

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**January 1, 2022 – March 31, 2022
Quarterly Report**



Photo Credit: <https://visiteasternkentucky.org>

<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 Summary	08
Assistive Device Donation Summary	09
Age-Gender Summary	10
BMI Summary	11
Insurance Summary	12
Poverty Level Summary	13
Education Level Summary	14
Kentucky Homeplace Pictures.....	15
Kentucky Homeplace Regional Map.....	17
Client Encounters	18
Client Satisfaction Surveys	27
Kentucky Homeplace Contacts	29



Kentucky Homeplace

My Fellow Kentuckians:

Four words come to mind when I think of an effective community health worker. Compassion, persistence, trust and integrity. Although this report cannot adequately or easily convey these qualities, I want to assure readers that these qualities are at work behind the scenes. The values in this report are a direct reflection of countless hours of selfless work by Kentucky Homeplace CHWs on behalf of their clients.

January through March are not typically busy times for Kentucky Homeplace due to poor weather keeping people indoors but that is not the case this year. Kentucky Homeplace CHWs have seen an increase in clients for this quarter. This may be in part due to many clients who have seen benefit changes as a result of loss of P.E. Medicaid and have sought assistance with medication assistance among other things. The value of medication accessed, clients encounters and service value has increased substantially in comparison to last quarter.

Thanks to additional funding due to a CDC grant received by the Cabinet for Health and Family Services effective in January of 2022, Kentucky Homeplace has received funding to employ ten more CHWs in addition to 22 current positions. Positions in the following counties were posted: Montgomery, Whitley, Pike, Johnson, Perry (float position), Elliot (float position), Clay (float position), Wolfe and Powell (combined), Jackson and Owsley (combined) and Martin County with seven of the ten positions currently filled. Kentucky Homeplace CHW training was also conducted during March with plans for additional trainings during the months of May, June, August and November of 2022.

New to this quarterly report is a summary of donated items, primarily assistive medical devices, on page nine. This will be an ongoing report and we encourage donations of used medical equipment to our Community Health Workers across the service area. Also, please take a moment to review our CHW spotlight and client encounters section near the end of the report.

Quarterly Summary

For the period January 1, 2022 – March 31, 2022, the CHWs provided services for 2,069 clients. CHWs logged 4,601 hours on care coordination activities with a service value of \$109,550. The amount of medication accessed was \$2,989,019 and other service values (not medications) accessed were \$1,018,494 for a combined total of \$4,007,513.

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 January - March. 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 Katherina K Hamilton. I am married and have two children. I serve Floyd County and I have been with Kentucky Homeplace for 12 years. I work very close with the doctors in my county to serve their patients with the different issues they have. I have a strong passion to help anyone that needs help in my community to make the burdens of everyday life a little easier. I recently changed office locations. My new office is located at 104 S. Front Street in Prestonsburg.



My name is Darla Shepherd and as of May 30, 2022 I will have the privilege of being a CCHW and serving Harlan County for five years. My job is not only to serve my clients but make sure they receive the utmost care by their providers. They may come into see me for one need and leave my office realizing they were overdue for many other needs such as a Mammogram, Pap, Colonoscopy, simple Diabetic eye exam, or a dental visit. Since the Pandemic, I've realized my clients are overdue for A1C tests and blood work in general. We try to offer Health Coaching suggestions and provide education in hopes of getting them back on track. The needs are greater than ever before and my hope is to help make a small impact in seeing that our people are taken the best of care of with all their health care needs after they have an encounter with Kentucky Homeplace. I am certified with Care Collaborative, also playing a role in educating and preventive care for ARH stroke patients with a CoverDell grant that Harlan County recently received. My passion is advocating for my people that don't have a voice. Most of my clients are people that have worked their entire lives and fall into a coverage gap of making too much and so they get knocked out of any extra help, or they make barely enough to make ends meet until they receive their next monthly income. These are the people that I enjoy helping the most, whether it be

helping them receive lifesaving medications for free, glasses or dentures they could never afford, or diabetic shoes because no one in our home town helps in that area anymore. My job is more than a job it's a piece of my heart that I enjoy giving to the people.

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

Various advisory council meetings

Health fairs

Professional Development/CHW training

Promoting Resilience: Trauma-Informed Strategies for Community Health Workers

Vaccinate with Confidence for Community Health Workers

Eleven CHWs attended Community Health Worker training in March

Other News

Samantha Bowman, CCHW – Lee and Owsley County was featured in a newscast from WKYT titled *Great Health Divide / Community health workers help provide 'missing link' in EKY*

Amber Maul accepted the CHW position in Powell and Wolfe counties

Kyle Burnett accepted the CHW position in Estill and surrounding counties

Joshua Adams accepted a position as a Rural Outreach Coordinator

Amanda Dials accepted the CHW position in Martin county

Linda Colwell accepted the CHW position in Leslie county

Amanda Bailey accepted the CHW position in Perry and surrounding counties

Heather Dykes accepted the CHW position in Jackson and Owsley counties

Natasha West accepted the CHW position in Montgomery county

Heather Bailey accepted the CHW position in Johnson county

Regina Blevins accepted the CHW position in Knox county

Misty Rambo accepted the CHW position in Greenup and Boyd counties

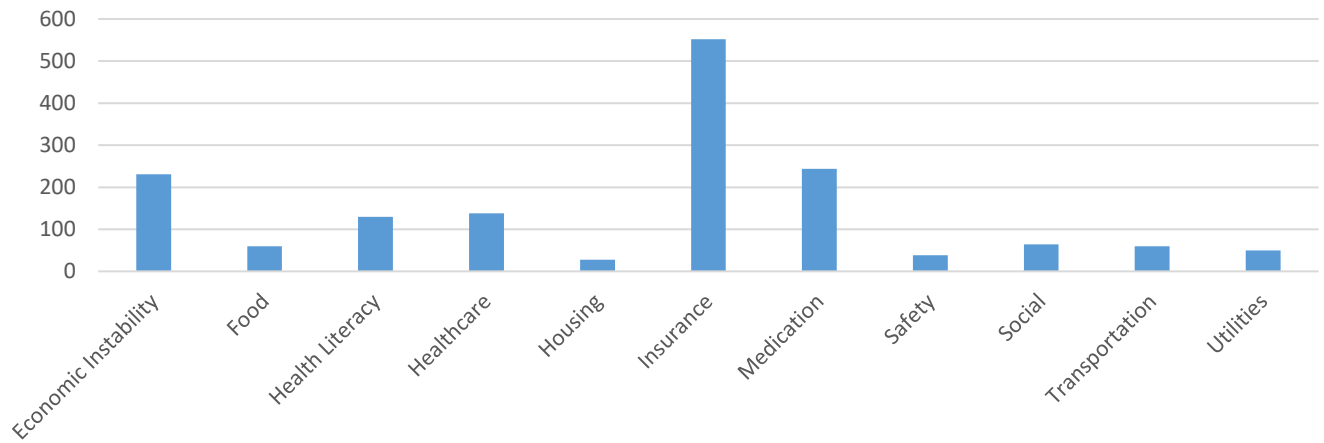
Current vacancies exist in Pike and Whitley counties

External CHWs

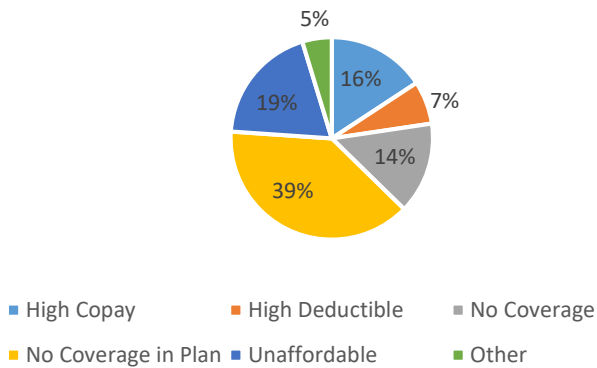
Chassidy Woods accepted a position as a CHW with the Appalachian Community Health Days HRSAA grant

Austyn Feltner accepted a position as a CHW at the University of Kentucky North Fork Valley Community Health Center

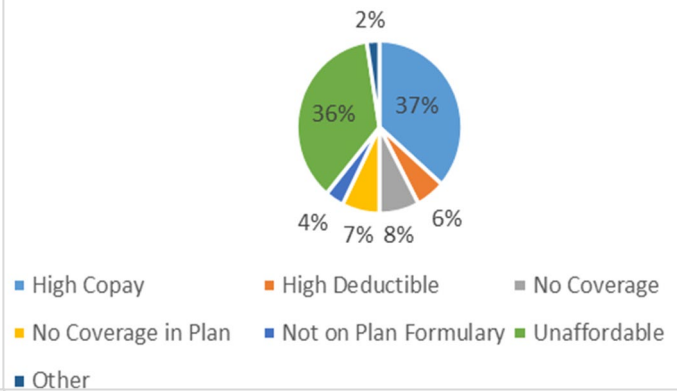
Social Determinates of Health Barriers to Care 01/01/22 - 03/31/22



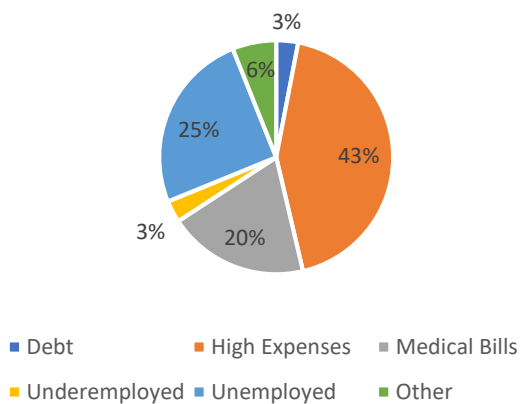
Insurance



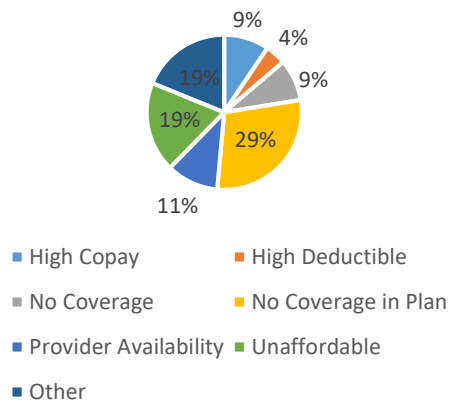
Medication



Economic Instability



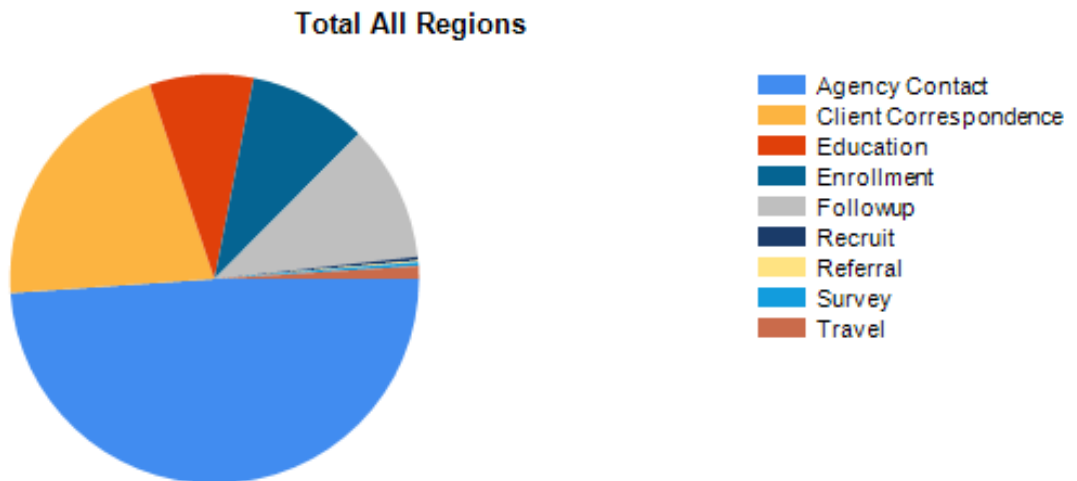
Healthcare



Activity Summary

(Clients visited: 01/01/2022 – 03/31/2022)

Activity	CHW Hours
Agency Contact	2,251.87
Client Correspondence	965.55
Education	378.50
Enrollment	432.00
Follow-up	497.47
Recruit	13.42
Referral	5.75
Survey	14.17
Travel	46.58
Grand Total:	4,605.30



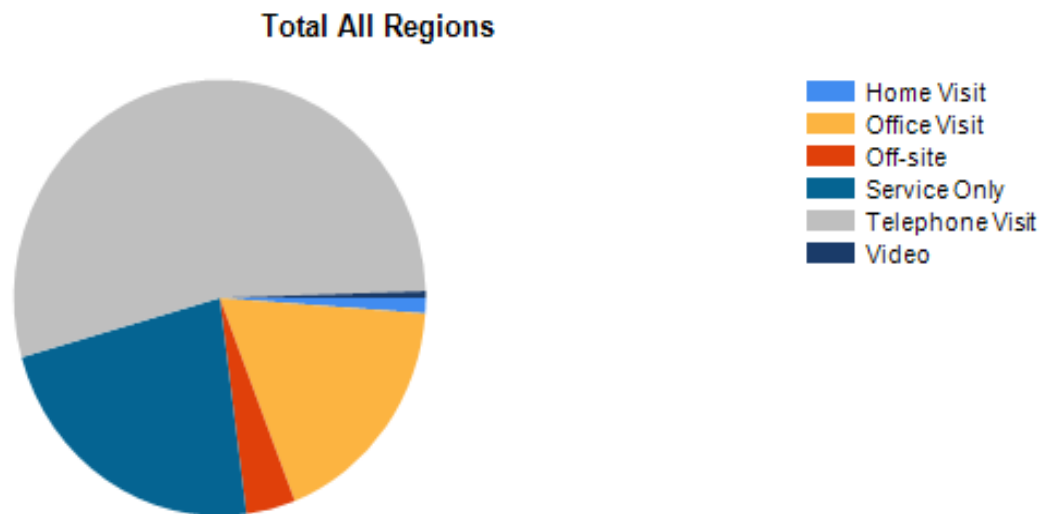
Total service value for 4,601 hours equals \$109,550



Visit Summary

(Clients visited: 01/01/2022 – 03/31/2022)

Visit Type	Client Visits
Home Visit	45
Office Visit	1,004
Off-site	60
Service Only	1,645
Telephone Visit	3,454
Video	26
Grand Total:	6,234

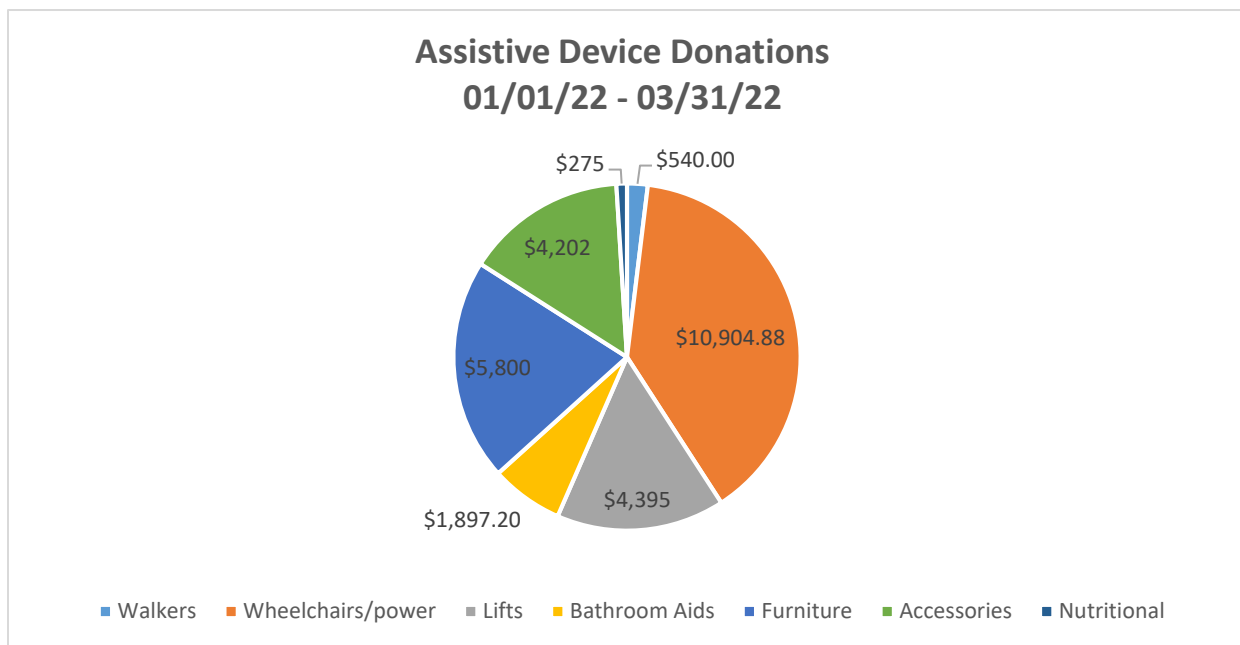


* Service only involves any actions taken on behalf of the client while the client is not present.

Assistive Device Donations

(01/1/2022 – 03/31/22)

Category	Total
Walkers	\$540.00
Wheelchairs/power	\$10,904.88
Lifts	\$4,395
Bathroom Aids	\$1,897.20
Furniture	\$5,800
Accessories	\$4,202
Nutritional	\$275
Grand Total	\$28,014.08



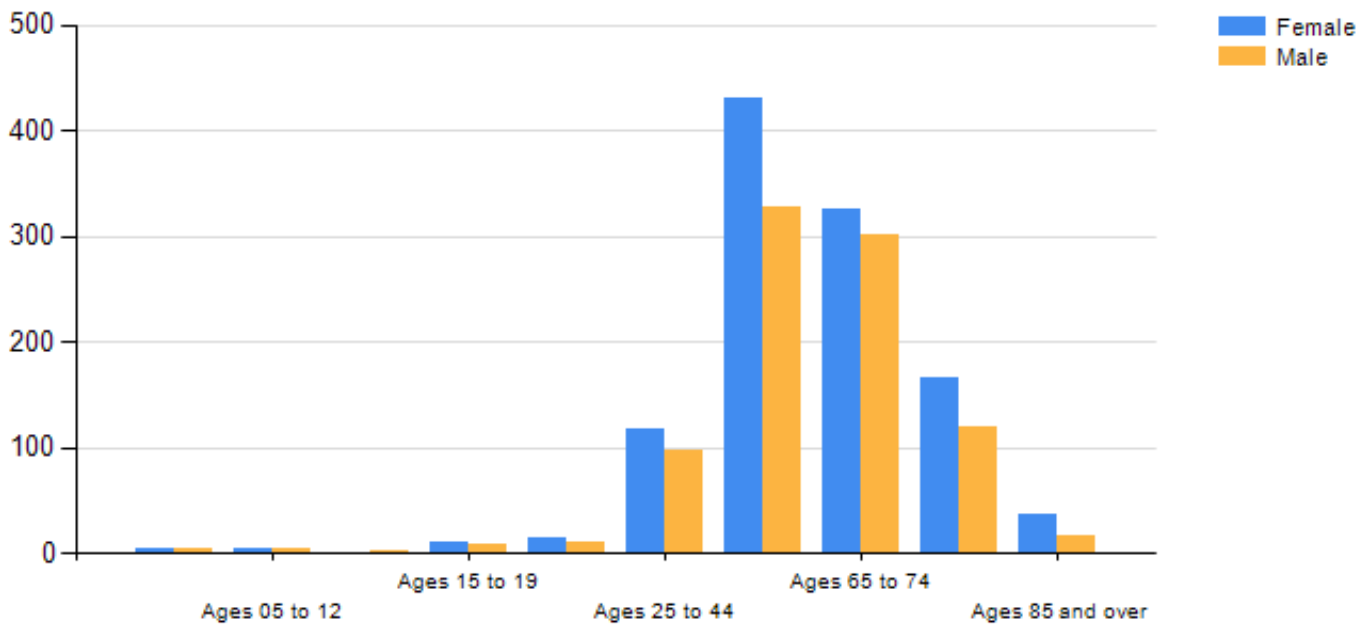
***Kentucky Homeplace CHWs collected \$28,014.08 in assistive device and durable medical equipment donations this quarter.**

Age Gender Summary

(Clients visited: 01/01/2022 – 03/31/2022)

Age Group	Female	Male
Ages 00 to 04	4	4
Ages 05 to 12	4	5
Ages 13 to 14	0	3
Ages 15 to 19	10	8
Ages 20 to 24	15	10
Ages 25 to 44	118	97
Ages 45 to 64	430	328
Ages 65 to 74	326	301
Ages 75 to 84	166	120
Ages 85 and over	37	17

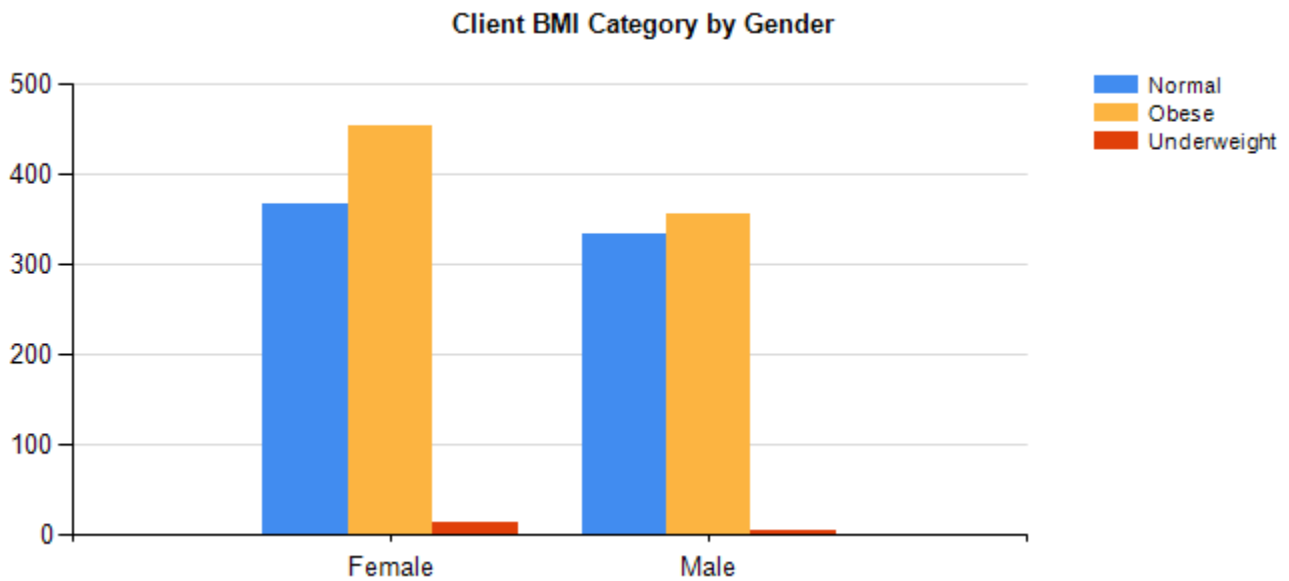
Clients by Gender and Age Group



BMI Category Summary

(Clients visited: 01/01/2022 – 03/31/2022)

Gender	BMI Category	Clients
Female	Normal	367
	Obese	454
	Underweight	13
	Total:	834
Male	Normal	335
	Obese	356
	Underweight	4
	Total:	695
	Grand Total:	1,529

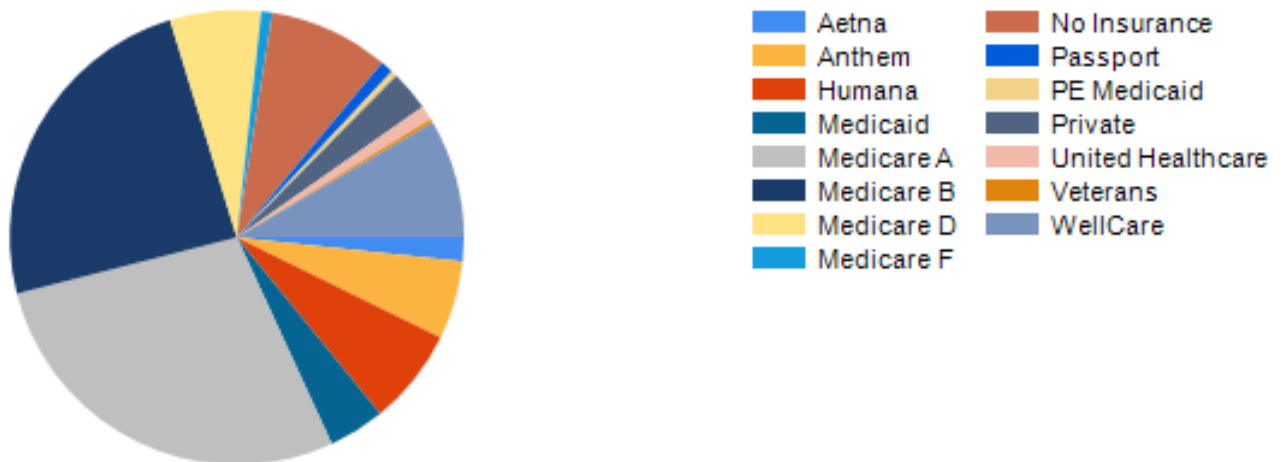


Insurance Summary

(Clients visited: 01/01/2022 – 03/31/2022)

Insurance Type	Clients
Medicare A	872
Medicare B	755
No Insurance	341
WellCare	276
Anthem	225
Humana	220
Medicare D	185
Medicaid	146
Private	119
Aetna	50
PE Medicaid	38
Passport	35
United Healthcare	34
Medicare F	22
Veterans	9

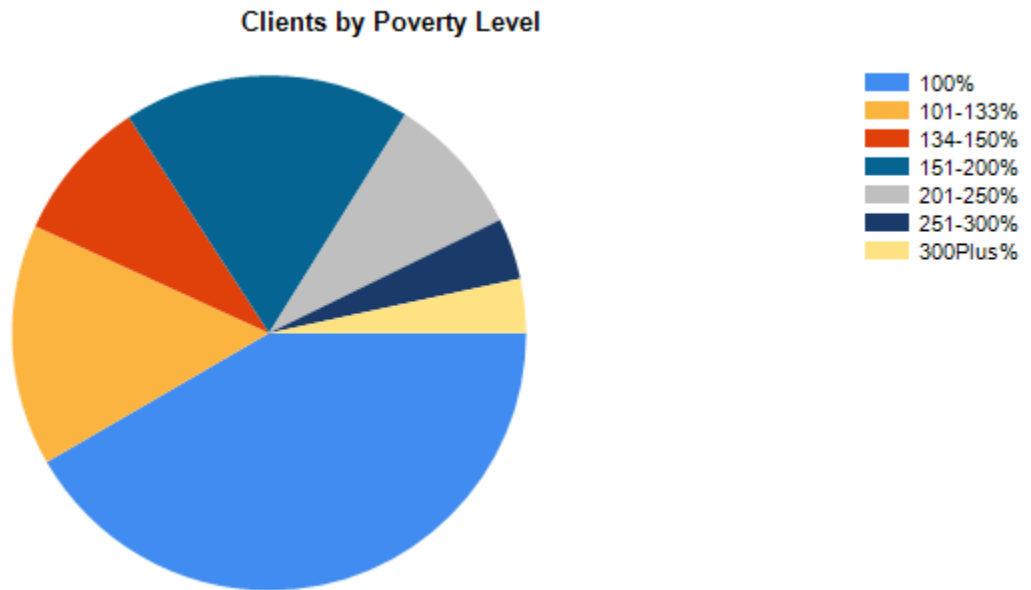
Total All Regions



Poverty Level Summary

(Clients visited: 01/01/2022 – 03/31/2022)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	834	304	180	362	178	77	68	2,003

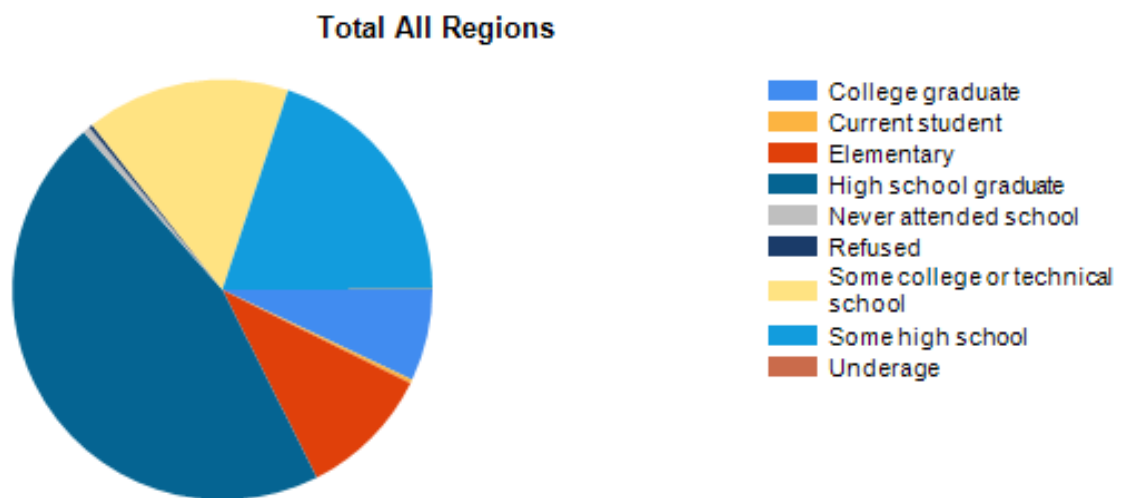


*Grand total is unduplicated clients

Education Level Summary

(Clients visited: 01/01/2022 – 03/31/2022)

Education Level	Clients
Never attended school	11
Elementary	205
Some high school	398
High school graduate	920
Some college or technical school	315
College graduate	141
Refused	6
Underage	1
Current student	6
Grand Total:	2,003



*Grand total is unduplicated clients

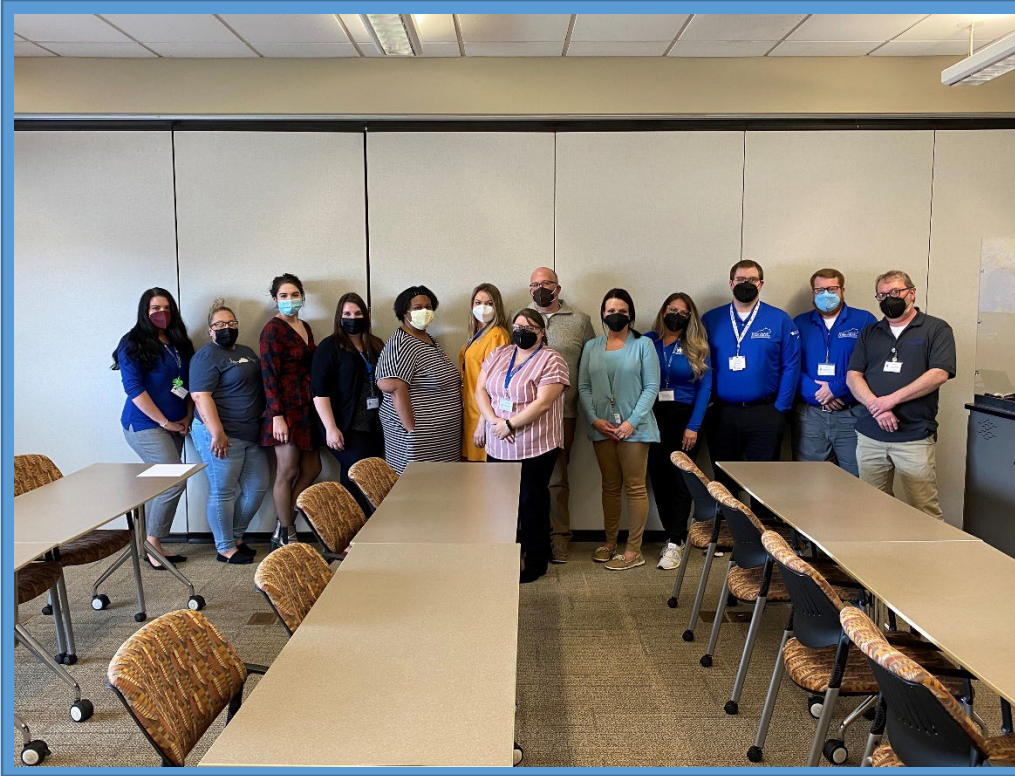
Kentucky Homeplace CHWs



Rowan Co client receives assistive device
from Kentucky Homeplace and Project Carat



Carole Frazier, CCHW – Perry county, pictured first from
left, attends *Perry County Diabetes Coalition* observes
Diabetes Alert Day!



**New Community Health Workers completed a 5-day
CHW training course in March**



**A family receives COVID-19 vaccines at a Community
Health Days Event hosted by Angela McGuire, CCHW in
Lawrence County**

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

January 1, 2022- March 31, 2022

I had a client call me that had many needs. He had lost everything he owned along with his two dogs in a house fire. He had suffered burns to his arms, face, and had not had any medical attention. For a while I just sat and listened to him tell me everything he had gone through. He was desperate for any kind of help that I could offer. First off, I knew he needed bandages and ointment to put on the burns and I recommended he see a doctor to be further treated. Luckily, I had some bandages in my office and was able to send them home with the client. He had nowhere to live, no food, clothes or anything for that matter. He had already been down on his luck due to lack of resources and support. He had a friend that let him stay in a building on his property to keep him from being homeless. This building is what burned down. His friend that let him use his building agreed to let him stay in his home with him until he could find other arrangements. However, the friend was out of kerosene for heaters and between the both of them, they did not have any money for kerosene. We were coming up on a very cold week so called local churches to get donations to buy kerosene. He only had the clothes on his back and a small jacket. I called Christian social services to get donations of clothing, shoes and a coat. They were also able to help him with nonperishable food. A couple days later, he stopped in my office needing more food so I called and was able to get the client groceries to last him a while. He is now on the mend and we are looking for housing.

As most people have noticed electric bills across Kentucky are at a high. This especially brings hardship to our elderly/fixed income clients. I had a client to call me in tears. She said she just received her electric bill and it was over \$850.00 for one month. She has about a 1200 square foot home and she said there just was no way she could ever pay that and be able to purchase her medication for the month or food. I had her gather all documents needed and I picked them up off of her porch on my way to the post office since she is unable to drive and had no fax machine and didn't know how to do it on her phone. I then made copies and took them to the LIHEAP office across the hall from my office. At this time there had been a transition of workers at that office and no one really knew what to do to help and here it was in the crisis time for them. I contacted the main office and spoke with a worker there, she asked me to scan everything to her and she would take care of it. So this is what I did. Always before this client was over the income guidelines for ever getting help, but due to the Crisis guidelines she qualified and was gifted \$650 off of her monthly electric bill and I was told to get a copy of her water bill and she could get that paid as well. All of this was done and when I called the client to let her know what all was going to happen, she simply just sat there in silence. I asked a few times ma'am, are you there, are you ok? She just took a few deep breathes and said, this has saved her life this month. She said she didn't

know how to repay me and I told her no worries this was my job and we didn't want anything in return, I was just glad we could help her. She called back several times that month just thanking me for being so kind and taking the time out to research help for her and her need.

I received a call from a foundation asking if I could get some people together in one of the counties I serve for an informational meeting about how they can apply for a grant to help that county in the following focus areas: Health & Wellness, Substance Use Disorder, Mental Health, Food Insecurities, Capacity Building and Tobacco Use Prevention and Cessation. All of these focus areas are a need in our Appalachian Counties. So, I worked closely with this foundation and created an invitation list for all that I thought could benefit and that I thought would actually consider applying for. We had a meeting of 30 people there for a meeting and I learned so much as well as the others in attendance. I had several church organizations that are applying for the grant for food insecurities and the School FRYSC workers were all for several other of the focus areas since they do work very closely with the youth's home life as well as with the students they serve. This is one of the biggest gatherings that had so much compassion and want to help the community that I have seen in this area. It seems that when you think you lost contact due to COVID with some of your neighboring agencies and that there is a decrease in the wiliness to get assistance for your clients, you see it differently when you actually get together and hear what is available for your clients' needs and barriers. It is very important as a Community Health Worker to always stay active and "in presence" with your community. That is one of the only ways to experience the maximum potential of community help. So many have programs and do things for people that you don't hear about on a daily basis but they keep it on the downlow for common people to hear about. This is just another instance that "people help people" in the small counties we live in.

As a recently hired new employee, I have had the opportunity to meet many new people at my very short time as a Community Health Worker. Although all of them have touched a very special place in my heart, there is one gentleman in particular that I have really become acquainted with, that I know I will be working with throughout the years to come. He first called me asking for help getting a cell phone because his screen has stopped working on his, and he could only use it on WIFI because he couldn't afford to pay for a monthly cell phone plan. I immediately signed him up for Safe link Wireless and had him a new phone shipped to his home with unlimited talk, text, and web. He called me in tears saying how nice the phone was, how big the screen was so he could see it, and how thankful he was for me. Within the last 2 months, I have also helped him scheduled an appointment with a local dentist that takes his insurance and he is now scheduled with a local dentist to get low-cost dentures. I mailed his

paperwork to him and he sent it back with a note saying how he didn't have anyone else and how thankful he was for all my help. I usually talk to him on the phone about once per week and he is always apologizing because he feels like a burden to me, but I keep reassuring him that I'm happy to help with whatever I can, and how it's my job to do so. Clients are always so thankful to me and appreciative of the help that I provide, however, I am just as thankful for them and this job, and it brings me just as much joy, knowing that I may have eased some kind of burden in their lives.

A referral from a local clinic has changed a life. This patient came to me in desperate need of help with her medications. Her health was deteriorating fast as she was unable to afford insurance to cover Dr visits and medication. This lady is months away from receiving her Medicare but over the limit for Medicaid. We applied for private insurance through the state Marketplace but the premium was over of her budget as she is on a fixed income. I contacted a clinic that worked on a sliding scale and got her scheduled for a visit at reduced cost. Her A1-C was extremely high and the physician prescribed her two insulins that would cost her hundreds of dollars each month. She was very upset and worried as to how she was going to afford her medication. I reached out to the provider to complete prescription assistance applications for both meds. Since the patient had no insurance the applications were approved. Kentucky Homeplace provided diabetes education to the client to help control her numbers until the medication was received. This patient has been on her meds for two months now and her A1-C is much lower. The client continues to follow a diabetic diet and exercise along with her meds. She is very appreciative of Kentucky Homeplace program and how she was able to get the card, medications, and education needed to get her health back.

A few weeks ago, I had an elderly client who had been sitting in my office about an hour. When she stood up to leave, she complained of dizziness and sat heavily back down into the chair. She told me she has been very dizzy when she stands, but she had recently recovered from a head cold, and she thought that was why. I checked her blood pressure, and it was lower than it should be, at 88/52. She stated this was much lower than her baseline blood pressure. I advised her daughter who was with her to take her by her doctor's office, which is just up the street, and have them check it. I helped them out and made sure my client made it to the car safely. The daughter called me back a few days later to tell me her mother was suffering from orthostatic hypotension. The Dr adjusted her furosemide prescription, and they are now keeping a record of her blood pressures throughout the day.

A client called about needing dentures, I told him his options then I thought about a program that he kept saying he was in, so I told him I would call him back after I looked at other options, I wasn't sure if he was in the program or if it covered what he needed. The closest dentist that he could afford was 2 hours away and he is blind so he would have to hire a driver but he kept telling me he had a ride if needed but he didn't say where the ride was coming from. I contacted the program about my client and they said yes, they did dentures all I needed to do was get 3 estimates and submit in that they would cover up to \$1,500.00 for a set. I also asked about the client and his transportation – they said they could take care of that also. I called the client and told him that I have found a program for his dental needs and transportation there and back and everything is going to be free to him. My client was so excited he was trying to tell his wife so she would know what he was getting done. He said he didn't know the what or the how but he was very grateful for Kentucky Homeplace help with getting his dentures.

I have a client that I had been helping get incontinence supplies when I was able to get them. She had recently lost her insurance and was able to get Medicaid not long after. She called to see if I knew what the process was to get the suppliers covered with her insurance she has now, which is state Medicaid. I honestly did not know, but jumped in and started researching but could not find a definite answer. I called a case manager with her insurance to find out what we could do to get her signed up. We were able to get her enrolled into case management that would not only help her with the paperwork to get the incontinence supplies but explained to the client that there were other benefits that the client was not aware of.

A client was sent to me by the food pantry. She was needing assistance with hearing aids. I first started working with her during the open enrollment period for Medicare- we searched and found an advantage plan that covered up to \$3,000 on hearing aids. At the beginning of January once the plan she selected went into effect we got her scheduled through her insurance provider for her hearing evaluation and also got her prequalified for a \$500 flex card based on medical need to be used towards hearing, vision or dental benefits. During the course of her visits with me I found that she was having trouble with some of her utility bills, so I got her set up with the local community action agency to get assistance with her electric and water bills. She was approved for the HEa program that will pay \$115 each month (until April) on her electric bill. And the water program gave her a \$300 credit on her water bill- that is good until it runs out.

I had a client come in referred to me by the financial department from a local clinic. The client was about to age out of Medicaid and into Medicare- his primary concern was if Medicare would cover the Catheter supplies that he needs, and that his social security check was going to be cut \$170 a month to cover his Medicare part B premium, this was especially distressing for him because when he originally took early retirement he was under the impression that the amount he would receive each month would go up once he reached full retirement age, we found out that this was not the fact once we called social security to see what his benefit amount would be. But due to the lack of income increase we were able to sign him up for the Medicare Savings program and he qualified for the full QMB amount that not only pays the part B premium and the 20% that Medicare doesn't cover. This takes care of the fear of the \$170 and the catheter supplies.

This quarter, I have been working with a homeless young lady that has muscular dystrophy, scoliosis and a learning disability. She moved to Kentucky from another state, and is without family. On her arrival to Kentucky she was homeless and living under a bridge with her boyfriend. She has hit many road blocks, including her purse being stolen, so getting her ID and social security card has been the battle and also a barrier when I apply her for assistance with local agencies. She also has no permanent place to stay. But as of this month, I have been able to get her housing and rent paid for the first 6 months and a church paid her deposit for the utilities. Now I am working on getting her an electric wheelchair, because hers was stolen, before she got to Kentucky. There's still a lot to do for this client, especially where she came another state and has no support system at all.

I had a new enroll that came to me for diabetic shoes. I was able to get her set up for those but during her enrollment I discovered that she has many needs that we could help her with. I was able to get her set up for dentures along with assisting in finding her some depends. I was also able to get her a wheelchair through the CARAT program. I am currently still working with her on a few other needs she has.

I had a client that came into my office as a referral from another agency. He had been having trouble with his insurance since receiving disability in 2020. It seemed that he wasn't sure what benefits he was being offered or the cost of these benefits. I helped him get signed up with a great plan for himself. His medicine had been costing him around 200.00 a month and now with his new plan, he may

have to pay 20.00 a month. This client really stuck out to me because he was just so thankful. He has called me once a week since his appointment, just to tell me how grateful he is for all of our help. He has also referred two more clients to my office, who I have helped since. I feel that when you have an experience like this, it helps you to understand how important we are as CHW's to the community and people needing help.

I am still working with many of the clients at a local in-patient rehabilitation center. I recently enrolled around 10 new clients from there that were all assisted with glasses and dental work. Some of those clients just needed help getting in to see a provider while others didn't have enough coverage for glasses and they were helped through an eyecare assistance program.

The quarterly story I am reporting is in reference to a young male client. This client is employed part time while trying to further his education. When he came into my office he was wearing glasses held together by tape. His only complaint was that his glasses kept falling off his face while trying to work. During our initial interview I became aware of his lack of medical coverage; he didn't even have a family Doctor. I asked him if he had ever applied for the Medicaid or insurance. I was able to help get my client approved for Medicaid. Being able to help access these programs and serve this young man was a blessing.

I had a man to reach out to me in regards to his unemployment. He had been receiving his benefits for several months and all of a sudden it had stopped. He had been in touch with the UI office and he kept getting the run around on what was going on. Some days, he would be on hold for hours. He was upset and was tired of hitting brick walls. After going into his case to look at everything that was done, all that was left was for the checks to be released. He had turned in all the requested information needed to receive his checks but they just had not been released yet. He had not received any benefits for almost 3 months and all of his bills were due. His house payment was behind and was in danger of losing his home. I reached out to a resource and explained the client's situation. That same day, his unemployment benefits were released and he received his money within 2 days. I also was able to hook him up with the resource for mortgage assistance. He asked if he could apply for it on his own due to him being in another county and getting the bank information himself. I told him that was fine, and that if he needed any assistance on filling it out he could reach out to me and I would be honored to help him. I followed up with him on his application for mortgage assistance and he had the application done. My client was grateful for my help and said he would be referring people to me.

I had a client needing assistance with hearing aids. She had been having a hard time hearing for quite some time but could not afford to purchase the hearing aids. After enrollment, I was able to call her insurance company and find out she had a coverage of \$2,500 toward hearing aids. I called a few places and finally figured out the reason her out of pocket was so high was because her insurance had a vendor that covered the hearing aids that was not accepted in this area. I called the vendor and got the locations that accepted them and made her an appointment. The problem my client had, wasn't that her insurance was not covering it, it was that her insurance was not accepted in this area. She goes for her first consultation for hearing aids and was thrilled that I found the problem for her.

I had a client in need of a wheelchair ramp. I reached out to an organization and was able to obtain the ramp for him. He had a stroke and was coming home from a rehabilitation center. I was able to get the ramp installed for him. I went over his coverage for his medications and educated him on COVID-19. It was a few weeks later and his spouse called me, my client was in the hospital in ICU with COVID-19. She had run out of heat and was desperately seeking help toward getting heat. I reached out to the Community Action agency and they had no funds at that time for heating assistance. I called at a place in my town that has been known to help me before and was able to obtain a space heater for her that will heat a very large room. I was able to make a home visit on her porch and deliver the heater to her and for my client when he returned home. Unfortunately, my client did not regain his health and passed away from complications of COVID-19. I called his spouse and was able to sign her up for emergency heating assistance to have gas put back into their tank. My heart was broken for her, but I was thankful that I was able to step in and assist her. This is what it takes, compassion for others to assist and serve even in tough situations. I love my people, I love my community and I love my job.

I had a client come into the office to get help with Extra Help. She has Social Security and was paying for her Part B insurance with Medicare. I was able to help her apply for the Extra Help and get QMB through the state to pay the co-pays for her medicine. She had received a letter stating that she was going to lose her Medicaid in January. She was approved for the Extra Help and received the QMB card. She will not have to pay the extra money for the Medicare Part B. She came back to the office and was very happy with having the extra money to be able to pay her bills.

I had an elderly man come into my office needing help with medication. I assessed his needs and found he was eligible for other help also. I was able to get him help with his medication that he was paying hundreds of dollars out of pocket on or he did without and he received them free. He was able to get the very expensive diabetic medication free also. I made an appointment with WellCare Advantage plan and had him present in the office. I got him signed up on that so he could have some help on some other copays. After that I worked on Medicaid and he got additional help with a QMB card. I also got a prescription from his doctor for some diabetic shoes. He had no idea he was eligible for this. He was referred to me by his pharmacy. This client has been very appreciative of everything.

This quarter life has been trying to return to a new normal and it's been nice to see our clients smiling faces once again. The last two years has been extremely difficult on everyone. During the last three months I have been very busy with many clients from all across the state. I have assisted with enrollment into Medicaid, Medicare, and Marketplace insurance, helped access free medications, helped with PPE, Covid vaccinations, and free Covid testing kits, free glasses and eye exams, completed low income subsidy application, along with many other services. Reflecting back over the last several months, one client in particular stands out to me. This client came to Kentucky Homeplace for help with a medication that was costing her \$425.00 per month. This lady had no drug coverage and had never heard about Kentucky Homeplace until the day that she went to the pharmacy to pick up that medication and thankfully her pharmacist suggested that she reach out to Kentucky Homeplace.

I had a client in for medication that his insurance had a high copay on and he could not afford it. His wife was beside herself not knowing what to do if it wasn't available on a program. After looking his medication up, we found a medication that was the same as the medication needed, so we have a backup plan if he doesn't get approved. You never know if the program is going to approve or not. This is a company I have never worked with to try and get medication for the clients. When you call to check all they say is apply. The client was happy that there is a backup plan if the company denies them.

I had a client call to get help with glasses. I completed the application to get her help with glasses. She was able to get her glasses and apply for a job. She called back and was very happy to get help

This quarter I have stayed busy doing Prescription Assistance Program applications and accessing medications for new clients. The hospital in my county has made a prescription assistance grant available for people who live in the coverage area. This has been a wonderful resource for clients who are waiting to be approved by a PAP, because they can get help on a limited a basis to pay for emergency insulin or other meds that they cannot afford. This has been a great relief to many of my clients, and I am fortunate to be able to help the hospital meet that need in our community.

Client Satisfaction Surveys

Katrina Gilliam – Breathitt County

“She was absolutely one of the best workers we have had the pleasure to work with. She went above and beyond to help us. Always kind words and smiling and never ever seemed to get tired or irritated. You need more workers like her. She is an exceptional worker. I hope you never lose her. She’s one of a kind.”

Kimberly Smith – Clay County

“Kim Smith was very helpful in getting me help with insulin that was going to cost me out of pocket around \$1,300 a month that I couldn’t afford.”

Ashley Francis – Letcher County

“Ashley was prompt, helpful, and genuine! Asset to the community that is underrated.”

Barb Justice – Pike County

“Barb Justice is a very polite, pleasant, knowledgeable community health worker and always helps me with all my needs.”

Elizabeth Smith – Carter County

“Mrs. Beth Smith is excellent at her job. Without her help I would not be able to get medicine that I can’t afford. She also holds food drives in her parking lot. She is kind and respectful to her clients regardless of how poor they may be. Without Beth’s help, I probably wouldn’t be here today. She has been a blessing to many people.”

Darla Shepherd – Harlan County

“I can’t imagine anyone being more pleasant, persistent, caring and vigilant for her clients. She’s the best worker you have in my opinion. She makes you feel encourages, confident and loved. I don’t know what I would do without her. She encouraged me to see an eye doctor for glasses and she helped me get diabetic shoes. She is the best!”

Kala Gilliam – Rowan County

“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.”

Kentucky Homeplace CHWs

Goolman, Amanda ago263@uky.edu	CHW	606-674-9297 606-674-9298 (fax)	Bath Meniffee	Bath Co. Health Dept. 68 Oberlin St., Rm 232 PO Box 1198 Owingsville, KY 40360
Slusher, Kathy kathy.slusher@uky.edu	CHW	606-337-6886 606-337-7183 (fax)	Bell	Total Care 121 Virginia Ave. Pineville, KY 40977
Vacant	CHW	606-473-6496 606-473-1039 (fax)	Boyd	Greenup county Health Department U.S. Highway 23 Greenup, KY 41144
Gilliam, Katrina Katrina.Gilliam@uky.edu	CHW	606-666-7106 606-666-5984 (fax)	Breathitt	Kentucky Homeplace 1154 Main Street Jackson, KY 41339
Smith, Elizabeth easmith123@uky.edu	CHW	606-474-2742 606-474-2592 (fax)	Carter	Kentucky Homeplace 101 Fraley Miller Plaza, Suite B P.O. Box 546 Grayson, KY 41143
Smith, Kimberly R. KimberlyRSmith@uky.edu	CHW	606-599-1039 606-598-4315 (fax)	Clay	Kentucky Homeplace 105 Main Street

				Manchester, KY 40962
Prater, Shirley sdpr223@uky.edu	CHW	606-738-5927 606-738-6078 (fax)	Elliot	Senior Citizens Building 101 S. KY 7 P. O. Box 67
Burnett, Kyle Kyle.Burnett@uky.edu				Sandy Hook, KY 41171
Napier, Kimberly Kimberly.Napier@uky.edu	CHW	606-723-9902 606-723-9903 (fax)	Estill	Kentucky Homeplace 152 Richmond Road P.O. Box 654 Irvine, KY 40336
Hamilton, Katherina kah225@uky.edu	CHW	606-263-8024 606-263-8025 (fax)	Floyd	104 S. Front Street P.O. BOX 2234 Prestonsburg, KY 41653
Vacant	CHW	606-473-6496 606-473-1039 (fax)	Greenup	Greenup Co. Health Dept U.S. Highway 23 P. O. Box 916 Greenup, KY 41144
Shepherd, Darla Darla.shepherd@uky.edu	CHW	606-574-0239 606-574-9268 (fax)	Harlan	Kentucky Homeplace 313 Central Street PO Box 1418 Harlan, KY 40831
Jackson, Jowana Jowana.Jackson@uky.edu	CHW	606-287-3756 606-287-3765 (fax)	Jackson	Kentucky Homeplace 188 Dog Patch Trading Center

London, KY 40741				
Bailey, Judy jbail2@uky.edu	CHW	606-349-8842 606-789-3937 (fax)	Johnson	Kentucky Homeplace Johnson County Recreation/Community Center 232 Preston St. Paintsville, KY 41240
Smith, Chyna Chyna.smith@uky.edu	CHW	606-785-9884 606-785-0270 (fax)	Knott	Kentucky Homeplace 59 Cowtown Road Hindman, KY 41822
Vacant	CHW	606-277-0018 606-277-0078 (fax)	Knox	Kentucky Homeplace 320 High Street P. O. Box 1029 Barbourville, KY 40906
Jackson, Jowana Jowana.Jackson@uky.edu	CHW	606-862-9749 606-862-9767 (fax)	Laurel	Kentucky Homeplace 188 Dog Patch Trading Center London, KY 40741
McGuire, Angela angela.mcguire@uky.edu	CHW	606-638-1079 877-213-7161 606-638-4941 (fax)	Lawrence Martin	Kentucky Homeplace 108 Bulldog Lane, Rm. 161 Louisa, KY 41230



Bowman, Samantha R samantha.bowman@uky.edu	CHW	606-560-1811	Lee & Owsley	Kentucky Homeplace 120 Main Street PO Box 1540 Beattyville, KY 41311
Colwell, Linda Linda.Colwell@uky.edu	CHW	606-672-2155, Ext. 15 606-672-4605 (fax)	Leslie	LKLP 121 Maple Street PO Box 899 Hyden KY 41749
Gilbert, Ashley Ashley.Gilbert@uky.edu	CHW	606-633-7441	Letcher	Letcher Co. Health Dept. 115 East Main Street Whitesburg, Ky 41858
Bailey, Judy jbail2@uky.edu	CHW	606-349-8842 606-349-8841 (fax)	Magoffin	Magoffin Co. Health Dept. 119 East Mountain Pkwy P. O. Box 1569 Salyersville, KY 41465
Prater, Shirley sdpr223@uky.edu	CHW	606-743-4005 Ext. 312 606-743-4002 (fax)	Morgan	Kentucky Homeplace 151 University Drive West Liberty, KY 41472

Frazier, Carole Carole.frazier@uky.edu	CHW	606-439-3557	Perry	Kentucky Homeplace
Bailey, Amanda Amanda.Bailey@uky.edu		606-439-0237 (fax)		750 Morton Blvd. Hazard, KY 41701
Justice, Barbara barbara.justice@uky.edu	CHW	606-433-0327 606-433-0440 (fax)	Pike	Kentucky Homeplace Pike Co. Health Department 119 W River Drive Pikeville, KY 41501
Kimberly Napier Kimberly.Napier@uky.edu	CHW	606-668-7660	Powell	Kentucky Homeplace
Maul, Amber Amber.Maul@uky.edu		606-668-7661 (fax)		351 North Main Stanton, KY 40380
Gilliam, Kala kala.gilliam@uky.edu	CHW	606-784-3881 606-784-3498 (fax)	Rowan	People's Clinic 751 West 1st Street PO Box 812 Morehead, KY 40351
Gilbert, Pollyanna pollyanna.shouse@uky.edu	CHW	606-668-7900	Wolfe	Wolfe Co. Courthouse P. O. Box 236

Maul, Amber
Amber.Maul@uky.edu

Campton, KY 41301

