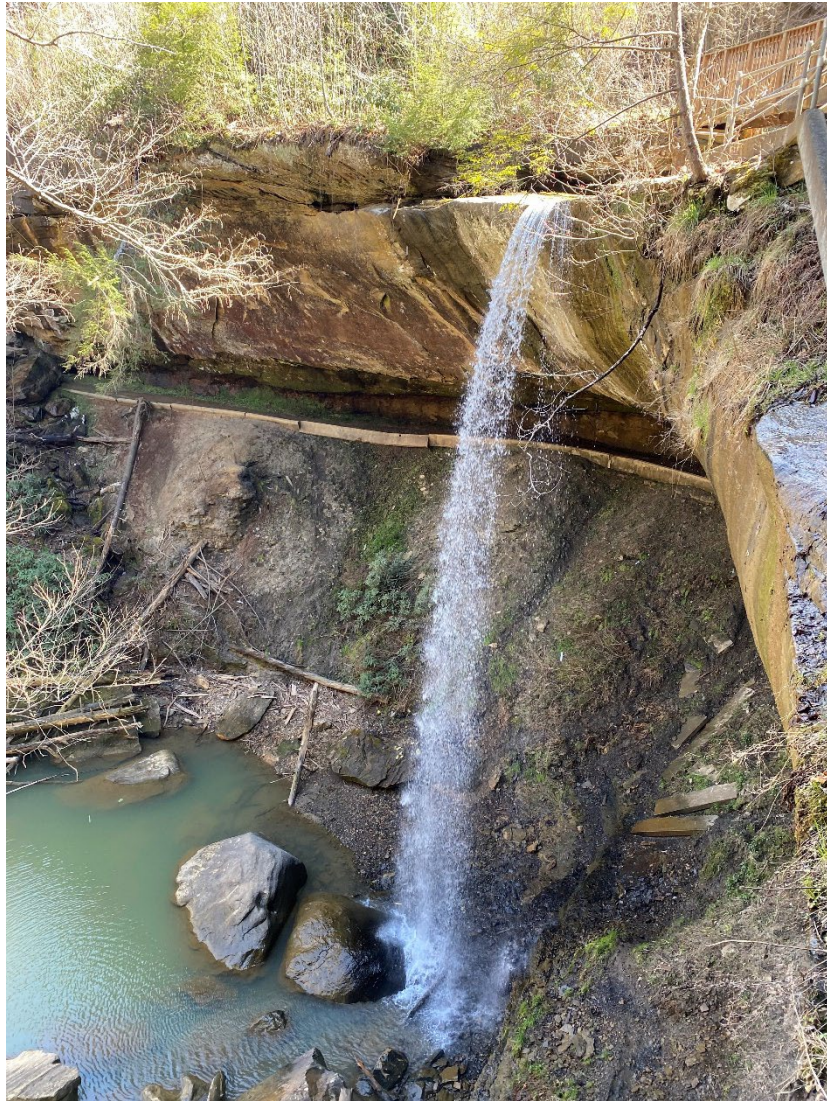


**UNIVERSITY OF KENTUCKY**

# *Kentucky Homeplace*

**April 1, 2022 – June 30, 2022  
Quarterly Report**



**Broke Leg Falls-Meniffee County, KY**

**<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 spring has been another productive time period for Kentucky Homeplace. Kentucky Homeplace CHWs have been helping clients with the ever-changing challenges they encounter. Their clients are being affected by sharp increases in the cost of living along with yet another rise in COVID-19 numbers. The cost of gas, groceries and utilities is generally higher in rural areas and this latest increase is having a huge impact on the residents of Appalachia.

Kentucky Homeplace conducted a Community Health Worker training during the month of June with four individuals in attendance from various counties and agencies across the state as well as five new Kentucky Homeplace CHWs for a total of nine attendees.

The program is currently staffed with 31 CHWs with one vacancy pending in Whitley County. Please take the time to read through our “Actual Client Encounters” section as there are some really good “boots on the ground” stories which paint the true picture of what a CHW is capable of accomplishing.

## **Quarterly Summary**

For the period April 1, 2022 – June 30, 2022, the CHWs provided services for 2,432 clients. CHWs logged 5,129 hours on care coordination activities with a service value of \$122,121.49. The amount of medication accessed was \$3,158,251 and other service values (not medications) accessed were \$1,017,367 for a combined total of \$4,175,618

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 April - June. 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*

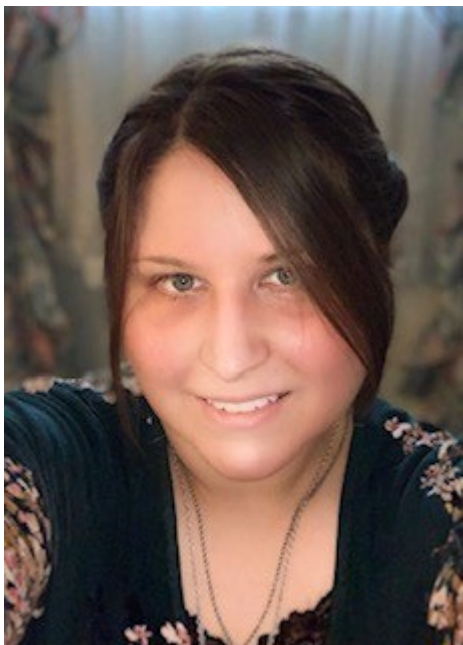
William Mace Baker, RN

Director, Kentucky Homeplace Program





## Community Health Worker Spotlight



My name is Ashley Francis. I have been with Kentucky Homeplace since October of 2015 and am proudly serving Letcher County. I have a special interest in assisting people in understanding their insurance, especially for those who are transitioning into a Medicare plan, and making sure that they get into plans that will cover their needs and to see if they qualify for any of the Medicare savings programs available.



Hello, my name is Kim Smith and I am from and reside in Manchester, KY. I am a wife of 29 years to my husband John, a mother of two; my son Kendric who is a Deputy Sheriff in Clay County, and my daughter Hannah who is a Dentist at Sterling Health in Mt Sterling Ky. I am also Nana of two beautiful grandchildren: Elliot who is one year old, and Sutton who is six months old. My husband and I also have two spoiled Golden Doodles named Cawood and Dooley.

I have been with Kentucky Homeplace for five years serving Clay county as a certified Community Health Worker. Over the past five years it has been my privilege to get to know the people of Clay County and truly understand the needs of this community. It is a joy to assist the people of my community to overcome obstacles of healthcare needs and to connect them with other resources that will impact their lives positive ways.

I am a member of the Clay County Diabetes Coalition. The Coalition meets monthly to discuss goals and provide the people of Clay County with educational resources that will assist in the management of this Chronic Disease.

# Program Activities

## Community Engagement Activities

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

Community health needs committee meetings at local hospitals

Interagency meetings

Kentucky Association of Community Health Workers meetings/KYACHW Board meeting (Frankfort)

Various advisory council meetings

Health fairs

Appalachian Community Health Days Events

Diabetic Shoe Clinic/Diabetic Support Groups

UK CERH Excellence in Action (two-day conference)

KORH Asthma Conference

CHW 2109 Grant Kickoff

## Professional Development/CHW training

Disability and Health Listening sessions 1 & 2

Introduction to Disability and Health

Disability & Health Resource Training

Five CHWs attended Community Health Worker training in June

Some CHWs attended a Basic Life Support certification course

CHWs attended Self-Measured Blood Pressure Monitoring (SMBP) training at the quarterly KYACHW meeting

CHWs attended Healthy Homes training at the quarterly KYACHW meeting

## Other News

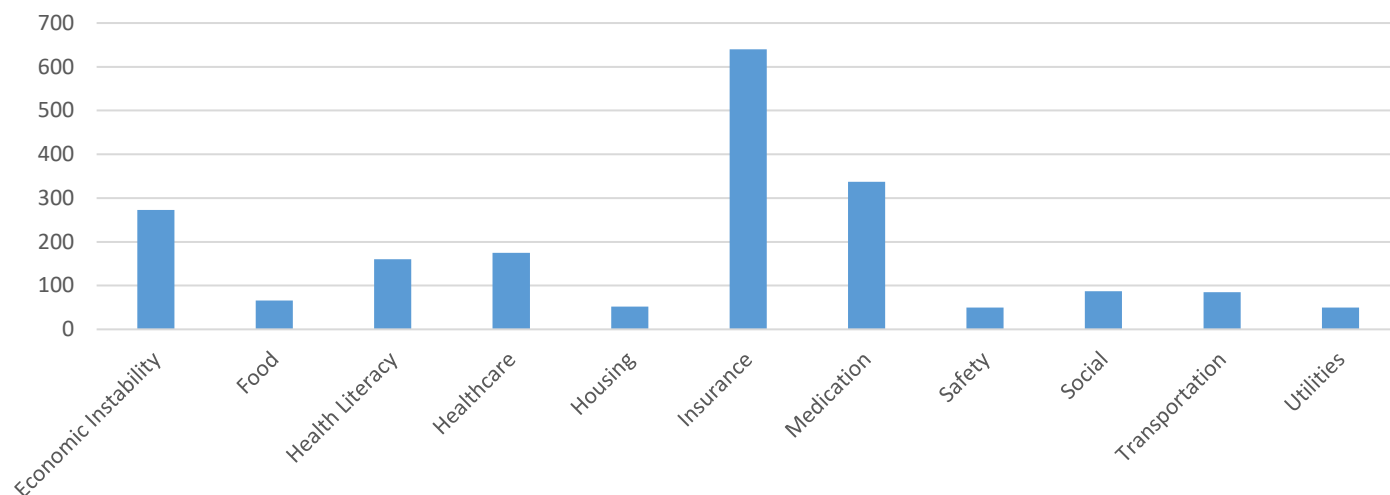
Austin Carnahan accepted the CHW position in Clay and surrounding counties

Annette Saylor accepted the CHW position in Pike County.

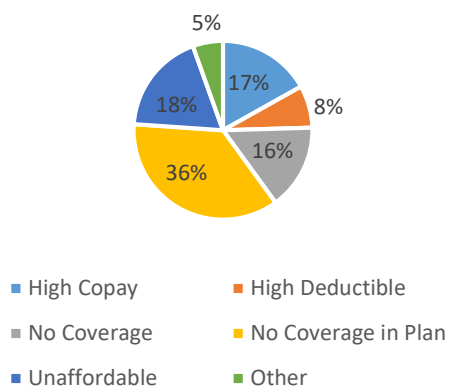
A current vacancy exists in Whitley county



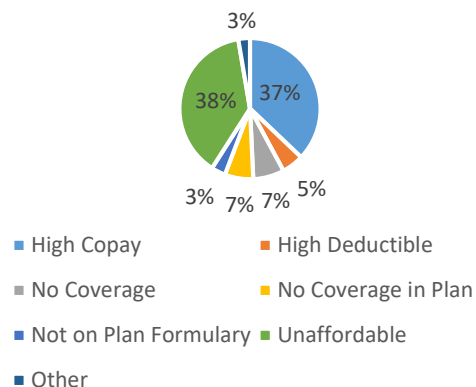
## Social Determinates of Health Barriers to Care 04/01/2022 - 06/30/2022



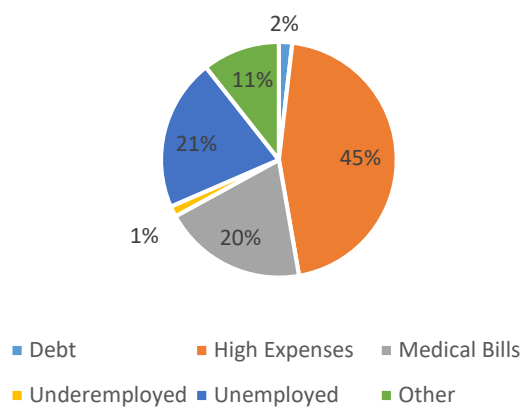
### Insurance



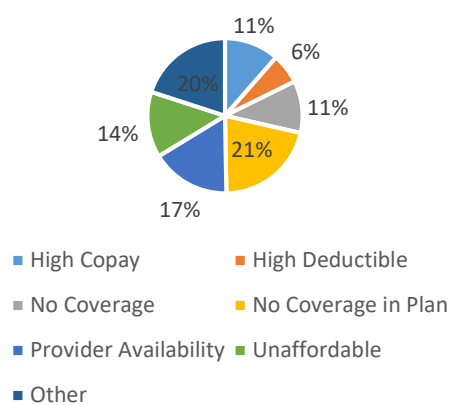
### Medication



### Economic Instability



### Healthcare

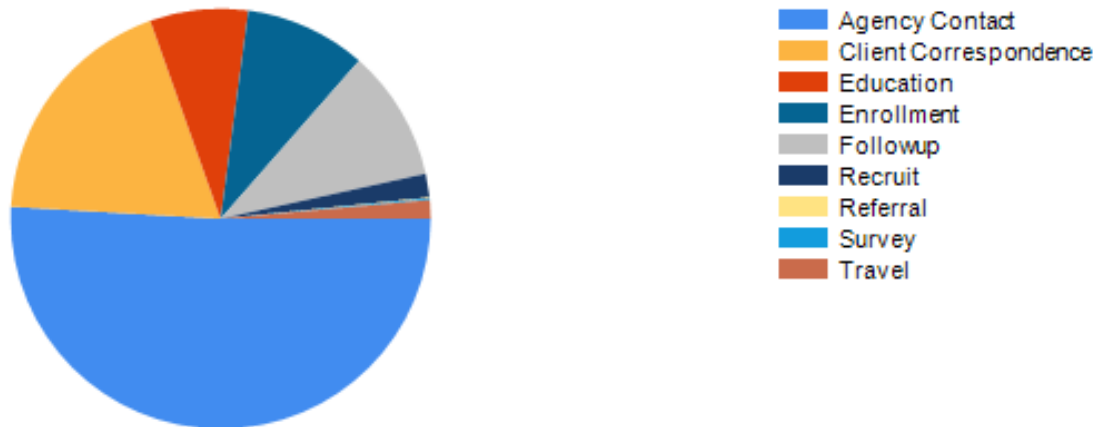


# Activity Summary

(Clients visited: 04/01/2022 – 06/30/2022)

Activity	CHW Hours
Agency Contact	2,600.40
Client Correspondence	971.80
Education	386.08
Enrollment	479.58
Follow-up	515.25
Recruit	92.58
Referral	3.50
Survey	7.25
Travel	72.30
<b>Grand Total:</b>	<b>5,128.75</b>

Total All Regions

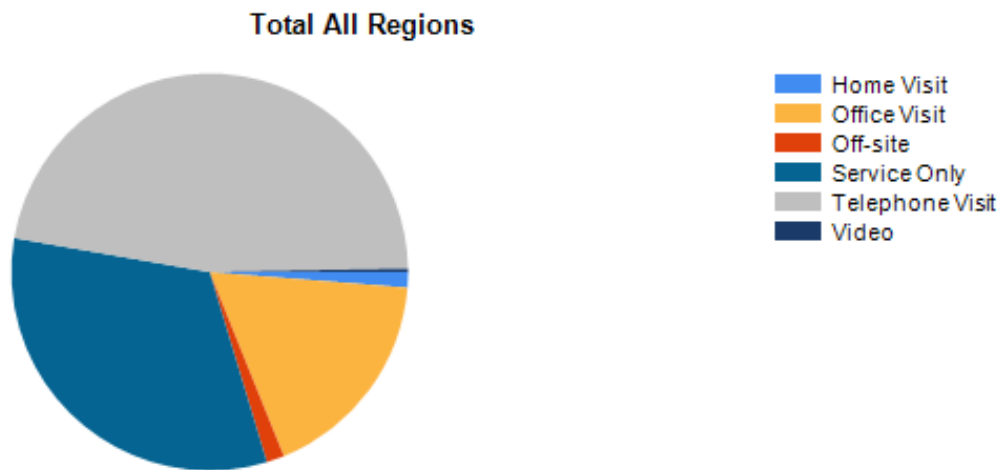


Total service value for 5,101 hours equals \$122,121

# Visit Summary

(Clients visited: 04/01/2022 – 06/30/2022)

Visit Type	Client Visits
Home Visit	91
Office Visit	1,272
Off-site	104
Service Only	2,337
Telephone Visit	3,389
Video	20
<b>Grand Total:</b>	<b>7,213</b>



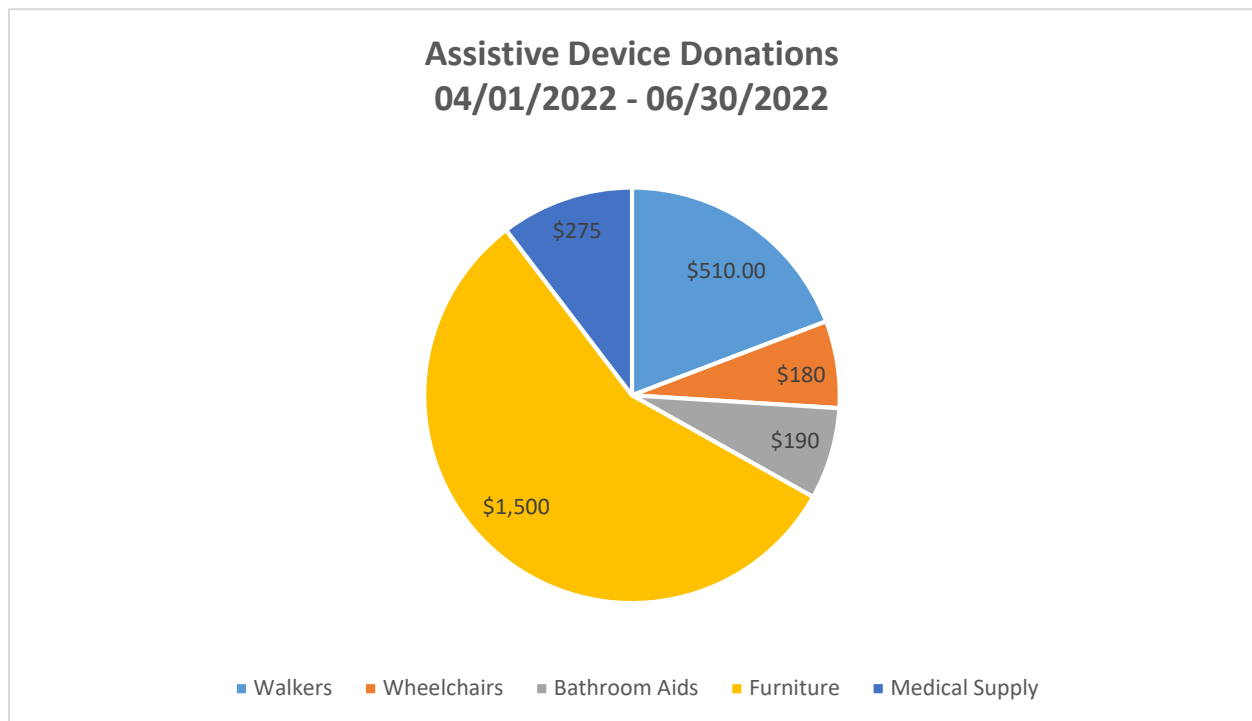
\* Service only involves any actions taken on behalf of the client while the client is not present.



## Assistive Device Donations

(04/1/2022 – 06/30/22)

Category	Total
Walkers	\$510.00
Wheelchairs	\$180
Bathroom Aids	\$190
Furniture	\$1,500
Medical Supply	\$275
<b>Grand Total</b>	<b>\$4,213</b>



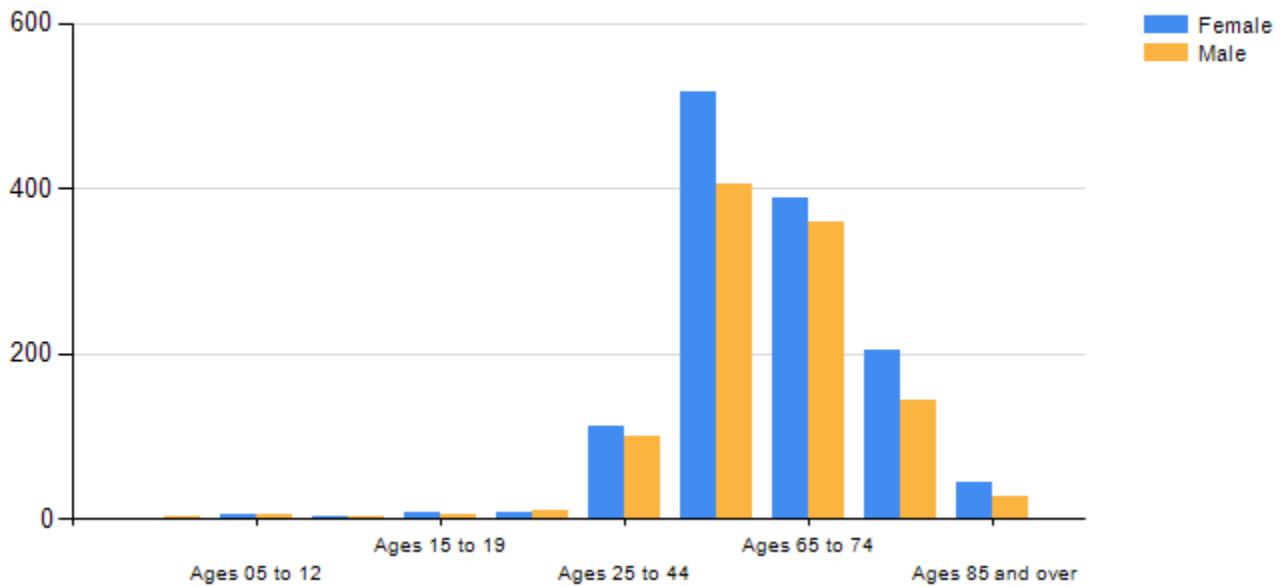
**\*Kentucky Homeplace CHWs collected \$4,213 in assistive device and durable medical equipment donations this quarter.**

# Age Gender Summary

(Clients visited: 04/01/2022 – 06/30/2022)

Age Group	Female	Male
Ages 00 to 04	0	2
Ages 05 to 12	4	5
Ages 13 to 14	1	1
Ages 15 to 19	7	4
Ages 20 to 24	8	9
Ages 25 to 44	111	99
Ages 45 to 64	516	405
Ages 65 to 74	388	359
Ages 75 to 84	204	143
Ages 85 and over	44	27

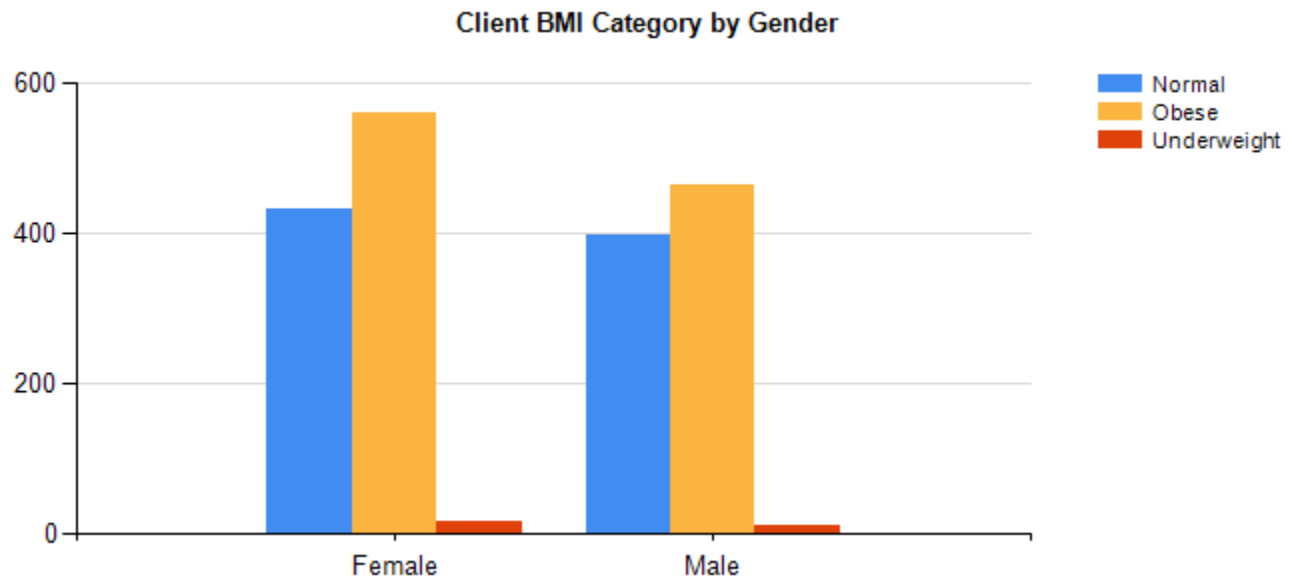
Clients by Gender and Age Group



# BMI Category Summary

(Clients visited: 04/01/2022 – 06/30/2022)

Gender	BMI Category	Clients
Female	Normal	434
	Obese	560
	Underweight	17
	<b>Total:</b>	<b>1011</b>
Male	Normal	399
	Obese	466
	Underweight	10
	<b>Total:</b>	<b>875</b>
	<b>Grand Total:</b>	<b>1,886</b>

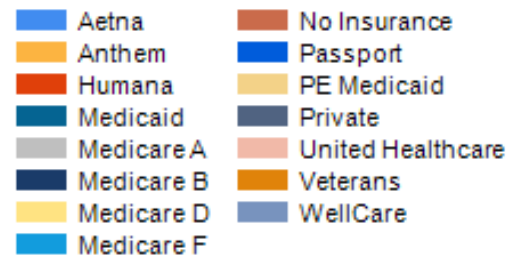
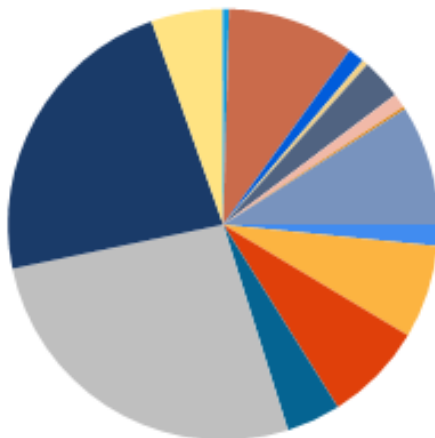


# Insurance Summary

(Clients visited: 04/01/2022 – 06/30/2022)

Insurance Type	Clients
Medicare A	1,058
Medicare B	910
No Insurance	380
WellCare	358
Humana	297
Anthem	279
Medicare D	214
Medicaid	162
Private	121
Aetna	63
Passport	49
United Healthcare	43
Medicare F	19
PE Medicaid	18
Veterans	8

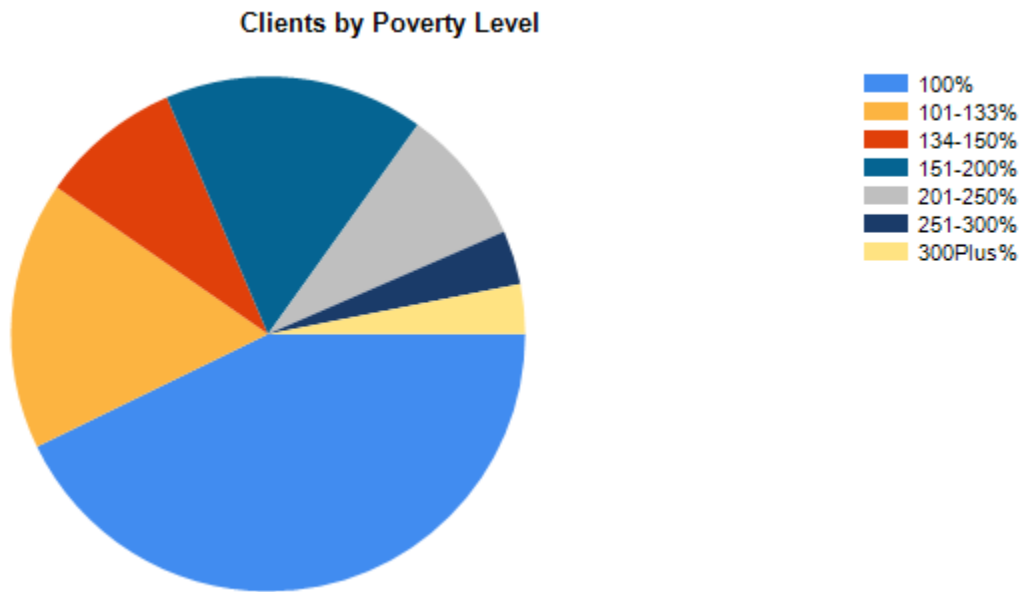
Total All Regions



# Poverty Level Summary

(Clients visited: 04/01/2022 – 06/30/2022)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
<b>Clients</b>	1,000	394	208	382	201	79	73	2,337

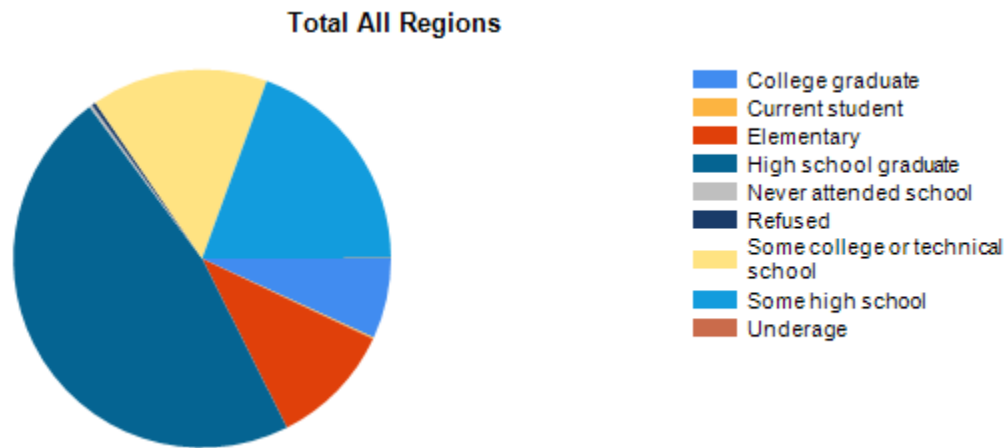


\*Grand total is unduplicated clients

# Education Level Summary

(Clients visited: 04/01/2022 – 06/30/2022)

Education Level	Clients
Never attended school	6
Elementary	248
Some high school	453
High school graduate	1,104
Some college or technical school	354
College graduate	160
Refused	8
Underage	1
Current student	3
<b>Grand Total:</b>	<b>2,337</b>



\*Grand total is unduplicated clients



## Kentucky Homeplace CHWs



**Students Striving for Better Health in Self and Community Interns volunteer at RAM Clinic in Perry County.**

**Pictured left to right: Kassidy Jones, Laken Chaney, Zoe Holbrook.**



**Angela McGuire, CCHW- Lawrence & Martin counties poses with an annual donation of box fans from the Lawrence County Rotary Club.**



**CHWs attend a quarterly KYACHW meeting in Frankfort.**



**Nine CHWs attended a Community Health Worker Training in June.**



# Remote Area Medical

June 11-12, 2022 in Hazard, KY



239 patients were registered and provided \$106,242 in services. Services were dental fillings, cleanings and extractions, full vision exams, including free eyeglasses, and they offered some general medical [and] some women's health was available.

There were several Kentucky Homeplace Community Health Worker's working a table on Saturday, Amanda Bailey – Perry County, Amber Maul-Powell County, Kyle Burnett-Elliott County, Kathy Hamilton-Floyd County, Carole Frazier-Perry County, then on Sunday Shirley Prater- Elliot and Morgan county and Beth Smith- Carter County, worked the table and serviced several people from all different counties.

There was a men's recovery group that went through and was very grateful for RAM and the services that they had received, our table was located just outside of the dental - the last stop for most of them. They almost all received a Homeplace flier, COVID -19 education, and education from high blood pressure to diabetes and more.

They enjoyed the goody bag – full of different toiletries toothpaste, tooth brush,

shampoo, body wash, bar soap, and of course a little candy. There was hand sanitizer if people wanted it, some people voiced their opinion about COVID -19 and some are still afraid of catching it and some still aren't on board at all, they are afraid of what it is going to cause down the road. To them, to their children or their children's children. There were several venders also interested in our educational materials, they said it was different or it was new to them.

While waiting to take care of a person, another person was talking to an official about his dentures and told him that RAM had made them and was there any way he could have them look at? The former RAM client said they were loose and didn't fix anymore – the man told him that he could call a number and they would tell him when and where to go so he could take them back and they could reline and adjust them. He explained to him he didn't have the gas money for a trip like that. I spoke with the person and told him he could call any of the CHW's that were listed on the Kentucky Homeplace flier and they could help him find a dentist that could do a reline for a reasonable cost, or maybe free. He took the flier and said he would check it out.

## 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**

**April 1, 2022- June 30, 2022**

I recently had a client call needing help paying for his wife's medicine. He and his wife are both in their 80's, have no children, and he was taking care of her for the most part, as she has taken care of him most of his life, he had stated. He is in very good health but his wife's condition had declined over the years. He recently went to pick up her insulin, which is usually around \$90, however, when he went to pick it up, the pharmacist told him that he had went into the "doughnut hole" and his cost would be over \$500! When he first called me, he had a high pitched, scratchy voice that reminded me of my late grandmother who had passed away about a year ago. I scheduled him to come in immediately, signed papers, the doctor sent back the signed paper almost immediately, knowing the situation, and I faxed the application to the PAP all in the same day. The next morning, I called NovoNordisk and explained the situation, they approved the application while I was on the phone, and sent an "emergency supply" to the client that had been delivered within 3 days. After all the important things were taken care of, this client had called back to thank me and we talked on the phone for a while and found out that he was in fact related to my grandmother, who he had never met because he had married and moved away as a young boy.

In conclusion, serve as if you're helping your own family, because in reality, it's a small world and you may in fact be doing so.

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I received a call this quarter from a man in his late 50's that was needing assistance in getting a family doctor. He had moved to this area and didn't know who to contact and stated his blood sugar levels were over 600 and didn't have his insulin and didn't know how to get it under control. I suggested he go to the emergency room but he didn't have transportation. He stated he was recently divorced and doesn't know anyone in the area.

I was able to get him the appointment with a local clinic and assisted him in getting to the appointment with the doctor. I talked with him several times about going to the emergency room because it was not good for his blood sugar level to be that high for a long period of time. After his visit with the local clinic he was able to get a case manager to assist him with transportation to the clinic and home as needed. The clinic was able to give him insulin to help with getting his blood sugar levels back under control.

I was able to assist him with getting some food from the local food pantry and donations from a local church to help with getting him some proper food for the end of the month until he gets his monthly check to maintain his sugar levels. He called after a few days to let me know he has finally been able to get the levels under control and was so happy to have a medical home he can depend on for the diabetes.

---

Reflecting over this past quarter I must say I have seen a lot of clients newly struggling with the cost of everyday expenses from medication, to food, and even utilities. However, one client in particular stands out to me.

I received a referral from a local agency that wasn't sure which way to turn to help one of their clients that had just been release from the hospital after an extensive stay. This client lives alone, severe diabetic, and had limited mobility.

After receiving the referral, I contacted the client and discovered that he was unable to drive so I scheduled a home visit for later that day. Once I went into the home and completed our initial interview I was able to assess my client's needs and then began working on helping him to improve his quality of life. I was able to help this client with the high cost of several of his life saving medications and was able to access them for free. I was then able to get him signed up for free home delivered meals that was heart healthy and diabetic friendly so he wouldn't have to count his carbs, it was done for him. Once I got the meds and meals approved I began working on getting him something to help him gain his strength back so that he could start walking again. I was able to request a free exercise stepper that he could use either sitting or standing. I was also able to order my client several of the at home COVID test kits at no charge to him and educated him on how to use them.

I really enjoyed working with this client because he was so humble and appreciated each and every service that he has received from Kentucky Homeplace. He truly wants to feel better and be more independent and with the help of Kentucky Homeplace, he will do just that

---

I had a patient that was referred to me as a new client for Kentucky Homeplace. This particular provider recognized the need right away considering this client was a major COPD patient whom is on Oxygen 16 to 18 hours a day. Our local provider recognized that she had need to quit smoking and needing some help getting there so she referred her to Kentucky Homeplace. On my first visit she came in and barely could breathe carrying her portable oxygen tank for back up assistance to help her breathe as she walked such a long distance. She explained that if she didn't quit she knew that she was going to die so she had to do it. Not to mention she has beautiful grandbabies to live for and she wanted to do it for them as well. This particular case was difficult because she has a good friend who actually bought her cigarettes for her so the cost expense wasn't a big deal because she never bought any!



May the 29, 2020 I received a certificate for **BREATHE Tobacco Treatment Specialist Training Program**. This was an added benefit that I had to be able to help coach her along the way. Her provider said that her insurance wouldn't cover the NicoDerm Patches to help her get started with the quitting process. So, we called a well-known resource through the Kentucky Quit Now hotline and got her signed up for patches and extra coaching to help build the confidence level and provide the tool so we could help her quit.

The first office visit we accessed the service, my client reported she smoked a pack or more a day and was dealing with anxiety depression and tons of stress. She knew she had to quit and was willing to do whatever it took to start the process. Her confidence was extremely low being a 1 on a scale 1-10. The importance level was a 10 meaning she knew she had to quit due to health issues such as high blood pressure and breathing. We called and started the process did the over view questions with the Quit Now hotline. They approved her for an eight-week program with a stepdown process for patches and coaching calls to help as well.

We conquered barriers and set goals and believed that she could quit! One of the many barriers was she had only transportation from the friend that was enabling the cigarettes. Then another barrier she wanted to use my phone for the calls because she didn't want to use her minutes on her phone. Another was she couldn't hear well and the phone calls created anxiety. So, we agreed to help and be another coaching support system. From our 1<sup>st</sup> visit she had a high blood pressure which seemed to be uncontrolled I registered her in Care Collaborative and helped her with that. She also hadn't had an eye exam in years and I set up the appointment for that and am awaiting accessing her a free pair of glasses.

We had a total of eight full weeks to do the coaching phone calls and get her free patches so she could stepdown the way the eight-week program prefers.

She just finished the required amount of coaching phone calls and had set a quit date for June 24<sup>th</sup>. She is down to only smoking a ½ cigarette in the morning and is on the last step-down mg for her patches. Her blood pressure is doing better and she says she's trying her very best! The last two office visit's she came in without her oxygen and her breathing, smell, everything seems to have gotten so much better. She is still a work in progress and I intend to follow-up with her to make sure everything is the best it can be through her journey of living a better, healthier life.

---

This is a story of a client who needed dentures. He had left me a message however, it took me several days to finally get ahold of him. He came into my office explaining his dentures had cracked and was missing a few teeth. When I told him of our discounted resources, I could tell

he was devastated. He expressed he could still not afford them. Remembering the insurance, I had scanned into his file, I realized that he could possibly qualify for a \$500 flex card. We called the insurance company together, and sure enough he qualified. We ordered the card and we were guaranteed its delivery before his first appointment at his dentist. He was so happy, I could see tears in his eyes. His wife had passed away and he had no children, he literally had nobody so just by helping him with his dentures meant so much to him.

-I have also started up a partnership with a local non-profit agency which helps individuals access food in which they have cleared out a space for me to come work in a small area of a church to meet with their clients due to the needs of the community. The church bus has agreed to pick up most of the clients and bring them there in order to accommodate them. I am looking forward to where this will lead me as a CHW in the future.

---

This quarter I have worked with a wide range of clients with very different needs but one man stood out to me. This man had attended an Appalachian Community Health Day Event in my county. Several different agencies attended offering free health screenings. After having his A1C checked for the very first time his result was an 11 and his blood pressure check was 160/97. Definitely at risk of having a stroke. I completed an initial interview, scheduled him with a sliding scale clinic that very day. Later that week he came back to see me, I was able to help him get an eye exam and glasses and made him an appointment with a dietitian. I was so happy this client had decided to attend this event, it probably saved his life.

---

I have been working with SOAR giving out Star Link Satellite Dishes for internet service. These are to be used for Telehealth. Many of our Senior Citizens do not have very good service or none at all.

One of my clients that I helped did not have internet at all. She did not have cable or any type of TV service. I was able to get her a satellite dish and she was able to use telehealth. She was very happy with the fast internet.

After that I was able to get her some diabetic shoes and help her brother with dentures.

---

I have a client that has a terrible time of speaking due to the chronic health condition she has. She came to my office for assistance with transportation. She has many doctor appointments and has to have transportation to them. After doing some research on her insurance, I found that her insurance offers 40 transportation services for a year. I started the enrollment for transportation and arranged pick up for her. It is very difficult for the other party on the phone to understand her when she tries to arrange her transportation, so I made all her transportation appointments for her. She will send me her information

of her doctor appointments, such as time, location and dates, and I will call her insurance to arrange pick up for her.

-I had a gentleman to call me for assistance with medication. He had been out of his medication for several days and he could feel the effect of it. After enrollment, we went through his list of medications, which were very small. The medication requested was not something I was able to get but I knew he needed it. The client was a move in here in my county and his family doctor was from another county, four hours away. I tried having his original family doctor to call in his medication here at the pharmacy, but, she wasn't able to do that without a visit from him first. This was not feasible because he had zero transportation and no income to pay anyone to take him. My next step was to get him established care here in the county. I reached out to a physician in the residing county and got him an appointment. Thankfully, he had been there within the hospital so they were able to see him right away. I got him an appointment within two days and got him established care. The physician was able to call in his medication and he was able to pick up his medication at the pharmacy that day. The medication was free to him with his insurance and he had no out of pocket expense. He was very grateful for the service received and thanked me for everything he had done.

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I had a client who has been trying to get signed up on a waiver program, she has home health coming out to her, but they do not help with daily chores and she is unable to do much due to hurting her shoulder and her knees are in bad shape. I contacted her Home health nurse to see what possible things we could do. After working together, she is now approved for the waiver program and they will be coming out a couple times a week to her home to help with daily activities and household chores. She was very grateful, she said this will change her life in a big way.

---

I had a client referred to me by a local employer and he needed help with talking to an eye doctor to get information on his condition. After speaking with the client, I found out that he had not been to a dentist in many years. I referred him to the RAM that is coming up in Perry County on June 11-12 to get help for his dental issues. I went to the eye doctor visit to be able to ask the doctor some questions that needed to be asked to find out what needed to be done to help him see better. He was told that his eye condition can hopefully be helped by wearing an eye patch and was given one to use. He is wearing the eye patch and is seeing an improvement in his vision. He has a long road to recovery, but is very hopeful that he will be able to get a job in the near future. I did a home visit for a new client that was needing help with his heart medicine. He had gotten help in the past from his doctor's office and the nurse had moved to a new office and he didn't know what to do. The doctor told him to call and I was able to get the application submitted for him after getting more information from his pharmacy to show how much he was going to have to spend out for that medicine.

---

I have been working with clients that have Medicaid/Medicare. Clients have now been able to get eye exams but can't afford to get the glasses. I have been working with several clients on getting their glasses. During the time of the interview I have determined they are having problems getting some of

their medicines. I was able to assist with some of their needs and help with getting the medicines the insurance would not pay for.

---

I have now been in this position for about six months as an actual CHW and I have seen many clients over my time here. One that really sticks out to me at the moment is a lady that I helped with hearing aids. She had been told by two different doctors that she would have to pay out of pocket for her hearing aids, because they weren't covered on her insurance. Anybody that knows anything about hearing aids, knows that they are very expensive and she simply couldn't afford to buy them out of pocket. I did some digging around and found out that her insurance in fact did cover hearing aids, up to 6,000 dollars a year. I then called and got all of her appointments scheduled and she now has a hearing aid for her left ear and didn't have to pay anything! It made me feel great to know that I was helping this lady have a better quality of life and make things easier for her.

---

Pre COVID times myself and other agencies got together and created a Diabetic Support Group. We would meet one time a month, have a guest speaker, share recipes, provide diabetic friendly foods, play games, share stories and socialize. This had been going on for 12 years with an attendance of 15-25 people each time. Then COVID hit. We were no longer allowed to meet in person and had to cancel those meetings for the past two years. Well this month we were able to finally meet in person again and we had our meeting and 33 people attended. Everyone was so glad to see each other. After our meeting several people came up to me and I wanted to share some of their comments.

"You don't know how happy this makes me happy being able to have this class again, other than church and grocery store runs we just simply do not get out. Stress and loneliness unfortunately have made complications of diabetics worse. Thank you all for doing this for us"

"I needed this class to start back up so bad. I don't see many people outside of family and these classes make me feel special and they help me cope with diabetes better"

"I want you to know how much this class helps me. I have struggled with diabetes for many years and I still learn something new each time I attend. I sure have missed everyone"

"When I got a letter from you all about the DSG meeting I was over joyed. I called my sister right away and told her to mark her calendar so she could go with me. We learn so much from this class and missed not having it in our life these past few years. Diabetes is hard and this is always something that makes it just a bit easier"

"Be sure you tell me when next meeting is, I don't want to miss any of these again"

"Thank you all for starting the DSG meetings back up. It seems like we all got off track over COVID. You all sure make living with diabetes a bit easier. When we didn't meet I felt a bit lost"

---

A man came in my office saying he hadn't had food in four days and asked me what or where he could go to get help. This was on a Monday and our local food bank would not be open until Thursday. I called

a few pastors in our neighborhood and I wasn't able to reach them at that moment. I knew the two people that ran the food bank and I gave one of them a call. He said If I could meet him in a few minutes he would come in and gather some food for this man. I gave the man all the food I had in my office and told him if he would wait just a few minutes I would go pick him up some food. I met the man at the food bank and pick up 2 full boxes of food. I took them back to the client I had just signed up to be a client that needed the food. He teared up and said thank you so much. He had just moved into town and didn't know where to go for help. He said I had saved his life. I told him to go to the food bank on Thursdays for food give a way. He stated he didn't have any transportation and had a friend bring him in today. I told him that the Thursdays I was available I would go pick his food up for him and bring it to him. I couldn't promise it would be every week but I would do what I could when I could. He acknowledged what I said and gave me a smile before departing. This is one of the many times that you help someone that could never repay you back and they show gratefulness and is truly thankful.

---

I had a client come in for help with rent. She had fallen behind and couldn't get caught up. She is raising four of her grandchildren that she has full custody of them. Her rent is \$500 per month and she stated that once you fall behind, it is nearly impossible to get caught up. She was desperate, I told her there was a program out there that I hadn't used before but it wouldn't hurt to try.

I informed her of the details and how the program worked by helping people get caught up and paying forward three months. I spoke with her landlord and we started the application and I gave her a list of needed items and a list of needed items for her landlord once it was her turn.

My client came back in the following week with the requested information and we proceeded to complete her application and submit, her part was complete, now time for the landlord to get her part completed. Several days went by with the status of "Application is being processed".

Finally, after 16 days past the last date of paperwork being submitted by her landlord, she has been approved. They paid \$1,500 for past due rent and paid an additional \$1,500 for the next three months. Very happy client!

---

I had a client call me about a program she had heard about helping people with wheelchair ramps/home repairs. It was an application process and she said she did not understand what all it was asking for. Therefore, I set up an appointment for her and her husband to come in. She brought the application in with her for me to explain and go over with her. She had a long list of things that she would need to gather before the application was due. We began gathering everything that she needed and starting filling the application out. One of the things needed was an itemized estimate from an insured contractor. She did not know of any. I remembered a contractor I had used with a client a couple years ago and called him. He was there to give client the estimate that week. The client also did not have sidewalks and it was very dangerous for my clients to get out. We added a sidewalk in on the estimate as well. We finished application and submitted it just a couple days shy of the deadline. That was March and the funding was due to start in July. My clients received an approval letter the end of May letting

them know their application went through and approved for the ramp, sidewalks and labor cost for the contractor. They will be getting a wheelchair ramp and sidewalks at absolutely no cost to them.

---

I received a referral from the Health Department for an elderly woman that needed a refrigerator. The fridge part had quit and the freezer was barley staying cool enough to keep her food from spoiling. She could not afford to buy even a used one. I let her know that I would do what I could to help her find one. I called several places in the area and had no luck. A couple different friends contacted me because they heard I was looking for one. They both had refrigerators free that she could have. One of them lived a couple counties over and the other friend had one just the next county over. The only problem was the client did not have a way to haul the refrigerator and did not really have the money to pay someone to pick it up for her. We went on for a few days of us trying to find someone to deliver it to her. We finally came up with the idea of finding someone that worked in that county where the refrigerator was. They could pick it up on their way back home. She had a family friend that agreed to deliver it to her at no charge since he was already traveling through there. My client now has a good refrigerator that works great.

---

I knew working at Kentucky Homeplace would be a blessing, and I would be doing the lords work. However, I did not realize how big of a blessing it would truly be. I did my first enrollment in May, I met with a sweet lady, who was struggling to find stable housing. After enrolling my client, I found out that my client feared to live in her current home she was renting because of an altercation with her landlord. The landlord had turned off the water to my client's home. We began working together and looking for resources in the community to help, we located bottles of water, and looked for a \$250.00 deposit so that she could secure an apartment. Thankfully through programs within our community, this client is now living in an apartment, and is happy as ever. I speak with her every now and then. In our short time together we have laughed, cried, and prayed together. She is truly a client I will never forget.

---

Family members were the first to reach out to us at Kentucky Homeplace. The family members were concerned with the current living conditions of a disabled wheelchair bound husband and his wife that has to take care of the both of them. Their main concern was the need of clean drinking water access for the couple at their residence.

I contacted the lady of the home and found their exact needs. She informed me they were buying water to cook and bath with help from family and friends. They live in a very rural area of eastern Kentucky with limited income and their main water source is a dug well. Her husband who recently became wheel chair bound was unable to work on the pump in the dug well to get water into the home. The cost of running city water to their home was not feasible on the monthly fixed income as they live a long distance from the main road. I contacted the city water source to seek help with getting the connection fee waived to make it more affordable to get connected to a clean water source. I also contacted our emergency management coordinator for assistance with the cost of materials needed to connect to main water source. Emergency management was able to access the Healthy at home grant for the



elderly, to cover all cost to connect this home to local city water source. The wife was so thankful and continued to express her gratitude toward our agency for assisting her and her husband.

---

For the past month we have been working with an apartment building full of recently evicted attendants due to unforeseen circumstances. These people were blindsided by the decision to completely demolish their current apartment building and living situation. With such short notice to find new living accommodations for these individuals, several local community outreach groups had to get involved in the search. We have been working closely with Volunteers of America on this issue. One man in particular is powerchair bound and also has a speech impediment. This was an even more destitute situation for this person due to his disabilities. I assisted this man with filling out all of his new apartment and housing applications, as well as contacting the landlords verbally for this client. This man would stop by every morning, despite his transportation barriers, to check on his application status. He would come in with the same opening line every visit..." any good news?" ...until one day we were finally able to deliver him his good news.

I contacted a local community member who has efficiency apartments that fits all the accommodations that the client needs. The landlord had decided to no longer rent her apartment as she is elderly. I was able to convince her of the situation that in a few days he will be homeless. She made an exception and is allowing him to rent.

He is so grateful to our agency that he continues to visit each morning to say and thank Kentucky Homeplace for not giving up on him.

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I have a client in who I initially contacted to offer the free COVID-19 test kits. After a short discussion, I learned they needed so much more than just test kits. The client was a middle-aged man who had quit his career in another state and moved here to care for his mother who suffers from dementia. He was acting as her full-time caregiver and was struggling to survive on her Social Security income of \$1300 monthly. This man had attempted to apply for SNAP and was so frustrated with the process that he had given up on any hope of receiving assistance. After telling him about my background and experience, I assured him we would do our best to get him the help he needed. I assisted the client in applying for SNAP for himself and Long-Term Care waiver for his mother. This client was sacrificing everything in his life to do the right thing by caring for his mother and was determined to do it without help, but as with many other families across our state, this is almost an impossible task.

After several contacts with DCBS, the local Area Development District, the client, and various other agencies, we were able to get his mother approved for Medicaid and provide a caregiver 40 hours per week to give the client the help he needed. Our hope is that eventually, when case managers are hired in this district, the client will be able to provide care and be compensated for 40 hours per week. He was also approved for SNAP and we were able to get him some donated incontinence products from a local non-profit agency. This story is only one example of so many people who desperately need assistance, but have lost hope because our healthcare system is too difficult to navigate. He simply did not have

time to be his mother's full-time caregiver and do all of the things required to access the resources he needed. That is why I am so excited to be working as a CHW for Kentucky Homeplace. We have the freedom to change lives on a daily basis and I thank God for this opportunity.

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I had a client that came to me for help with hearing aids. We started by getting her in with an ENT to have a hearing evaluation and it was determined that she needed hearing aids for both ears. We looked into a couple options with lower cost hearing aids but the client was not able to even pay a portion of the expense. Months went by and finally I heard of the RAM event that was going to be doing hearing aids at this one special event. I sent this client and she was able to access two completely free hearing aids and came home with them the same day. On our follow-up visit she was thrilled and I could tell what a huge difference in her life they had made in just a short time.

---

I had a husband and wife come to me for help with medications. I was able to sign them up and get them several medications free through the patient assistance programs. This husband and wife went home to tell his two brothers and their wives about the help they had received from me and I gained them as clients also. So, I ended up getting six clients out of the same family all for medications and was able to access all these client's medications for the rest of the year for free.

---

This quarter, I received a referral from a local agency office, the patient was in the donut hole and needed help with getting his insulin, I called and scheduled an appointment with him and after several weeks of not being able to come in, the patient finally came in, enrolled him with KHP and then we started the KPAP process, and he was approved. But when doing the initial interview, the client also hadn't had an eye exam in five years and also needed some dental work done. I was able to refer him to a local event that was going to be offering these services for FREE, he was able to get eyeglasses and get some dental work done.

---

This quarter I have been busy enrolling new clients and helping clients with medications. I have helped several families who originally came for medication assistance to also get help through LIS and Extra help. One of my elderly clients who I have assisted with insulin and LIS has started visiting me regularly in my office. He is a little bit lonely, so he brings me the local paper. He says I am too out of touch with what is going on in the world. I didn't know about one recent death, and he has decided I live under a rock and I need help! I so enjoy his visits, he gets company, and I get to be well informed about all the local happenings as well.

---

A client of mine falls just a few dollars over the income guidelines for Medicaid, so I have helped her with medications, and to obtain a position volunteering at the food bank that allows her access to anything they have there when she needs it. Once I helped her find decaf coffee for her husband because his cardiologist told him to stop caffeine. There wasn't any available locally, and they don't have means to travel far. It seems like a simple thing, but sometimes it is the little things that make a big difference in a client's quality of life. Coffee is very important to people who like coffee! Anyway, she

brought me a cup to tell me how awful it tasted, and how grumpy her husband is with the whole thing, and we laughed together about it.

One of my first clients calls me to chat about once a week. She mentioned to me that she didn't have flowers for her husband's grave for Memorial Day. She was going to try to make some. I know she can't afford to buy them. I went down to the local florist who agreed to give me parts and pieces to make a saddle for my client to put on her husband's stone. When I gave them to my client she cried, and so did I.

I'm including these stories because not long ago I was new and heard the other CHWs talk about their clients who became friends, even family. Who stopped by to chat often. I heard these stories with admiration and hope that someday I too would have clients who would want to just come see me to say hi. I have clients now who are like friends and family, and it's the best part of my job. It helps me also to remember that while the pressure to do big things in this job is always present, sometimes it's the little things that mean the most.

---

I had a lady contact me for help getting a rollator walker for her mom because she has trouble with being on her feet for long periods of time and unfortunately, not all stores in our area have motorized shopping carts for customers. I made them an appointment to come in for enrollment so I could see if I could help her with anything else and I contacted Keisha with the CARAT Program. Luckily, they had one available and I was able to get it from her at the staff meeting. The morning of her appointment she called and said that she had fallen and couldn't make it in. I did a home visit two days later and delivered the walker and it was clear that her foot was very swollen. I called to check on her and found out that they made a trip to the Emergency Room. Her foot is broken so she has to follow up with an orthopedic specialist to determine if she needs surgical intervention. Her daughter was so thankful for the walker, she said it was the only way they had to get her out of her apartment, she was able to sit on it and they pushed her out.

---

A person came in one day, after losing their employment. They were a single parent and were only sporadically receiving child support. They came to my office to see what help they could receive, until they could find new employment. I helped set her up with Medicaid for her and her child, and got them into contact with DCBS to get the applications for SNAP and K-TAP completed, so that they could have some better supports.

---

A person came in one day, after losing their employment. They were a single parent and were only sporadically receiving child support. They came to my office to see what help they could receive, until they could find new employment. I helped set her up with Medicaid for her and her child, and got them into contact with DCBS to get the applications for SNAP and K-TAP completed, so that they could have some better supports.

---

I had a person come in one day, they had aged into Medicare from Medicaid, and needed to get assistance on doing the Medicare savings application. This particular application ended up being more complicated than normal, because the application was denied because DCBS showed him already receiving the Medicare savings program benefits, but the \$170.10 was still being removed from his check. We called DCBS together, and found that the Medicaid that should have automatically turned off when he aged into Medicare was still showing as active, and it needed to be turned off so the Medicare savings program could go in to affect to help with the Medicare part B premiums. Once we got that straightened out he was approved for the Medicare savings program.

---

I was able to help a client that came in the office with some dental. She had told me she had got approved for medical through the state which I had told her she needed to apply for if she didn't have. She was having some dental issues and needed to see a dentist. She called me saying she couldn't find a dentist that would see her on the Medicaid and was just overwhelmed. I was able to call around find a dentist that took the Medicaid and make an appointment with a dentist that was close by and she got the medical attention she needed. She had called and told me that she was feeling so much better and just had no clue where to go to even find a dentist that would take her insurance and was very grateful.

---

I was contacted by a client, and they were telling me that they would love to have a garden and that it helps so much with food, and this was a household of grandparents raising grandchildren in the home. I began asking around and was able to reach out to the UK extension office and have the client put on a list for someone to come and till/plow up the garden for them they also received free seeds for planting food. They were so happy to have that done for them as they couldn't afford to pay someone or buy a tractor to do the garden themselves. So now they will have sustainable food to last them for many months.

## Client Satisfaction Surveys

### Kala Gilliam

"I find her to be the most helpful and nicest person I have ever known in this field. Can't say enough good about her."

### Samantha Bowman

"I don't know if I could have paid for my insulin if not for Samantha, she has been a life saver."

### Kathy Slusher

"Kathy goes above and beyond to help. She is very informative."

### Shirley Prater

"She's the BEST

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