

*UNIVERSITY OF KENTUCKY*

*Kentucky Homeplace*

April 1, 2021 – June 30, 2021  
Quarterly Report



*UK Center of Excellence in Rural Health Building, Hazard, KY*

*Kentucky Homeplace <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:

During this quarter Kentucky Homeplace CHWs have been adjusting to a pre-COVID work routine. They have been encouraging clients who have been delaying preventive medical treatment, testing and procedures to follow up on much needed care. They are working with community partners looking for ways to re-engage their communities in efforts to get clients back out and about.

The number of clients receiving services this quarter is similar to the previous quarter as is other service values. Medication values are lower largely in part due to the number of clients enrolled in Presumptive Eligibility Medicaid by the CHWs. Currently the CHWs are assisting with clients whose Presumptive Eligibility Medicaid is set to expire June 30<sup>th</sup> and are helping them with obtaining other means of insurance.

Please see below and the following pages for a detailed summary of work and activities. Also, please see our CHW spotlight for this quarter.

## **Quarterly Summary**

For the period April 1, 2021 – June 30, 2021, the CHWs provided services for 2,247 clients. CHWs logged 3,915 hours on care coordination activities with a service value of \$93,216.15. The amount of medication accessed was \$1,727,896.92 and other service values (not medications) accessed were \$645,623.09 for a combined total of \$2,373,520.

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 Samantha Bowman and I am from Beattyville, KY. I have two daughters, Katie who is 19 and currently attending University of Kentucky and Natalie who is 9 years old and going into the 4th grade.

I have been with Kentucky Homeplace for 11 years and I currently cover Lee and Owsley Counties. My favorite thing about being a Community Health Worker is being able to help the people from my very own community. These are people that I know and love. My clients become like family to me and no day is ever the same. I love the fact that we can help a client with whatever their need may be and we as CHWs aren't limited on the services that we provide.



Hello, my name is Angela McGuire. I am a Certified Community Health Worker serving both Lawrence and Martin Counties. I have been with Kentucky Homeplace for 12 years now and it has been such a privilege and honor to have meet some wonderful clients and neighboring agencies that work so well with me in the communities I serve. I have been married to David my spouse for going on 36 years this year. We live on our family farm where we garden and raise cattle. We have two beautiful daughters, Heather (Chris) Kazee and Olivia Jordan (Timmy) Adams. .

I am involved with many local groups in the community such as Eastern Star, The Louisa Younger Woman's Club, Democrat Women's Club, UK Extension Homemakers, Farm Bureau Woman Club, KYACHW Past President, Conference Planning Committee, KYACHW By Laws, Lawrence County Diabetes Coalition, HAT (Health Advisory Team Board) and Farm Home Field Day Committee. Being involved in our communities is a key factor in what you receive when we are in need of things for our clients.



## Students Striving toward Better Health in Self and Community Initiative Apprentices

In June, Kentucky Homeplace welcomed its first cohort of apprentices from the “Students Striving toward Better Health in Self and Community initiative”. In partnership with Hazard Community & Technical College, United Healthcare, and Kentucky Advanced Technical College High (K-TECH), the students received tuition-free education and training for the community health worker certification and will now complete an 80 hour paid apprenticeship over the summer in order to be eligible for certification through the Kentucky Department of Public Health. The pilot program presents a unique, first-in-class partnership that demonstrates how private business, higher education and communities are addressing rural health and opportunity in Kentucky together.



**Jazmen Fugate is a 2021 graduate of Perry County Central High School.**



**Jayla Ledford is a 2021 graduate of Perry County Central High School.**

# **Program Activities**

## **Community Engagement Activities**

Several CHWs had diabetic shoe clinics in Magoffin, Harlan, Rowan and Wolfe counties

Several have attended diabetic coalition meetings in their counties

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

All CHWs attended focus groups to provide input on community health days that they will assist in coordinating to provide education around COVID-19 vaccinations

CHWs are attending interagency meeting either in person or virtually for updates on resources and referrals for Homeplace clients

## **Professional Development/CHW training**

A four-day CHW training was conducted during the month of May with thirteen attendees, four of which were recently hired Kentucky Homeplace CHWs.

All CHWs attended the KYACHW quarterly meeting and received CEUs for attending “The Impact of the COVID-19 Pandemic” by Geoff Wilson.

CHWs completed the KYNECT Community Resources training

Nine CHWs attended Mental Health First Aid training

Six CHWs attended CPR training

## **Other News**

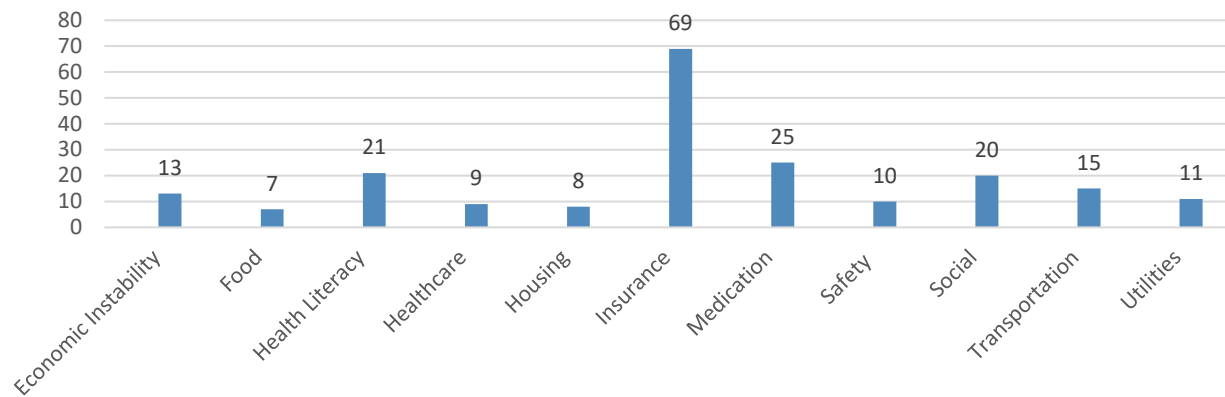
The first in-person staff meeting was held in April at the UK Robinson Center in Breathitt County

Three vacancies exist in the following locations: Breathitt County, Estill/Powell and Laurel/Jackson Counties

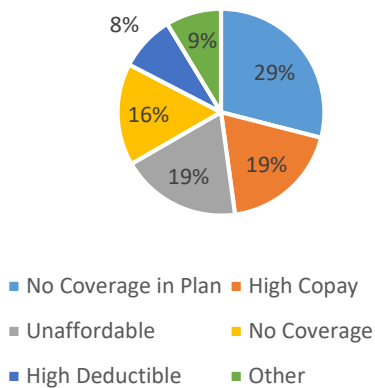
There will be a new office located at the United Methodist Church in Ashland, KY

The Lee County office which was severely damaged during recent flooding is near completion to reopen

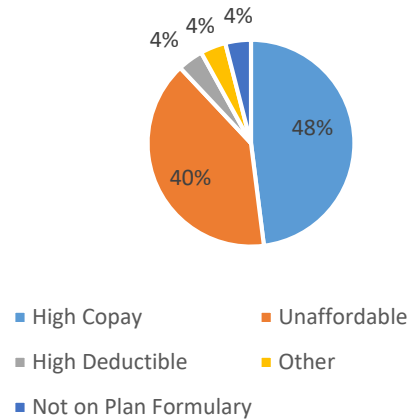
# Social Determinants of Health Barriers to Care 04/01/2021 - 06/30/2021



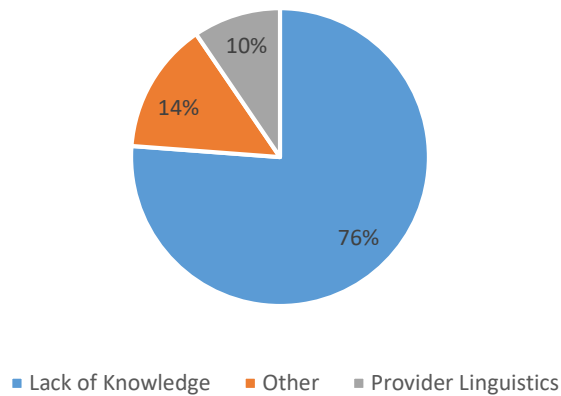
## Insurance



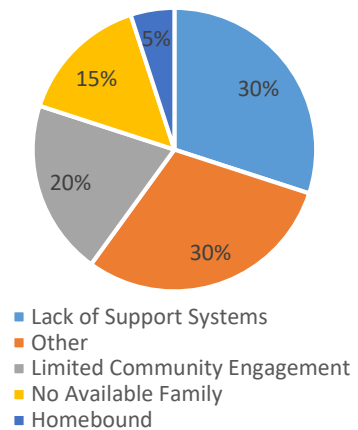
## Medication



## Health Literacy



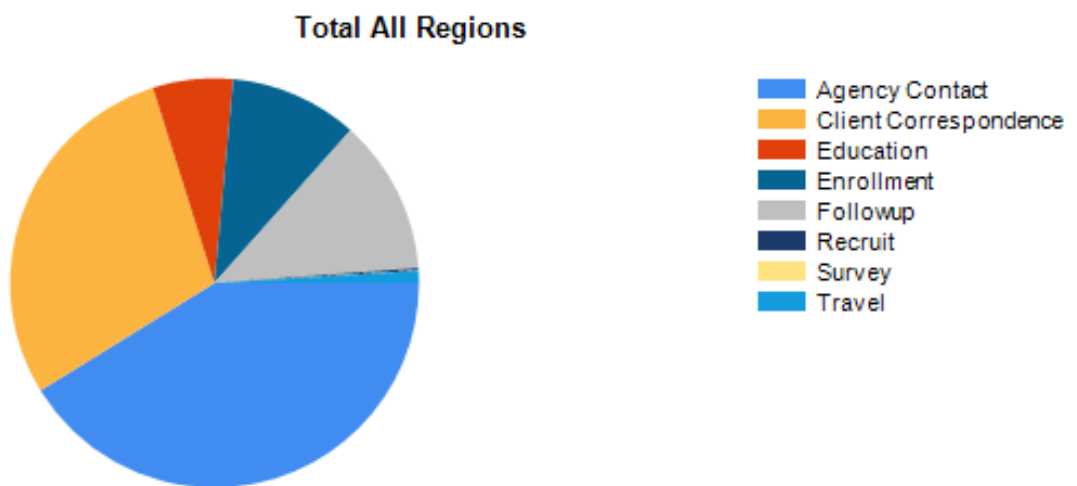
## Social



# Activity Summary

(Clients visited: 04/01/2021 – 06/30/2021)

Activity	CHW Hours
Agency Contact	1,612.93
Client Correspondence	1,132.85
Education	247.83
Enrollment	396.83
Follow-up	478.83
Recruit	7.92
Survey	1.00
Travel	37.02
<b>Grand Total:</b>	<b>3,915.22</b>



Total service value for 3,915 hours equals \$93,216

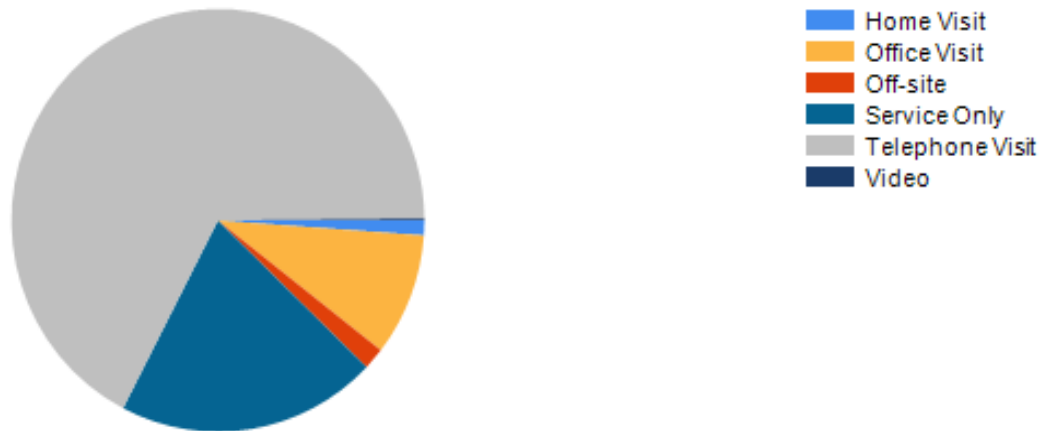


# Visit Summary

(Clients visited: 04/01/2021 – 06/30/2021)

Visit Type	Client Visits
Home Visit	63
Office Visit	525
Off-site	94
Service Only	1,140
Telephone Visit	3,759
Video	8
<b>Grand Total:</b>	<b>5,589</b>

Total All Regions



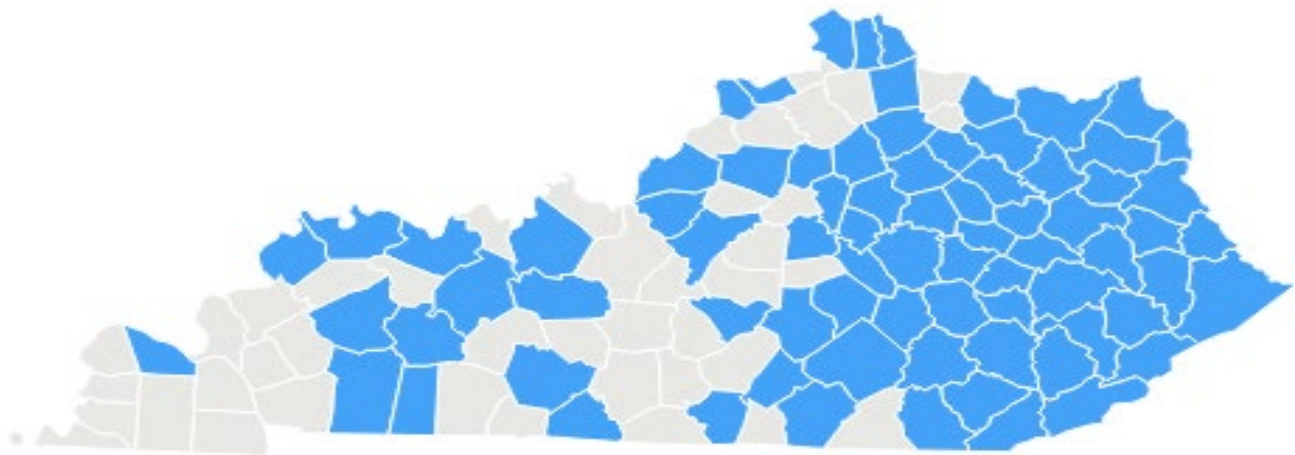
\* Service only involves any actions taken on behalf of the client while the client is not present.

# COVID-19 Services Summary

(Clients visited: 04/1/2021 – 06/30/2021)

Service Type	Clients
Telehealth Visit	1
Presumptive Eligibility Medicaid	34
PE Extension	107
Economic Impact Payment	6
Meal Plan	9
<b>Total</b>	<b>157</b>

## Kentucky Homeplace COVID-19 Service Reach



COUNTIES SERVED BY KENTUCKY HOMEPLACE DURING COVID-19

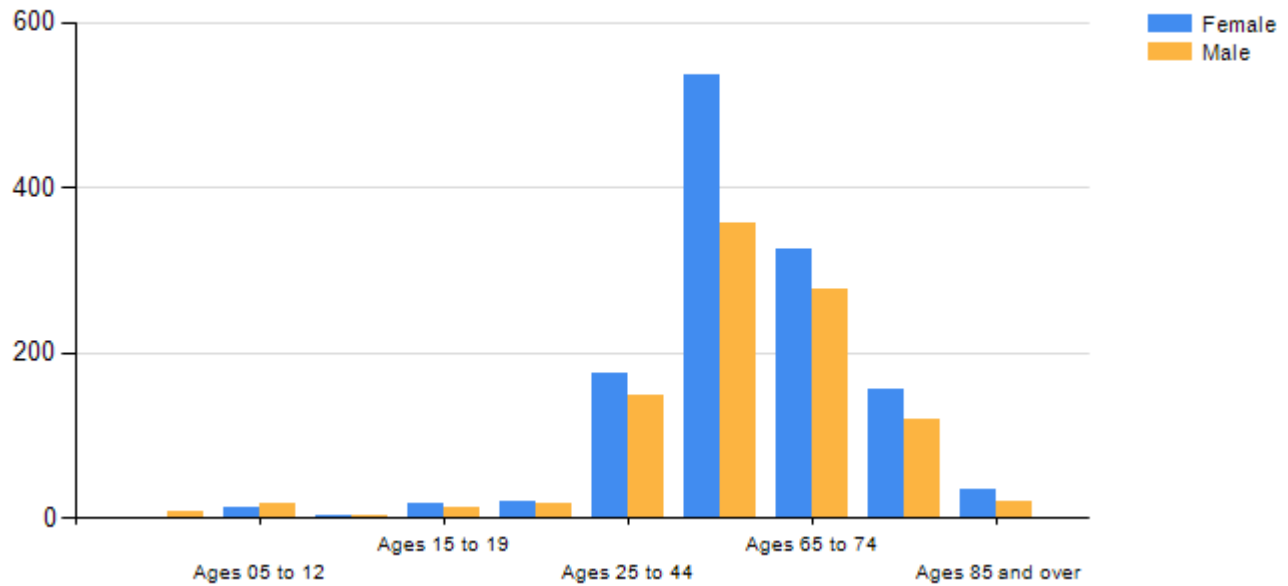


# Age Gender Summary

(Clients visited: 04/01/2021 – 06/30/2021)

Age Group	Female	Male
Ages 00 to 04	0	7
Ages 05 to 12	11	16
Ages 13 to 14	2	3
Ages 15 to 19	17	11
Ages 20 to 24	20	18
Ages 25 to 44	175	148
Ages 45 to 64	535	357
Ages 65 to 74	324	277
Ages 75 to 84	155	118
Ages 85 and over	34	19

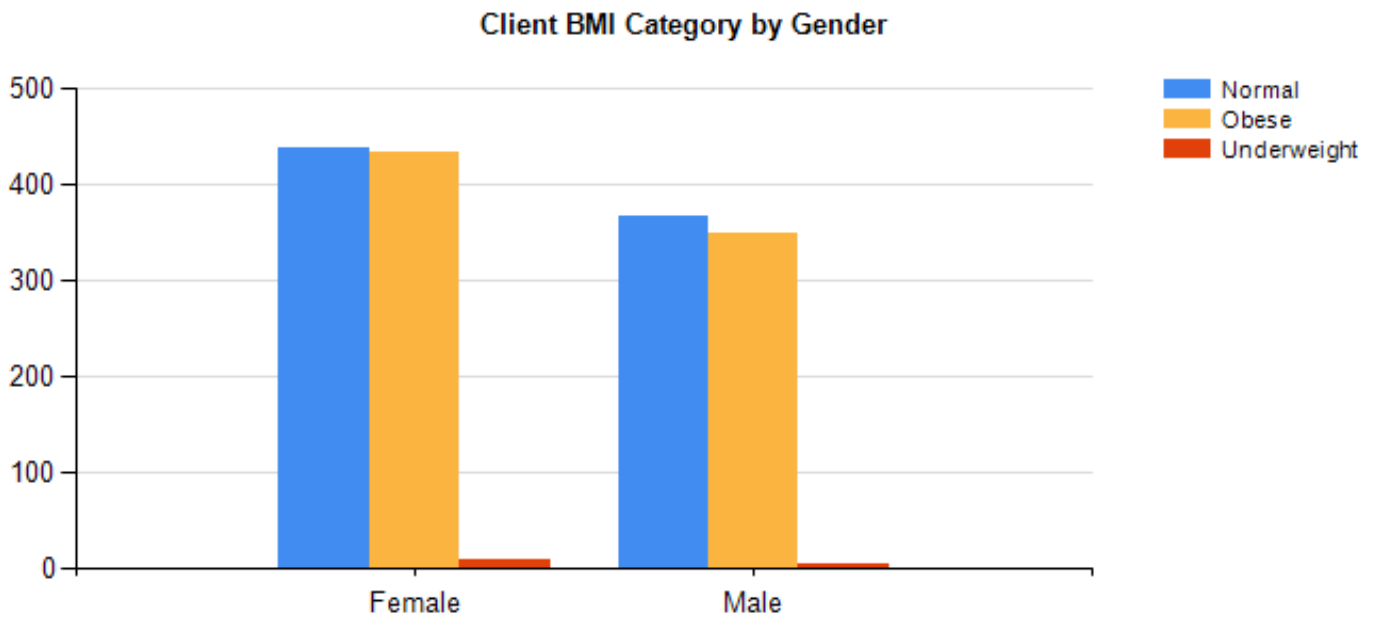
Clients by Gender and Age Group



# BMI Category Summary

(Clients visited: 04/01/2021 – 06/30/2021)

Gender	Bmi Category	Clients
Female	Normal	438
	Obese	433
	Underweight	9
	<b>Total:</b>	<b>880</b>
Male	Normal	368
	Obese	350
	Underweight	5
	<b>Total:</b>	<b>723</b>
	<b>Grand Total:</b>	<b>1,603</b>

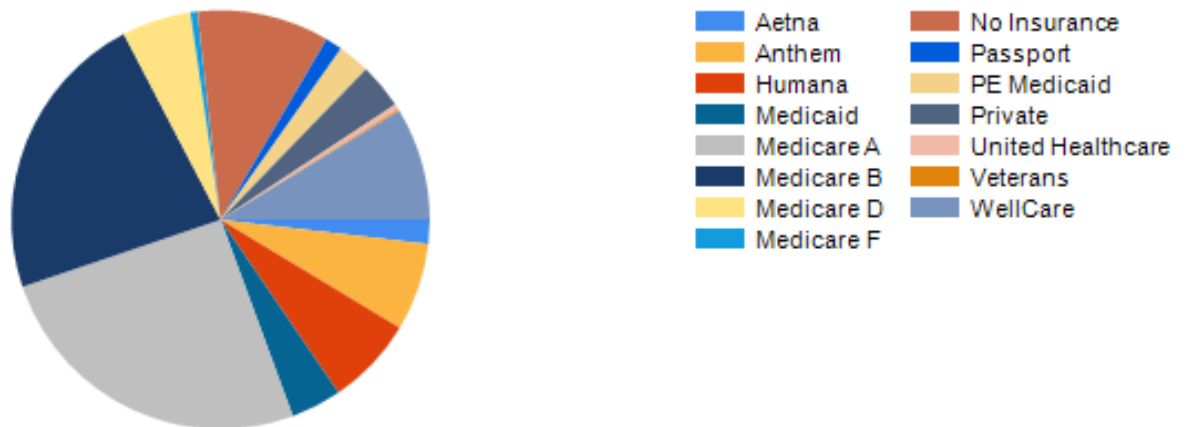


# Insurance Summary

(Clients visited: 04/01/2021 – 06/30/2021)

Insurance Type	Clients
Medicare A	927
Medicare B	822
No Insurance	373
WellCare	317
Humana	249
Anthem	247
Medicare D	195
Medicaid	143
Private	127
PE Medicaid	90
Aetna	68
Passport	48
Medicare F	20
United Healthcare	16
Veterans	5

Total All Regions



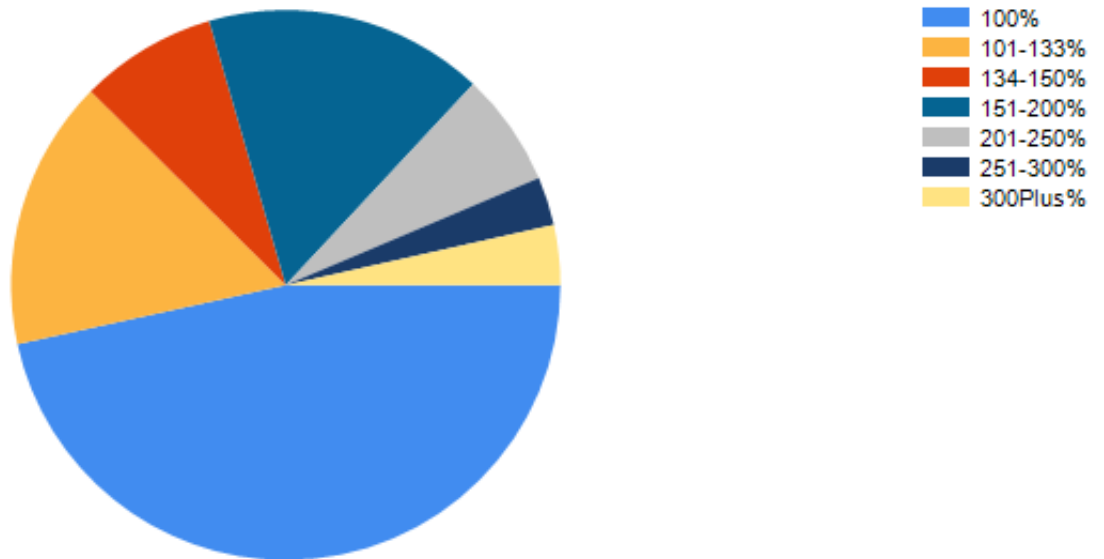


# Poverty Level Summary

(Clients visited: 04/01/2021 – 06/30/2021)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	1,046	357	181	370	150	64	79	2,247

Clients by Poverty Level

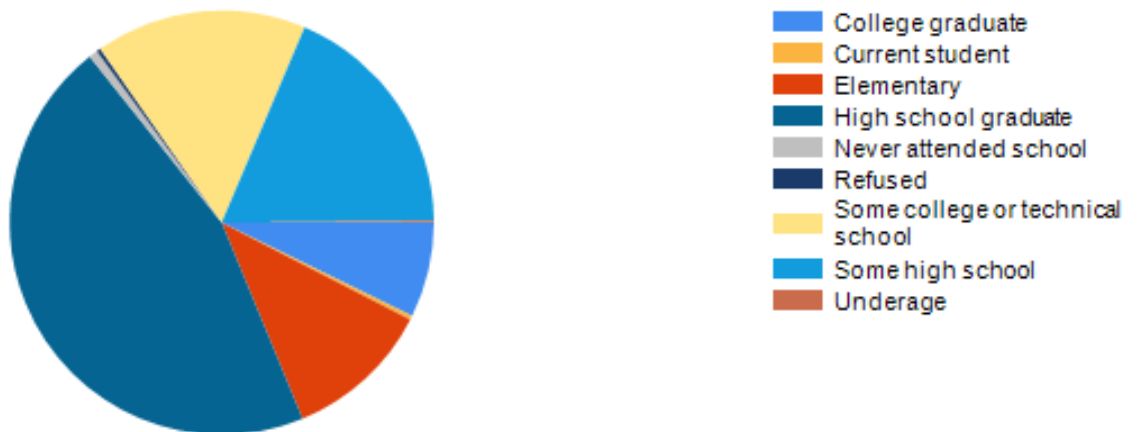


# Education Level Summary

(Clients visited: 04/01/2021 – 06/30/2021)

Education Level	Clients
Never attended school	15
Elementary	252
Some high school	415
High school graduate	1,023
Some college or technical school	362
College graduate	163
Refused	7
Underage	3
Current student	7
<b>Grand Total:</b>	<b>2,247</b>

Total All Regions



## Kentucky Homeplace CHWs



**New CHWs attended Kentucky Homeplace's CHW training (May 2021). Pictured left to right: Janet Kegley, Jessica Brown, Chyna Smith, Bridget Elliot, Michaela Williams, Mace Baker.**



**Kentucky Homeplace offers Mental Health First Aid training to CHWs and CERH employees (June 2021)**



## Kentucky Homeplace CCHWs Attended Remote Area Medical Event in Perry County (June 2021)



Beth Smith, CCHW- Carter County, attended RAM



Carole Frazier- CCHW, Perry County, & Mary Bowling-CCHW, Leslie County, attended RAM.



## 30 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, 2021-June 30, 2021**

While life is trying to get to a new kind of normal this quarter I have had many unique clients with a wide variety of needs but one client in particular has stood out to me. I have been working with this client for many years regarding issues from health coverage, medication, to even helping with employment services.

However, this client recently reached out to me regarding some medical issues that she was having but would not even discuss a colonoscopy. My client had been recommended to have a colonoscopy 11 years ago but was afraid of not only having the procedure completed but also the results that she might receive. I have educated her many times about the procedure as well as given her information on colon cancer but she wouldn't budge.

Refusing to give up I asked if she would at least try the take home kit and explained the process. Once she agreed to the test and the test was processed it came back that a colonoscopy was recommended. This client was very reluctant but finally agreed to go. She has since completed the colonoscopy and was so relieved to have it over with. She has been diagnosed with diverticulosis and for the first time she has relief of her symptoms that she has suffered with for many years. Not only has she completed her colonoscopy but was have also assisted her in receiving her COVID-19 vaccines all within the last month.

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Having diabetes in its self is sometimes difficult. We live in an area where the number of individuals having this disease is very high. The worst of it all is some people when they are diagnosed with diabetes they do not continue on for education on the better foods to eat and some are not even given that opportunity through their provider. With saying this one particular client of mine comes to mind. He is an elderly man that is living on his own with no family to rely on. He was given my contact number through another agency. When I returned his call he didn't even know why he had called me. I went on to tell him who Kentucky Homeplace was and what we offered to our clients. When he heard that I could possibly get him help with getting several medical supplies that he needed badly he was eager to get started on becoming a client.

After doing a home visit, I saw that so much more was needed for this man to continue to live on his own. First of all, he had about 30 dogs dropped on his property and didn't want them to starve and couldn't just kill them. I contacted Animal Control and meet them at his home and they took 11 dogs in one day. There are still plenty more to get out of his care but they would only take so many at a time. His flooring was giving out and some of the dogs had destroyed the carpet. I contacted a neighboring agency and they came out and looked at the flooring and said they would pay for both the labor and cost of supplies. We are just held up right now trying to find someone reliable to do the work. His A1C was 11 over a year ago and he hadn't had proper blood work since. I was able to get him back in with his provider which led to another problem. He had to have transportation. I found someone that would be willing to drive him to his appointments. He has a new car but along with diabetes he is blind. She instantly became his friend and he trusted her right away. She started going to his home every other day to clean, bring his food, grocery

shop and to just be there if he needed anything. He said he has never had anyone help him like we have and he was so grateful.

It has been a struggle for a couple months but he has been seeing his family doctor regularly, seeing specialist and his life of every aspect has improved. We have reached out to the Department of the blind and deaf and they are in the process of getting him some much needed devices that will help him tremendously. A strong and lasting friendship has been welcomed by this one place referring one person to a helping agency. I am so thankful for my job and the possibilities that lay ahead.

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Kentucky Homeplace, UK Extension, Lawrence County Health Department, Wellcare and Three Rivers Medical Center have teamed up together this spring to host a Diabetes Drive Thru Clinic. It will last for two months, once a week on Mondays from Noon until 2:00pm. The object of the event is to round up our diabetic clients and get our monthly diabetes support group started back up this fall. The Diabetes coalition here was awarded extra monies to spend on education and giveaways for people to learn more about diabetes care. A group mailing of all of the people that had attended the previous support groups were sent out and we posted on Facebook and other social media about this event. The UK Extension Agent videoed some cooking classes that shows how you can prepare a diabetic friendly dinner with a list of all of the ingredients. For each person that attended the drive thru to pick up their weekly goodies and education they are to go to Facebook and comment on the cooking video and by doing this it would enter them in a weekly drawing for some really nice gifts.

With all of this being said, I had a client that I contacted and told her about this and she wanted to participate. She registered for the class and said she really enjoyed the literature. She has been a diabetic for over 10 years and has never had any teaching or education about how to keep count of carbs and what are the best foods to eat. On the third week she won the grand prize for the week and she choose an instapot. She was so excited and said she would have never been able to purchase one herself since she lived on a very low fixed income. She said she could not wait to start coming to monthly support groups. Along with our weekly giveaways like, lunch box, recipe cards, diabetes log books, water bottles, knives, mixing bowls, reusable shopping bags and pens they all have received \$10 gift cards redeemable at the grocery store. This one client in particular stated that getting those cards have made it easier for her to try the new recipes and she was learning so much about her body and how different foods react differently with her and her diabetes.

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Working with Kentucky Homeplace you learn of all kinds of different programs that are available to residents of Kentucky that they may never know about. A few years ago my office was located in a different room in the Wolfe County Courthouse. I was next door to the PRIDE Coordinator and many people thought I was his secretary. Turned out that most of the people that came to his office for assistance needed my help as well. A few weeks ago a lady came to my office looking for help with a septic system. The old system has failed and needs to be replaced. A new system at the very minimum costs \$4000, and she doesn't have that kind of money. I contacted the new PRIDE Coordinator and he supplied us with a new application for assistance. All she had to do was complete the application, and provide a copy of proof of her income to be considered for the grant program.

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One of my favorite things we offer through our program is helping clients that can't afford glasses have access to getting a free pair. Whether it be Single vision or a free bifocal with a line these free frames and lenses value close to \$150.00. I worked for an eye Dr. as an Optometry Tech for one year prior to my job with Kentucky Homeplace as a Certified Community Health Worker. Our facility that I worked for offered Sliding Scale for those that fell into the FPL guidelines they could qualify for an eye exam and glasses for sometimes \$25.00 for an exam and \$25.00 for the frames. I realized so quickly of so many folks that fell into this category and could never afford an eye exam or glasses any other way. Especially those that had Medicare. As CCHW's with Kentucky Homeplace we get to offer some of the same perks with our programs through the FPL guidelines. It is always such a privilege and an honor to help those that are underserved have access to something that can help make life a little easier!

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I had a client come in that fell into the gap with Medicare. He was a diabetic which meant that he had coverage for his diabetic eye exam. They usually just make them pay a \$25.00 refraction fee. However, Medicare will not cover glasses unless they have cataract surgery. Then it will only pay for one pair within a short timespan after the surgery. I have informed many of my clients of this valuable piece of info because not many eye dept.'s even tell them or offer free lens coverage. Long story short my client came in because my local eye dept. and I have a great relationship with each other, I was able to assist him with a free pair of glasses. He said the glasses he wanted was well over \$400.00 and he just couldn't afford that considering he was on a fixed income. This process usually takes about a month or less once they meet the process requirements for our Kentucky Homeplace program. He called today to let me know that he received his glasses and could see perfect! He said "Now I can read my Bible again." Which makes my heart smile to be a small part of such a blessing for a client in need.

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A gentleman came into my office needing assistance with several different things. He recently graduated from a rehab and is attending a counseling center. While doing the assessment of his needs I was able to assist him with an application for his very own apartment. We worked with the career center at community action and found employment. He was nervous about his appearance with the interview. I assisted with getting his eye exam and new glasses along with some dress clothes through Gods pantry. This gentleman was so thankful to find someone/agency that cared enough to help him with getting back on his own. I could tell his confidence was much greater when he picked up his glasses. The smile on his face showed all his gratitude. When I see an individual come to me so downhearted but leave happy and with purpose it makes me appreciate Kentucky Homeplace and the place this agency holds in the community.

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While I was working in another county covering a vacancy I had a lady call about insurance. She currently had the PE Medicaid which is ending at the end of the month. She had taken early retirement from her job and needed to see about healthcare coverage. She was in town so I told her to come on in and we could look at the plans on Marketplace and see what was available to her. She came in, I got her enrolled and began the process of reviewing what was available to her based on her zip code, household income and other criteria. She was able to find a few affordable plans that had low deductibles and

decent coverage with an affordable premium. We reviewed the Summary of Benefits and I printed off a couple for her to take home and review with her husband before making a decision. She was happy that the insurance was going to be what she needed and affordable too.

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Recently, I had a client reach out to me. He was in need of help for dentures. He was a new client with no income. He lost his job due to COVID and hadn't received any unemployment insurance. Upon enrolling him as a client and receiving his insurance cards, I had noticed he had dental coverage he wasn't aware of. He was recently a chemo patient and his teeth were decayed and breaking. He thought they couldn't be saved and his only option was to get them all extracted and get dentures. Keep in mind he was also a very young man. Having the dental experience I had, I made him aware of his dental coverage. He was so happy to hear that. He then decided to let me refer him to a dentist close to home to get an exam to see his options. I followed up with him about his dental appointment and he was so happy to inform me his appointment went great. He doesn't need to get his teeth extracted. They were able to save them with some restorative work which his insurance covered at 100%. No cost to the client. I am so thankful he reached out to Kentucky Homeplace for help. This young man gets to keep his beautiful smile!

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I had several clients at a rehabilitation center that needed assistance. After assisting them with other needs, such as glasses and dentures, they needed other items such as clothing. These guys and gals come into the rehab with absolutely nothing. I was able to reach out to a few different locations and found a place that was able to supply both the men and women with clothing. When I delivered the items the facility they were tickled to death to receive them.

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I have been assisting an elderly client for over a year to obtain a permanent wheelchair ramp. A certain program was very gracious at allowing me to extend a lender ramp to my client until I could get the permanent one built. Winter and the pandemic had slowed down this process of getting this ramp built. After the first of the year, I was able to get the ball rolling again and restart on the project. I reached out to an organization and was able to get my client the materials needed to build a ramp. It took a few weeks, but I was able to find a contractor that volunteered their time to build the ramp and hand rails. My client and her caretaker were so relieved that they were able to get a permanent ramp.

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I had an elderly lady call me that was referred by a social worker in the hospital. She was needing to get a blood pressure cuff for herself so that she could monitor her blood pressure at home. I reached out to an organization in my community that had just gotten a box of brand-new digital blood pressure monitors and was very nice and willing to give my client one. I set up the blood pressure monitor and made a home visit with my client. I asked her if she had ever used a blood pressure cuff/monitor and she said she had not. She was not sure where to place the cuff or how to operate the machine. I educated my client on correct placement of the cuff and showed her how to work the monitor. Thankfully, this monitor was for patients that had eye sight problems and would speak her blood pressure reading to her. I followed up to check on her and she was doing well with the monitor.

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I had an elderly client who is a diabetic call me worried. She was going to an ophthalmologist in Ohio and was ready to have surgery on one of her eyes. Her insurance refused to pay for the surgery because she was across state lines. Her eyesight was diminished and the ophthalmologist told her if she didn't get her surgery and retina repaired she would go blind. She called me not knowing what to do or who to go to. I searched and found an ophthalmologist and a retina specialist who was willing to take her in as a new client and would also accept her insurance. As of today, she has had a laser procedure done for each eye and surgery to repair the retina in each eye. Her vision has greatly improved and she no longer has to worry about going blind at this moment.

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I have a client that was getting Medicare and Medicaid insurance. She was getting a lot of telemarketing calls about her insurance. She would answer the phone and talk to the people calling her. She agreed to change her insurance and it messed her Medicaid up and she no longer had it. I helped her get it straightened out. A month after it was corrected she did the same thing again. I again got it all straightened out for her and got her back on Medicaid. At the time they called she would agree to the changes and then when she would realize what happened she would be so upset and call me crying. I would calm her down and assure her that I would try to help her.

---

My story this quarter is about a lady with breast cancer. My client has a job and insurance, but the high cost of her medications and travel to see her Dr. was more than her budget could afford. I applied for PE Medicaid for my client and this was a life saver for her. I had the chance to work with her healthcare providers to determine her needs. My client was able to receive an eye exam and new glasses, much needed dental work and education on nutrition while taking her treatments. This super strong lady is now living a life with a little less worry and stress.

---

I had several referrals within a couple days apart for different types of durable medical equipment. I did not currently have anything on hand specific to what they needed. I called local resources and they were not able to help soon enough for my clients either. I sent out a group email to all of Homeplace Community Health Workers to see if they had any of the items. Such as a transport wheelchair, shower chair, shower bench, adult incontinence supplies, walking cane, and a bedside commode. It was not long before I had almost everything on my list and would be able to pick up at our next meeting in a few days. By the time I went home from the staff meeting I had everything that the clients needed. We all worked together as a team and pulled resources together to make it happen.

---

I had a nurse call me from a doctor's office. They had a patient that needed a very specific medicine that his insurance would not cover. They had tried many different ways and never could get it to work for him to get it covered under his insurance. I scheduled him to come in to go over his medication list to see what kind of help we might be able to find for him. After reviewing his medicines, I did not find any specific programs that had the medicine on it. Then I remembered a discount card/Membership that I had helped people sign up with before. Sure enough, his medicine was on their list of discounted medications. We also realized that a lot of his medicines could be picked up at this location at a cheaper cost with this discount membership. His medicine that he could not afford before went from \$136 down to \$6 a month.



He was so happy. He said he wants his wife to come in and check to see if any of her medicines are on the list.

---

Having been working remotely the last year due to the pandemic our local Diabetes Coalition meetings and activity schedule were put on hold. Our first meeting this year was held recently. We discussed several items to get our coalition back up and running.

During this meeting, I was able to be a part of the unanimous decision to implement the “Farmer’s Market” here at the local city park, on the first Thursday of each month. This will allow local farmers to be able to sell their produce and with the help of the Diabetes Coalition.

We were able to distribute “diabetes vouchers.” Someone having been diagnosed with diabetes or caring for someone who has diabetes, you could come by the stand, pick up “diabetes vouchers” and spend with local farmers. Then local farmers will bring vouchers spent with them to the president of our local coalition, who then converts the voucher to monies sponsored by the Diabetes Coalition.

The first “Farmer’s Market” was a success. I am thankful to be able to help our community residents make healthy food choices and help our local economy too.

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Recently I had a mother that came to me for help with travel cost. She was taking her child who has multiple health issues to Cincinnati children’s hospital. She has to make multiple trips down every month and was having a hard time with travel costs. She came to me with two days to go until she had to be back in Cincinnati. I was able to get in contact with the masonic lodge in my area and get her a pre-paid card for \$300. This helped her with gas cost and food during the trip. I am currently still working with her for a more long-term solution to her needs.

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I had an elderly client that came to me looking for help with a hot water heater. His had busted months ago and he had been without hot water for about 4 months when he came to me for help. I was able to get him set up with a retail agency that sold water heaters. They donated the hot water heater to him and he is no longer having to bath in water heated from pots on his stove. I am now working with him on other needs he has.

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I am finally getting the local doctors to start sending me clients again to get help with medicines, dentures and etc. The Pandemic had caused a lot of confusion and I have had to make sure they know KY Homeplace is currently working on site. I have been able to help clients with Medicare Part D that have been in the Gap (Donut Hole) and having to pay more than a 100.00 for their medicines. It helps to get their Insulin and high cost medicines. It is so rewarding to see their faces when KY Homeplace can make a difference in their lives. I have been helping with glasses, medicines, dentures and etc. Most clients can’t believe our program is able to make a difference for them and they are so grateful.

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I have been helping a gentleman that had been sleeping in his car. He had run into a hard time and some bad luck. I was able to assist him in going through the steps to get his Social Security Card, Drivers Licenses, Food Stamps, and apply for Housing. He really didn't know where to start the process and I was able to give him the helping hand to start the process to get him the things he needed. I have been able to get him some part time work cutting grass this summer and hope he will be able to get his vehicle tagged and insurance so we can start him on working a regular job. He has two children that have been living with his family. He has been able to keep them some of the time now that he has some of these things under his belt. He has been working really hard to get his life back on track and with KY Homeplace I hope this will happen for him soon.

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I had a client call me to get help with her dentures. She was needing to get a job and be able to provide for her children. I made her an appointment to get her dentures and she is in the process of getting her new smile.

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I had a client that called to get help with medicines that his insurance has high co-pays. I was able to send forms for his medicines and get them for him. He was able to get his medicine through the pharmaceutical companies at no cost and was very happy.

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A new client was referred from a local pharmacy due to not understanding the system. They have a local Medicare person who comes in and helps people look over different plans to help them save money. That is all really good to help people but some people don't need help – not in that way they need help in understanding what kind of insurance they already have. When her husband retired from the military he received a very good benefit package which included covering his wife, any veteran that is 100% service connected and they retire they receive good benefits. Most people think it's only for the veteran but it's also for the family members. It's called ChampVA or TriCare for Life, there is a difference between the two. Either she didn't know or understand that she already had insurance so she let him enroll her in a Medicare Part D plan that she thought would help her till she fell in what they called a donut hole.

The local pharmacy wasn't in the network for her insurance so even if she did use her insurance she wouldn't have gotten any big discounts, so PART D looked good till she hit the donut hole. So, the pharmacy trying to help their customer sent her to Kentucky Homeplace in hopes of her getting help until she gets out of the donut hole. While I was doing her intake one of the questions is about being in the military, her answer was no but her she said her husband was. So that led to the question did he retire and how many years' of service, did he do any tours overseas? Once I found out he was 100% service connected and that he was covered I told her we would call and verify everything. After that we got things set up so her medication will be mailed to her home for free and the doctor's office gave her samples to tie her over till she gets hers in the mail from the VA pharmacy. She said when she left she just didn't know how she was going to repay me for everything that was done for her and her family.

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A client came in after being referred by Community Based Services, she was sent there due to her husband had passed away and has no money to pay her electric bill. She had already called the social

security office about widow benefits and she won't be 62 till end of the year. She applied for SNAP but didn't know she applied for KY Medicaid, and the Community Based Services sent her here when she told them she couldn't afford her medication.

I did the intake and told her if she has not had PE Medicaid in the last six months we could apply for it and she would have her medications in 72 hours or apply for regular Medicaid and hope it is approved in couple of weeks to one month its according to how long it takes her to get her information in to them. She said she would like to apply for PE Medicaid since it would process quicker. She needed it now as was out of one medication right now and only has one week left on another one. We proceeded to apply for benefits and the system told us that we had to call our local office for assistance. We called and did everything that the systems said. She made me her Kynector and that gave me everything I needed to look at her case and see that she had applied last month and where she had lost her husband she did not remember.

If I had not gotten her into my office as quick as I had to do the intake and try and get her help so soon due to being without medications she would have missed her window to get everything in that they had requested. It was all due and we just met the deadline, we upload her last document that they needed and she was approved for her insurance (Medicaid) this morning. She is now waiting for her SNAP benefits. This client has worried herself to death for the past month not knowing what she was going to do about any of it and she said with a couple of phone calls working with me she was taken care of. She said she was so happy to have been sent to Kentucky Homeplace or she would be at home and still waiting for a packet in the mail from the DCBS office that she was to receive telling her what she was to do next. She was told she would receive in the mail - she had already received she just didn't know it was in her e-mail and waiting for her to open and do what they needed to get it completed. Happy to have someone to help her move through the hoops of the system.

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I got a referral from a local outpatient mental health organization for a client they have in their temporary housing solutions. The referral was just for some assistance on glasses, when the client came into the office for the Homeplace enrollment I found that he was in need of assistance in other areas. I was able to help him get a replacement insurance card- He had lost his and had no proof of insurance. I also found that he was a diabetic and was able to get him set up for a diabetic foot exam and appointment to come in and get fitted for a free pair of diabetic shoes.

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One day I got a call from the sister of a lady who was in need of some durable medical equipment that her insurance would not cover. The client was bedfast and ended up needing a home visit. I was able to get a walker and bedside toilet for this client at no cost, which will help with her physical therapy and over all wellbeing.

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This quarter I received a call from the local outpatient mental health comprehensive care agency. They had a young man that needed help with health insurance. I told them to give me his contact information and I will call him back and to also give him my number. I tried to call the patient several times with no answer and no voicemail setup, after about 2 weeks of trying to contact him, he finally called me and said he had been having trouble with his phone. We talked and he let me know, he had lost his part-time job at a local

fast food restaurant and was having some health issues. I talked to him about PE-Medicaid and that I could sign him up, while on the phone with me I got his information and he got approved. I emailed him a copy and then helped him to schedule a doctor's appointment and also was able to set him up with a transportation and a voucher for clothing. He said that I was the first person to really listen to what he had to say because I had offered help with the clothing and transportation even though insurance was what he called about.

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