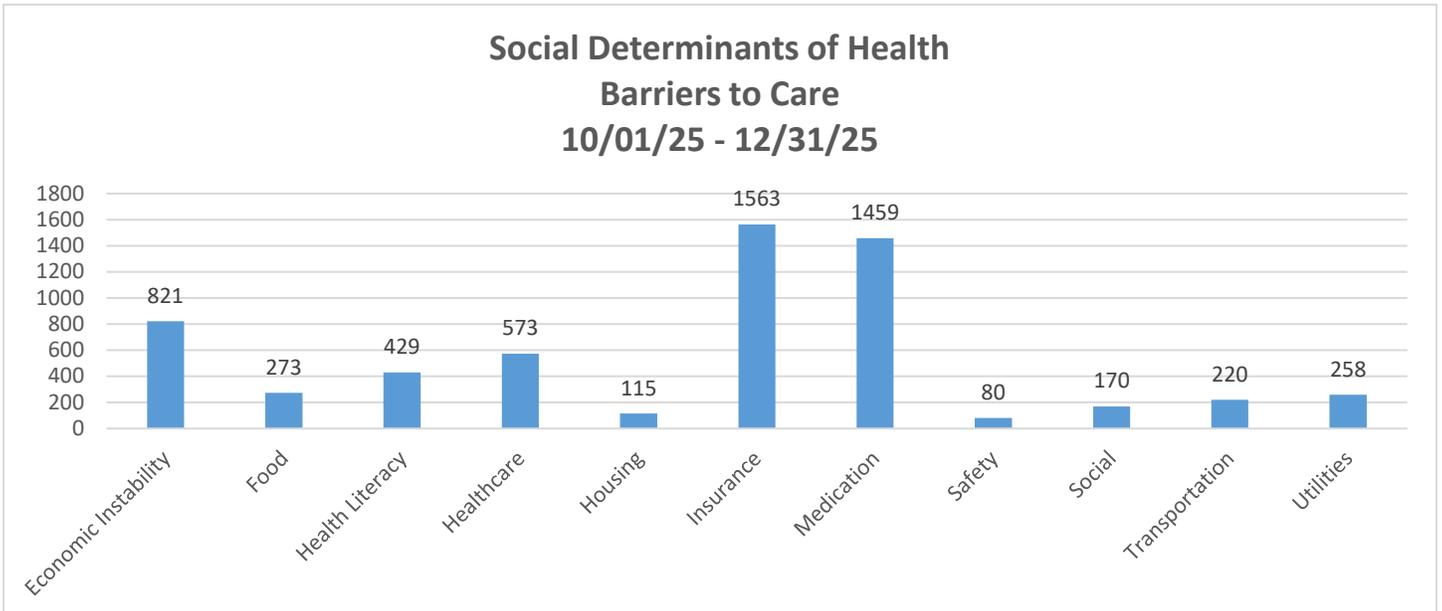
## Other News

- Kentucky Homeplace's Darla Shepherd was awarded 1<sup>st</sup> place in the poster presentation at the Appalachian Translational Research Network Conference that was held in Abington, Virginia. Congratulations Darla.
- Kentucky Homeplace staff presented various aspects of the program at the Kentucky Public Health Association's annual conference.
- Kentucky Homeplace hosted a Community Health Worker Foundational Training at the University of Kentucky Center of Excellence in Rural Health (UK CERH)
- Open enrollment with Medicare/QHP and Advantage Insurance Plans
- In person and virtual monthly Kentucky Homeplace meeting and training held at the UK CERH

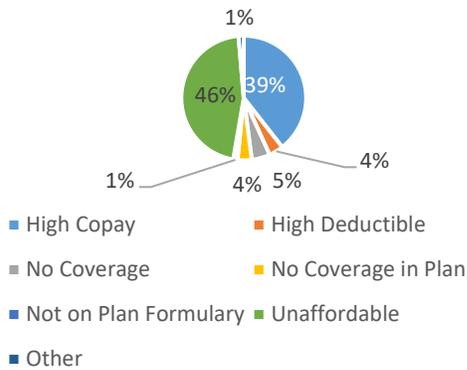


# Social Determinants of Health

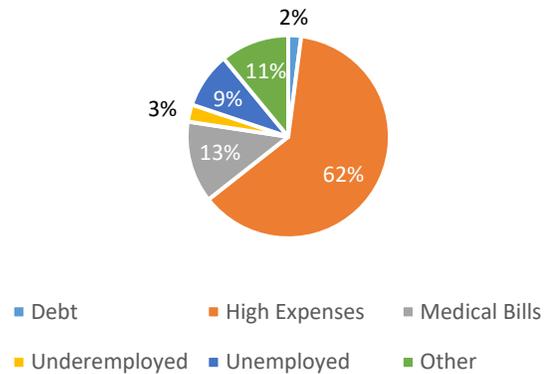
(Clients Visted: 10/01/2025-12/31/2025)



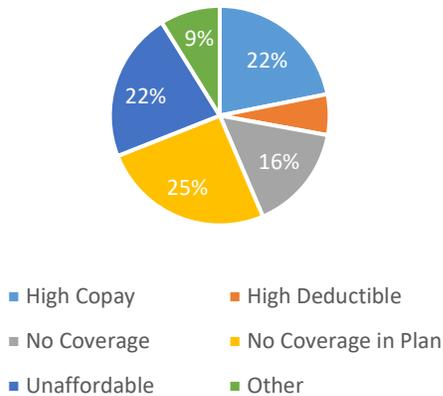
## Medication



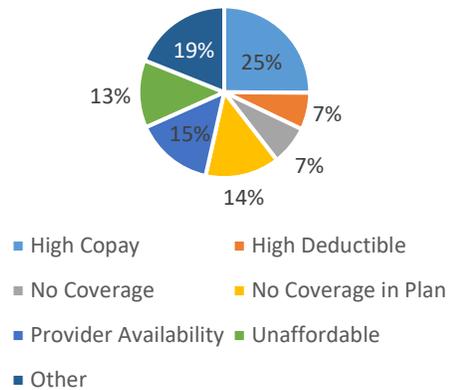
## Economic Instability



## Insurance



## Health Care

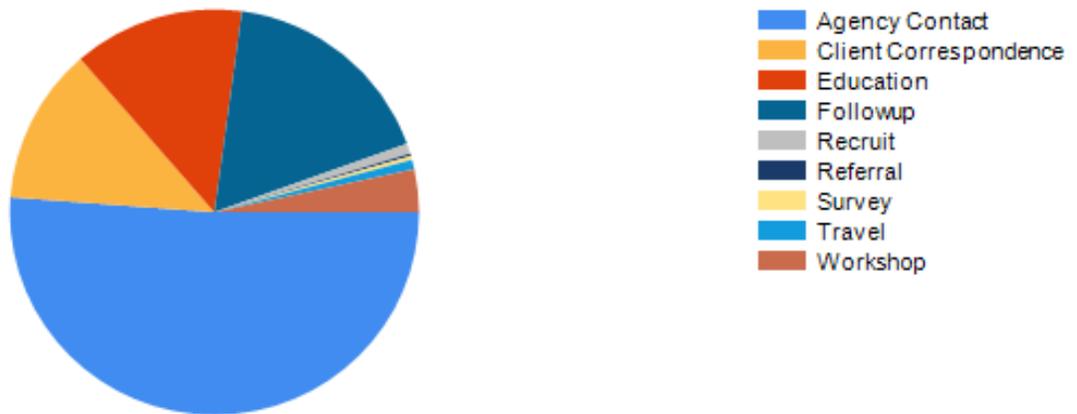


# Activity Summary

(Clients Visited: 10/01/2025-12/31/2025)

Activity	CHW Hours
Agency Contact	2,487.15
Client Correspondence	649.17
Education	563.75
Follow up	525.53
Recruit	14.25
Referral	3.33
Survey	56.75
Travel	57.42
Workshop	0
<b>Grand Total:</b>	<b>4,357.35</b>

Total All Regions



Total service value for 4,357.35 hours equals \$103,748.50.

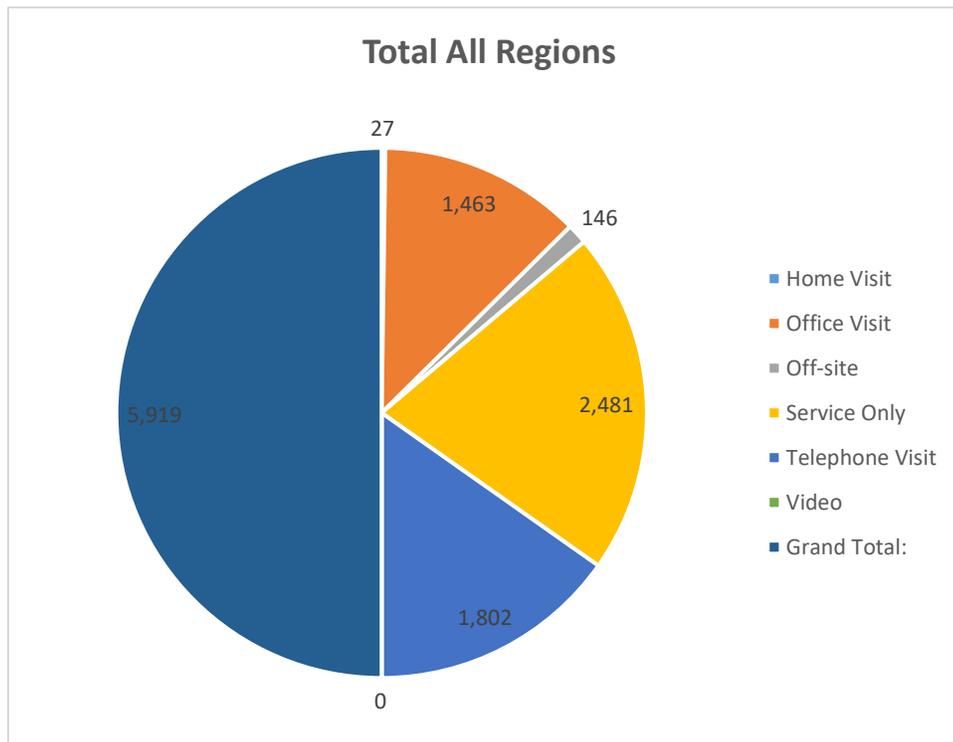


# Visit Summary

(Clients visited: 10/01/2025–12/31/2025)

Visit Type	Client Visits
Home Visit	27
Office Visit	1,463
Off-site	146
Service Only	2,481
Telephone Visit	1,802
Video	0
<b>Grand Total:</b>	<b>5,919</b>

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

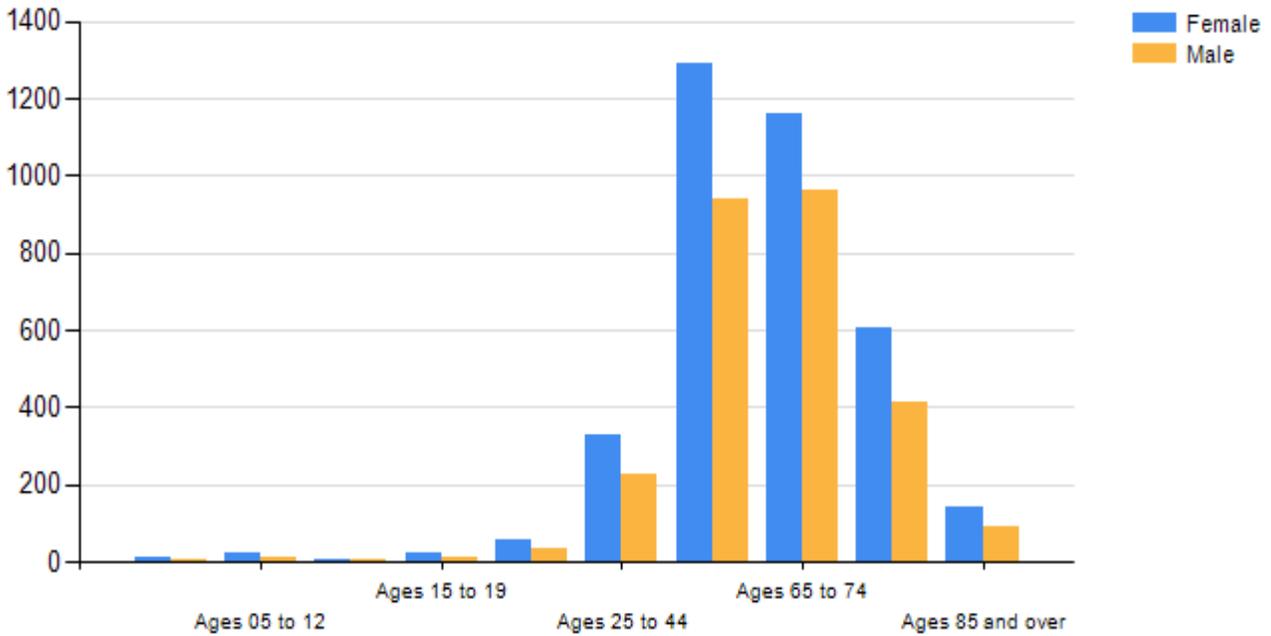


# Age Gender Summary

(Clients visited: 10/01/2025–12/31/2025)

Age Group	Female	Male
Ages 00 to 04	1	2
Ages 05 to 12	1	10
Ages 13 to 14	0	2
Ages 15 to 19	11	11
Ages 20 to 24	11	12
Ages 25 to 44	96	84
Ages 45 to 64	424	348
Ages 65 to 74	513	445
Ages 75 to 84	214	184
Ages 85 and over	60	30

Clients by Gender and Age Group

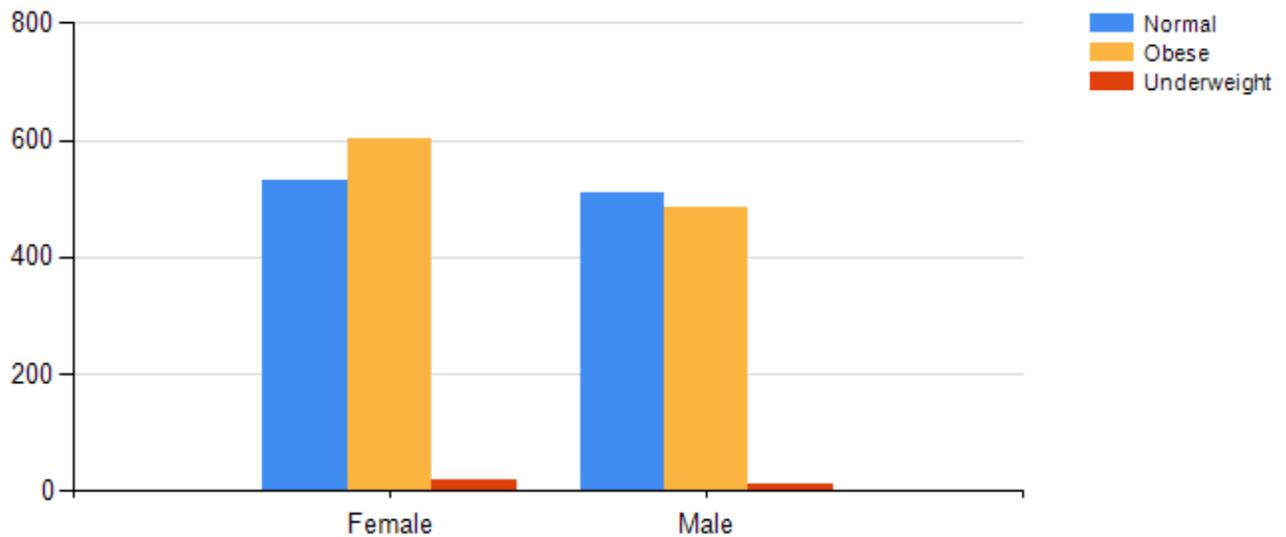


# BMI Category Summary

(Clients visited: 10/01/2025–12/31/2025)

Gender	BMI Category	Clients
Female	Normal	532
	Obese	601
	Underweight	20
	<b>Total:</b>	<b>1,153</b>
Male	Normal	510
	Obese	486
	Underweight	10
	<b>Total:</b>	<b>1,006</b>
	<b>Grand Total:</b>	<b>2,159</b>

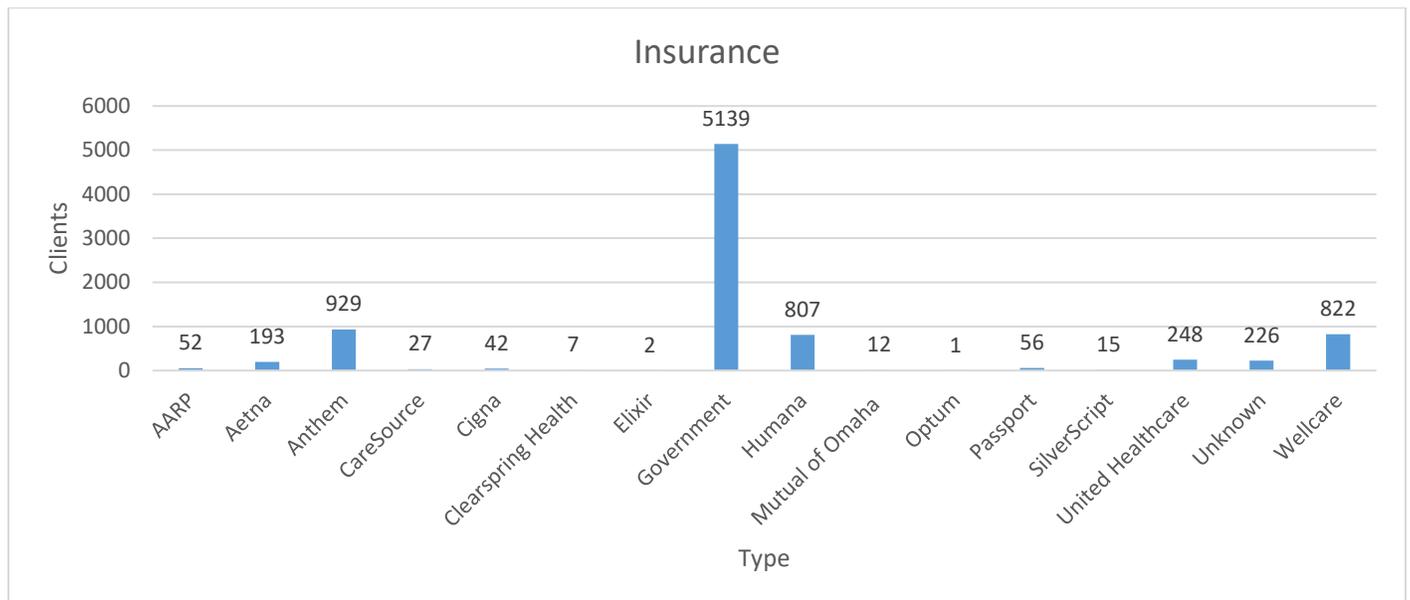
Client BMI Category by Gender



# Insurance Summary

(Clients visited: 10/01/2025–12/31/2025)

AARP	34
Aetna	94
Anthem	463
CareSource	14
Cigna	16
Clearspring Health	2
Elixir	1
Government	2,572
Humana	415
Mutual of Omaha	9
Optum	2
Passport	47
SilverScript	8
United Healthcare	141
Unknown	127
Wellcare	409



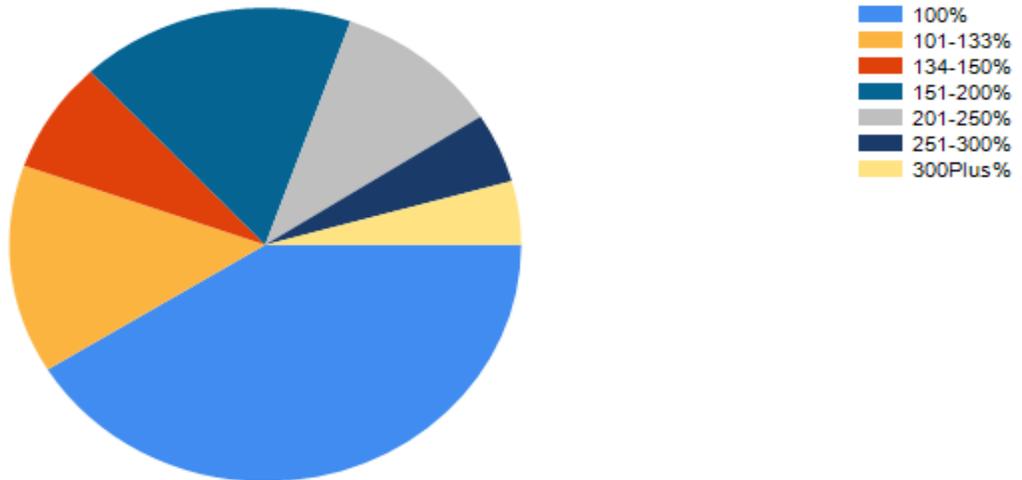
\*Government category includes Medicare A, Medicare B, Medicare Advantage, Medicare Supplemental, Traditional Medicaid, and Veterans Administration.

# Poverty Level Summary

(Clients visited: 10/01/2025–12/31/2025)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
<b>Clients</b>	892	289	157	459	326	175	161	2.458

Clients by Poverty Level



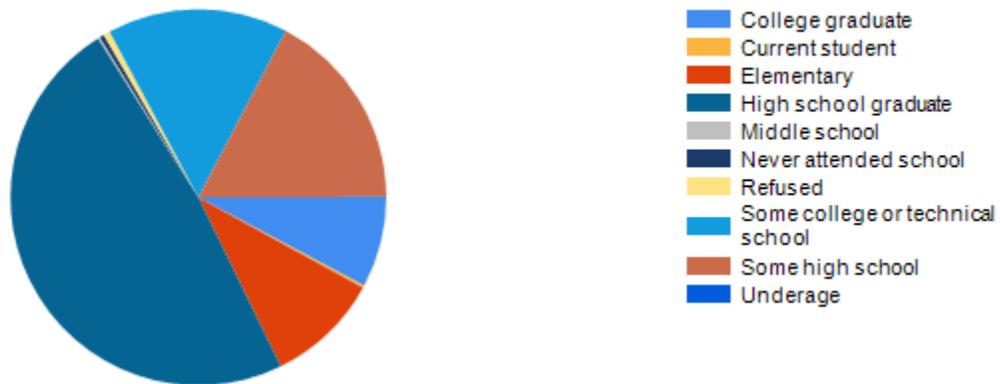
\*Total is unduplicated clients

# Education Level Summary

(Clients visited: 10/01/2025–12/31/2025)

Education Level	Clients
Never attended school	10
Elementary	242
Some high school	427
High school graduate	1,195
Some college or technical school	385
College graduate	193
Refused	14
Underage	1
Current student	5
Middle school	4
<b>Grand Total:</b>	<b>2,476</b>

Total All Regions



\*Total is unduplicated clients

## Client Stories from Real Encounters

(October 01, 2025 – December 31, 2025)

During this quarter, I was able to help a client obtain the correct amount of Advance Premium Tax Credit (APTC) to help lower her Qualified Health Plan (QHP) cost. My client had been out of the work field for over 2 years. However, upon reviewing her case, I noticed that it still showed her as having income from her previous job. After getting that corrected, My Client was able to obtain more APTC, which greatly reduced her QHP cost. My client was very thankful for our program and all the help she has received.

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I had a client who needed additional diabetic medication because their A1C was very high. I was one of the first people she called for help. We discussed healthy eating, and I assisted her with completing a prescription assistance application for her new diabetic medication due to the co-pay being high. Recently, we found out that she had been approved. The medication has been received, and we are both looking forward to seeing how much this new medication will help. My client always speaks about all the good work the Kentucky Homeplace program does, and she is one of the many reasons I am grateful for what I do.

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I have been helping two clients, a husband and wife for several years and recently helped them after they were both laid off from work. They needed assistance applying for unemployment benefits after trying to complete the process on their own without success. They contacted me to schedule an appointment, and together we went through the entire application process step by step. As a result, they were approved and are now receiving unemployment benefits, helping them maintain financial stability during this difficult time.

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I received a call from a young woman who had moved to Kentucky a couple of months ago and was struggling to get everything in order after the move. She needed help gathering the necessary paperwork for a vehicle transfer, obtaining documents for her driver's license, and completing address changes. I had her come into the office, and we took time to create a clear list of what needed done. Together, we made calls and

ensured each step was completed. She was very grateful for the assistance and shared that she felt a huge weight had been lifted, as she hadn't known where to begin. Sometimes it is simply the help with navigating through the system that makes a big difference when people don't know where to turn.

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I had a lady call me needing help with many things. She is 93 years old. She still drives, takes care of her own business, buys and prepares her own food, etc. She needed help with finding a homecare store so that she could get a breast prosthesis and bras with her insurance. I contacted a pharmacy that would help her, and we ordered her items. She did not have to drive for 45 minutes to pick them up. They delivered them to my office for her. She needed help paying for 2 medications. One was for her heart, and the other was for her diabetes. I was able to access those through the pharmaceutical companies at no charge to her. I also set her up for my diabetic shoe day and she got some nice shoes. During open enrollment we discussed her insurance, and she had a large hospital bill. We reviewed coverage and then I called a licensed insurance agent who helped her over the phone choose a better plan for 2026. She kept thanking me for making her phone calls and helping her get things done. It took a lot of stress off her.

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A client called me and informed me that he had run out of wood for his wood stove, he needed food, and his home was in poor condition. I was able to get him a large food box delivered the following day, and another one the following week. I got the client a large heater donated and delivered it to him and got him put on the top of the list for the low-income apartments.

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This quarter I had a client call me and say that they received an eviction notice from their apartment complex stating that if they didn't pay a \$100 deposit by the next day they would have to move out. I called and got donations for the client. The client was able to pay the deposit in full the same day.

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A gentleman came to my office after being referred by his primary care doctor. I met with him through the Kentucky Homeplace Program to see how we could help. He has diabetes and shared that he had never received diabetic shoes. He did not know that special shoes are made for people with diabetes. I explained how the program works and told him that his doctor would need to complete a foot exam so his insurance would

cover the shoes. He said this would help him a lot because he normally wears a size 10 shoe but was wearing a size 8 since he could not afford shoes in his correct size. I sent all the paperwork to his doctor and scheduled his appointment. On the day of the diabetic shoe clinic at Kentucky Homeplace, he returned with his foot exam. He was measured and fitted for shoes and was happy to choose a pair of boots for the winter. He was given education about taking care of his feet with diabetes and scheduled to return in a few weeks to pick up his shoes. When the shoes arrived, he came in right away to get them. The shoes fit well and felt very comfortable. Thanks to the Kentucky Homeplace Program and community support, he now has shoes that fit properly and will help protect his feet from sores and injuries. He was very thankful for the help and support he received.

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A staff member from a local school contacted me about a student who was in desperate need of glasses. Although his insurance covered the eye exam, it did not include frames or lenses. When he arrived for his appointment, I noticed his glasses were being held together with tape. He explained that his family simply couldn't afford a replacement. We applied through the New Eyes program, and the school kindly covered the \$15 application fee. As we looked at frames together, the student lit up—this was his first time getting to choose glasses on his own. I explained that as a student, he would receive two pairs and that they would arrive by mail within 5–7 business days. A few days after the glasses arrived, a staff member called to share the good news: the glasses were a perfect fit. The student happily reported that he could see the smartboard and his tablet so much better. Both he and the school staff were extremely grateful for the Kentucky Homeplace program and expressed interest in bringing other students to us for assistance.

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I have a client that is elderly, she has a Medicare Advantage plan, she has been with the same company for years with no issues. For plan year 2026, a lot of the extra incentives that the companies have are going away. I discovered during a training a new company that is now in the state that is offering extra benefits on their plans along with coverage that is equal to or greater than other plans. We were assisted by an agent in obtaining a C-SNP Advantage Plan for her. With this new plan, she will be eligible for a benefits card for \$200 each month to assist with utilities or groceries. This will help her tremendously living on a budget.

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Client came in to update his annual patient assistance programs along with his wife. He has had several health crises this year including being diagnosed with cancer and having surgery. This man is a tall man, around 6 foot and his wife is 5'2. His wife mentioned that she has to help him up out of his chair at home and it was very difficult

for her. She asked me to watch for a lift chair that she could purchase if I found one cheap enough. I had been gifted from a local business an Uplift electric powered portable seat lift. I asked if they would be interested in it for free and they were excited to be able to get it.

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I have supported a client who has experienced food insecurity in the past, and this week I was grateful to provide her and her family with a full Christmas dinner. Being able to offer this support during the holiday season hopefully brought some relief and allowed them to celebrate Christmas with less worry.

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I assisted a client in accessing prescribed medication, and she contacted me to report that she successfully received her first round. The client expressed significant satisfaction and relief, noting that she was happy to begin her treatment after previously facing barriers to access.

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In October, I had a hospital referral from a Social Worker for a patient that came through the ER and was admitted into the hospital. His glucose was 427, and A1C was 13.6. The Social Worker had reached out to me in hopes that I could assist him with a glucose monitor, strips, lancets, meds and “the works” to help get him nursed to better health. A few days later the client came into my office with all his hospital dismissal papers, and he seemed just lost for words. I guess at age 24 you think becoming a diabetic can’t happen to you. The client said he had been feeling bad, breaking out in cold sweats along with tons of other symptoms that he just completely ignored. Turns out he and his wife didn’t have any insurance and was over the income for any Medicaid, so that posed a huge barrier. Both work as CNAs at the local nursing home and like most of my clients they are what I call my “in the gap people”, they make just enough money to knock them out of everything as far as insurance, and just barely enough to make it until they get their next payday. It’s so sad especially for a young family trying to thrive in an unforeseen economy. As I begin to enroll him as a new client in hopes I can help him access everything he needs as far as a \$760.00 name brand medication for diabetes, and an insulin that cost over a \$1,000 both for a month’s supply. One of our 1<sup>st</sup> questions in our Core screening is this client or have they been in the Military? Yes, his answer was yes! He served in the Army and was an active War Vet. His deployment was to Poland at the beginning of the Russian & Ukraine War. That got my wheels rolling. I’ve learned to be familiar with the Veteran’s Administration (VA)

process and helped several of my clients with my experience navigating through the health care barriers with the VA. He said when he first got out, he established care at the VA trying to do a disability claim, but he never had any luck. He said it was so hard to get through on the phones, and he had no idea that the services could be such a valuable thing for him, especially considering he had no insurance. I have a contact list in my office of VA phone #'s, I was able to call straight to Dr's Nurse line in the county where his VA was located and explain the emergency for my client's referral need. Within 20 min's the Dr's Nurse called me back, she was able to get him in the following week. So, this was incredible! After enrolling the client and educating him about his new Chronic Disease Diagnosis of Diabetes. He seems to be very confident once he is seen that he will start counting carbs, stop drinking 3 to 4 energy drinks a day, and just be more active and aware of how to get back on track and get his #'s back down. We also called the pharmacy to price check on some of the medications that were called in. He was able to go ahead and get started on a cheaper medication that was called in until he was able to go to the VA. A week later after his VA appointment I called to follow-up. The VA mailed him all his med's along with a glucose monitor, lancets, strips, the \$760.00 medication was mailed along with everything he needed for free. His visit was free with the VA. Dr, and everything seemed to be on track. The client reported his blood sugar had been running under 150, and he was doing so much better and felt so much better. He was amazed at how quickly he was able to get into the VA and get the help that he deserved. He goes back to follow-up on his A1C and blood work in January. He also stated the Dr. didn't want to put him on an insulin yet if the diet and oral medications could help. We went over goals and educated once again along with encouraging him to stay on track. He and his wife were so thankful and amazed that everything just fell into place. Even with the expertise of a Social Worker, they don't have the time to figure out the missing puzzle pieces. That's the role a Certified Community Health Worker has once we come on the stage. My client, being a Veteran, deserves the care and time that I was able to provide once he walked through my door at Kentucky Homeplace. We are looking forward to his January follow-up to see that his A1C has been lowered and that everything we did was fruit for my labor of love.

---

A1c's are going down!!! Over the last couple months, I have had one success story after another. Clients' labs resulting in lower A1c numbers, some for the first time. Being able to help my clients access medications that were unaffordable for them to buy, that really made a difference in their overall quality of health. One success story was about a gentleman that did have Medicare prescription coverage but was still unable to cover the cost of the co-pay for his diabetic medications. I worked with his primary care provider and completed prescription assistance forms for several unaffordable

medications and after twelve months he was able to bring his 10.4 A1c down to 5.4. He lost weight and is now able to take walks for exercise. My client is now living a more productive and happier life.

---

My story this quarter is about a client that I access many prescription drugs for through pharmaceutical companies. The client is a 60-year-old lady who recently lost her husband to cancer. This client had become very depressed and was beginning to take anti-depressants for her condition that just did not seem to work. While talking with this client one day in the office I had suggested that maybe she would like to be out in the workforce. The client had never worked outside the home and felt that she would not be qualified for any kind of position. I made a call to the Big Sandy Community Action program and talked with the lady that was over the senior citizen job training. The director was very encouraging and wanted to meet with her. My client was nervous about meeting with them alone, so I went with her for support. The Senior Citizen Job Training Program was able to place my client in a job. She is very happy and feels that she has a purpose in life now. Being able to access and network with local organizations helped my client to be able to get back to living.

---

I had a clinic reach out to me for a patient who needs a very expensive medication. I contacted the patient and scheduled an office visit. Once I spoke with the client and reviewed their income and medical insurance, and saw the Medicaid insurance, my first thought was, "Oh no, there is no help for them." This medication is \$1300.00 a month with no coverage from the client's insurance. But I was absolutely wrong. Some programs help with Medicaid recipients. The client and I completed the application. I requested the monthly expense from the client's pharmacy. I compiled the need document and application and faxed it to the company. A few days later, I received the notification that the client had been approved for the medication. I contacted the client and gave them the wonderful news; they were so overcome with relief, happiness, and a ton of tears, they blessed me a million times. The moral of the story: never assume there are no answers to someone's health care problems until you overturn every rock (or in this case, paper). The overwhelming feeling of happiness when hurdles are knocked down is what keeps me going every day!

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I spoke to an individual on the phone who had received one of my flyers through a food box. They were contacting me about diabetic shoes. I provided them with the required

information for diabetic shoe day. I then went on to examine what other programs we could help with. I explained the guidelines for the Prescription Assistance program, then they screamed “Do what!?”. She was so excited, not for herself, their insurance covers her medication. But for a family member who desperately needs the help. They did call and make an appointment with me.

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I had a client who I had helped earlier in the year get set up on the Medicare savings and extra help programs. She came into my office in tears after the open enrollment period had ended. She had worked with an insurance broker whom she had met at a local store, and they had convinced her it was in her best interest to change her plan. She started having second thoughts about it and then started getting letters in the mail that put her in a tailspin, talking about needing to pay her Part B monthly premium and what her prescription costs would be. She didn’t know how she was going to afford it all, and she could not reach the broker who had helped sign her up on the plan. I looked at all of the letters that she had received, and I looked at her eligibility status with the Medicare Savings program, and was able to get her straightened out. She was still getting her full QMB, so she would not have to worry about a Part B premium or co-payments, and her medications would still stay the same as they had been on the extra help. She can still leave this plan if she decides to in January due to the Medicare Advantage Open Enrollment period. She left feeling calm and more confident in the insurance plan that she had signed up for.

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I received a referral from the clinic for a lady needing assistance with a food box. I was able to get her a large food box for her and her daughter. While in, she had mentioned wanting to find a job and a passion for peer support. I was able to get her connected to UK’s RISE workforce program and get her some information on that program and how to enroll.

---

A lady came into the office. She had POA on her husband, and he had a lot of health needs, he has been in and out of the hospital a lot. He recently had a leg amputation, and insurance was not covering some of the durable medical equipment that he needed. Working with a local program, Kentucky Homeplace was able to get him a shower transfer bench and some safety grab bars.

---

A client returned to Kentucky Homeplace after receiving assistance last year. She shared that she had not been to a doctor in a long time and had never had routine labs completed. During her visit, I completed a blood pressure screening, and her reading was in the stroke-level range. I immediately discussed with her the risks associated with uncontrolled hypertension, including stroke and other life-threatening complications. Together, we reviewed her insurance situation, and I was able to help her obtain additional coverage so she could access medical care and medications. The client returned to the office shortly afterward and told me that the information and assistance she received “changed her life” and possibly saved it. She reported that after speaking with me, she went to the emergency room over the weekend because her blood pressure continued to rise. At the ER, she was formally diagnosed with hypertension, and her blood sugar, nearly 500, and was identified as dangerously high. She is now established with a provider, has appropriate insurance coverage, and has been able to bring both her blood pressure and blood sugar into normal ranges. She expressed deep gratitude for Kentucky Homeplace and stated that without this intervention, she may never have sought help in time.

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A new client, who had recently moved to the area, came to Kentucky Homeplace seeking help with the cost of the high-priced medication she needed to control extremely elevated cholesterol levels. While reviewing her situation, I learned that she had been on Medicare for many years but did not have a Part D plan. She was completely unaware that she had been accruing a penalty each year for not having prescription drug coverage. This was the first time anyone had explained the penalty to her. I assisted the client in accessing the medication she needed and began working with her on next steps to address the long-standing Part D penalty. Moving forward, I will continue to help her explore options to stop the penalty and ensure she is able to select an affordable Medicare Part D plan that meets her medication needs. The client expressed relief at finally understanding her situation and was grateful for the support she received through Kentucky Homeplace.

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This quarter, it wasn't about help with medication or food, but instead, I was blessed to help an established client with the loss of her support dog. I have been helping this client off and on since the flooding in 2022, during that time my client had lost everything and she, with her support dog, had survived. By word of mouth, I found out she was going through a hard time and was looking to get a small dog, and just the right timing, I knew a family wanting to rehome their little Yorke and just really didn't want to

give him to just anyone, after calling my client and speaking to the family, the decision was made to let my client have the little guy. When I called my client to update her, I let her know it was a yes and that she could get him in a couple of days, she cried and kept telling me what a blessing I was to her. So, I was able to schedule an exchange time and place, and all went well, everyone was happy.



\*Client has photo release on file

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This quarter has been very busy and making sure to take care of all clients before the years come to an end. During the freeze on snap benefits, I was able to partner up with a local church that had just submitted and gotten a grant approved for a monthly food bank. This quarter I picked up and delivered over 15 food boxes to help my clients in need. The process is smooth and the boxes are so heavy that it takes two people to pick up and load. My clients were very pleased and with this resource my clients will be able to count on this when in need.

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I worked with an amazing couple. In October, the husband had 4 major separate incidents where he almost died. I had to work with Medicare and get his insurance changed to straight Medicare for the nursing home as he could no longer walk. I had to work with two separate hospitals for 8 different ER visits that were 150 dollars apiece. I had to gather information and work with life insurance agencies to change owners of the accounts, go through client bills for 3 months, bank statements for three months, and other things that the nursing home required. I provided several different health and insurance educations. We worked together to get information and education on heart and stroke related things during the month of January. They dated for 4 years and married for 46. The wife had never done anything on her own. The husband took care of

her. I had to start by doing 100% of whatever needed done and gradually show her that she could do it. I sat with her at the nursing home as support as she signed her husband up for hospice care. Yesterday, I stood beside her as she spoke confidently with doctors about what needed done and the changes in his breathing. She is now able to discuss with doctor's things about her own health and her husbands. Today, I assisted her with paperwork that needed done for the nursing home and for the funeral home. The client was able to do most of it independently with a small amount of support.



## Highlights of Kentucky Homeplace CHW Quarterly Activities

### 4<sup>th</sup> Quarter

(10/01/2025- 12/31/2025)



Tim Marcum had the privilege of dressing up as The Kentucky Homeplace Grinch at a local Library Christmas Program. He has annually done this for his community for the last few years and even though he acts Grinchy about doing this we all know he is having the best time ever! It's the little things that our CHW's do that make a difference.

Many other of our CHW's participated in local Christmas programs, food drives, delivery of food baskets that were donated for the Holidays and continued on with their normal routine activities and duties. This is the busiest time for our CHW's trying to complete so many tasks before the holiday season and the close of the year. Our CHW's are dedicated and have a love for their clients and are the best to work with.

To all our partners, clients, neighboring agencies and each community we serve, we would like to say



and a Happy New Year. We look forward to working with you again in the new year, helping people help themselves.

**Client Satisfaction Surveys**  
**(October 01, 2025 - December 31,2025)**

**Regina Blevins**

Regina was the kindest person you could ever meet.

**Samantha Bowman**

Samantha has been excellent help for me.

**JoAnn Chaffin-Preston**

Mrs. Chaffin was very helpful. Thanks for providing this service to our community.

**Linda Colwell**

Linda has helped me with my diabetic medicine and always answers any questions I have. She has done a great job.

**Carole Frazier**

Carole does a good job!

**Amanda Goolman**

She was and still is one of the best to help us with everything.

**Tim Marcum**

Tim is a very helpful worker. He is very easy to talk to. He is very receptive to any needs I have and getting me help.

**Darla Shepherd**

Very pleasant and professional. She is very helpful.

**Kathy Slusher**

Kathy is excellent in the position that she is in. She has been a great help to me.

**Chyna Smith**

Chyna Smith is the best.

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