

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

April 1, 2023 – June 30, 2023
Quarterly Report



UK Center of Excellence Employee Appreciation Day-Perry 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.

TABLE OF CONTENTS

Letter from Kentucky Homeplace Director.....03

Community Health Worker Spotlight.....04

Program Activities.....05

Social Determinants of Health/Barriers to Care.....06

Activity Summary.....07

Visit Summary08

Assistive Device Donation Summary.....09

Age-Gender Summary10

BMI Summary11

Insurance Summary12

Poverty Level Summary13

Education Level Summary14

Kentucky Homeplace Pictures.....15

Kentucky Homeplace Regional Map.....19

Client Encounters.....20

Client Satisfaction Surveys32

Kentucky Homeplace Contacts33



Kentucky Homeplace

My Fellow Kentuckians:

Summer is upon us and Kentucky Homeplace Community Health Workers have been busier than ever helping their clients and serving their communities. The need for CHWs has never been greater than at the present time and their worth is depicted in the following report.

Kentucky Homeplace Community Health workers have once again surpassed the previous quarter's totals in the number of clients served, services provided, hours logged on care coordination, service value, and amount of medication accessed.

Kentucky Homeplace is nearly fully staffed with 29 Community Health Workers across the 32-county service area with three pending vacancies in the process of being filled. The majority of these CHWs are certified community health workers (CCHWs) with the Kentucky Office of Community Health Workers (KOCHW).

Please take a moment to review our CHW spotlight, client satisfaction surveys and actual client encounters sections, in addition to the rest of the report.

Quarterly Summary

For the period April 1, 2023 – June 30, 2023, the CHWs provided services for 2,912 clients. CHWs logged 5,371 hours on care coordination activities with a service value of \$127,884. The amount of medication accessed was \$3,940,055 and other service values (not medications) accessed were \$575,758 for a combined total of \$4,515,813.

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.

Sincerely,

William Mace Baker

William Mace Baker, RN

Director, Kentucky Homeplace Program



Community Health Worker Spotlight



My name is Ashley Combs and I am the CHW proudly serving the people of Breathitt County since November 2022. Barriers and needs in my county are not limited to just health- every aspect of my client's lives have been heavily impacted by flooding. Almost a year after the devastation, my clients and the county as a whole are more stable with better living conditions but it will take many years to return back to the county that Breathitt once was. Diabetes is a prominent health issue in my county, and I've been able to provide education, and diabetic shoes to over 30 clients in my county since January. I'm a member of the Breathitt County Diabetes Coalition and feel that it enables me to help my clients on top of the other trainings I've received. Being able to help people is part of who I am, and what makes this job so rewarding. In my spare time, I enjoy the outdoors and making memories with my family, especially my two-year-old son Pierce. Other hobbies include reading, crocheting, going thrift shopping and just enjoying the simple things in life.



My Name is Misty Rambo, I have been with Kentucky Homeplace since March 2022. I feel very blessed to be a CCHW serving Boyd and Greenup Co. While I have a degree in Medical Coding, I feel that I was always meant to help those in need. Hearing the relief in my client's voice or seeing it on their face when I am able to help is the most amazing, and rewarding thing about my job. In the short time I have been with Kentucky Homeplace I have found that medication, food, utilities assistance and medical supplies are HUGE barriers within my Community. I have also found that there are so many in my community that do not get preventative care as often as they should, So I am truly blessed that I get the opportunity to help out with that. When I'm not working I enjoy spending time with my husband of almost 15 years, Zach, and our three children Hayden, Bentley and Makenna who keep us busy running to sports and other activities. I also enjoy fishing, swimming, and going to yard sales with my daughter, aunt, cousins, and my Mother-in-law Lori. Having a great support system at home and work has helped me in my role as a CCHW, in return I try to make my clients feel like they have a support system with Kentucky Homeplace and a personal advocate with me.

Program Activities

Community Engagement Activities

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

Inter-agency meetings

Kentucky Association of Community Health Workers quarterly meeting

Various advisory council meetings

Appalachian Community Health Days Events

Diabetic Shoe Clinic/Diabetic Support Groups

Various KYACHW sub-committee meetings

Various presentations to community organizations

Professional Development/CHW training

Kentucky Homeplace Database Training

Some CHWs completed Kentucky Prescription Assistance trainings

Some CHWs completed Basic Life Support Training

Some CHWs completed Asthma Healthy Homes Training

Some CHWs attended Appalachian Research Day

Some CHWs attended Tier-1 CHW training

Other News

Jennifer Reed accepted the position in Montgomery County

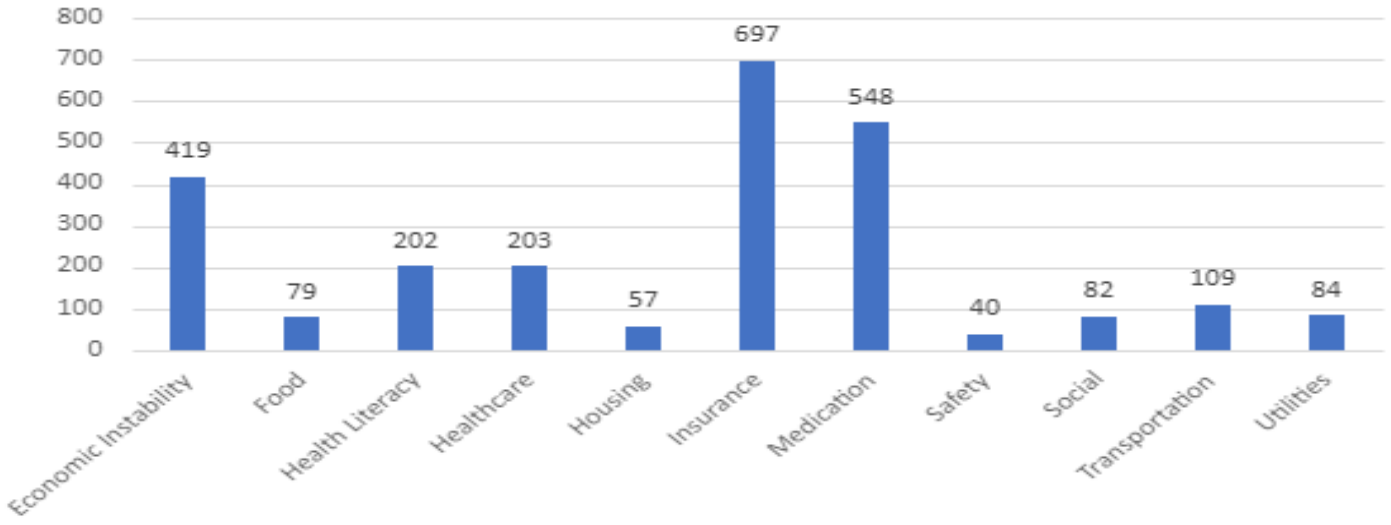
Sammie Smith accepted the position in Powell and Wolfe Counties

Tina Adkins accepted the position in Elliott and surrounding counties

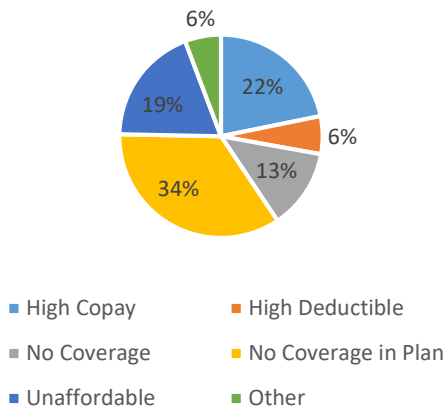
Tim Marcum accepted the position in Estill and Jackson Counties



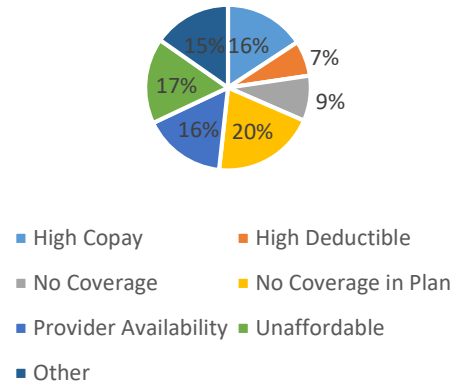
Social Determinants of Health Barriers to Care 04/01/2023 - 06/30/2023



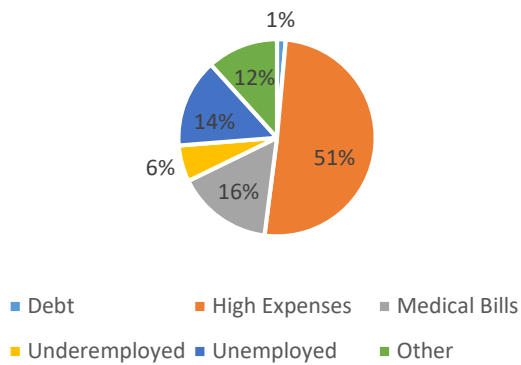
Insurance



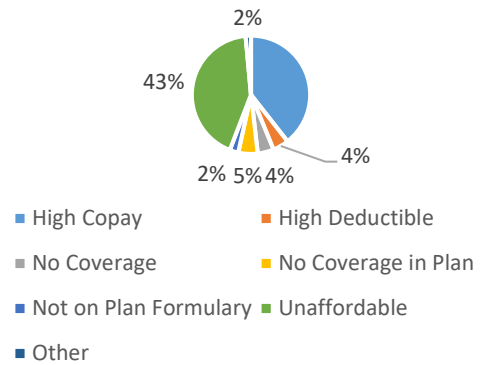
Healthcare



Economic Instability



Medication

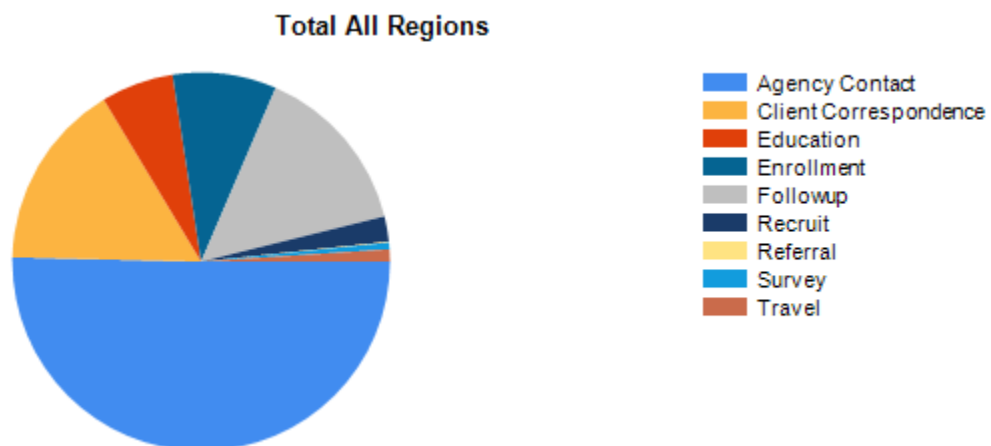


Activity Summary

(Clients visited: 04/01/2023 – 06/30/2023)

Activity	CHW Hours
Agency Contact	2,705.30
Client Correspondence	860.20
Education	332.67
Enrollment	477.75
Followup	788.67
Recruit	116.42
Referral	3.75
Survey	30.75
Travel	55.87
Grand Total:	5,371.37

Total service value for 5371 hours equals \$ \$127,884

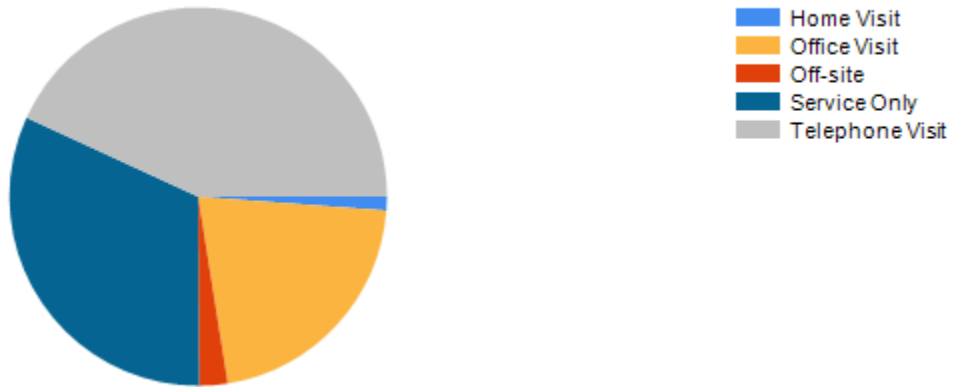


Visit Summary

(Clients visited: 04/01/2023 – 06/30/2023)

Visit Type	Client Visits
Home Visit	94
Office Visit	1,702
Off-site	194
Service Only	2,549
Telephone Visit	3,445
Grand Total:	7,984

Total All Regions

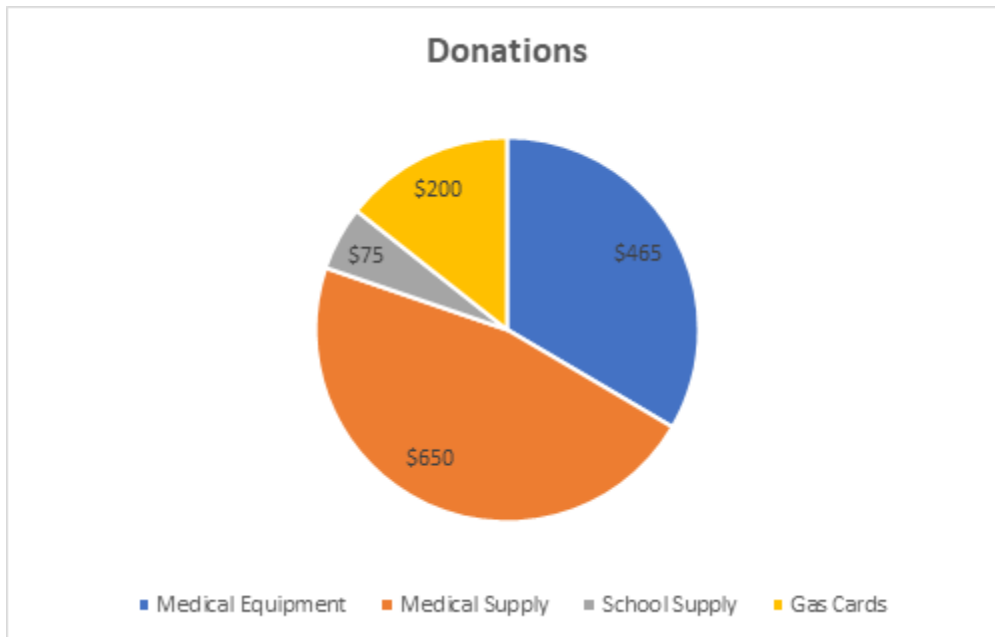


* Service only involves any actions taken on behalf of the client while the client is not present.

Donations

(Donations: 04/01/2023 – 06/30/2023)

Category	Total
Medical Equipment	\$465
Medical Supply	\$650
School Supply	\$75
Gas Cards	\$200
Grand total	\$1,390



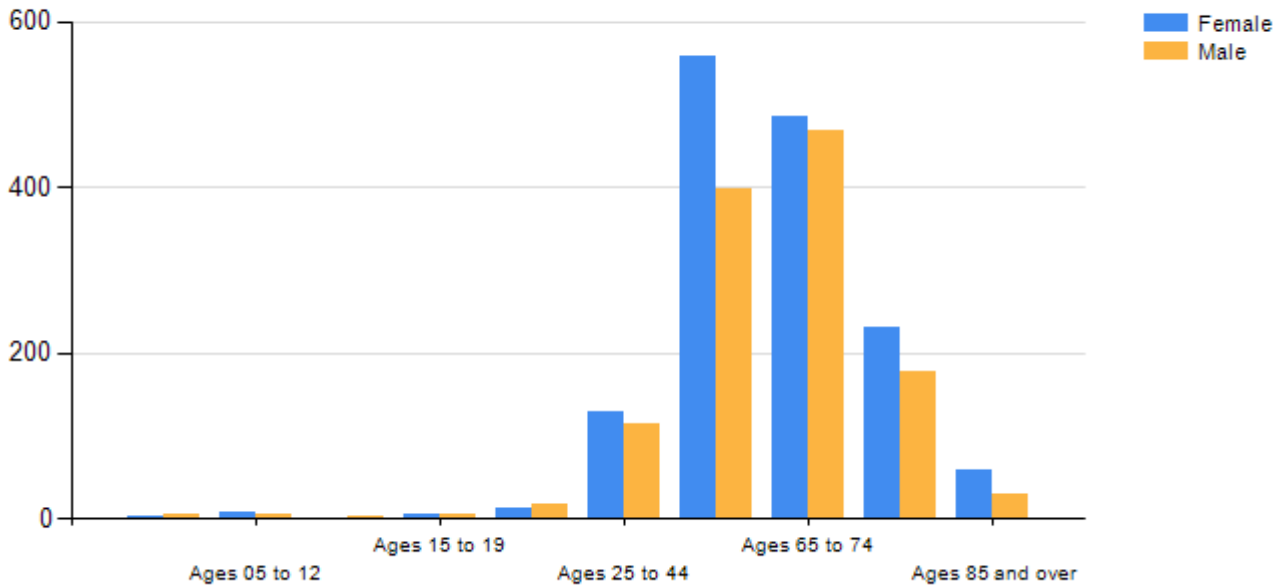
*Kentucky Homeplace collected a total of \$1,390 this quarter in charitable donations for redistribution.

Age Gender Summary

(Clients visited: 04/01/2023 – 06/30/2023)

Age Group	Female	Male
Ages 00 to 04	2	4
Ages 05 to 12	8	5
Ages 13 to 14	0	2
Ages 15 to 19	4	4
Ages 20 to 24	12	17
Ages 25 to 44	129	115
Ages 45 to 64	557	398
Ages 65 to 74	485	468
Ages 75 to 84	230	177
Ages 85 and over	57	30

Clients by Gender and Age Group

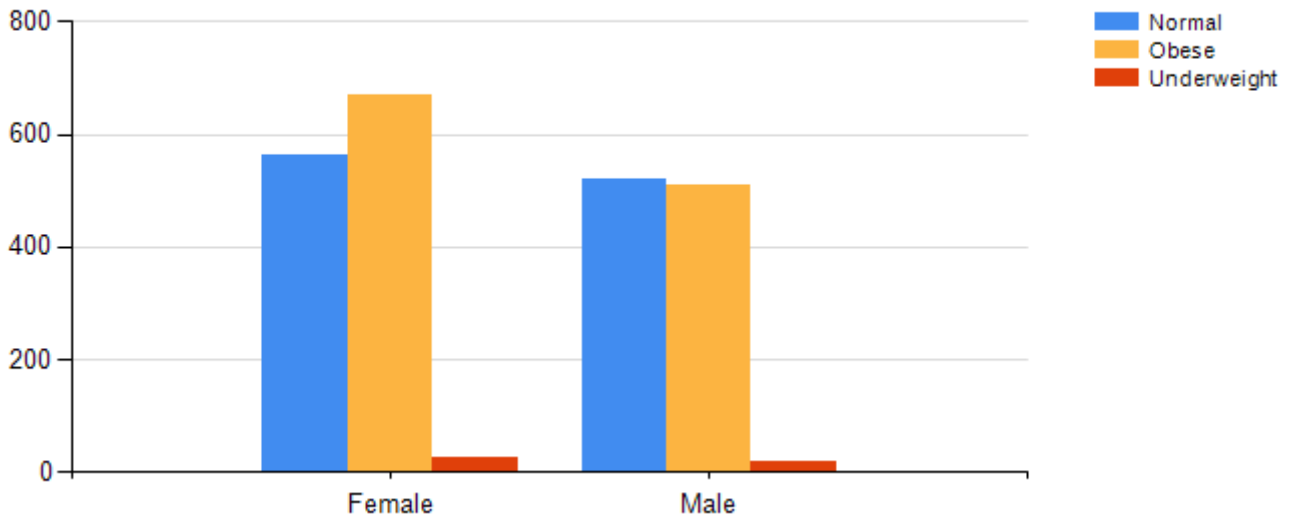


BMI Category Summary

(Clients visited: 04/01/2023 – 06/30/2023)

Gender	BMI Category	Clients
Female	Normal	563
	Obese	670
	Underweight	27
	Total:	1,260
Male	Normal	521
	Obese	509
	Underweight	17
	Total:	1,047
	Grand Total:	2,307

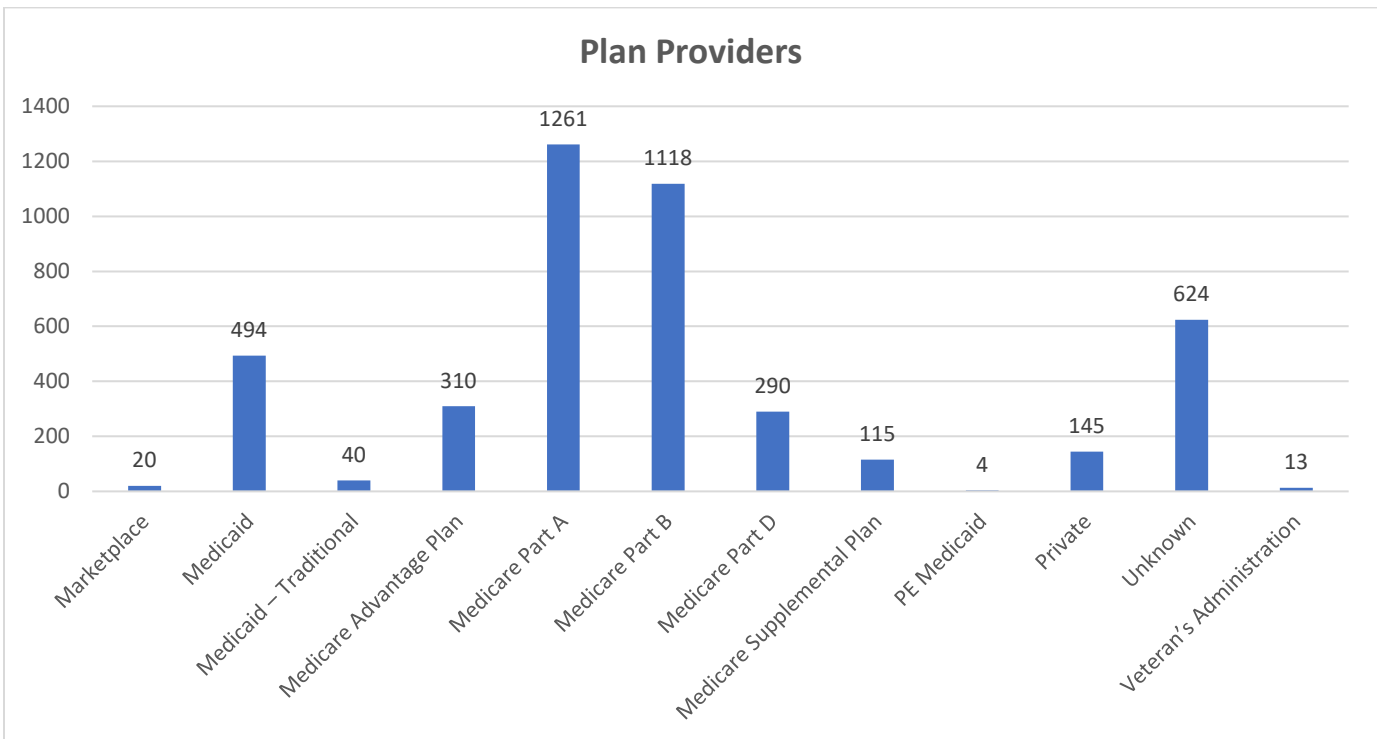
Client BMI Category by Gender



Plan Provider Summary

(Clients visited: 04/01/2023 – 06/30/2023)

Plan Type	Clients
Marketplace	20
Medicaid	494
Medicaid – Traditional	40
Medicare Advantage Plan	310
Medicare Part A	1261
Medicare Part B	1118
Medicare Part D	290
Medicare Supplemental Plan	115
PE Medicaid	4
Private	145
Unknown	624
Veteran’s Administration	13

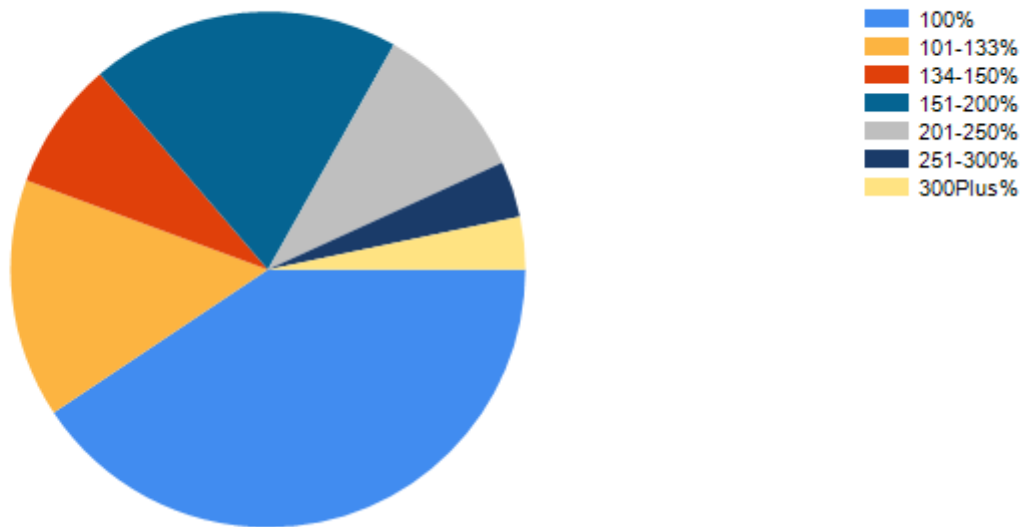


Poverty Level Summary

(Clients visited: 04/01/2023 – 06/30/2023)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	1,099	405	218	526	272	95	89	2,704

Clients by Poverty Level



*Grand total is unduplicated clients

*2,248 clients served were at or below 200% of FPL

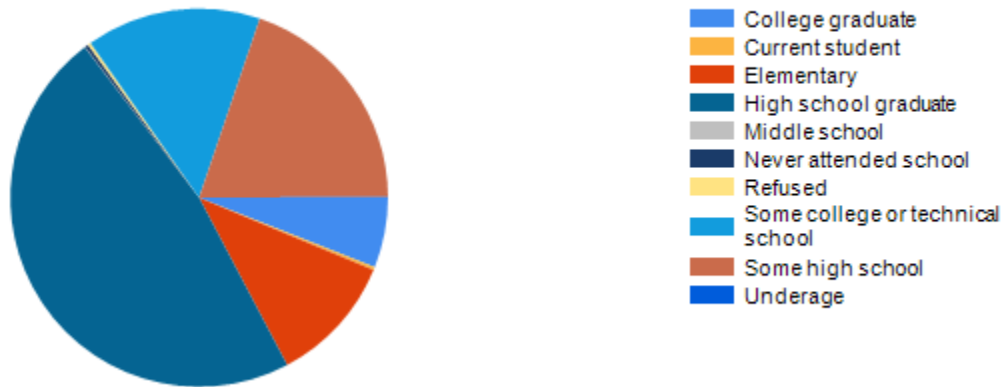


Education Level Summary

(Clients visited: 04/01/2023 – 06/30/2023)

Education Level	Clients
Never attended school	8
Elementary	298
Some high school	533
High school graduate	1,281
Some college or technical school	405
College graduate	162
Refused	7
Underage	2
Current student	7
Middle school	1
Grand Total:	2,704

Total All Regions



*Grand total is unduplicated clients

Kentucky Homeplace CHWs



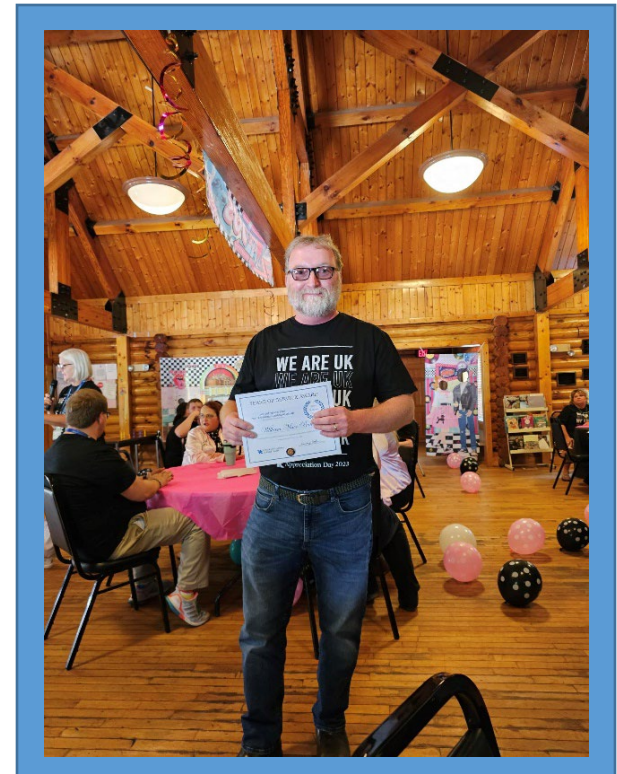
Harlan County Community Health Worker, Darla Shepherd, celebrates her 5-year service anniversary.



Magoffin and Johnson County Community Health Workers, Judy and Heather Bailey, exhibit at Appalachian research day.



Kentucky Homeplace attends the 75th Annual Kentucky Public Health Association Conference.



Kentucky Homeplace Director, Mace Baker, celebrates 10 years of service.



The Center of Excellence in Rural Health employees pose at Appalachian Research Day

Community Health Worker Training Center Dedication

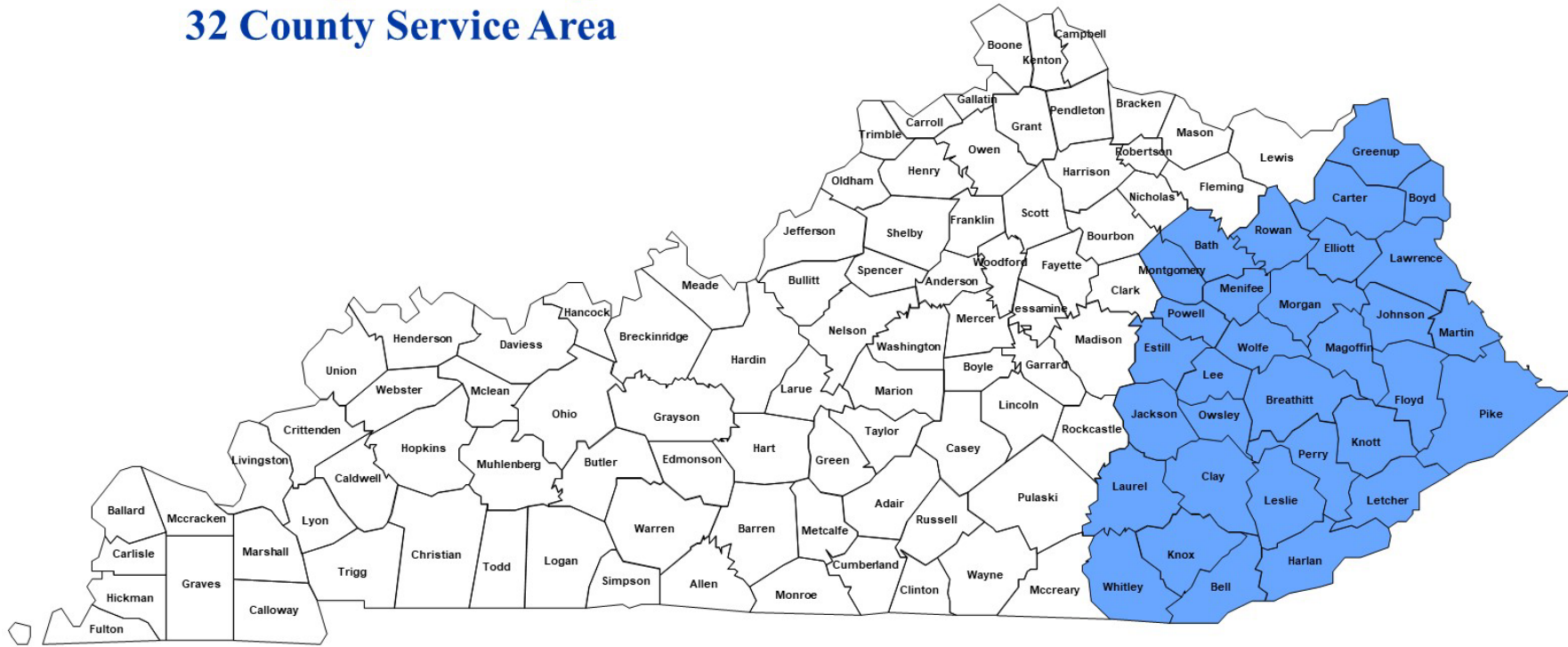
Open House April 10th, 2023

The Center of Excellence in Rural Health is pleased to announce the dedication of the Kentucky Homeplace Community Health Worker Training Center. This center will serve as a dedicated space for Tier-1 and Tier-2 Community Health Worker training offered by Kentucky Homeplace and ELEVATE. The open house on April 10th, 2023 included a ribbon-cutting ceremony that was attended by local community partners and University of Kentucky College of Medicine Dean Chipper Griffith.



Kentucky Homeplace

32 County Service Area



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



Client Encounters-Actual Situations Encountered by Community Health Workers

Actual Client Encounters

4/01/2023-6/30/2023

This quarter I had a client call my office needing a place to rent. He had moved here over a year ago and was sleeping on his sister's couch. It was supposed to be temporary but because of his diabetes, he had to have his foot amputated and wasn't about to drive. I spoke with the client about his options and met him off-site to start housing applications.

Upon reviewing his income information, I discovered that he could possibly qualify for extra assistance with his Medicare which would save him almost \$200.00 per month. He informed me that he had started the process several times but could not gather all of the requested documents needed to be approved because he had lived in several states and information from each state was needed, so the case would be denied and closed.

I told him that I would be glad to help him reach out to each state to get the information needed and he agreed to give it another try. After many hours on hold and lots of phone calls, I am happy to report that the client is now living in his own apartment and is receiving the help that he qualified for with Medicare. He is very thankful for the services that he receives from Kentucky Homeplace and so is his sister.

I received a referral from a social worker from our local hospital about a client who needed assistance with food and pullups. He is a cancer patient and he specifically requested fresh blueberries, because his doctor told him they were good for cancer. I contacted my local storehouse outreach and they quickly dropped me off three big cases of blueberries for the client and advised they can get him some each month, if needed. I had some pullups in stock for the client and after calling him to set up a time to come into the office, he advises his transportation wasn't very reliable and he lived on the other side of town about 25 minutes away. After offering to bring them to him at his home, he stated that he drives to a little store at the end of his road and sits on the bench in front of the store each day for a few hours to talk to people; so, I got in my car and met him at the store. As soon as I pulled in, he was sitting on the bench, I walked up to him and sat down beside of him to introduce myself. I sat there on that bench with this client talking about his health, his life, and getting information to get him enrolled as a client. This is one of the reasons I love being a CHW, because we have the opportunity to assist the client in whatever situation is best for them, whether in the office, in their home, or on a bench in front of a small gas station in their hometown.

A client of mine that I had recently got approved for a prescription card in the amount of \$2500 called and said that for the last two months her card hasn't been working and she was having to pay for her prescriptions, costing almost \$100 each month. I offered to call her local pharmacy and ask about the situation and after

speaking to several people there, they were able to find out what the problem was and told me they could refund the patient her money for the last two months. A lot of people are just afraid to speak up and ask questions, and that is another thing that I love about being a CHW, we get to speak up for our clients to make sure they're not getting overlooked and/or taken advantage of.

Recently I had what I would call an exciting win, I had the pleasure of meeting a sweet Client after he was referred to me by a local Doctor. This client came to me desperate, confused, and scared. He has advanced renal carcinoma and he had been prescribed a medication that costs \$30,000 a month. When I first met with him, we sat down and discussed his situation, I was truly heartbroken to discover no one had taken the time to speak with him, they had just shipped him around. He didn't even understand why he was in my office or what I do. I took the time to explain to him why he had been referred to me, and what option we had for finding him some assistance with the medication he had been prescribed. I worked on an application to try to get my client a free 30-day trial of Cabometyx and to hopefully obtain a grant that would help his out-of-pocket cost for his medication. After working on this application, I called to check the status and found out I was successful in getting my Client a free 30-day trial of medication (\$30,000.00) and getting him a grant for \$10,000.00 toward his out-of-pocket cost for the remainder of Cabometyx he would need. This is a blessing and will help my Client tremendously.

After a while some of your clients will feel like family, I have heard that since I started with Kentucky Homeplace. I have been blessed enough to experience this firsthand. One of my client's wife called and I could tell she was concerned. A medication we had tried to get this client assistance with still hadn't arrived, I knew we had gone through the proper channels and submitted all the paperwork needed, so I called to check the status. I discovered that the application I had sent in had never been processed! I stayed on the phone until I knew it had been submitted. I followed up the next day to double-check and was excited to learn my client's medication had been approved. This medication was going to cost my client over \$9,000.00 for a 90-Day supply. I called my Client and spoke with him and his wife and they were thrilled. I could hear their stress melt away and their tone change. If it wasn't for Homeplace, I'm not sure my client would have ever received the medication he desperately needed.

Recently one of my existing clients that I had helped in the past with diabetic shoes and glasses came in expressing they desperately needed help with access to their medications. She had mentioned that she had been charging her name brand medications to her department store credit card. She said it was the only way she could afford them, and she absolutely couldn't go without these medications. Immediately I renewed her Kentucky Homeplace forms and focused on helping her with the three most expensive medications that she had

been charging. The thought of thinking of a client on a limited, fixed income charging medication on a credit card that the interest would be 25% 30% every month was unfathomable.

One medication was for chronic migraines and the cost for a thirty-day supply was \$190.56 per month at her local pharmacy. The second medication was for her diabetes she was paying \$262.00 for a thirty-day supply. The last medication was for her COPD, she was living off samples because she couldn't afford her copay on this one.

I created an application and began to advocate between her and the different three doctors that prescribed each medication. It took me a little over a month and with the help of the Lord, we were able to get a four months' supply for the chronic migraine medication and the medication for her diabetes. We also saw that she got a ninety-day supply of her inhalers to help improve her lung function with COPD. She called to let me know that she received these medications right at her door and the diabetes medication went to her provider's office!

She was ecstatic and so grateful for Kentucky Homeplace going above and beyond the call of duty to help ensure that she received free medication for the remainder of the year for free. She said a huge burden had been lifted!

I had the privilege of meeting an elderly man who has been a client of Kentucky Homeplace in my County for many years. He is a simple, kind man, who is also a diabetic. His main reasoning in coming to Kentucky Homeplace from the start was to be able to get easier access to diabetic shoes. Due to the flooding and other reasons, he somehow wasn't able to get a pair of shoes for the 2022 year. He was wearing his pair from 2021, and due to the daily wear, they had begun coming apart and he had resorted to taping them together so he could continue wearing them. I held my first successful shoe day of the year back in the spring with a good turnout and the pickup day being the first of summer. He was the first client in line to pick them up, arriving 30 minutes prior to the start of pick-up time. When he tried the shoes on that he had ordered, you could not only see the obvious excitement but the relief and sincere appreciation that he had finally got a new pair. In life, we tend to take a lot of the seemingly simple things in life for granted. However, we fail to realize that what may be simple in our eyes and lives (in this case a pair of durable good quality shoes) is a necessity to some. Seeing my client so grateful and excited was a humbling experience.

I had a client come into my office inquiring about insurance and if I could help her in obtaining some. She is an older female who takes care of her two adult disabled children full-time. If you're a parent, you know that personal sacrifices are made daily in order to ensure that your children are taken care of and have what they need, with a major sacrifice being our own health and needs. This lady was exhausted but walked in with a smile on her face and shared stories of her children whom she clearly loves unconditionally. We were on hold with insurance for almost two hours- I was determined to get this done for her because she doesn't drive and finding a ride into town is sometimes difficult for her. After spending almost 3 hours total in my office, she was told that she was approved for Medicaid. The look of relief that came across her face when she heard those words was

something I will always remember. She had gone several years without getting any preventative care due to the fact that she had no insurance. All she could do was keep thanking me, and hugging me. This is just one of the many stories and reasons as to why CHWs are so important and show what the Kentucky Homeplace Program is all about.

This quarter, I have had several client's doctors switch their diabetic medicine to Ozempic. One particular client was a middle age female that was having a horrible time keeping her blood sugar under control. The Doctor switched her medication numerous times and she finally got her Ozempic going through Kentucky Homeplace. The medication was unaffordable even with insurance. This lady has lost 16 pounds and said that it was the best she had felt in years. Ozempic had lowered her A1C drastically, she is now able to walk and exercise feeling so much better due to losing weight. She was so appreciative with the help of Kentucky Homeplace.

My story this quarter is about a young man who was very much in need of glasses. He had just gotten new glasses through his Medicaid Insurance. He loved those glasses and had protected them from getting scratched. One day while working around his house he had taken them off and when he came back the dog had chewed them up. He didn't know what to do. He was scheduled to go for an interview for a truck driving position. When he checked with his doctor's office and they told him his insurance wouldn't cover a replacement pair they gave him my number. The young man came into my office with his prescription asking for help. I completed a New Eyes for the Needy application and submitted it. He was approved within minutes and we ordered his glasses. Five days later he stopped in to show me his new glasses and to let me know that he did get the job he was wanting.

Ozempic! This medication has been a wonder medicine for so many of my senior citizen clients. Helping them to lower their A1c and lose weight. The trouble is that with the very high cost of this medication has put them all in the coverage gap, leaving them to pay very high out-of-pocket cost for the medication. Luckily, I was able to complete Patient Assistance Application for this medication. Being able to save them that extra expense helps them not have to choose medications over food and other necessities.

One special client I encountered this quarter was a mother who came to me for help with getting incontinence supplies for her teenage son. He has severe sleep apnea and autism. She let me know that she was spending

money on the supplies he needs, but really needed to allocate those funds toward household expenses and food, so she was hoping to get supplies for him through the donations I receive. Upon looking at his insurance I realized that it should cover a certain amount of those supplies, to be delivered monthly. I called a specialty medical supply company with her in my office and they found that the insurance did cover supplies. They handled all the paperwork with his healthcare provider and she is expected to receive the first shipment of supplies soon.

This quarter I was able to help a client access a fall detection device offered free through her insurance. She has trouble with her balance and worries about falling since she lives alone. She was thrilled to have this device to wear around her neck so she can alert emergency services if she has an accident. This client has also had a change in her insurance company so her previous mail-order pharmacy was unable to continue mailing her monthly medications. We were able to call her insurance and find out what mail-order pharmacy they are in network with, and then call that pharmacy and request that they begin mailing her medications. The best part is, there were NO COPAYMENTS with the new pharmacy! We were very happy about that!

I had client come in just to see what programs we offer and after talking to the client learned the client didn't have a High School diploma I was able to set the client up with the local adult learning center program and he is now enrolled in GED classes. He seemed very appreciative as he let me know he knew he needed to obtain his GED but just wasn't certain how. I'm excited to see where this client goes from here and so is he.

A client contacted me and at the time she was close to having a baby. When I enrolled her she was living from friend's house to friend's house with her boyfriend. Both of them being unemployed it was very hard to prepare for the coming baby. The baby pantry in my community is amazing at helping families in need. It just so happens that I had gained a contact through my time as a Community Health Worker that works closely with them. Hearing her situation, I knew that they would be able to help. I contacted the baby pantry and after some time they were able to gather many supplies that would help a new baby feel welcome in the world. I went to pick these up and arranged a time for the client to get the supplies. A baby bed, baby bathtub, stroller, a month's worth of diapers and wipes, and 10 pairs of clothes were all donated to her. In addition, both the client and her boyfriend have been recently employed and we are working together to find housing for their little family.

Another CHW and I have a client that has been featured in the quarterly story in the past. We were able to get him housing, clothing vouchers, and monthly food boxes in order to help him live a more stable life. During the housing process, this client had lost his leg to an infection and was coping with that in his daily life. Learning to use wheelchairs and crutches, depending on others more than ever, and cleaning his wound became a daily routine in his new life. Up until now, there hadn't been any change negative or positive in his situation. Recently, I was able to contact a prosthetic company and get an application in for the client to receive a new prosthetic leg. Not only do they come to the home of the client, but they also waive the 20% fee a client would usually have to pay after Medicare pays the other 80%. Within the next month, my client will be receiving a new approach to his life and a blessing in the form of a new leg. All of this is completely free of charge to him. It's been incredible to see the real impact having a CHW and being a CHW has on the lives of those in our community.

We are still working with this client and all of her issues have not been addressed as of yet. The first paragraph is what we are still working on and the last is what we have accomplished so far.

I had an elderly client who has a history of falling and is in poor health. The air compressor on her heating and air unit is out in her trailer and we are working on obtaining help with this issue through the Ministerial Association. We have gotten \$400 dollars of the \$1800 that is needed to replace it. We have gotten an HVAC person to agree to go evaluate the unit and verify the problem.

Another issue that she had was the front steps to her home were not in good shape and had no rails. I worked with a local non-profit agency that helps with home repairs. We were able to schedule a time and date for them to come and look at her steps. They were able to rebuild them for her so that she can now safely enter her home without fear of falling.

This quarter I received a call from a lady that is a caregiver for her father. He was recently in the hospital and signed himself out, as he does every time he is admitted by whomever he sees. She was given my contact information by a nurse that told her to contact Kentucky Homeplace in Perry County and see if we could give them some help. The daughter went down the long list of things that is wrong with her father, and I asked if a home visit would be okay so she spoke with her father and he said it was okay. On the day of the home visit, I called to follow up to make sure it was still a go, she said yes and I headed out. When I pulled up at the house, I saw a little man sitting on a porch swing, I rolled down my window and asked if he was who I was looking for and he said "Yep it's me".

I walked up to the porch and by this time, his daughter and her husband came outside. I introduced myself and they all said take a seat. The man let me know that he doesn't like doctors and he doesn't take medicine because it doesn't help and the reason he signs himself out of the hospital is because it's boring and they won't leave him alone. I talked to him about the importance of listening to the doctors and taking his medication. After finishing the initial interview, I found that he doesn't have a primary doctor and also that he hasn't been taking any medication since leaving the hospital. I asked if could make him an appointment with a clinic and he said that he wasn't leaving the house, so his daughter asked about a house call from a doctor. I told her I would check with the clinic and follow back up with them. I got back to my office, followed up with the clinic, and was able to schedule a house call with the primary doctor of the clinic. The doctor, a resident, and another co-worker went out to check on the client. The client expressed to them he was terrified of the hospital and would like to be treated at home. They explained to him about his medications and how they would work to help him feel better. Then it was decided that the client should be referred to a local program for at-home treatment. The client was accepted and received a hospital bed, oxygen tanks, and regulators, for which he will pay a \$184.00 rental fee from Hospice, and several cases of boost. I followed up with the client he is taking his medication and has drunk about all of his nutrition supplements. The family said they can tell a big difference in his health.

I have been working with an elderly, white male. He has been needing assistance with his medicines. During the past month, he was seen at the RAM Event he was told he needed to see a specialist and he called me to see what he needed to do. I contacted the specialist and was told I needed to get his family doctor to make the referral. I called his family doctor and scheduled an appointment to be able to get the referral he needed. When he called he didn't know how to get the assistance he needed and said he didn't know what he would have done without KY Homeplace. He depends on getting assistance with his needs from our program.

A lady came in one day seeking assistance with transportation, she has a cancer diagnosis and had to make trips to out of town for follow-up appointments. The local transportation service for Medicaid recipients was unable to help her because she has an in-working condition vehicle in her name at her residence. The frequent trips to the doctors were really putting a strain on her budget, but thankfully her MCO had provided fuel cards to Kentucky Homeplace to help distribute to their members that were in need. So, she was able to receive 3, \$25.00 Visa gift cards to use on medical transportation. I also got her linked up with another program that is also able to provide funds for transportation to oncology appointments.

A couple experiencing homelessness found their way to my office after being referred by the health department. They had originally only come in because the husband had needed help with dentures- he had an appointment

to get them earlier in the year when Medicaid was covering them, but his appointment had been set so far out that he was unable to get them because Medicaid had by this point had to repeal its ability to cover dentures. I was able to get the couple set up with a local agency for housing assistance, they are also able to help pay for dentures at the low-cost clinic I referred them to. I was able to help them utilize the managed care organization that offers each of them \$10.00 worth of over-the-counter items each month to get things like body wash, toothpaste, deodorant, etc.

I had an elderly man come into the office of a county that I was covering at the time and even with his cane and his wife, he was still struggling with his walking. As he sat down, I saw that one of his glasses lenses was gone. Even though it was obvious I waited for him to tell me the reason for his visit. He went on to tell me that he had fallen and broken his glasses. He stated "I probably will not qualify for any help but they told me to come and try because I cannot afford new glasses right now." He went on to tell me some of the financial burdens they have going on right now. He has several different types of cancer, his wife has leukemia, and recently had a cancerous spot removed from her kidney. I told him it never hurts to try. After reviewing his income I saw that he was eligible for a program that I help with. He was due for a new eye exam so I called and scheduled that so he could replace his glasses as soon as possible. It was the following week I was in that office his wife came in and wanted to tell me how well her husband was doing with his new glasses. She said he had not had a headache in several days and had been suffering with his eyes since he broke his glasses. My sweet little client could finally see and had no more headaches. His wife ended up signing up for dental and vision assistance that day as well.

I received a call from a women's niece that lived several counties over but was familiar with Kentucky Homeplace. Her aunt had moved into one of the counties that I serve and she was having a very hard time getting her colostomy supplies. I gave the woman a call and got more details on her situation. After talking with her for a short time, I realized how dire her need was. She had been trying to use tape to help her bags stay on but it just was not working. I found out what she needed and went to the office in my other county to check to see if I had everything. Luckily, I had everything she needed and was able to do a home visit to drop them off to her that day. I am working with the client to get her established with a new doctor in the area so that she is able to get the medical care she needs.

I had a client come into the office to get help with his medicine for psoriasis He had just started a new job and did not have insurance to cover his medicine. I applied for the medicine through the pharmaceutical company and he was able to get his medicine with no problem. He saw a change right away and it has helped boost his self-esteem and he continues getting better every day.

I had a client come in to get help with glasses. She had not had glasses in 5 years. I helped her make an appointment with a local eye doctor to get her eyes checked. She picked out a pair of glasses (she had never picked out her own glasses her mom had always picked them out for her) and went to get the eye exam. She sent the eye exam to me and I was able to order her glasses. When she got them, she was over the moon happy that she could see so well and that they looked great on her.

One of my clients had come into the office and wanted to see if he could get assistance for dentures. The client said he had been without teeth for over a year. After making some phone calls we were able to schedule an appointment for him and the dentist's office said the dentures were covered by his insurance. The client stayed in touch with me during this entire process and called me when he had his dentures. The client said the first thing he was going to eat was a steak from Texas Roadhouse.

I had a referral from a local clinic in my town for an elderly lady who didn't have insurance and needed help paying for labs and doctors' visits. I made her an appointment to come in to get her enrolled. She was needing help with medication as well.

I asked her why she didn't have her social security and she stated that she hadn't worked enough hours in her lifetime to earn her credits to be able to receive it. She mentioned that she had started to apply to receive benefits from her husband when the pandemic hit and that everything was shut down so she quit trying. I asked if she wanted me to apply for her online and she said yes, please do.

I submitted an online application for her. One week passed she brought in a copy of the application that we had submitted online to review and for her to sign. About 10 days later she received a letter awarding her social security.

Today, she brought in the letter to show me, they paid her 6 months back pay \$9,065 and now she has her Medicare part A already in effect, and Medicare Part B goes into effect soon. She is so excited, she said it couldn't have come at a better time, their porch needs repaired and several other things around the house needs to be fixed and now they can do them.

I overheard a lady talking about the rising cost of her diabetic injectable. I asked for a few details and scheduled an appointment for her. The injectable she was originally using wasn't on a free program. I completed a Med Review form and sent it to her doctor along with the signature page for the doctor on a free patient assistance program. I explained that her insurance had increased the amount of her copay monthly until she was no longer

able to afford this medication. I asked the doctor to review the information on the medication that I had sent and if she agreed to switch the patient to this medication to please sign the form and send it back to me.

I received the application and faxed it to the company. My client can now access the new injectable for free and keep her diabetes under control.

I was referred to a lady that did not have any food except peanut butter and crackers. This lady was very sick and barely could talk because she was so short of breath. Her car was torn up and it was going to cost 3,000.00 to get it fixed. She cannot use public transportation because her insurance does not pay for it and she had 3.00 in her purse. I tried to find her urgent help with the food banks. No one was open that day. I was able to get enough food just by making phone calls to help her out until the next day. One church donated some food until the next day another place donated a hot meal and some food.

The next day I was able to get more food donated and someone from one of the food banks came in and got some groceries gathered up. In the meantime, I was able to sign her up for a hot meal delivered to her every day. I also got another large donation of food that she could just heat up in the microwave or make a sandwich.

This client has been very appreciative of all the help and so happy to be getting a hot meal delivered.

This quarter I have been doing mostly medications and giving out depends and food boxes. My first story is of a long-time client who had a lot of medication changes recently made. He has 6 total medications that I have accessed through PAP for him 4 of those being very expensive diabetic medications. This year I have accessed \$14,589.34 of medication free to him. There is no way this client could have possibly paid for all of these medications on his own.

Another client comes to get food boxes and depends and has told me that she relies on this service. She receives very few food stamps. I have also enrolled her with PAP to help her offset costs. We have also been looking for cheaper housing as she is behind on rent and has been given an eviction notice. She does not drive and comes out a couple of times a month to get the things she needs. On her visit to the pharmacy, she will also visit me and pick up needed items.

I met a client at the food pantry and gave him a flyer to let him know what services Kentucky Homeplace could do if he ever needed any assistance. Before I could say a word, he stopped me and told me that I had already helped him several years ago and it probably saved his life.

I looked at him and he told me that I help him get his insurance – if he didn't get his insurance he wasn't going to be able to go to rehab. He was desperate and really needed it, he told me he had applied but had no results and didn't know why he wasn't approved. He was in such a shape he thought he wasn't going to make it another day, he needed to go to rehab...

I enrolled him into Kentucky Homeplace then called and he made me his Connector. After that we called to see why his claim wasn't approved. They said they would look over his claim and see what they could do. While waiting on the lady to check on his claim he told his story about how he had been waiting and rehab would not accept him unless he had insurance.

They checked everything out and said he was approved and got us his information to give to the rehab to be able to process him into the program. My client at the time went to rehab and I never heard back from him other than to find out that he really went.

He updated me on what he had been doing since I saw him last, he completed the program that I helped him get into. He is married with 2 children and has a full-time job and house payments. He said who would have known this would have happened to me having all this when the road I was going down back then was nothing but dark. He was so thankful that someone told him about Kentucky Homeplace.

A client called for refills and said his blood pressure medication was taken off the patient assistance program, he said he was trying to get samples from his family doctor. He wasn't sure what was going on but he couldn't get free samples or any from the prescription assistance programs he was getting them from. I told him that the company hasn't done this med for a while and last month he was asking for samples and we got them from the doctor but I would check on the med and get back to him. I would have some kind of program or plan to help him.

I called the doctor about samples and was informed that the doctor's office can no longer get the samples. I contacted the client back with options on what he could do about getting this medication. I offered him a mail-order savings card and where he could use the savings card if used could be used locally. He decided he would take a savings card that I could get him, and use it at the pharmacy that he uses. The cost for the said medication was a big saving if he used the savings card vs a mail order or the discount card he pays for. This savings card saved him a lot of money and he was really relieved because the medication was more than \$400.00 for a 90-day supply with the savings card he got a 6-month supply for \$35.00. He said he would check on other meds to see if he could save money on the rest of his medications.

A return call from my answering machine led me to meet the sweetest lady. She is disabled and requires a wheelchair to get around her mobile home. Therefore, she couldn't come into the office for assistance. Her primary care Dr. had referred her to Kentucky Homeplace for assistance with a very expensive heart medication.

I asked the name of the new medication and any other meds that she had a high out-of-pocket expense each month. I explained how the process of applying for assistance with medication and that I could come to her home for the enrollment. We set a day and time for me to come out to her home. While assessing her health and going over her med list I was able to apply for another medication.

While gathering all documents needed for the applications, her income was required to determine eligibility. Immediately I knew she fell within the guidelines for Medicare savings. I proceeded to ask if she had ever applied or knew about the Medicare savings program to help with premiums. She said, honey, I never qualify for anything. I assured her she was within the income and resource limits to qualify. I explained we needed the past three months' bank statements and life insurance cash value. I assisted her with contacting her life insurance for cash value and her bank for copies of bank statements. We called DCBS for the application and I uploaded all documents into her case. Her med applications were faxed for approval.

When I called to tell her she was approved for both medications which saved her over four hundred dollars a month she was so happy, as she hadn't been taking the med because of cost. I also said that is not all of the good news you are approved for Medicare Savings and will receive back all premiums paid for the last three months. After this news, she was in tears and couldn't believe she was approved and she would have one hundred sixty-four dollars added to her monthly income. She thanked me for all I had done and for the Kentucky Homeplace program helping the elderly on limited income.

Client Satisfaction Surveys

Carole Frazier

“Carole was amazing and I could not get through life without her!!!”

Beth Smith

“Beth Smith is wonderful, very helpful and nice.”

Austyn Feltner

“Austyn is a very nice man, he will help any way he can.”

Chyna Smith

“She is the best. Chyna is always very helpful.”

Ashley Francis

“This young lady was the best of the best. She was so patient, kind, sweet and caring and took her time to answer and explain all my questions. She went out of her way to help get me to the people that could and did help me I wish I had the money to pay her. Worth it, would take millions and I am serious. I pray she keeps the beautiful attitude always that she has for caring. Caring for this grateful lady and others.”

Darla Shepherd

“Very pleased. She told us other ways she could help. Thank you!”

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