

**UNIVERSITY OF KENTUCKY**

*Kentucky Homeplace*

**January 1, 2023 – March 31, 2023  
Quarterly Report**



**Rock Garden Trail- Natural Bridge State Resort Park-Powell County, KY**

Kentucky State Resort Parks Facebook Page. <https://www.facebook.com/photo/?fbid=596275245872275&set=a.223339559832514>

<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:

Spring is generally one of the busier seasons for Kentucky Homeplace and this has held true again this year. Many clients of Kentucky Homeplace primarily venture out when the winter weather gives way to the beautiful spring temperatures, sights and sounds of the beginning of a new year.

The Homeplace CHWs are busy helping their clients in their respective counties with a myriad of services. The number of clients served, hours spent on care coordination, service and medication values accessed have all increased from the previous quarter.

Kentucky Homeplace is currently staffed with 27 Community Health workers across the 32-county service area. We currently have six vacancies two of which we are in the process of onboarding new staff members.

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 January 1, 2023 – March 31, 2023, the CHWs provided services for 2,712 clients. CHWs logged 5,179.50 hours on care coordination activities with a service value of \$123,324. The amount of medication accessed was \$3,699,829 and other service values (not medications) accessed were \$632,592 for a combined total of \$4,332,421.

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](mailto:mace.baker@uky.edu).

Sincerely,

*William Mace Baker*

William Mace Baker, RN

Director, Kentucky Homeplace Program





## Community Health Worker Spotlight



My name is Regina Blevins. I have been with Kentucky Homeplace, proudly serving Knox County for one year. One of my biggest accomplishments is graduating from Union College with my Bachelor's degree in Health Promotion. Union is also where I met my husband of 6 years and together we have a 4-year-old son, Evan, and a labradoodle named Dixie. I have found that the biggest need in my community is assistance with medication costs and I am grateful to be in a position where I can lighten that burden for them.



My name is Jowana Jackson and I have been with Kentucky Homeplace since December 2021. I proudly serve as the CCHW for Laurel County. One thing that I can honestly say about my county and my community is that we have a lot of good people here who are willing to help those in need, and my specialty is finding those who are willing to assist and making sure that my clients are taken care of when they don't know where to turn. I love being a voice and an advocate for others, and we all know that asking for help is not an easy thing to do. In my spare time, I love to garden, hike, fish, or do anything that involves being outdoors. I am also a mother to 3 beautiful children, a son who is 18 and 2 daughters who are 16 and 9 years old. Together, we love to travel to new places and try new foods. I am also currently a student at the University of the Cumberlands and plan to graduate in May of 2023 with a bachelor's degree in general education studies, with a concentration in health and fitness. Health care has always been a part of my heart, but the thing I love about being a CCHW is that we attempt to improve the overall quality of life, not just limited to health care in general, but being an advocate for those who are unable to speak for themselves.

# 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

KYNECTOR Training

Accompanying Refugee and Immigrant clients

Narcan Training

In-person Responsible Conduct in Research Training

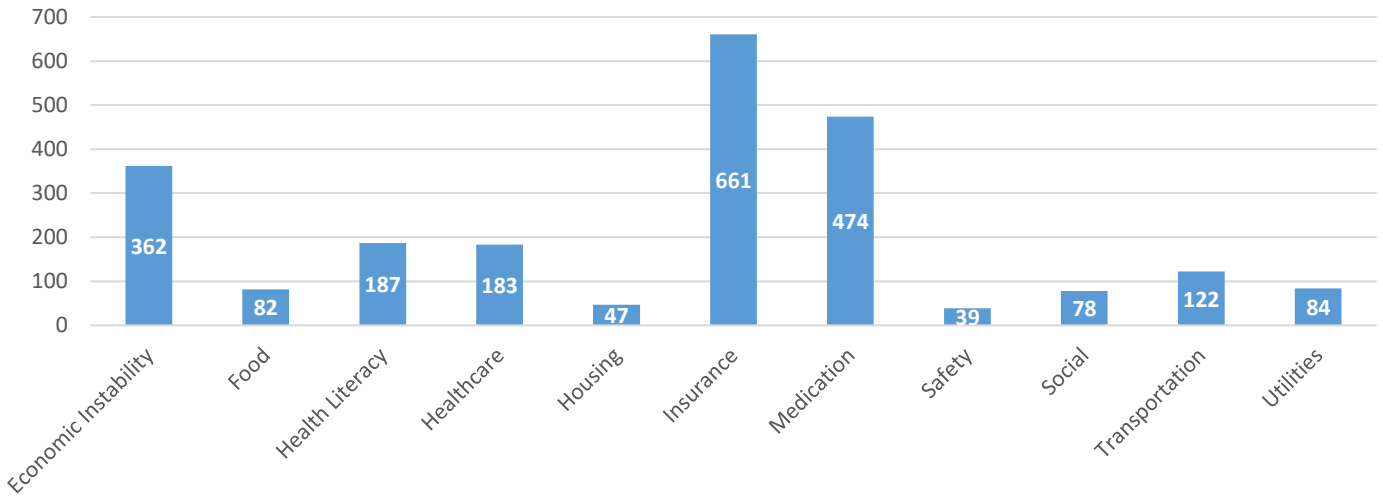
## Other News

Joann Chaffin accepted the CHW position in Lawrence County

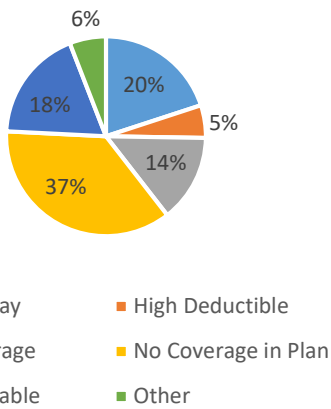
Current vacancies exist in Powell, Clay, Rowan, Estill, Montgomery and Elliott Counties



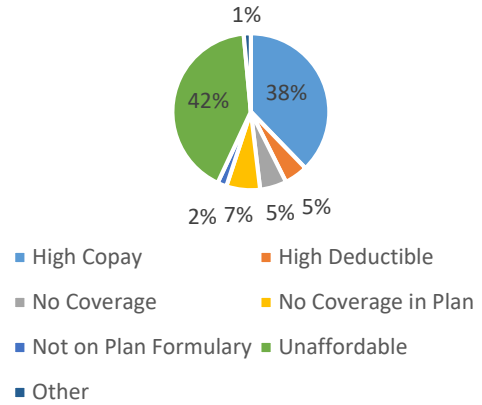
## Social Determinates of Health Barriers to Care 01/01/2023 - 03/31/2023



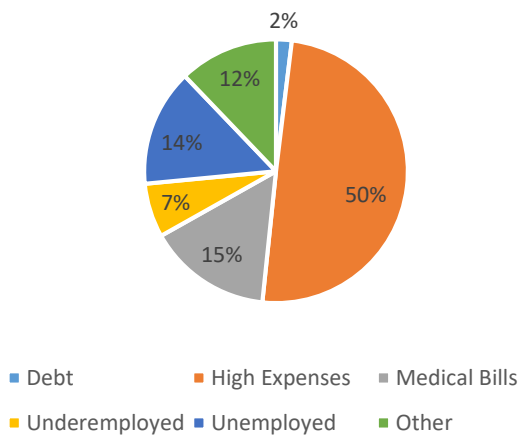
### Insurance



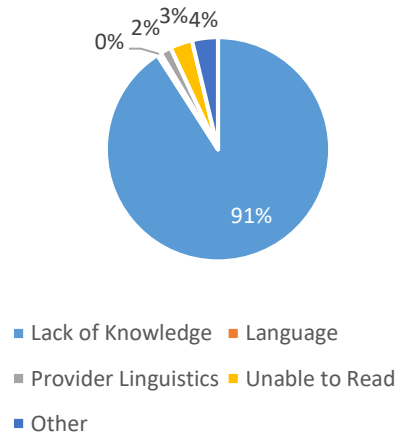
### Medication



### Economic Instability



### Health Literacy

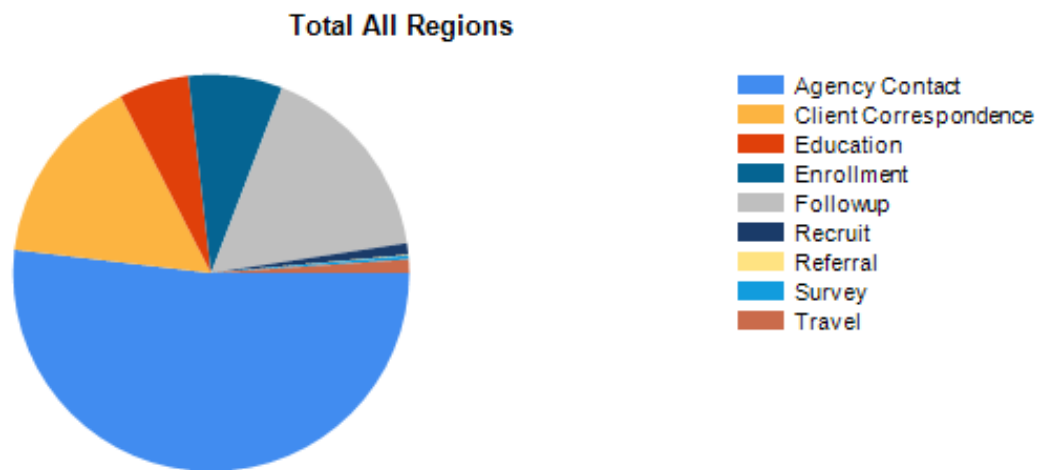


# Activity Summary

(Clients visited: 01/01/2023 – 03/31/2023)

Activity	CHW Hours
Agency Contact	2,686.78
Client Correspondence	806.78
Education	296.05
Enrollment	397.05
Follow-up	868.05
Recruit	48.12
Referral	3.33
Survey	16.67
Travel	56.67
<b>Grand Total:</b>	<b>5,179.50</b>

Total service value for 5,179.50 hours equals \$123,324

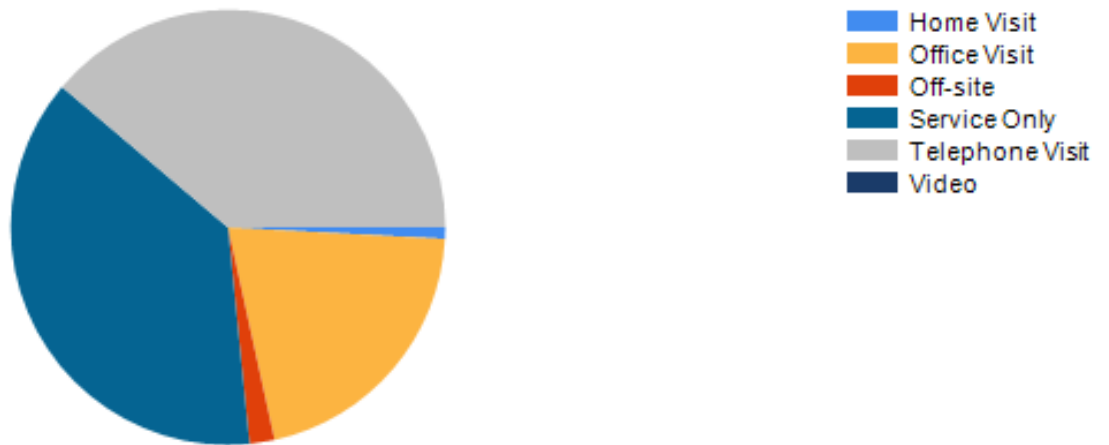


# Visit Summary

(Clients visited: 01/01/2023 – 03/31/2023)

Visit Type	Client Visits
Home Visit	65
Office Visit	1,586
Off-site	143
Service Only	2,891
Telephone Visit	2,973
Video	1
<b>Grand Total:</b>	<b>7,659</b>

Total All Regions



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

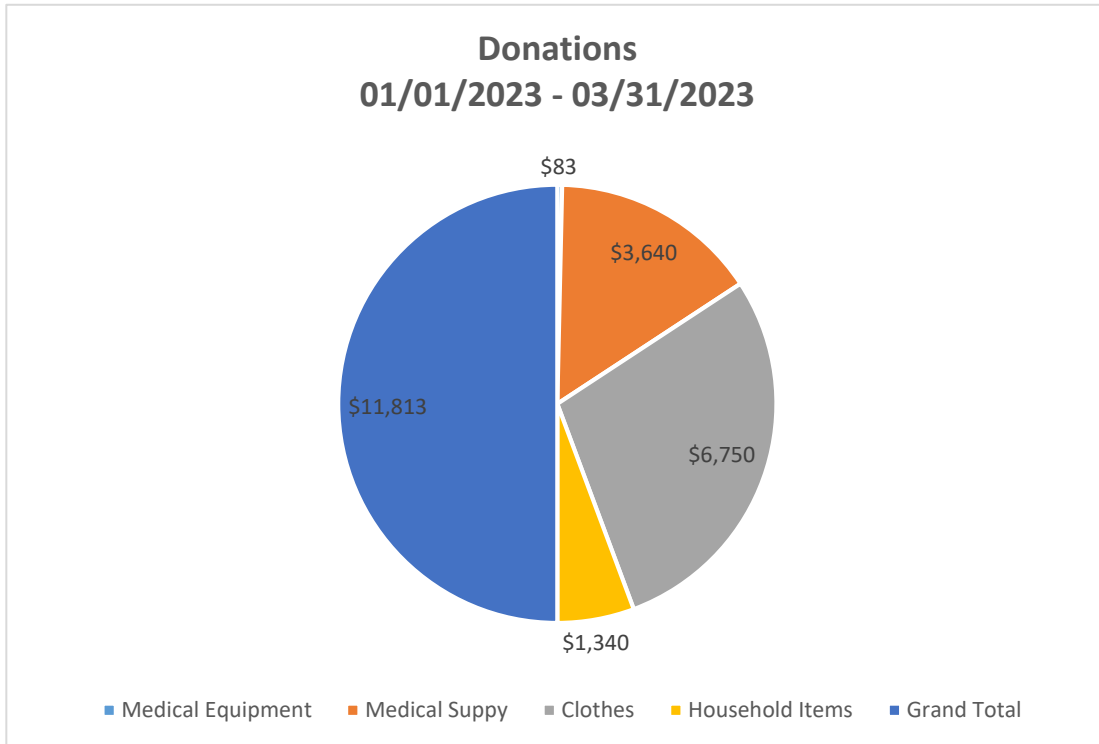




# Donations

(01/01/2023 – 03/31/23)

Category	Total
Medical Equipment	\$83
Medical Supply	\$3,640
Clothes	\$6,750
Household Items	\$1,340
<b>Grand Total</b>	<b>\$11,813</b>



**\*Kentucky Homeplace collected a total of \$11,813 this quarter in charitable donations for redistribution.**

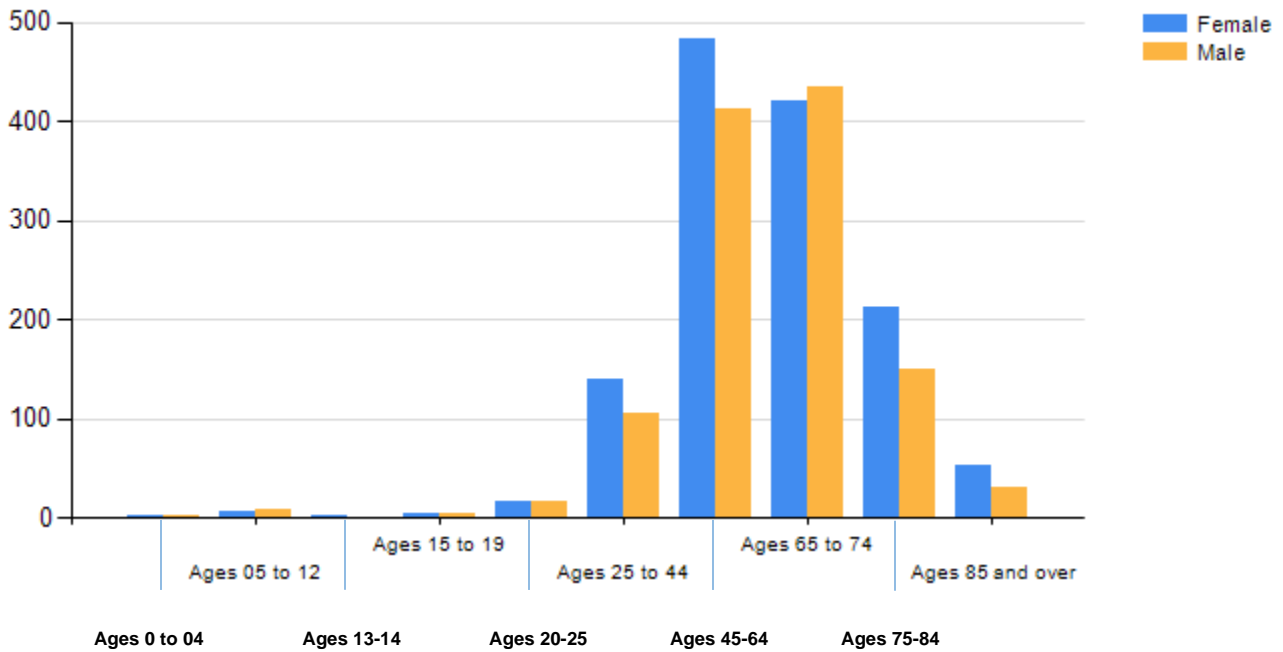


# Age Gender Summary

(Clients visited: 01/01/2023 – 03/31/2023)

Age Group	Female	Male
Ages 00 to 04	3	3
Ages 05 to 12	7	8
Ages 13 to 14	1	0
Ages 15 to 19	5	4
Ages 20 to 24	16	17
Ages 25 to 44	139	106
Ages 45 to 64	482	412
Ages 65 to 74	421	434
Ages 75 to 84	213	150
Ages 85 and over	52	30

Clients by Gender and Age Group

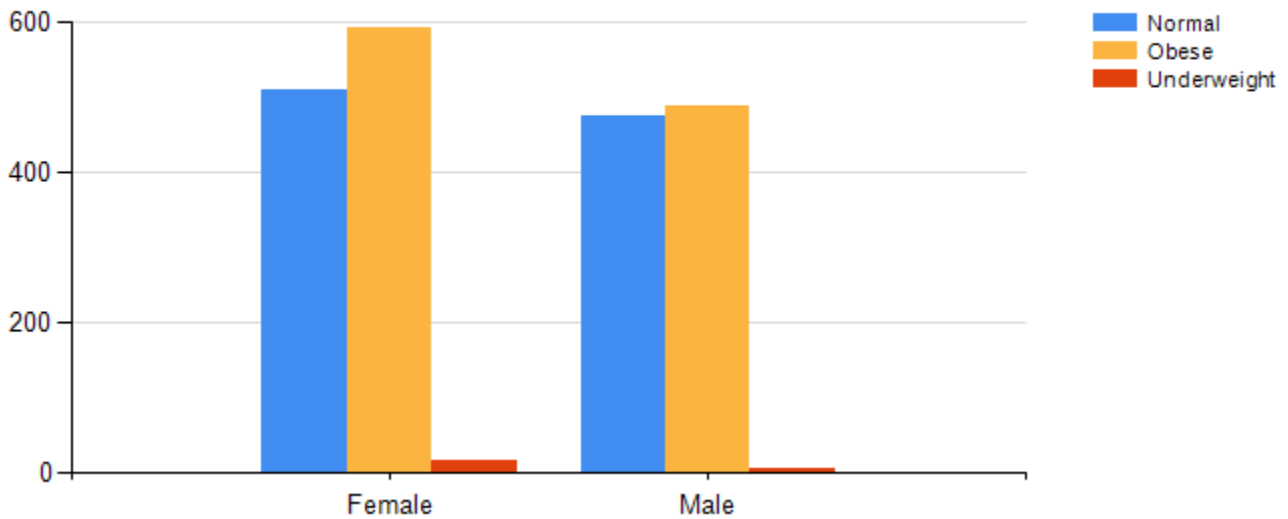


# BMI Category Summary

(Clients visited: 01/01/2023 – 03/31/2023)

Gender	BMI Category	Clients
Female	Normal	509
	Obese	594
	Underweight	16
	<b>Total:</b>	<b>1,119</b>
Male	Normal	476
	Obese	490
	Underweight	6
	<b>Total:</b>	<b>972</b>
	<b>Grand Total:</b>	<b>2,091</b>

Client BMI Category by Gender

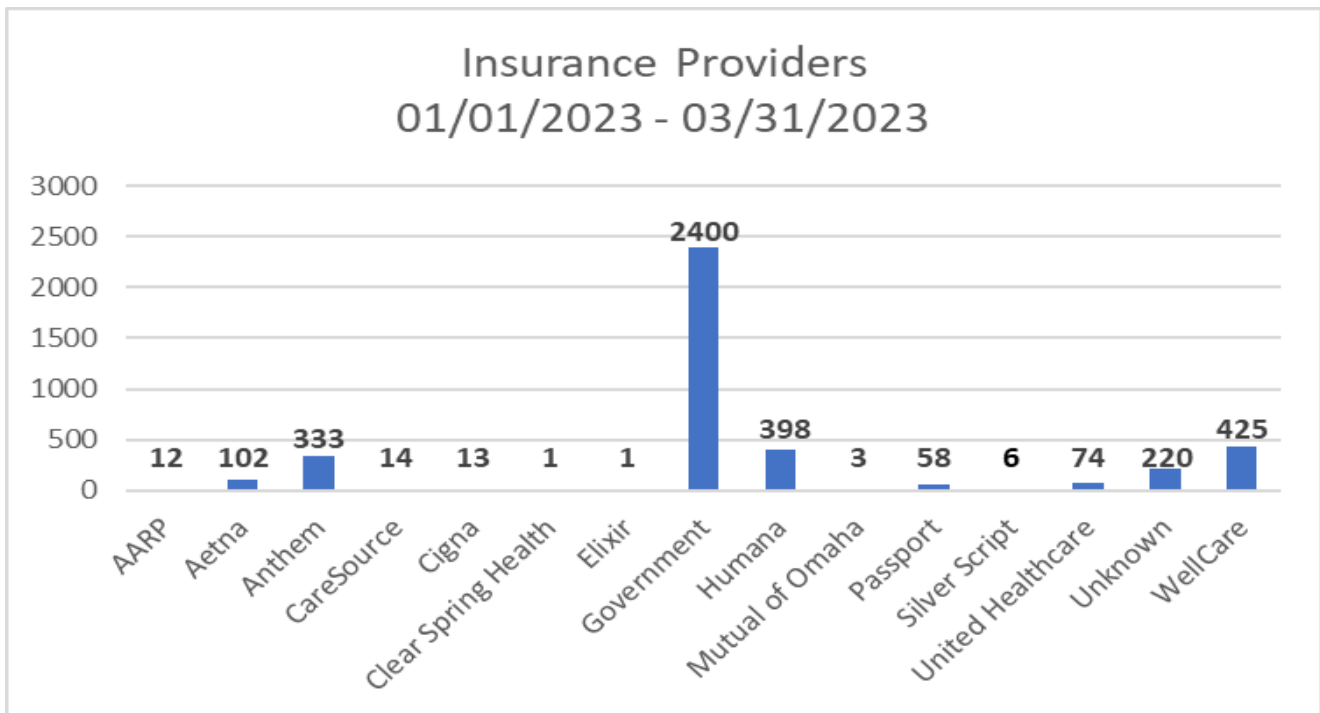


# Insurance Summary

(Clients visited: 01/01/2023 – 03/31/2023)

Plan Type	Clients
Marketplace	36
Medicaid	80
Medicaid – Traditional	130
Medicare Advantage Plan	228
Medicare Part A	1171
Medicare Part B	1270
Medicare Part D	421
Medicare Supplemental Plan	80
PE Medicaid	120
Private	103
Unknown	205
Veteran’s Administration	17

## Plan Provider Summary



\*Government provider includes Medicare A, Medicare B, Medicaid- Traditional, and Veteran’s Administration

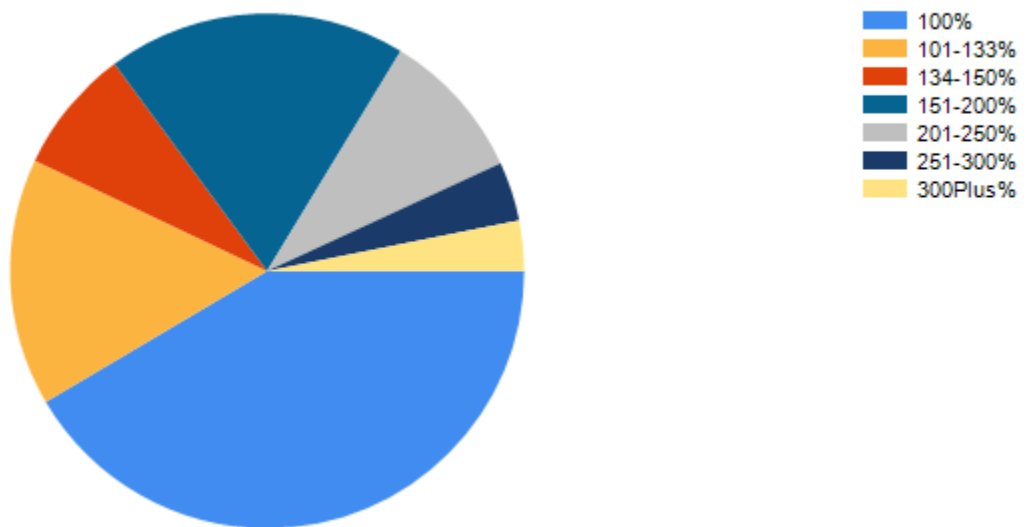


# Poverty Level Summary

(Clients visited: 01/01/2023 – 03/31/2023)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
<b>Clients</b>	1,039	389	196	471	236	93	79	2,503

Clients by Poverty Level



\*Grand total is unduplicated clients

\*2,095 clients served were at or below 200% of FPL

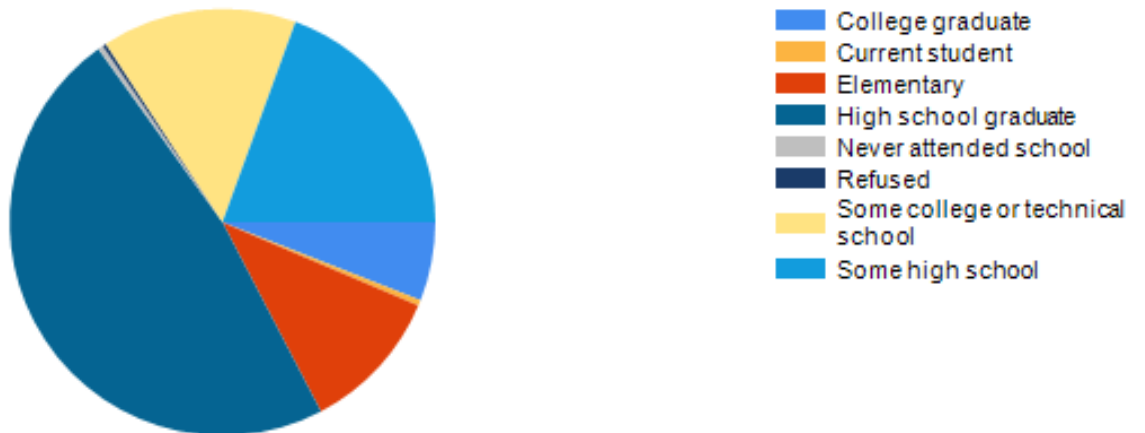


# Education Level Summary

(Clients visited: 01/01/2023 – 03/31/2023)

Education Level	Clients
Never attended school	10
Elementary	274
Some high school	486
High school graduate	1,195
Some college or technical school	371
College graduate	149
Refused	7
Current student	11
<b>Grand Total:</b>	<b>2,503</b>

Total All Regions



\*Grand total is unduplicated clients



# Kentucky Homeplace CHWs



**A client in Laurel County receives free eyeglasses from Jowana Jackson, CCHW- Laurel County.**



**Amanda Goolman, CCHW- Bath & Menifee Counties attends a health fair in Bath County.**



**Darla Shepherd, CCHW poses in front of her new office location in Harlan County.**



**A client in Whitley County poses wearing her new eyeglasses she received free of charge from Matt Hammons, CCHW-Whitley County.**





**Kentucky Homeplace CHWs at their March staff meeting held at Natural Bridge State Resort Park.**



# 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

January 1, 2023 - March 31, 2023

I have a client that initially called me for help with paying on her electric but couldn't get help with the local community action agency because she had already received help with wood assistance through them. I had called and got her a \$50 credit paid from a local church, and she was very thankful. I had also called the electric company and got her a two-week extension. From then on out, she calls me about once a week to talk. She said she really wanted to meet me but she has no transportation to come see me. We have been mailing each other things for her charts and she sends them back promptly. Last week, I realized I had not heard from her and tried calling, but didn't get an answer. Yesterday, I had a call come through on my phone, and answered it, but didn't know who was at the other end of the call. It was my client! As soon as she spoke, I knew who she was. She told me that her phone had been messed up and her daughter came to visit and let her call me. She told me that she was cold and was out of wood, which is her only source of heat. I contacted the local community action agency (CAA) and she was eligible for another wood voucher, however, they needed her 2023 award letter. Because her phone was messed up, she couldn't call Social Security to request a copy. I offered to call them for her while she was on the call, put her on speaker, and request the award letter to be faxed to the CAA. I also called the man that delivers the wood and requested that he delivered it as soon as possible, due to the circumstances of the cold weather and the client had no other heat. Normally, CAA requires a scheduled appointment, but after I advised of the situation, they immediately processed her voucher, and the wood was delivered within 2 hours of our call. That night, the lows got down in the 20's and I was very thankful that we were able to get her the wood delivered as fast as we did.

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My story is about the loss of my first patient as a Community Health Worker. I have been seeing this client from the very beginning, whom I initially began helping get his medication through various prescription assistance programs. His wife called a few months later and advised me that he had been diagnosed with bladder cancer but he was very optimistic about the situation, and so was the doctor. Months went by, he had been doing great, had lost hardly any weight, and he eventually completed all the treatment. I had been providing them with incontinence supplies, but other than that, everything was going well. About a year later, they found out the cancer had spread and the news wasn't good. He was no longer eating and his wife said the only thing he was able to eat was Ensure and it was \$10 for 4 of them at Walmart and he was drinking about 3 per day; this was a heavy burden on the wife because of the extra expense. I applied and was able to get him approved for free Ensure through the Abbott Nutrition program for a 1-year supply, at no charge. The first delivery was for a 6-month supply, and because his doctor was willing to go the extra mile with me, we were able to get his favorite flavor of strawberry as well. Just a few short weeks later, my client passed away and his wife called me the same day he passed to thank me for going through it all with her and for helping them during the hard times. This was a new experience for me, as I am use to giving good news all the time, and making people happy

by helping every way I know how to; but I never really thought about the heartbreaks that come along with all these clients that I genuinely care and love for. I mailed his wife a sympathy card along with community events that she could attend to try and keep her mind occupied and to hopefully make some friends. They were married for over 50 years, so I know continuing without him will be a struggle, but I want her to know that she is not alone.

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This quarter I had an initial enrollment for a client that was referred to me by his daughter who works at a state agency here in town. She was aware of all the things Kentucky Homeplace offered and wanted to see if I could help her daddy. The day he came to me he was actually in such bad shape he could barely sit or stand from being down in his back. Recently with his update in income unfortunately it had kicked him out from receiving Extra Help through the state of Kentucky which allowed him to get meds under \$10.00.

We addressed several medications one being insulin that he could never seem to get with the Extra Help, he hadn't had it in months and his Glucose was running between two and three hundred. He was in need of some coaching and education that I was able to provide for him about hypertension and diabetes. I entered him into our CARE Collaborative and helped coach him about keeping logs of both BP and glucose monitoring to show his doctor so he could get back on track. He stated his blood pressure had been running 160/78 or higher. He needed everything! Including a diabetic exam and foot exam. He had explained to me about his back problem and he had gone to the ER and still couldn't get anyone to help him get his CT Scan scheduled and that he had been in pain for months.

I called both offices and faxed insurance info so they could be working on pre-authorizations to help speed up the process. I also gave him my medicine papers of all the meds I was going to be helping him with and a diabetic foot exam referral and papers. I had also written on the referral about concerns with his glucose and hypertension and the need of several issues like the diabetic foot exam and eye exam. I also called the eye doctor and set him up an appointment for a diabetic eye exam and made him another appointment to come back and see me for glasses.

We just saw him after his 3 month follow-up! He looked like a different man! He said from what you helped me with, I feel like a brand-new man to be this age. His back was completely better, CT scan was complete and conquered. His glucose was running from 100-120 since he had been taking his insulin I got shipped to his home for free. His blood pressure had been the best it's ever been in years. His doctor placed him on another medication and it had made a huge difference. Our next things to take care of are diabetic shoes and glasses. He has been a huge success story and still is keeping the logs I showed him to take back to his next doctor visit.

He is proof that if provided the education and medications, being elderly and living a life in good health is possible, especially with the help of a CCHW and our Kentucky Homeplace Program! He said he had told the Lord if he would send help, he would do his part to be better also. Said he felt better than he had felt in years.

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I have a client that has Psoriatic Arthritis and he had not had any medication for a few months. He was in so much pain and he couldn't move his hands. He had been spending most of his time in bed because of the pain. His copay on his medication was \$9,000.00 and he was trying to find a way to charge it. I was able to get it through Janssen at no cost for the rest of the year. The cost would have been 25,000.00 for 3 months. He always had to drive for an hour and half to the doctor for an injection. Now it is shipped to his home and he can give his own shot as soon as he gets it. He has thanked me several times for the help and for the daily persistence to get this approved.

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This quarter I had a client come into my office for help accessing glasses. It had been many years since she received a new pair and you could tell that her current glasses were in poor condition. While completing her initial interview I noticed several other things that she might need assistance with.

After addressing her initial concern about needing a new pair of glasses, I was also able to help her with several other issues. I was able to help her access hearing aids at no cost to her, a complete set of dentures, a free iPhone for hearing impaired, new diabetic shoes, free over-the-counter medical and personal items, and I was able to assist her with a new enrollment into a health plan that would actually benefit her and offer more coverage.

This client is so thankful for the services she has received while coming to Kentucky Homeplace. She said that because of the services and free items that she has received, her overall quality of life has improved and she is able to live more independently.

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I have a gentleman who is bound to a wheelchair from an accident. He stops in Kentucky Homeplace to charge the battery for his electric chair. The battery loses power quickly due to the age of his chair.

I contacted his insurance to check if he was eligible to receive a new chair and what documents were needed. I then contacted his provider and a medical equipment provider to get the process started for his new electric wheelchair.

I assisted the medical equipment provider with setting up a home evaluation and assisted in gathering all documentation needed to submit to the insurance. This process took several weeks to complete and my client was getting down thinking he wouldn't be getting a new chair.

His chair was finally approved and the joy and appreciation he has for all the help of Kentucky Homeplace is great. He has no family and depends on his pastor and Kentucky Homeplace to assist him with all his needs. He was so happy that he wouldn't have to worry about his battery running out of power. He said I can ride to your office and my church anytime I need now.

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I had a gentleman come to my office so stressed about his health and the cost of a new medication his physician had prescribed. In order for the gentleman to take the medication he had to let everyday living expenses go unpaid. If he purchased the medication he would not have money for utilities and food. His monthly income from social security was just over the limit for any government assistance.

Upon our interview, I requested a list of all his medications where I was able to utilize prescription assistance programs for three of his medications which saved the gentleman several hundred dollars a month. The new medication was over seven hundred dollars a month.

I faxed all the prescription assistance applications to his provider and gathered all other documentation needed to apply. Once everything was signed and completed all documents were faxed or mailed.

When I called the gentleman to tell him he had been approved for all medications he could not believe he was getting not one but three medications mailed to him at no cost. He continued to thank Kentucky Homeplace for assisting him.

He called to let us know he received his meds and thanks to Kentucky Homeplace. His labs were better and the stress and anxiety were relieved.

---

Recently, I was given a referral by a social worker at a local agency. She stated that there was a little girl who had broken her glasses and needed a new pair, but her parent was unable to buy them and she had already used her insurance coverage. I was able to contact her mother and make an appointment for them to come in. They missed the first few appointments but they finally made it in and I was able to enroll her and let her pick out her glasses! She picked a pink and blue pair that reminded her of a Unicorn because she LOVES unicorns! She received two pairs of those Unicorn glasses and she is doing better in school now that she is not struggling to see!

---

One day I had a client contact me needing incontinence supplies. She had been sick and, injured her back which left her unable to walk much and basically in a wheelchair. I was able to contact some of my fellow Community Health Workers and get the size she needed. Her daughter came and picked them up for her. Some time passed and I received another call and I set more supplies aside for her. I had called her number a few times with no answer and then realized almost a month had passed and no one had picked them up so I called the secondary number and found out she was in the care of Hospice. A few weeks after this I received a call about a donation and when I went out to collect the donation it was my client's niece with the supplies she didn't use. My client's daughter insisted that we take the supplies because we had helped her mother and she trusted that these supplies would go to a person in need.

---

I had a client that came in looking for help with her medications. The client said she was paying almost \$1,400 a month for these medicines. After lots of work and patience, they were approved! I had tried to contact the client to make sure she had got her medicines but wasn't able to contact her. I was working in Louisa at a health event and saw her. She immediately grabbed me and hugged me almost in tears telling me about how that pretty much just saved her from having to let bills go and food purchases. I was so grateful to be able to help her!

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I had a client in dire need of hearing aids, we had been working with an agency on getting him a set for a while. He attended the last hearing follow-up that was at the end of March and received a new pair of hearing aids completely free! The client was so happy he just kept telling me he could hear everything now! He was amazed, I was so happy for him.

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This client had come to the office looking for help with eyeglasses. While enrolling the client, I noticed that as she signed the IRB & Release forms, her hands were shaking badly. She told me that she was recently diagnosed with Parkinson's disease. As we talked while filling out the paperwork she said she was unsteady on her feet and I told her about a program I knew of and she said grab bars would be nice to have. Long story short I contacted the program and they had one. So, we ordered her eyeglasses and when they came in she came to pick-up them up and said that she could see good out of them. She also got an unexpected surprise with the new bath grab

bar and she said now she could take a bath every once while instead of a shower. She was very grateful and left with a hug. Clients like her is what being a Community Health Worker is all about.

---

I had a whole family come to sign up with Kentucky Homeplace who needed help with glasses, finding jobs, food and everything in between. Needless to say, I knew this group was going to be a lot of work. So, I tackled this job one person at a time. The daughter-in-law needed glasses so I got her prescription and she picked out a pair. I ordered her glasses and every time I see them she is wearing them. The grandson wanted a job and I gave him applications and found out about all the jobs that were close to his home. He didn't have his license or a car to drive so it had to be within walking distance for him. I also set him up a time for his driver's test, which he passed. He ended up working at the new Mexican restaurant just down the road from his house. I also got them two food boxes from a local church and a card they put on their key chains to get more food from them.

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The story I am most pleased and happy about is getting the cleaning supplies I got from a local camp. They had over fifty bags of laundry detergent, bleach, toilet paper, and a blanket. I got the call to come up and take them all and give them out in our community. I got the bags and gave half of them to a local transitional housing center for women in my community. The other half went to my clients.

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A project that the local library and I have done is a community hygiene cabinet. We got donations from around our community and anywhere else we could and set up the cabinet. We put some of the basic stuff for hygiene needs in it and so far, it has been a success. We fully understand not everyone can get feminine hygiene products, or a toothbrush and toothpaste. So, with no questions asked people can take what they need.

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During the health fair here at the community center on March 30th, a gentleman came through and visited every table. He did A1C, blood glucose, cholesterol check, blood pressure check, COVID vaccine, etc. He was an older gentleman who does not go to the doctor as he should. After he went through all of the tables, he found me and told me God Bless Everyone that has helped do this. He said that this was an amazing event and so helpful to everyone.

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Working as a new CHW I have a client that I inherited from the previous CHW. He has gone through two other people and has been a KY Homeplace client for years. He was struggling to get his medications. They had started trying to get him three medications in February. I began in this office sometime in March. From my first day, he was calling. Super polite and grateful for our assistance, but inquiring about his meds. I tracked down his application and went directly to the doctor to fill out what had not been filled out correctly. I was with the office manager and she faxed the corrected application in. The next day I called to confirm that they had received his application. A nice man said that they had been having issues getting faxes. He stayed on the phone with me while I called the office manager to re-fax the documents. He confirmed that they had them. My client was very grateful that his application had gone through. These are breathing medications. He received one the next week and the other 2 last week. In the middle of all the tracking and phone calls, his wife told us that he had lost his cane at the hospital doing a test. Two days later I used my community contacts and had him a new cane. He was so surprised. He said that KY Homeplace was a wonderful program and had just great caring employees. He was so thankful for us.

This quarter another CHW and I are doing an update on the client we share. Last quarter the client was on a waiting list for two housing units. Shortly after being put on the housing waiting list he was admitted to the hospital, where his leg would be amputated leaving him wheelchair-bound. This made an already desperate situation even more so. After only a week in the hospital, he was discharged with no place to go. Due to this, we got in contact with the manager of a local housing project to see if the client could be moved up on the waiting list. Two weeks after being moved up on the waiting list he was given housing. This fit his income and finally gave him a place to rest after a long 8 months of being homeless. Not only were we able to provide this client with housing. We also helped him feel more at home in his new place. I was able to contact someone I knew from a local agency and get him a \$100 voucher for clothing, as well as, a monthly food box so his monthly check would go further. My coworker was able to get dishes, and basic appliances and we both worked to provide the client with furniture. Since he has had housing the client's overall health has improved greatly and we are happy to see him thrive in his new home.

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I have a client that has been dealing with her roof leaking, this is the aftermath of flooding, although she wasn't flooded, her roof had started to become a problem. She had buckets sitting around the area so if it rained her floors wouldn't get wet. So, I spoke with her about the HDA home repair program and went over all the details and documents that she would be expected to submit. She jumped on board and I submitted her home repair intake form, this is just a short brief form to give clients information and what repairs are needed. My client will receive a call in a few days to schedule her intake meeting which can be done by phone. As of right now, she is waiting on her meeting. Due to the flooding, their caseload is behind and she has received a call, letting her know that her intake form was received. I will give an update on this in a few months.

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I have a client that I had been looking for resources for her to be able to get affordable hearing aids. With all the programs diminishing away during the pandemic it has been almost impossible to find something that would work with her financial situation. However, we were going to keep searching. The client came in for an office visit one day to update her information and during the conversation, it came up about her recently returning to work a new job after being retired for a while. I then realized that since she returned to work there was a program that could help her. The program was to help working people maintain a job even with a disability (in her case, hearing problems). We made the call and she was set up with an appointment to enroll in their program. After a couple of weeks, she called and had a hearing evaluation and was approved to get her hearing aids.

---

I had a client stop in my office that was having trouble with getting one of his inhalers. even with his insurance, it was so expensive. This client, like many others, is on a low fixed income and any extra expenses just are not possible to meet. He was so worried about how he was going to be able to get his prescription filled. He said it felt like it had come down to either buying groceries going without electricity, or buying his inhaler. I looked up programs for the specific inhaler and most required that he spends so much money out of pocket before he could get help with it. I did find a copay grant for his specific condition that still had funds available. Within a

few minutes, the program approved the client for \$1400 co-pay assistance. This would go towards his co-pays on his inhaler for the entire year.

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I had a client come into the office to get help with glasses. She has Social Security and was able to get her exam and prescription for glasses. I was able to help her apply to an agency and get a voucher for glasses. I helped her pick out a pair of glasses online and when the voucher was approved, I ordered her glasses. When she received her glasses, she was very happy with the quality of the glasses.

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I had a client come in to see me to get help with medicine that his insurance would not pay for. I applied for the medicine through the pharmaceutical company and he received a letter requesting him to apply for the medicine through a different program first before he could get help. I applied for the program requested and he was approved for a grant for the medicine and was able to get his medicine at the local pharmacy that day with the information that we received to give to the pharmacy. He was very happy to be able to get his medicine even though there was a setback in the normal process.

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I have been working with clients that have Medicaid. Clients have now been able to get eye exams but can't afford to get the glasses. I have been working with several clients on getting their glasses. During the time of the interview, I determined they are having problems getting some of their medicines. I was able to assist with some of their needs and help with getting the medicines the insurance would not pay for.

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This quarter I have been working with clients with diabetes on getting Diabetic Shoes and supplies. I have also been doing diabetic programs to help with getting eyeglasses and education on Improving diabetic outcomes. My clients have been really excited about learning more about ways to improve their health and have been willing to keep a record to report back in the future.

---

I had a new client who came in needing help with an expensive medication, Xarelto, and she said she told the doctor when he put her on it that if it was expensive she would not be able to afford it. She lives on a fixed income and \$1600.00 for a 90-day supply of medicine just didn't fit into her budget. The doctor's office told her not to worry about the medication they would supply her with samples – they could get samples for her so no problem. Well, the samples ran out and then she was in a tailspin not knowing what or where to turn. She asked the nurse what she was to do – she couldn't live without it - her doctor said she has to have this brand. The nurse told her to call Kentucky Homeplace and see if there was anything that could be done to help with this medication.

I got the client in and did her intake and did everything I could to get it for free, but the program that I have always worked with changed companies and it has rules also so we had to come up with another plan. I knew if she was a patient at a local clinic they have a pharmacy and if you were a patient at the clinic then you could get discounted meds at the pharmacy. So, I called the pharmacy to confirm what I thought was true – just making sure the program was still available, and it was. I made an appointment with the clinic to get the client established so she could use the pharmacy and they told her she would be approved and could get her medicine there for \$15.00. Then when I did the follow-up on the client she was confused about what had just happened

so I did a call to the pharmacy and they explained to her that her total income made it that she would get the medication for free. She didn't know what to think – something so expensive was being given to her for free – she just couldn't understand it. She was very thankful for the help she got from KHP and the program that was helping her with this medication. She didn't have to change doctors or anything she just has to see the doctor and get established. We had to call her specialist and have a new script sent to the new pharmacy before they could fill the medication needed, she said that she had enough to hold her till then. She also said they filled all her medicines there and what would normally cost her \$60.00 for the rest of her medicines she also got for free. Happy, happy client.

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This quarter I helped with a drive-thru food pantry – the first one for me and the church that had it. They didn't know how many there would be or if anyone would even show up. I got there early and got my information table set up and ready to give out information and education. The cars started coming in and what I thought would happen they would get out and get their food boxes and then come to me, no the church helpers just walked up to the car asked how many in the family, and gave the food to the family and they started to leave. I saw that nothing was going to come my way – so I took my information and bag of incentives (freebies) to the people and told everyone about our program and how I might be able to help them. It didn't take long after I got back to my office that I got a phone call someone needed home repairs and he made an appointment, and then I received a call and the person said she worked for a company, and they helped people but there were lots of things they couldn't get - they needed help getting dental, hearing aids, glasses, and food was just a few things – she said they could get the eye exam but the doctor would not do the glasses I told her I could help her with that.

I and another CHW enrolled 28 new clients into KHP from the drive-thru food pantry. If I had not gone to the drive-thru food pantry, all of the people that I spoke with would have never heard about KHP and what it offers to help people. All in all, they counted about 200 families that were taken care of that day so they have made plans for 400 for the next drive-thru food pantry day. I enjoy helping my clients and finding the resources to remove the barriers so they can have a better life.

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I had a lady come into my office who was getting ready to have knee surgery. She was in need of a rollator and some wound care supplies. She was also worried about being able to afford to get to all of her appointments and for her surgery. I was able to locate her a rollator. Her health insurance MCO is one that has partnered with Homeplace and provided us with funding to help their clients afford to get to their healthcare provider appointments via gift cards. I was able to get her some of the gift cards to assist with her being able to afford the gas for the many trips she had to make.

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I was invited to come to a local rehabilitation/recovery center to assist some of their residents with some of their needs. I met with several of their clients and explained our services. I was able to get several of them glasses through New Eyes for the Needy. I also explained to them our availability to assist in other areas upon their release.



In January I had a client contact me in need of a wheelchair. My client's motorized chair stopped working and she is unable to walk. I worked quickly to contact my source for medical equipment and luckily, they had a wheelchair available. I worked to arrange transportation of the wheelchair to Kentucky Homeplace in Elliott County where I was able to pick up the wheelchair and then deliver it to my client.

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January was a busy month for eyeglass assistance. I was able to assist five clients get a pair of glasses through an eyeglass assistance program. Each one was ecstatic to be able to get glasses and have one less thing to worry about. One Client stopped by to show me his new glasses, and even let me take a picture of him. It is days like that which is just one of the reasons I truly love that I get the opportunity to serve others.

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My story this quarter is about a young man in need of glasses. I complete lots of applications for glasses but this gentleman stood out. He had applied for a truck driving position, but couldn't pass the CDL vision exam. The main reason this young man wanted the job was because of the benefits that came with it. After completing the initial assessment, I was able to complete a KVP application for an eye exam and then a vision assistance application. He was approved and received his glasses in a little over a week. Now he has a new job that provides insurance and a nice income. Getting a little help accessing programs for vision, helped this young man get the job he wanted.

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This quarter I really had a client that touched my heart. He is an elderly male battling breast cancer. A male having breast cancer is something that you don't expect to hear. People associate breast cancer as a woman's disease. According to the American Cancer Society breast cancer in men is rare, less than 1 percent of all breast cancer occurs in men. Kisqali was the cancer medication that he needed assistance on getting. He could not afford the medication and the insurance would not cover this medication. Our program Kentucky Homeplace was a God send to him, he told me during our appointment.

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Many times, we find that our clients will come to us needing one thing but often have many other needs we can help with. This client was one of those stories. He came to me just needing some depends until he could get a chance to buy some more. While I was able to give him some packs of depends, our conversation leads us to the fact that he also needed medication and he qualified for some gift cards through a partnership with Kentucky Homeplace and a managed care organization. His medication applications were successful and now he is able to receive those medications without having to pay huge out-of-pocket expenses. He was also given visa cards to help him cover gas for his next provider visit. My clients are always thankful but I cannot count the times this man said thank you. Helping clients like him is what really makes our jobs fulfilling.

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Another client I have helped for some time now to get his insulin approved was approved months ago, however, due to the shortages of insulin and many other medications, shipping of these medications is taking months. After several calls and a wait time of over an hour, I was able to get this insulin priority shipped due to him being completely out. He was so excited when he called and said he finally received his medication. We had exhausted all samples from his provider and he was becoming concerned his sugar would not be under control without his medication.

A few weeks ago, I received an email from a clinic stating that a patient needed help with food. I believe, I sat looking at this email for a good five minutes. Thinking to myself what am I going to do? There are very few resources for food, and those resources that are available come with stipulations. The programs that are available are age-restricted and income restricted. With these stipulations, there are a lot of families that do not get the help that they need. The patient that was referred to me, met the guidelines for the food box programs in my area far as financially but not by age. The guidelines that are set for the resources that are available is 65 and they have income limits. I thought what in the world am I going to do? So, I decided that I would reach out to the patient and at least let her know that I am aware of her situation and will do my best to help her. I ask the patient would she be okay for a food for at least the next 24 hours? She said she would, after I hung up the phone I thought how in the world am I going to help her? See there are no churches that help people with food in my area as well. Then I remember a post on Facebook from a woman that I know well. She had started a food pantry beside her hair salon. I messaged her, I told her that I know that she is just starting out but I had a patient that needed food. She said that it was fine and she had accumulated a lot, thanks to donations of our community. I went and picked up the food box for the patient. She and I spoke for a good while about the need of food that wasn't restricted by having to be a certain age or make a certain amount of income in our area. The name of her food pantry is "Taking a bite out of hunger". Her goal is to be able to help anyone without stipulations or limitation so she can help anyone. She wants to be the one to make the decisions. I don't understand why any food resource would put stipulations on who they can help and who they cannot. There are several factors that may arise that would cause someone to need a little help every once in a while. By me reaching out for a new Kentucky Homeplace client, whom I was able to provide a food box for, I am also now helping her with diabetic shoes and medication. I now have a food resource that tells me anytime I need food for anyone, all I have to do is give her a call. And she is also going to provide me with 10 food boxes per month to give to my clients that need them, and more if I need them. I told her in return I would like to volunteer my time to help with whatever she needs me to do. I did donate her some canned goods, and other items as a token of my appreciation. I am very thankful for my new resource; our community will benefit from her in many ways!

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I have a client that has Psoriatic Arthritis and he had not had any medication for a few months. He was in so much pain and he couldn't move his hands. He had been spending most of his time in bed because of the pain. His copay on his medication was 9,000.00 and he was trying to find a way to charge it. I was able to get it through Janssen at no cost for the rest of the year. The cost would have been 25,000.00 for 3 months. He always had to drive for an hour and a half to the doctor for an injection. Now it is shipped to his home and he can give his own shot as soon as he gets it. He has thanked me several times for the help and for the daily persistence to get this approved.

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I have been assisting my client with medications for several years. Today he was in because of a medication change. During his visit, my phone rang, on the other end, someone was inquiring about eyeglasses. I explained the program and made her an appointment. Once my phone call was completed, the gentleman that I was assisting asked if we did eyeglasses too, and of course, I said yes. He said he hadn't had new eyes in eight years.

I told him to get a new eye exam and come back in and we would get him new eyeglasses, he's excited now, and said he would be back as soon as he could get an exam.

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I had a phone call from someone needing assistance with an expensive eye drop. She had insurance but they refused to pay any on them. I scheduled her to come in. I enrolled her in our program and did the appropriate application for the eye drops. Her optometrist was located in town so I told her I would drop off the application to be signed by the doctor and pick it up next week to finish processing. I stopped by the office on my way home today and the receptionist said, hold on, I will have her sign it now and give it back to you. This makes my job easier and tomorrow I can send this to the company to get her the eye drops sooner than expected.

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I had a client come in who had received a letter from their insurance saying that they needed a copy of his birth certificate to keep his Medicare Advantage plan- I had them bring in the letter, the letter was received after they had misplaced the insurance card and had called to get a replacement. After looking at the letter I explained that it was a phishing scam and they did not and should not send a copy of their birth certificate. I then called the insurance company to see if they had received a request for a replacement card- they had not- so I got them to send a replacement card out.

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I have a client that has transportation issues and lives alone, so getting to doctors' visits is difficult for her. She didn't think that the transportation benefit that had been included with her Medicare Advantage plan was available in our area, so I called with her and got the information on how to set up transportation. After that call, we scheduled an appointment with her doctor and set the appointment for transportation to take her to and from her visit.

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## Client Satisfaction Surveys

### Carole Frazier

“Miss Frazier was very nice and very helpful and I appreciate her help.”

### Kim Smith

“Could not have better care. Such a wonderful person.”

### Jowana Jackson

“Jowana was excellent to me and I really like and respect her professional and caring attitude. I could tell she really likes her job and wants to do good things for other people! She is always smiling.”

### Judy Bailey

“Judy Bailey was very helpful in getting my glasses and my diabetes medications. Thank you.”

### Misty Rambo

“Mrs. Rambo is very professional and helps every way she can.”

### Regina Blevins

“Regina Blevins helps me with anything I ask her about. She’s very good at her job and caring.”

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