

*UNIVERSITY OF KENTUCKY*

*Kentucky Homeplace*

January 01, 2025- March 31, 2025  
Quarterly Report



*Kentucky Homeplace February Staff Meeting*

<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:

This quarter saw the retirement of Dr. Frances Feltner, University of Kentucky Center of Excellence in Rural Health-Director. Feltner was the director of Kentucky Homeplace during the early years of the program and remained a steadfast champion of CHWs throughout her very impactful career. Her efforts and many years of dedication are truly appreciated, and she will be missed greatly.

Over the past several months, Kentucky Homeplace clients sought out assistance for a variety of needs. Many clients experienced flooding followed by extreme, prolonged cold weather. Our offices were closed due to extreme weather on several occasions, and many clients simply cannot venture out in bad weather unless it is an emergency.

This quarter, all of Kentucky Homeplace CHWs are undergoing recertification in Chronic Disease Self-Management and will soon be able to conduct this workshop with their clients both in person and virtually. This will be a great asset to our clients as the program is very well-received by all who are able to attend.

For the period January 01, 2025 – March 31, 2025, the CHWs provided 16,498 services for 2,490 clients. CHWs logged 5,485.50 hours on care coordination activities with a service value of \$130,609.75. The amount of medication accessed was \$5,378,742.32, and other service values (not medications) accessed were \$541,450.59 for a combined total of \$ 5,920,192.91.

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 and then click on October-December. 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*

William Mace Baker, RN

Director, Kentucky Homeplace Program



## **Program Activities**

### **Community Engagement Activities**

The following are samples of meetings/events attended this quarter:

Inter-agency meetings

Various advisory council meetings

Diabetic Shoe Clinic/Diabetic Support Groups

Various KYACHW sub-committee meetings

Various presentations to community organizations

Chronic Disease Self-Management Program Workshops held for clients

### **Professional Development/CHW training**

Asclepius Insurance Training

CDSMP Leader Training

Responsible Conduct in Research re-training

### **Other News**

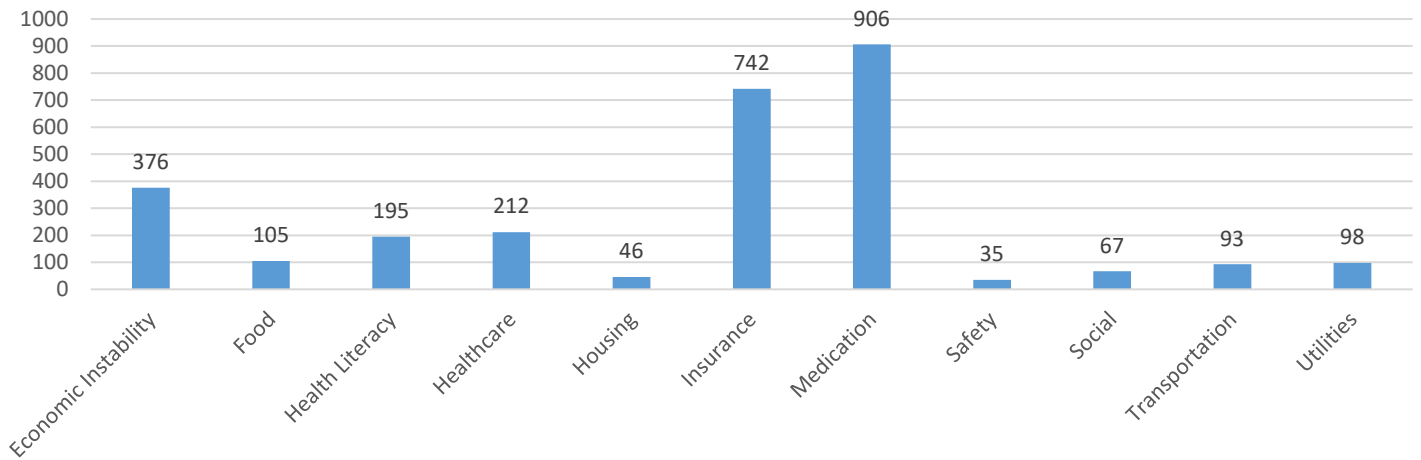
Mace Baker, BA, RN, Director of Kentucky Homeplace, was named Interim Director of UK CERH following the retirement of Dr. Francis Feltner

Angela McGuire, CCHW, has accepted a new position with Kentucky Homeplace as Rural Outreach Coordinator

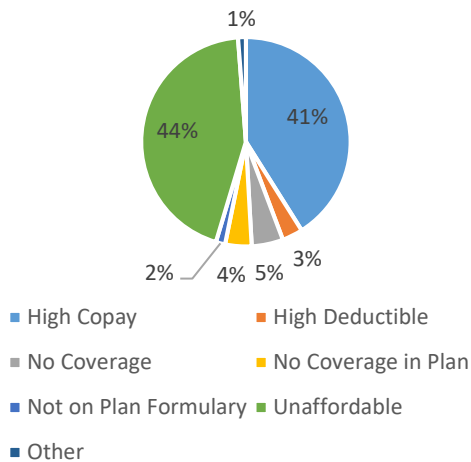
Kentucky Homeplace Rural Project Manager, Michaela Amburgey, and staff hosted Community Health Worker Foundational Trainings in January and February at the CERH and in March in Bowling Green, Kentucky

Kentucky Homeplace presented *Scaling up Success: Benefits of Expanding Existing Community Health Worker Programs* at the Kentucky Public Health Association Conference

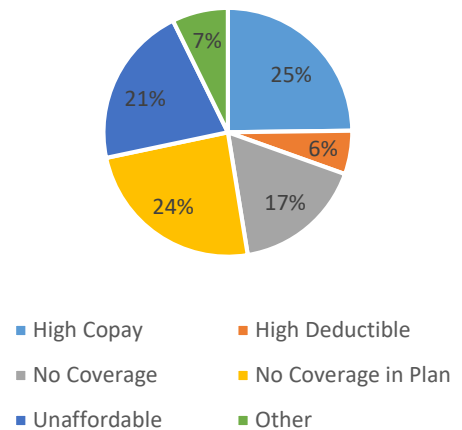
## Social Determinants of Health Barriers to Care 01/01/25-03/31/25



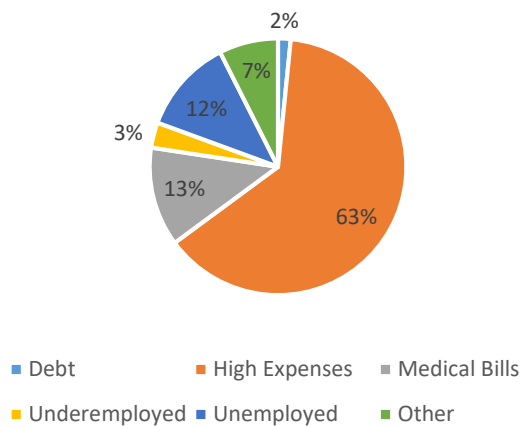
### Medication



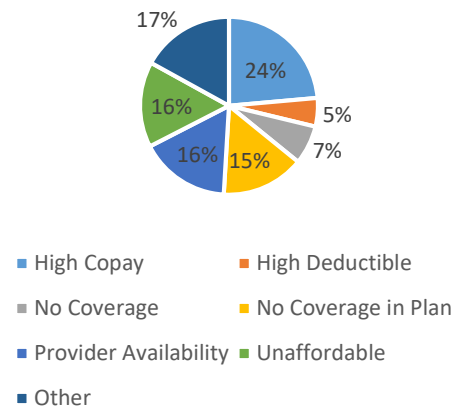
### Insurance



### Economic Instability



### Healthcare

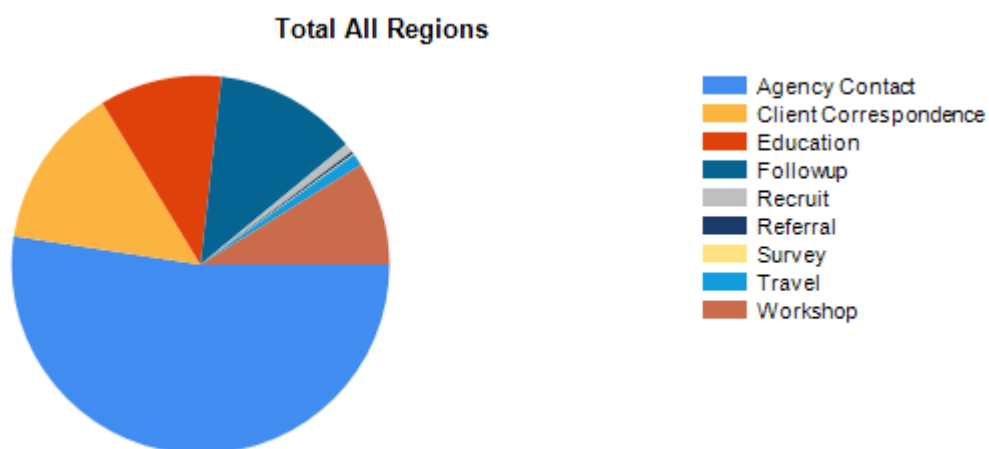


## Activity Summary

(Clients visited: January 01, 2025 – March 31, 2025)

Activity	CHW Hours
Agency Contact	2,868.97
Client Correspondence	761.28
Education	573.33
Follow-up	669.50
Recruit	42.50
Referral	13.00
Survey	5.50
Workshop	484.00
Travel	56.00
<b>Grand Total:</b>	<b>5,474.08</b>

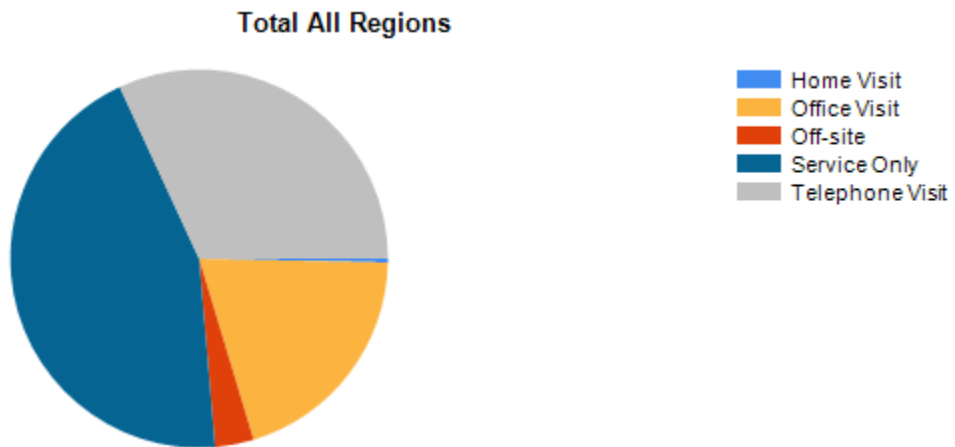
\*Total service value for 5,474.08 hours equals \$130,337.84



## Visit Summary

(Clients visited: 01/01/2025 - 03/31/2025)

Visit Type	Client Visits
Home Visit	23
Office Visit	1,396
Off-site	231
Service Only	3,100
Telephone Visit	2,226
<b>Grand Total:</b>	<b>6,976</b>



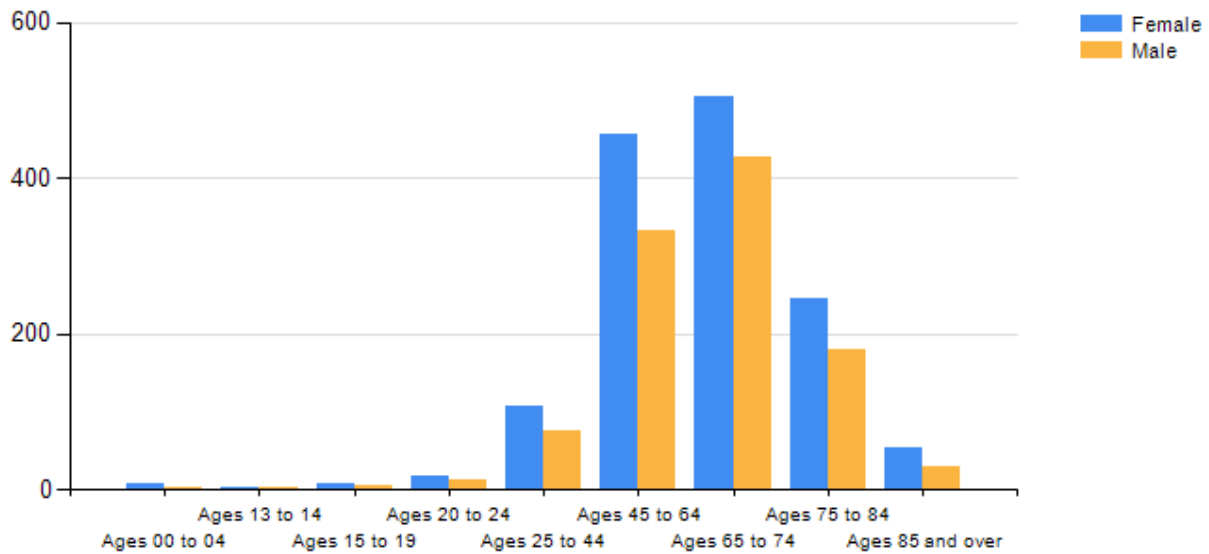
\* Service only involves any actions taken on behalf of the client while the client is not present.

## Age Gender Summary

(Clients visited: 01/01/2025 - 03/31/2025)

Age Group	Female	Male
Ages 00 to 04	0	2
Ages 13 to 14	0	1
Ages 15 to 19	5	2
Ages 20 to 24	15	13
Ages 25 to 44	62	74
Ages 45 to 64	406	352
Ages 65 to 74	510	447
Ages 75 to 84	235	191
Ages 85 and over	54	33

Clients by Gender and Age Group

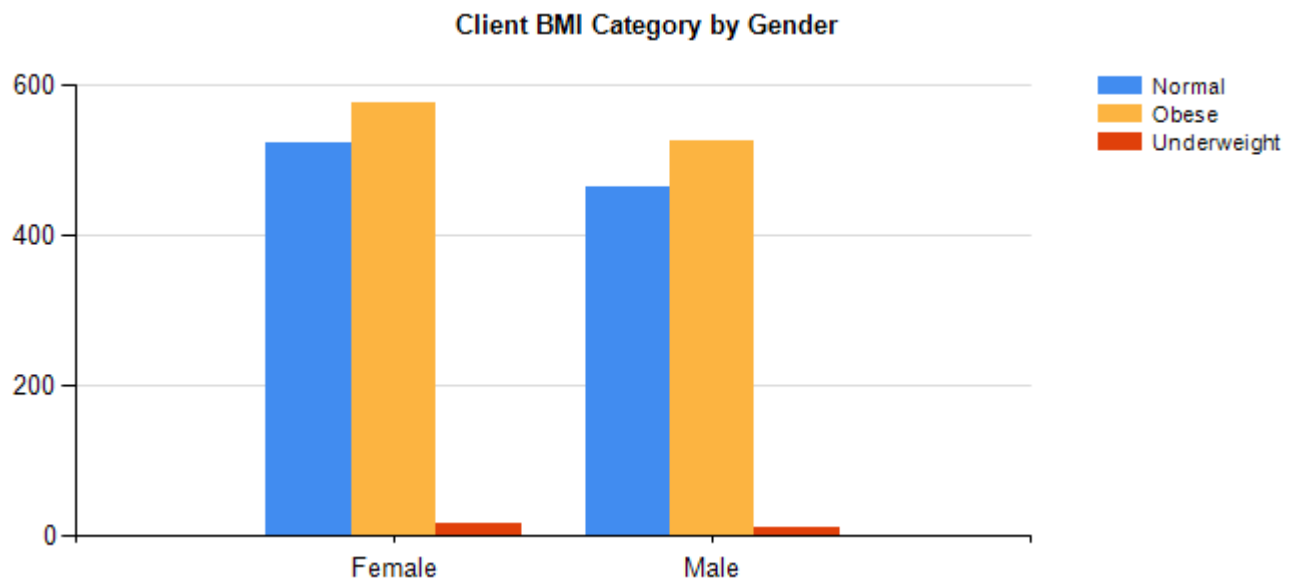




## BMI Category Summary

(Clients visited: 01/01/2025 - 03/31/2025)

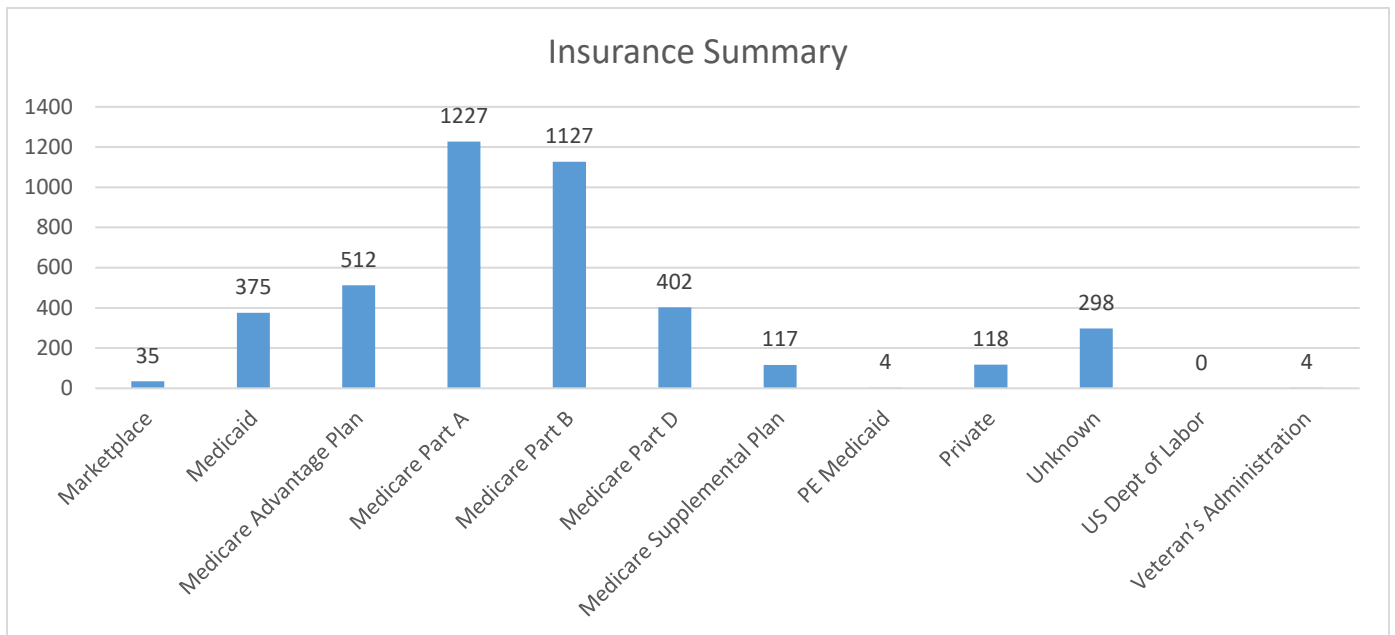
Gender	BMI Category	Clients
Female	Normal	524
	Obese	577
	Underweight	16
	<b>Total:</b>	<b>1,117</b>
Male	Normal	464
	Obese	525
	Underweight	12
	<b>Total:</b>	<b>1,001</b>
	<b>Grand Total:</b>	<b>2,118</b>



## Insurance Summary

(Clients visited: 01/01/2025 - 03/31/2025)

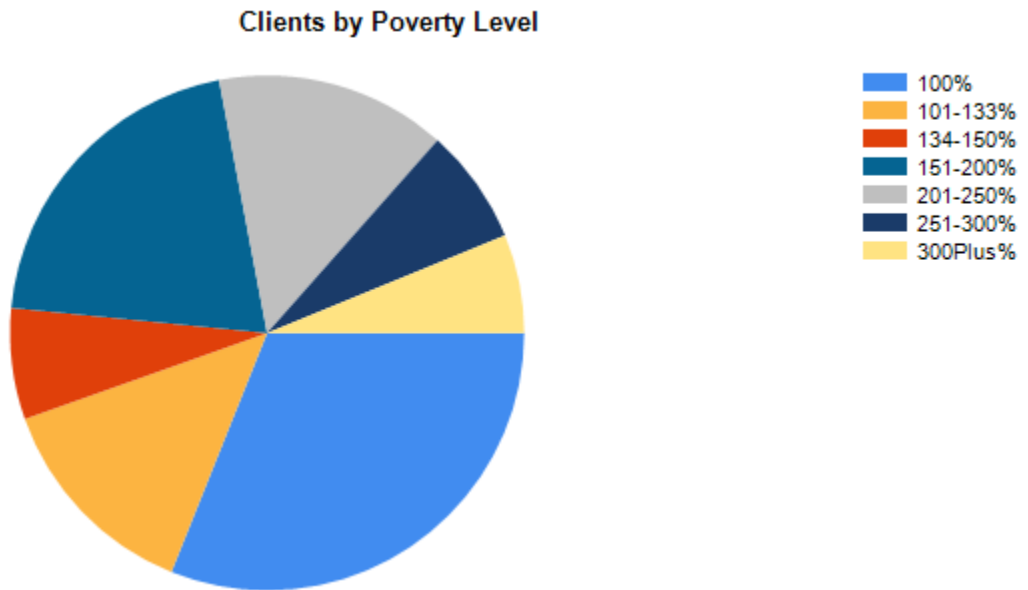
Provider	Clients
Marketplace	35
Medicaid	375
Medicare Advantage Plan	512
Medicare Part A	1227
Medicare Part B	1127
Medicare Part D	402
Medicare Supplemental Plan	117
PE Medicaid	4
Private	118
Unknown	298
US Dept of Labor	0
Veteran's Administration	4



## Poverty Level Summary

(Clients visited: 01/01/2025 - 03/31/2025)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
<b>Clients</b>	748	325	168	492	350	175	149	<b>2,407</b>



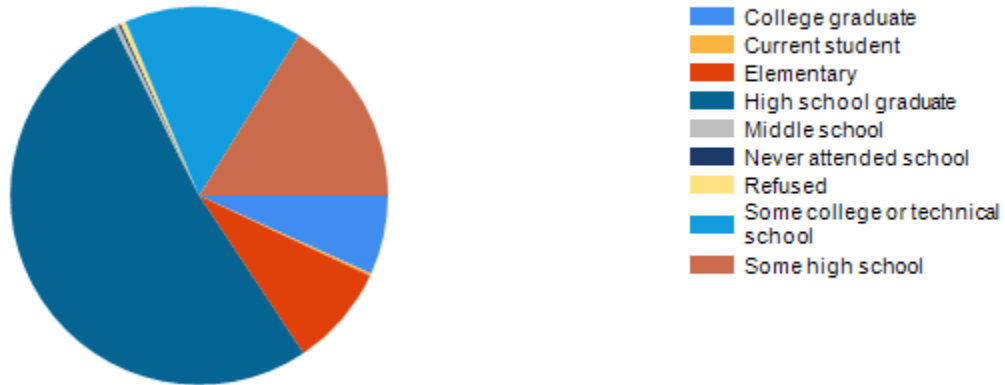
\*Grand total is unduplicated clients

## Education Level Summary

(Clients visited: 01/01/2025 - 03/31/2025)

Education Level	Clients
Never attended school	5
Elementary	209
Some high school	388
High school graduate	1,250
Some college or technical school	367
College Graduate	163
Refused	11
Current student	5
Middle school	9
<b>Grand Total:</b>	<b>2,407</b>

Total All Regions



\*Grand total is unduplicated clients

## Kentucky Homeplace CHWs



Tim Marcum, CCHW- Jackson County, helps host a food giveaway at God's Pantry Outreach



Amanda Goolman, CCHW- Bath & Meniffee Counties, is the winner of the annual "soup-off"

# Kentucky Homeplace

## 26 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**

### **Actual Client Encounters**

**January 01, 2025 – March 31, 2025**

Helping individuals overcome barriers that they felt there was no solution to is the best reward as a CCHW, seeing the smiles on individuals' faces, and the gratitude they have for your help. This quarter, I helped a woman get approved for a pharmaceutical assistance program so she could afford her medication. The process took longer than expected, and she was very worried about the delay. I kept in touch with her and followed up with the company to make sure everything was moving forward. After several weeks, she was finally approved. When I called to tell her the news, I could hear the relief in her voice. This situation showed how important it is to keep pushing for people when they need help getting their medications.

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This quarter, during a conversation with a client, he mentioned he was struggling with food, so I let him know about the food box program. He later came to the library, and I was able to give him a food box. While we were talking, he told me about his YouTube channel and shared his life story. We watched one of his videos together, which helped me understand more about what he had been through. The best part of the visit was meeting his dog. The dog was friendly and met everyone working in my building. This experience reminded me that helping people isn't just about giving out food—it's also about listening to their stories and making real connections.

---

I had a client come in who had been in an abusive relationship and was living in her car during a snowstorm with her two small dogs. She came to me and together we found a woman's safe house for her to go to that would house both her and her dogs until she could get back on her feet. She was unemployed and was struggling to find a job, I set her up with Volunteers of America who can help her with her job search and help purchase anything she would need to help with her job placement.

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I had a client come to me because she was about to finish school to be a cosmetologist. She was unable to pay the fee for her boards and was able to purchase the tool kit needed to complete her boards. We worked with Volunteers of America to get the clients boards, tool kit, and other supplies she needed paid for. They are also going to help and a gas card to get to and from class. They also offered job assistance and training for the client.

I had a client come in with a list of expenses from the pharmacy that totaled thousands of dollars a month. We looked at what he was on and what prescription assistance programs were available, we ended up speaking to his doctor and getting one script changed to a similar formulation that was covered on a program. In total he has been approved for help with 5 free medications giving him access to the medications he needs.

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Today a client came to me after a new cancer diagnosis. We are looking for assistance for travel to and from cancer treatments along with assistance getting ensure. This is a new client so I look forward to helping him find all the resources and needs he may come across during his treatments.

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I have several clients that I access diabetic medications for this quarter. After receiving troubling lab reports of A1c numbers in the teens for many of my clients, the numbers have lowered significantly some in the lower 5's. Being able to help my clients receive the medications that work best for them at no cost has been the key to helping them live life. Lowering these levels has made it easier for them to be able to take that morning walk. Having more energy and extra money in their pockets to buy healthier foods has made a world of difference. Golden years should be less worrisome and helping this become a reality is a special feeling.

---

I have a teenage client that I help to get glasses for every year. His mother said that he has Medicaid and is very thankful for the glasses that his insurance pays for, but this young man is very active in sports and just one pair of glasses a year doesn't do it for him. I was able to work with an eyeglass program and now this active boy gets to have multiple frames in case of an emergency. He also so said we have a better selection and he likes to look good.

---

A client came in for her annual medication renewal. She has been a client since 2019 and is uninsured. She has several chronic conditions, and I have accessed several medications throughout the years for her. Today, while updating her health measures, I noticed that she had lost much weight, 59 pounds, her A1c is now at 5.3, and her cholesterol levels are within normal range. This is the first time in years that all her levels have been good.

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My client was a walk-in a few months ago. He was inquiring about assistance to purchase a pair of shoes with a built-in lift. He said he only had Medicare and didn't have coverage that would pay for them. I explained that I didn't know of anything right off, but I would try to find



something. I explained that he would need to be enrolled in our program, which would permit me to speak on his behalf with other agencies. I called the closest Orthopedics clinic to check the cost of the shoes, and they were expensive.

While completing his initial interview, I saw that his income was within the limits of both the Low-Income Subsidy and Medicare Savings Program. I discussed this with him, and he wanted to apply. These programs take a few weeks to process. A few weeks later, he stopped in with his approval letter for the Low-Income Subsidy and the Medicare Savings Program. He now gets his Medicare Part B premium paid, thus giving him an extra \$185 on his check each month and reduced medication costs. He stated as he was leaving, "by the way, I am picking up my new shoes tomorrow, thanks to you."

He came in a few days later to show me his new shoes that he picked up with the built-in lift. He was able to get them at the low cost of \$62 because of the programs that I signed him up for. He said this is the first time in years that he has been able to walk any distance without having to stop and rest his ankle.

---

A local clinic referred a patient to me, after he came to them very confused by some phone calls he had received in regards to his insurance. Once he got to my office, he had told me that he had answered a call that he had thought was from his providers office, and they were prompting him for his Medicare number and had transferred him several times, at some point during the call he realized that they were probably not his health clinic and ended the call and called his doctor's office, and they confirmed that they didn't call him or ask him for any information. After speaking with him, he confirmed that he had provided the callers with his Medicare number and confirmed his mailing address with them; they had been wanting him to say he needed knee and back braces. He did not get a company name or anything like that, so we called Medicare together and reported Medicare Fraud, and to see if anything claims had been submitted on his Medicare for braces- Medicare recorded the incident and stated that no claims had been filed for braces but he was advised that if any unexpected or unfamiliar packages are received to not open them and to refuse delivery, so that if a claim is filed it can be reversed I educated him on Medicare and fraud safety and not to provide information over the phone. A week later He came back in with a small foil envelope that he had opened, that contained a specimen sample bottle and some paperwork (prompting for insurance information) and he said with in a day of delivery of that being delivered he received a call from the company asking if he received it and wanting to know if he needed assistance completing the medical forms to the testing kit. He brought the kit to me, and after confirming that it was not a test that any of his doctors had ordered for him (and I investigated the NPI number, and it was for a doctor and a lab in other states), we called to report the incident to Medicare.

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The clinic referred a patient to me in need of utility assistance. They had already utilized the local subsidy programs in the area. But after meeting with them and looking at his income, I realized that he qualified for the Medicare Savings program Dual Eligibility and would then be able to apply for a Medicare Advantage D-SNP plan that offers a benefit to members for quarterly utility assistance. So, I assisted him in filling out the application for the Medicare Savings Program and turning in his proof of income and assets to justify need. After he was approved, he started getting the \$185 Part B premiums back in his social security check, and I was able to get him enrolled into a Medicare Advantage plan with a D-SNP plan that offered the quarterly assistance on utilities.

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A senior lady came into my office for help after turning 65 and starting Medicare. She had been on Medicaid before but didn't understand how Medicare worked and was worried she wouldn't be able to afford her medications or copays. Since she was on a fixed income, paying for medicine and copays was a big concern. I helped her apply for Medicare Savings, which would cover some of the costs. She was approved quickly and started receiving an extra \$185 a month. This extra money helped her a lot, especially with food costs that had been a struggle for her. On top of that, she also qualified for the Low Income Subsidy, which lowered her medication copays. This was a huge help, taking some of the financial stress away and making sure she could get the medications she needed. She was very thankful for the help and expressed her gratitude for the Kentucky Homeplace program, which made everything possible.

## **Satisfaction Survey Responses**

**Kathy Slusher**

"Kathy Slusher answered questions and explained ways I could change my eating habits, exercise and how taking my medicine could help me take better care of myself. She provided excellent services and helped me with all of my needs."

**Barb Justice & Annette Saylor**

"Barb Justice and/or Annette Saylor were excellent with the services they provided."

**Darla Shepherd**

"Darla Shepherd was excellent and returned my calls promptly. She went over educational material as well encouraging me to get my annual physical and Pap smear."

**Samantha Bowman**

"Samantha Bowman was excellent, pleasant and helpful. She helped me manage my illnesses on a daily basis and was easy to contact. She is the best."

\*Kentucky Homeplace strives to provide quality service to the residents of Kentucky. Satisfaction surveys are mailed randomly each quarter to get feedback from our clients.



# Kentucky Homeplace CHW Contact Information

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