

*UNIVERSITY OF KENTUCKY*  
*Kentucky Homeplace*

January 1, 2024 – March 31, 2024

Quarterly Report



Kentucky Homeplace staff were presented an award by Tessa Jessie for having a Top-10 KPAP value in Kentucky in FY '23

<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:

As the winter months come to a close and spring is approaching Community Health Workers (CHWs) are busy helping those in their communities. Kentucky Homeplace (KHP) CHWs have been hosting community health fairs in select counties in partnership with the Kentucky Office of Rural Health (KORH) with a focus not only on the services offered by KHP CHWs but also services for veterans' access to benefits thanks to a grant obtained by (KORH) aimed at improving these services for qualifying veterans. These events will be ongoing throughout the year and a variety of resources will be available at each event and all community members and partners are welcome to attend.

At the close of this quarter Kentucky Homeplace is currently staffed with 28 CHWs covering 32 counties. Also, CHWs are wrapping up the Chronic Disease Self-Management Workshops (CDSMP) with good responses and participation from their clients.

## **Quarterly Summary**

For the period January 1, 2024 – March 31, 2024, the CHWs provided services for 3,124 clients. CHWs logged 7,686 hours on care coordination activities with a service value of \$183,003.66. The amount of medication accessed was \$5,877,272.41 and other service values (not medications) accessed were \$1,010,346.72 for a combined total of \$6,887,619.13.

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 Sammie Smith and I have proudly been serving Wolfe and Powell Counties as a Certified Community Health Worker with Kentucky Homeplace since May 2023. When I took on the role as a CCHW for my area, it was with the mindset to help aid those in my community that have given so much to me. As for my communities in Eastern Kentucky, resources tend to be limited and the number of barriers that people face are increased. Barriers range from lack of housing, food accessibility, being able to get medications that are needed, and the lack of health literacy. I take pride in assisting individuals in my area to break down walls and remove barriers so they can be the best and healthiest versions of themselves. For myself, it is more than rewarding to create and maintain relationships with those in my communities. I want my clients to feel as if I am an added support system for their needs and that they aren't going to face troubles alone. For Wolfe and Powell Counties, I don't focus on one set population, I enjoy outreach that includes school age children to the older generations, it takes everyone to make a positive impact. I have been lucky to partner with outside entities to provide information to this area for chronic

disease management, education for diabetes, in-depth discussions and the importance for preventive health screenings, mental health awareness, Veteran's needs, as well as data on vaccines. Since being with Kentucky Homeplace, no two days have ever presented with the same obstacles or challenges and for that I am grateful; I find that each day I am learning more and more.

"We make a living by what we get, but we make a life by what we give."- Winston Churchill



I'm Jayla Ledford, I serve in Perry County and I have been with Kentucky Homeplace for about a year and a half now, but this place is like home. I have been with Mace and Michaela for what seems like longer than that because they were my teachers in the CHW high school program, we just had a tiny break in between. I love helping anyone and everyone I can, I have a lot of people come in my office who have been in recovery and are working to get back on their feet and those people have a special place in my heart. It's a very humbling experience.

# Program Activities

## Community Engagement Activities

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

Inter-agency meetings

Various advisory council meetings

Diabetic Shoe Clinic/Diabetic Support Groups

Various KYACHW sub-committee meetings

Various presentations to community organizations

Kentucky Public Health Association Conference

## Professional Development/CHW training

Kentucky Homeplace Database Training

Kentucky Association of Community Health Workers quarterly meeting

Payor Literacy training

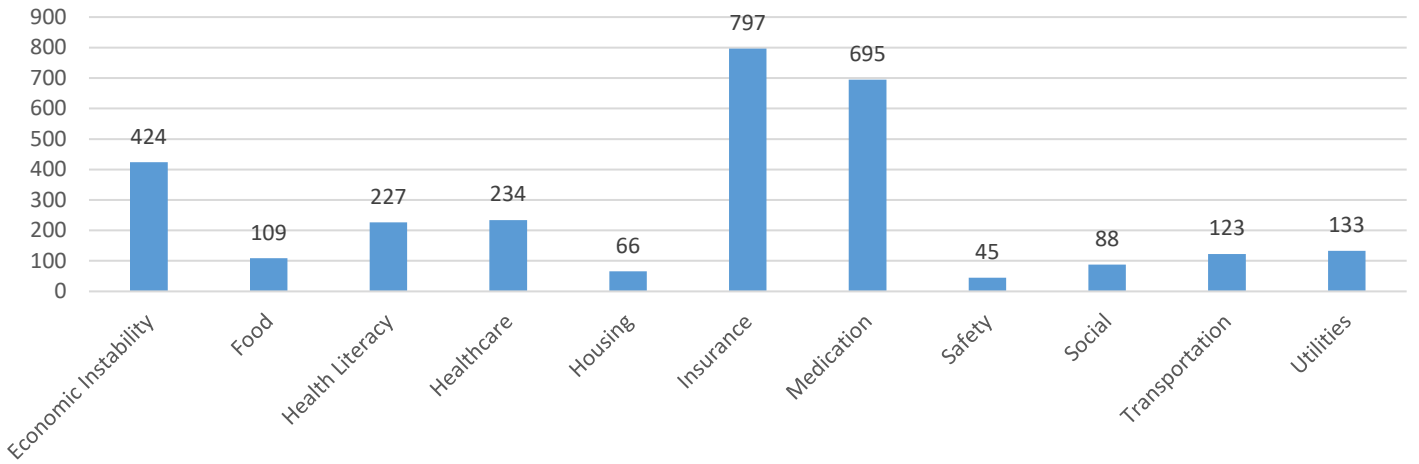
## Other News

Kentucky Homeplace staff presented various aspects of the program at the Kentucky Public Health Association's annual conference

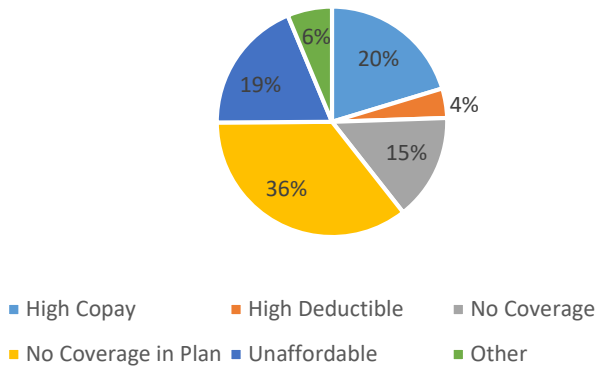




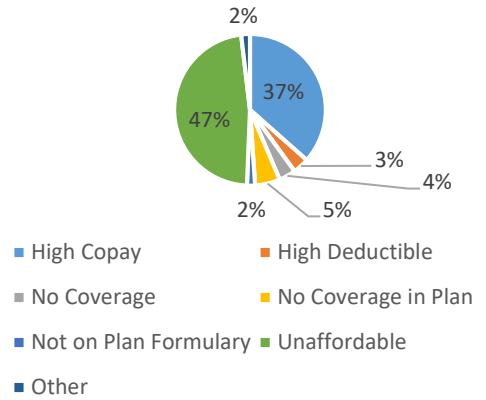
## Social Determinants of Health Barriers to Care 01/01/24 - 03/31/24



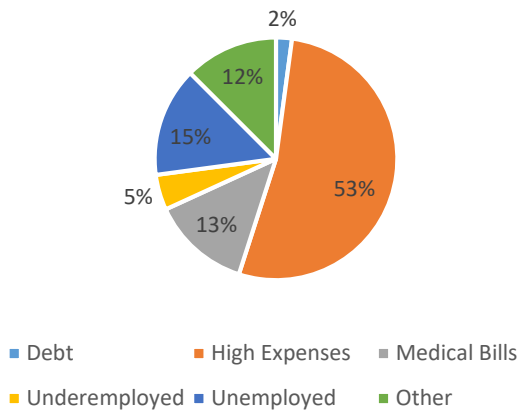
### Insurance



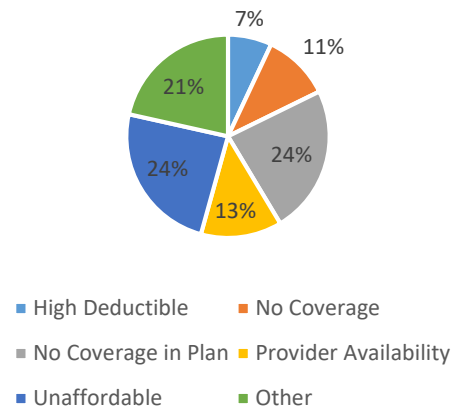
### Medication



### Economic Instability



### Healthcare

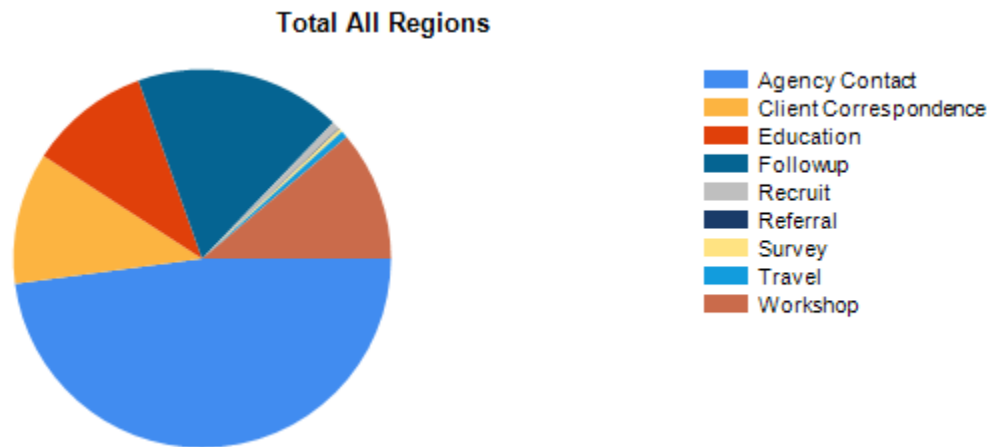


# Activity Summary

(Clients visited: 01/01/2024 – 03/31/2024)

Activity	CHW Hours
Agency Contact	3,679.15
Client Correspondence	866.80
Education	797.00
Followup	1,360.67
Recruit	51.50
Referral	6.42
Survey	23.00
Travel	46.33
Workshop	855.00
<b>Grand Total:</b>	<b>7,685.87</b>

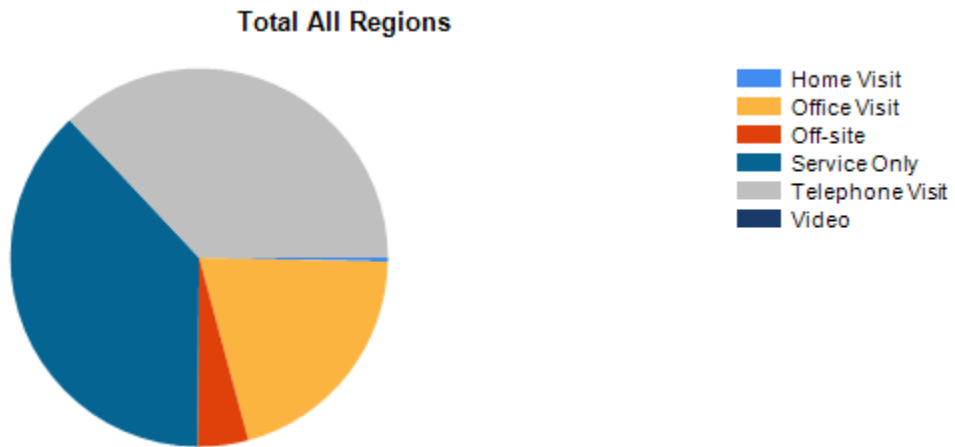
\*Total service value for 7,685.87 hours equals \$183,003



## Visit Summary

(Clients visited: 01/01/2024 – 03/31/2024)

Visit Type	Client Visits
Home Visit	32
Office Visit	1,945
Off-site	413
Service Only	3,596
Telephone Visit	3,517
Video	3
<b>Grand Total:</b>	<b>9,506</b>



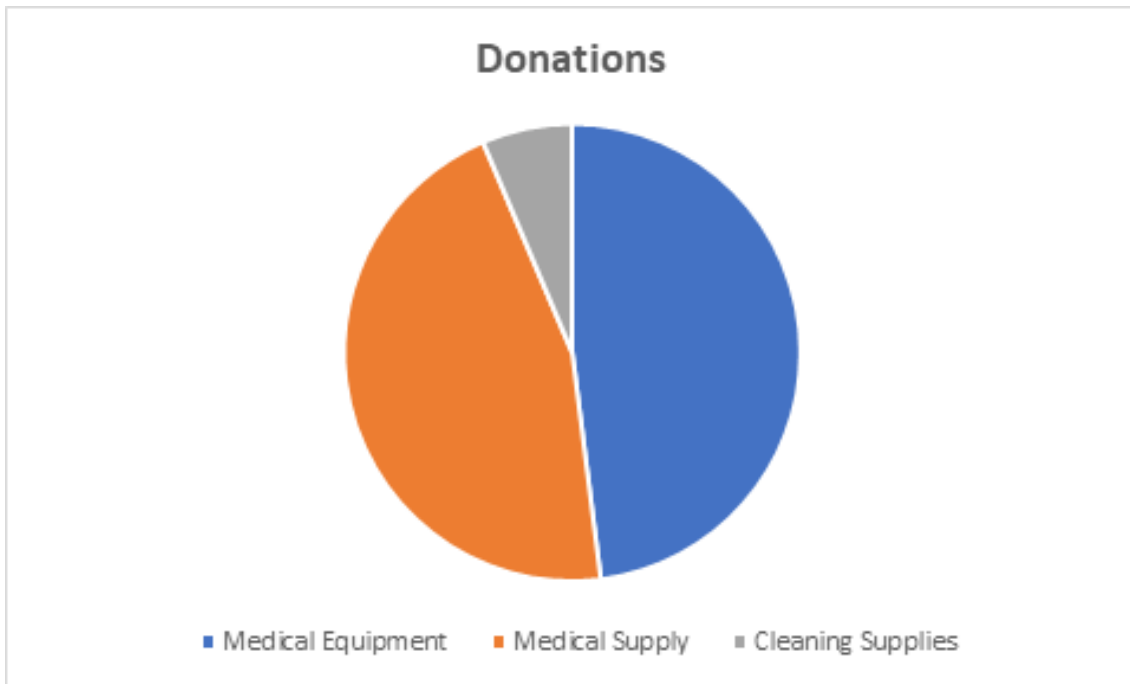
\* Service only involves any actions taken on behalf of the client while the client is not present.



## Donations

(01/01/2024 – 03/31/2024)

Category	Total
Medical Equipment	\$3000
Medical Supply	\$2,850
Cleaning Supplies	\$400
<b>Grand Total</b>	<b>\$6,250</b>



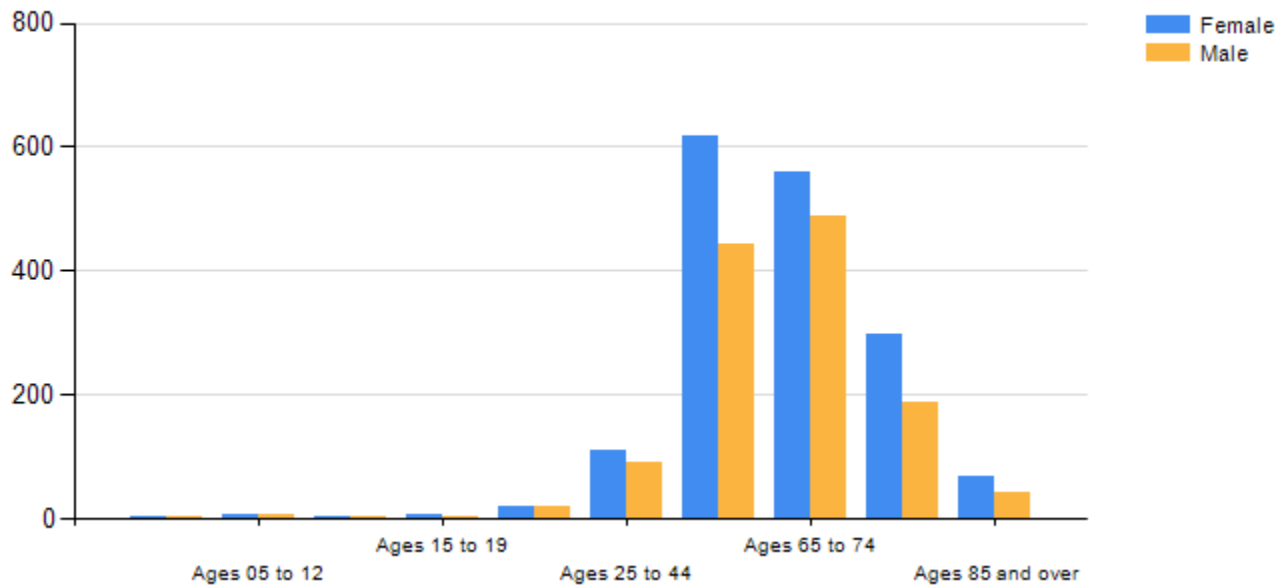
\*Kentucky Homeplace received donated medical equipment and supplies for redistribution to clients with a value of \$6,250.

## Age Gender Summary

(Clients visited: 01/01/2024 – 03/31/2024)

Age Group	Female	Male
Ages 00 to 04	2	1
Ages 05 to 12	5	6
Ages 13 to 14	1	2
Ages 15 to 19	5	3
Ages 20 to 24	19	19
Ages 25 to 44	111	92
Ages 45 to 64	616	442
Ages 65 to 74	560	489
Ages 75 to 84	297	186
Ages 85 and over	67	42

**Clients by Gender and Age Group**

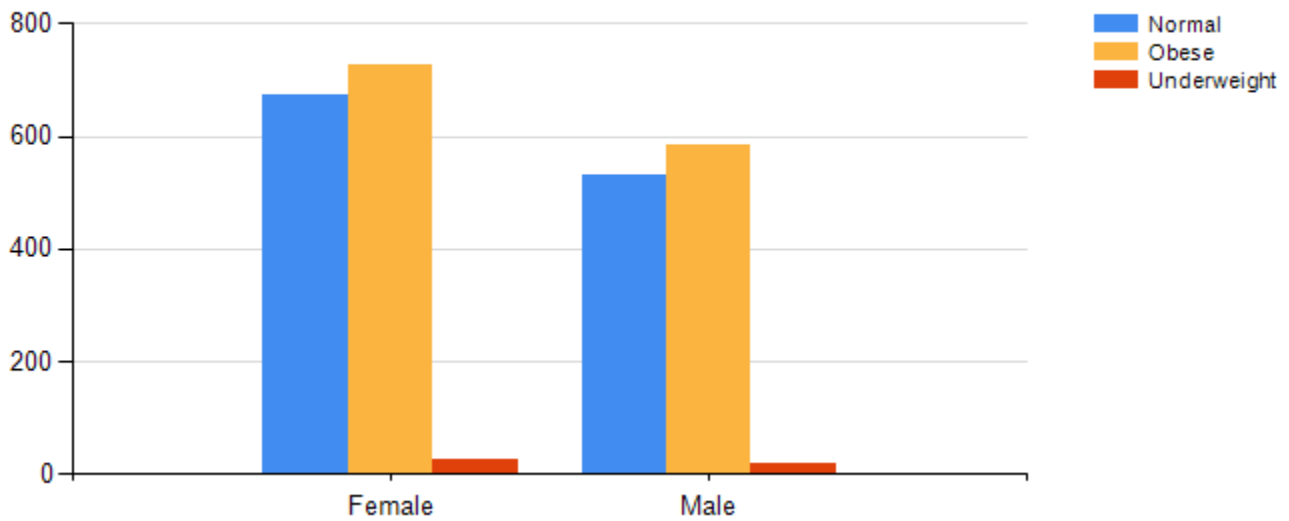


## BMI Category Summary

(Clients visited: 01/01/2024 – 03/31/2024)

Gender	BMI Category	Clients
Female	Normal	725
	Obese	674
	Underweight	26
	<b>Total:</b>	<b>1,425</b>
Male	Normal	529
	Obese	583
	Underweight	18
	<b>Total:</b>	<b>1,130</b>
	<b>Grand Total:</b>	<b>2,555</b>

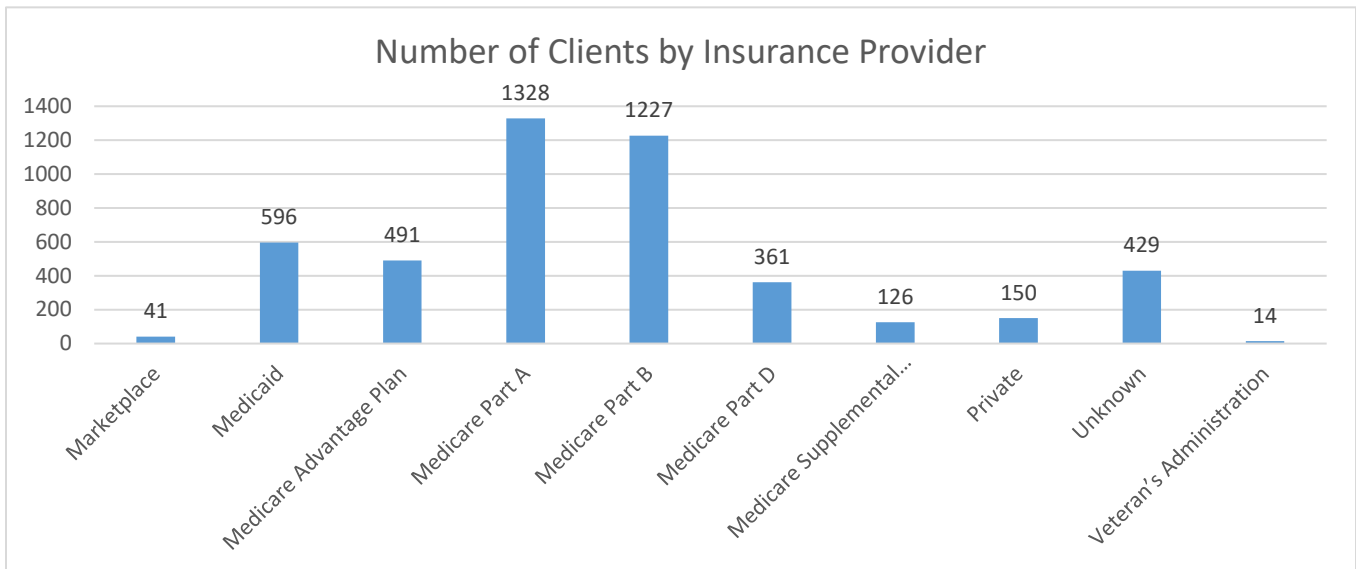
Client BMI Category by Gender



# Insurance Summary

(Clients visited: 01/01/2024 – 03/31/2024)

Plan Provider	Clients
Marketplace	41
Medicaid	596
Medicare Advantage Plan	491
Medicare Part A	1328
Medicare Part B	1227
Medicare Part D	361
Medicare Supplemental Plan	126
Private	150
Unknown	429
Veteran's Administration	14

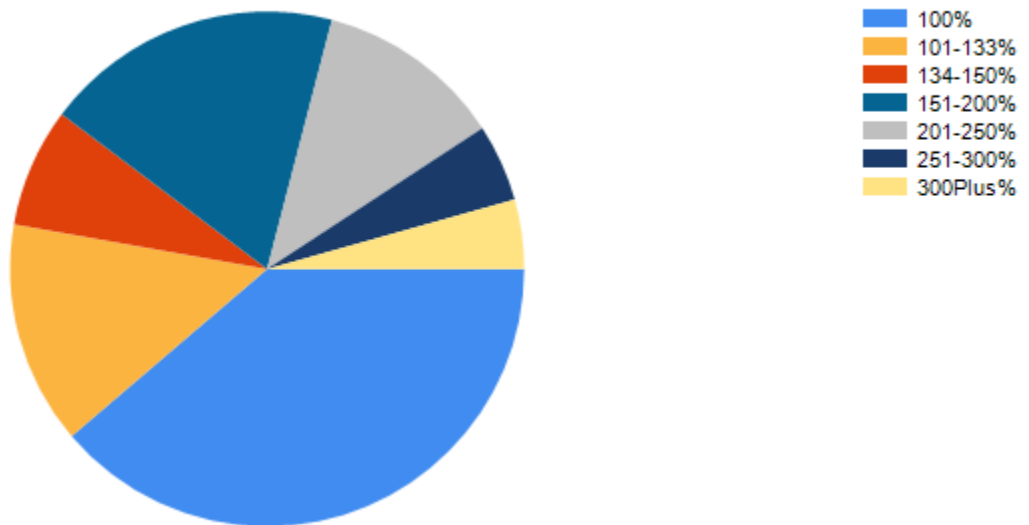


## Poverty Level Summary

(Clients visited: 01/01/2024 – 03/31/2024)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
<b>Clients</b>	1,149	416	222	557	348	144	129	<b>2,965</b>

Clients by Poverty Level



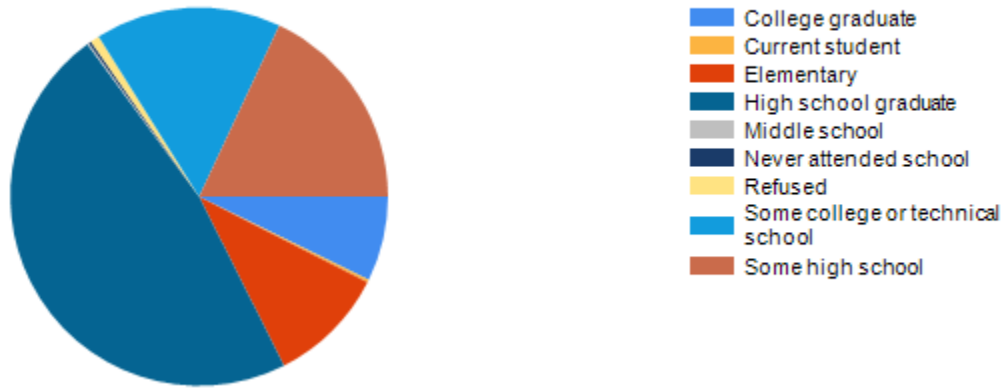
\*Grand total is unduplicated clients

# Education Level Summary

(Clients visited: 01/01/2024 – 03/31/2024)

Education Level	Clients
Never attended school	7
Elementary	299
Some high school	534
High school graduate	1,404
Some college or technical school	472
College Graduate	215
Refused	23
Current student	7
Middle school	4
<b>Grand Total:</b>	<b>2,965</b>

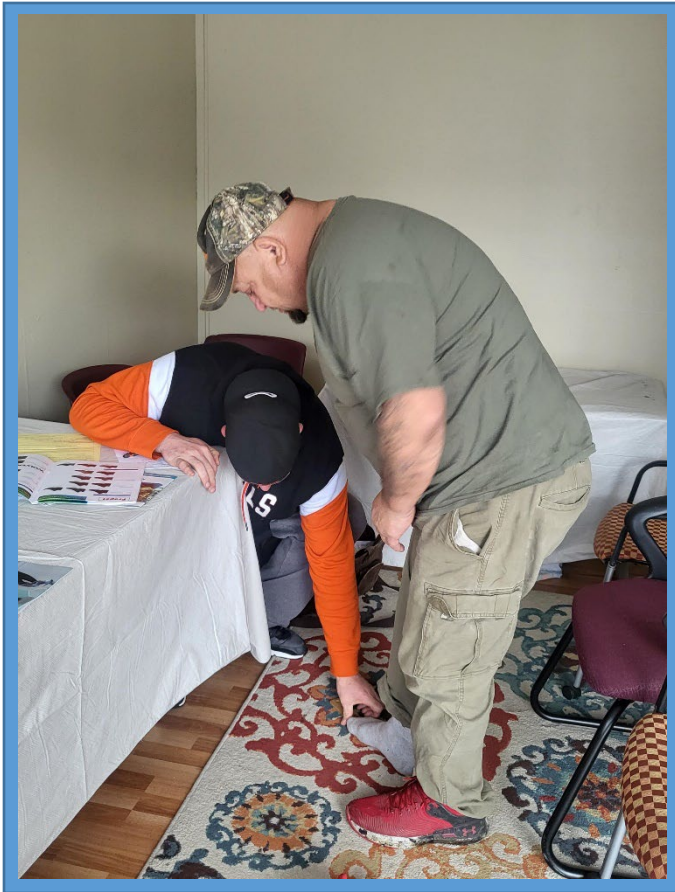
Total All Regions



\*Grand total is unduplicated clients



# Kentucky Homeplace CHWs



**A client being measured for a custom pair of diabetic shoes in Breathitt County.**



**Jayla Ledford, CCHW- Perry County and Andrew Gallagher, CCHW- Clay & Surrounding counties attend a health fair in Knox County.**





**Darla Shepherd, CCHW- Harlan County, and Mace Baker, Director, present on the Harlan Food Voucher Program at the Kentucky Public Health Association Annual Conference.**



**KPAP Community Consultant, Tessa Jessie, addresses Kentucky Homeplace CHWs before presenting an award for having a Top-10 KPAP value in Kentucky.**



## Boyd County Veteran Receives New Ramp Through Collaboration with KORH

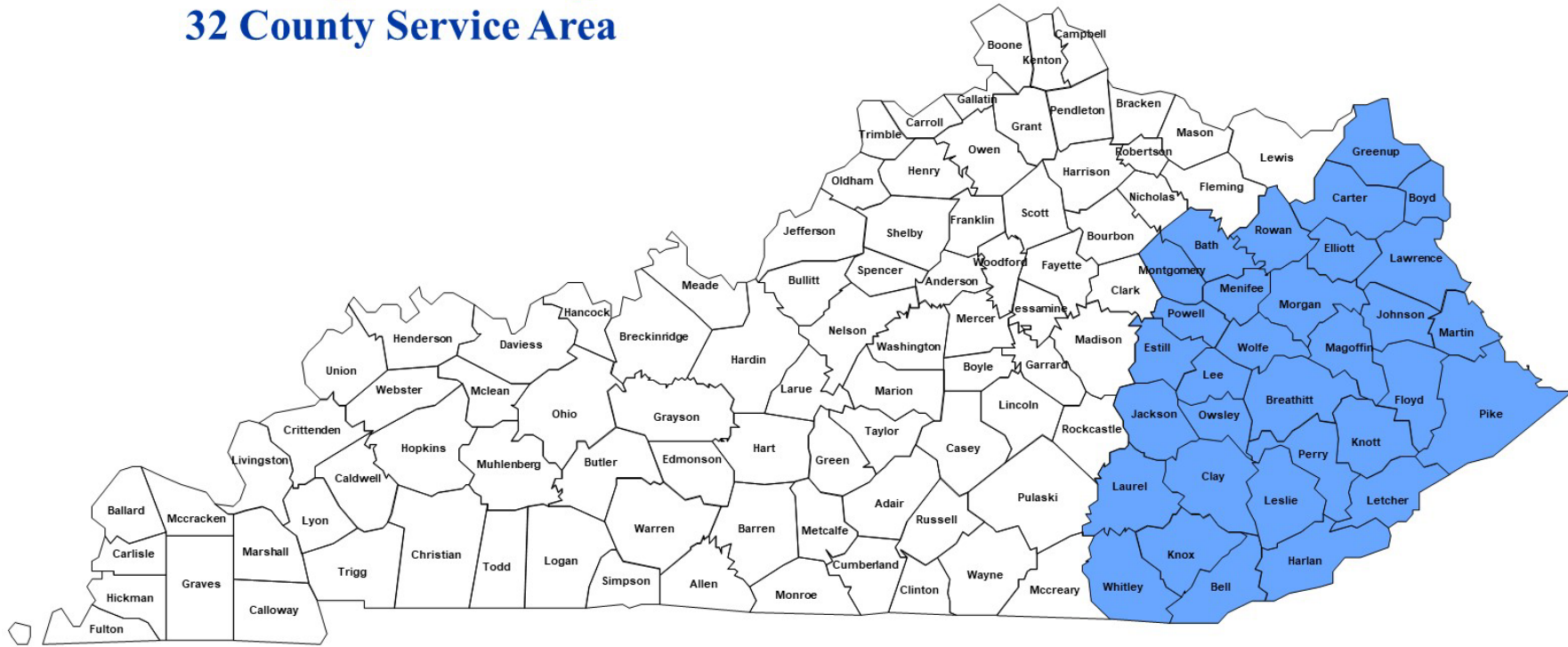
Since becoming a part of the Kentucky Homeplace family, I have been able to do something I am passionate about, help those in need. Over the course of several months, I have been in contact with a Veteran client in need. Little by little, I began to get to know this client and his wife, who advocates for him fiercely, and the life he has lived. My client was in desperate need of a ramp due to health issues and limitations. As a Certified Community Health Worker, I have explored many avenues trying to get my client assistance. A few months ago, I met a man who changed the game, James. He is a Rural Project Manager (Veteran services) through the Kentucky Office of Rural Health. James is located at The Center of Excellence in Rural Health in Hazard. James has been wonderful to work with and a key piece in helping my client. James is very knowledgeable and knows the ins and outs of the Veterans Administration due to being a veteran himself. When asked about why he is so passionate about his work James stated “Because I’m also a disabled veteran due to injury from the war. I’m humbled and honored to simply be part of helping as many veterans as I can. Gratitude is my medicine.” Due to our determination and a lot of work, we were able to work together to get my client a ramp at no cost which is estimated at \$19,829.00. My client has stated, “What a blessing the Homeplace program is.” Being a Certified Community Health Worker has taught me a lot and opened my eyes to so many more needs than I ever expected. There are days when we see people at their worst and then there are days like the day this picture was taken. Days that we get to experience the relief of our clients when we are successful at finding a resolution to a barrier in their lives.





# 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

My story this quarter is about all the happy calls I have received. So many clients have called reporting they have received their medications. This takes a heavy load off their shoulders, not having to worry about which bill to pay or what to buy at the grocery store. So many of my clients are senior citizens depending on a fixed income to survive. The worry of not being able to afford their diabetic medications and testing supplies is more than our seniors should have to endure. The sound of a happy client after receiving their medications is a reward in itself.

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I received a phone call from a very worried lady, she was worried about her brother's health. He had not seen a physician in over 3 years, and she could not persuade him to. I called the man and told him about a federally funded clinic, I explained how it worked and that I would call and set up the appointment, give them all his information and set up the transportation. After a couple hours he allowed me to work with his sister and get him the medical attention he very much needed. Sometimes taking those extra steps as a Community Health Worker can make a very big difference in our client's wellbeing.

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I had a young woman call our local Health Department and they referred her to call me to see if I could help her find the assistance she was looking for. This woman explained that she was in a bad spot physically and financially. She had no health insurance and had recently had to go to the emergency room due to having a very low hemoglobin and found herself needing several blood transfusions and other medical treatments and as a result has hospital bills and has been told that she is needing surgery that she can't pay for. I assured her that I would do everything I could to help her find the help she needed. I began calling different hospitals and getting financial assistance applications together. I told her we were going to apply for every program I could find. We found an option available that was a go, however, they were only going to be able to do a partial part of the surgery. To fix her complete problem, she really needed the entire thing done. We finally got the approval with another hospital to have her complete surgery completed to fix her entire medical problem. The greatest advantage was that financial support paid for the procedure in full. The patient was not burdened with any financial obligations following her procedure.

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One of my clients that I had helped in the past stopped in to see me one day to see if I knew of any programs to help with a new medicine she was on because her co-pay was expensive. Without insurance, it costs around twenty thousand dollars for a month supply. After reviewing the patient assistance programs through the actual pharmaceutical companies, I could not find one specifically for that medicine on a free program. I looked for other options to maybe get the medicine cheaper than the original co-pay but had no luck. So, I decided I would look through the grants for specific medical conditions to see if that medicine would be on one of the grants. While looking through the grants, I found one with her medical condition that she was on that medication. We applied, and she was approved for a year for a \$10,000 grant to pay her co-pays. I printed the client a copy of the co-pay card for her to have until hers came in the mail and went ahead and helped her call in her prescription fill to make sure the card worked for her first order.

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I spoke to an individual on the phone who had received one of my flyers in a food box. They were contacting me about diabetic shoes. I provided them with the required information for a diabetic shoe day. I then went on to examine what other programs we could help with. I explained the guidelines for the prescription assistance program, then they screamed do what.....lol! She was so excited, not for herself because their insurance covers her medication, but for a family member that desperately needs the help. They called and made an appointment with me.

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This individual had been previously enrolled in our program and had previously received assistance. When the client came to the office a few months ago, the first thing we did was updated their paperwork and contact information. The client has been homeless, living in their vehicle for a few years and disabled with multiple health issues. The client has been unable to receive any housing assistance as new applications have been suspended at this time and has not started receiving Social Security benefits. The client came asking for assistance with getting their Social Security benefits started, finding a low-income home/apartment to rent, gas cards, clothing, walking cane as well as a lightweight wheelchair. After many phone calls, their Social Security benefits had been started and I am currently assisting with being put on a waiting list for a senior housing apartment complex. Over the past few months there have been donations of gas cards as well as clothing, cane and non-perishable food items. Most recently, I have obtained a wheelchair which is much needed as this client has sores on their feet which makes it unbearable to walk.

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This client is a 59-year-old male who has type 2 diabetes, has had 3 heart attacks among other ailments. They were referred by their physician for prescription assistance for several medications and test strips. The clients spouse acts as their representative as they have a 4th grade education which causes difficulty understanding complex information and also has trouble writing as well.

We completed 4 KPAP applications for the client. After much back and forth with all of the manufacturers needing additional information; 2 were approved and 1 denied. The other I discussed with their physician as it was no longer covered under a PAP and suggested another comparable medication which the physician agreed with. We completed the application for this new medication and that was approved as well. The other medication that had been denied, is being paid for through insurance now as are their test strips. Now they are able to have the medications they need to stay as healthy as possible.

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This quarter has been a busy one at Kentucky Homeplace. I have assisted many clients with many different needs, but one client stands out in particular. This client was referred to my office by her provider because she had no insurance. She was needing lots of labs and was prescribed medications that she was unable to take due to the cost. When completing our initial interview, I realized that this client did not qualify to enroll into any type of insurance plans at this time because she did not have any life qualifying events that would make her eligible for special enrollment. So, I took each of her needs and addressed them one at a time. This client has family history of cancer and a fear of receiving that diagnosis because she has never had any type of preventive services. I reach out to an organization that agreed to cover the full cost of a colonoscopy and the full cost of a mammogram. I reached out to a local hospital and applied her for financial assistances that would cover the full cost of her labs. I also was able to help her access her medications either for free for the most expensive ones and reduced cost for the cheapest ones. Later this year we will assist her with reviewing and enrolling into a health plan that means her needs during open enrollment.

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I had a client come into the office that struggled with hearing. She had not been able to hear much of anything over the last 15 years and had no idea that she could access free hearing aids. I assisted my client with enrolling into a health plan that would meet her needs with her hearing and additional benefits that she needed. Since working with this client, she now has new hearing aids and is living a better quality of life. She has received new dentures for the first time in over two decades. She is receiving assistance each month with healthy groceries

that otherwise she would not be able to afford. My client is much healthier and happier since coming into my office and receiving the help and guidance that she needed.

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I had a female client come in needing help with medications. She only had Medicare Part A and B with no prescription coverage. She had three brand name medications that would've costed her about \$500 per month, so she was only taking 1 of the three that was prescribed to her because she couldn't afford them. I applied for assistance and got her approved for medicine that very same day through the Health Well Foundation Grant and printed off her prescription card to use at her pharmacy in the amount of \$10,000 with a one-year expiration date for use. I went ahead and called her pharmacy and provided the card number over the phone while she was in my office to make sure they didn't have any problems, and they advised it worked and they would have her medicine ready for pickup. I was able to get both of the other medications approved as well in about a week. She called to thank me and stated now that she had one less thing to worry about, she was going to try and start taking better care of herself by eating healthier foods. By being able to remove that burden from her, she had a little extra money in her pocket to buy more groceries and it relieved some of the stress, therefore making her a little less worried and wanting to take better care of herself.

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This quarter I was able to enroll and assist a client who was suffering from multiple health issues, the most prominent being stage 4 kidney disease. This resulted in incontinence issues. Upon investigation I was able to find that she is a Medicaid recipient and after multiple phone calls I was able to get her set up with a supply company that was able to ship her the incontinence supplies she needs to her home every month and she no longer has to worry about that expense on her fixed income.

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I was able to assist a gentleman that was a severe diabetic. Due to his diabetes he had suffered an amputation of the left leg, from the knee down. This client was previously on Medicaid, but his coverage was suspended due to a change of income when he got married. This left him on Medicare A&B only, and extremely high copayments on his medications. After communicating with his primary care doctor and I was able to help him get 3 of his diabetic medications for free.

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I had a client in need of help accessing his meds and said he had no money to buy them and his insurance at the pharmacy said his part was going to be over \$600.00. We made him an appointment to come in so we could check on why his medication was costing him so much. I told him it could be because he had a high deductible, or it was just a discount card that his insurance offered but I wouldn't know till I made some calls to find out. The client came in and we did his enrollment and called and checked on his insurance and like I said, it was a discount card. He was supposed to use but it still did not make his medications affordable. We looked at his meds list and I gave him his options and he decided to go with another pharmacy that offered a better discount and wasn't going to cost him over \$600.00, he got his meds for a little over \$50.00. The doctor changed the medication to a covered med, and he got it for free. He could not believe that he was going to be able to afford his medication, he was in distress when he came in but left here and said he was glad his friend had sent him to Kentucky Homeplace for help.

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A longtime client came in as soon as he could, back in early fall he fell and hit his head and as a result he got a brain injury and was left owing a lot of hospital, medical and emergency ride bills and did not know how he was going to pay for all of it. I started by trying to get help from the financial assistance programs they offer, if any on all of them then I made calls to see if he could get a spend down on any of it and it was too late for anything due to the time lapse and some had already been turned over to collections. Then I called and spoke with some co-workers that knew more about waiver programs, I also called the local place that did the waivers and was told that I could help him apply. We did a lot of calling and a lot of following up. It was a long process but he got approved on some financial assistance programs but that still didn't help him with his medications he was needing. So, I called the DCBS myself and told his story and the rep. decided to go ahead and do the paper work needed to start an ABI waiver and in no time, he was approved for a brain injury waiver that gave him Medicaid and lots of other medical coverage that his Medicare didn't cover. This client felt he had no home and now he has his medications all paid for and he is getting his Medicare part B paid for, so he is getting that back in his pocket. He can get the medical treatment needed to get him well. He had already cancelled one CT scan due to having so many bills but now he is scheduled for one and he has a home health nurse, occupational nurse and is receiving physical therapy. My client said that he never received such loving care as he had been getting help on all this. Just knowing that he does not owe \$13000.00 in medical bills is a big weight off him – no we could not get it all written off but \$6000.00 looked better. They still have not decided on if they are going to back date his Medicaid to Sept, but they are working on it as it is still in appeals right now.

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My first story for this quarter is about a client whom I had been working with since the beginning of this year on hearing aids. We got her hearing exam and it was determined that she did need hearing aids for both ears, we then started working on getting her approved for those with little copay. She was just recently notified she had been fully approved and will be able to access both hearing aids for only \$300. She was very happy to have this copay now instead of the \$4000 she had previously been told about.

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Another client came in needing help with an inhaler, upon looking into her situation I saw that she also qualified for QMB. We got her approved for her inhaler through one of the drug assistance programs and we are now working on her QMB application.

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A woman visited my office seeking help with her diabetes medications. She lacks insurance coverage for insulin and a glucose monitoring system, which she cannot afford. Previously insured, she effectively managed her diabetes with constant monitoring. Without it, her physician added another insulin, adjusting the dosage based on daily fingerstick readings. Consequently, her A1-C levels have risen. I contacted Abbott, the company that provides one of the monitoring systems. Despite being uninsured, I secured a discount card for her, reducing her sensor expenses by over half monthly. Additionally, she received a two-week free trial while awaiting the card in the mail. She can monitor her glucose levels after each meal now and can keep her levels down as she can see when they are elevated.

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A woman contacted my office after her income decreased due to Medicare premiums deducted from her monthly benefits. I scheduled her to the office to assess her household income and benefits. Upon evaluation, I applied her for Medicare savings, which can reduce her premiums and potentially lower her medication copays. I instructed her to gather all necessary documents for verifying household income and resources. We completed the application and uploaded the required documents. Her application was approved, resulting in three months of Medicare premiums being reimbursed due to backdating eligibility. Additionally, she qualified for the Low-Income Subsidy, reducing her medication copays. My client was so thankful for Kentucky Homeplace and the savings she was able to receive. She stated this made a substantial difference in her monthly budget and allowed her to afford things that she normally couldn't each month.

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Last Summer I had applied for a HART Grant for one of my clients to assist in getting her a walk- in shower. The work and documentation required for this particular application alone is extensive. My client and I both worked hard in obtaining all that was needed and was able to submit the application a month prior from its deadline. We never heard anything in regards to the application and assumed that since it was a highly sought for grant that she had not been accepted. A couple weeks ago, she came into my office and said that she had been contacted by one of the representatives from the Hart Grant and that she had been awarded the grant for her walk-in shower. My client is an older adult who lives alone as well as a severe diabetic with several toes amputated, so she has to be extremely careful. She has always been fearful getting in and out of her shower and falling. She had contacted American Standard to come into her home who did an estimate and the cost of the shower she needs is around fifteen thousand dollars. Thanks to the HART grant, this cost is going to be paid for and my client will be able to continue to live independently as well as more safely in her own home.

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In the county I serve there are a lot of my clients who live in town and walk to their destinations from home. I have one client who walks everywhere no matter what the weather may be, and is a bad diabetic. I was able to get him into my office and attend my first diabetic shoe day for the 2024 year. He picked out a nice pair of boots, and he stopped by my office and told me that he received his shoes on Valentine's Day and he couldn't have asked for a better Valentine's Day present. My clients are very appreciative of the help I can give them and I'm very thankful I can help those like him in particular that rely on a good pair of shoes to get them through their everyday lives.

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One client had come to the office needing help with medication because they could not afford the co-pay for the medication due to decision to pay their rent, get groceries, or medication. The client also needed glasses but was unable to afford them I was able to get an appointment for them. I was able to help with the medication assistance and a new pair of eyeglasses.

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One client I was able to help this month needed medication assistance for diabetic medication and Eliquis. They did not have the money to spend for the 3% that is required by the manufacturer, so I helped the client with extra help. The client had gotten approved for the extra help and the client's Eliquis is going to cost \$11.00 a month.

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A couple came to me for help because the husband needed help accessing his Eliquis. After checking their situation, it turned out they had to pay three percent out of pocket before they could get help from assistance programs. A few months later, they came back and with the receipts to prove they had bought the medicine. I enrolled him into Kentucky Homeplace and helped him set up an account on KPAP so he could successfully get his Eliquis through the program.

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A lady came into my office and been referred to me by the health department. She, at the time, was seven months pregnant and had been experiencing homelessness since the floods in July 2022. Through various groups, I was able to get a hygiene and food box prepared for her. She didn't have a copy of her insurance card anymore, so we were able to contact her MCO and update them with a safe address for her card to be sent and made an over-the-counter order for products available, she had a \$20 value to be spent each month that she had no idea about. With some calls, I was able to find out that one of the Section 8 housing authorities was soon going to have some vacancies and had them send me an application for the apartments. I helped her fill out the application. A few weeks later I had checked back in with her to see if she had heard from the apartments and to see if she needed another food box. She relayed to me that she had been approved for an apartment and that she would get to move in sometime in April.

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At the beginning of the year, I set up at a community outreach center in an effort to reach members of my community that don't always have services brought to them. At this event, I started working with a lady who didn't have any vision or hearing insurance and was not eligible to get a Medicare Advantage plan. I was able to arrange for her to have a free eye exam, and then get a free pair of glasses, I also worked with her through a program to get her a free hearing screening and approved for hearing aids for \$300.

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During this quarter, I was able to help a client in need by providing her with incontinence supplies. Before this, my client was unable to afford incontinence supplies and would often have to choose between buying Incontinence supplies or food. My client is always happy and grateful for Kentucky Homeplace and the resources we can find.

During this Quarter I, along with another person from The Center of Excellence in Rural Health worked with the VA to help a veteran client in need to obtain a metal wheelchair ramp so that he could easily enter and exit his home. This was a big relief for my client and improved his quality of life tremendously.

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This quarter I received a call from a co-worker, whose Uncle was in the process of getting hip surgery. But before he could get the surgery he needed some dental work. He had gone to the dentist and was told he had several bad teeth, but that it would be a good idea just to get them all pulled due to gum disease. This was a cost of about 12,000.00 that he couldn't afford. So, I told my co-worker to have him call me, so that I could schedule an appointment and get him enrolled with Kentucky Homeplace. I received the call 10 minutes later and scheduled an appointment for him to come in, on the day of his appointment he came and was in a wheelchair due his hip. After doing the initial interview and getting him enrolled, I let him know that I had a couple of things to check into and would get back with him. After doing some research and speaking with another CHW co-worker, I was able to get him into a dental clinic, without any cost to him, he would have to get a physical and travel 2-hours one way, but he had family that was going to take turns taking him. I got him scheduled and he's had his first visit and they pulled all the top teeth and then in two weeks he will go back to get the bottom teeth pulled. He was very happy and pleased that I was able to help him. His whole family kept thanking me for all my help.

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Good News!! A client that I helped get approved for home repairs and had been waiting for over a year and a half, finally got her new roof. After signing and choosing her color for the roof, she was then put on the schedule and within 2 days, they arrived one morning at 8 and by 4 they were all done. This was a cost of 18,000.00 that she didn't have to try to pay herself, all they asked of her was to take a picture.

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This was a new client that had been getting his Medicare Part B paid for a while. Recently though, they had started holding it out of his Social Security check again and he was concerned. He had called the local Social Security office and they referred him to me. Upon enrolling him as a client, I began on his case. We called Kynect to add me as his Kynector to start, then started to review. I discovered that they still had that he was employed and was receiving wages that put him above the limit for the Medicare Savings Program. His income was corrected in their system and now he is fully eligible for the Medicare Savings Program again and will get his Medicare Part B premium paid once again. A few days later he called

me to say he had received a letter that he didn't understand. I accessed his case once again to find that there was nothing wrong with the case. The letter he received was the standard form letter where they list multiple programs and list whether or not you are approved or denied.

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My client is an elderly gentleman whose wife has dementia. His son brought him into the office for his appointment to see what he may be eligible for. After enrolling the client, I noticed that his household income was very low. I verified that this was truly his entire income and they both agreed. I checked the limits for SSI and we called the Social Security office. We had to schedule a phone interview at a future date which we did. Fast forward to the following week, he came into the office again and immediately the phone rang for the interview with Social Security. The interview went fairly quickly with a good result. Both he and his wife would be eligible for SSI and get Medicaid to help with doctor's visits and medications. A very humble man, he was so appreciative of me taking my time and offering to pay me for my help. I thanked him and replied no payment is necessary, helping you is my pleasure.

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I had a client that needed Ozempic but was unable to afford it because her co pay was \$500.00 a month with her insurance. Her A1C is 8 and she is hoping it will help to lower it. I was able to help her get the medication through the Prescription Assistance Program at no cost to her. She is so appreciative of Kentucky Homeplace.

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This quarter I helped a elderly man with severe diabetes to get diabetic shoes. He was having trouble with his feet due to his diabetes. This man came in and had never heard of Kentucky Homeplace and I had an extra pair of diabetic shoes in my office that was a size 9 for this man. He could not afford a pair of diabetic shoes so I sent him home with the extra pair I had in my office before getting him approved for another pair. He returned to my office when I received his new pair of shoes and he was very grateful to Kentucky Homeplace for improving his quality of life with his two new pairs of shoes.

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This quarter I assisted an elderly man who experienced a stroke several years ago. He could not afford the glasses that he so badly needed after experiencing this stroke. This gentleman hasn't been able to drive a vehicle or have a license in 10 years. Being a severe diabetic and having the stroke had affected his eyesight tremendously. He was experiencing blurry vision, double vision, moving images, and major sensitivity to light. He stated that he had been

dealing with these symptoms daily. We contacted a local optometrist and they gladly made this gentleman an appointment and we did all of his registration in the office. They were able to get him in the following day for an exam. After his appointment, he came by my office and picked out a nice set of frames and I started the process with New Eyes for the Needy to get this man the glasses he so desperately needed. A couple of weeks passed and he gave me a call that he had received his new glasses and was going to stop by my office to show me his new glasses.

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This quarter I was able to partner with an outside entity and deliver 41 hot meals to seniors who were in need. This was a very rewarding and humbling experience for me. These 41 seniors weren't just regular seniors, they were individuals that helped aid me in who I have become today. Over the years, I have been able to take a little bit with me from each of them; From communication, and teaching me about their needs and disabilities to learning true appreciation. Serving those in need, was the perfect way for me to give back to the community that's given me so much.

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I have been working with our local doctors on helping clients get their medication. I have had several doctors to start sending clients to me for Insurance because they had the Pandemic Medicaid and now they don't qualify and can't find insurance to cover their medicines. Working with KYNECT I have been able to assist them with getting information to decide on insurance from the market place and assist them the some of their medications from KPAP. The clients stated they had tried to find insurance on their own but it was difficult to decide what would work the best for them. KY Homeplace has been a big part of the local community to help the patients and their doctors.

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We had a client and her husband come in to see a co-worker for assistance with her medications. While my co-worker was working with the wife, I spoke with the husband and found out he needed assistance with his medications as well. He had been out of work and had lost his insurance. He has started a new job, but his insurance won't take effect for 90 days. Some of his medications are crucial for his health. So, I was able to sign him up and assist him in obtaining several of his medications and in getting diabetic shoes. Because of this, his A1c has started coming back down from 10.9 to 8.3. Hoping to see his next A1c be even better.

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Met with Pikeville Medical Center's Diabetes team to discuss the services we could offer their patients. They have been trying to assist their patients with medication applications, but are having some difficulties. Pikeville Medical Center's Home Medical Equipment no longer provides diabetic shoes. The Diabetes team is now referring their patients to Kentucky Homeplace for assistance. Another great partnership is in effect.

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I have had an influx of clients needing insurance because they were losing their pandemic Medicaid. Applying for APTC for the clients and showing them their options and the affordable plans has been very satisfying and the clients have been so appreciative. They didn't think they could find a plan that would actually pay at a cost they could afford. A lot of them had listened to family members who told them it would cost them hundreds of dollars per month.

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I have a client who came to me for help signing up with Medicaid, but she couldn't get approved. As we were going through the new client enrollment process, we found that she needed a mammogram which she has not been able to have done without insurance. I got her in touch with KyCancerLink and they provided her with a free mammogram. After working with her for a couple of months on her Medicaid application and providing all the requested paperwork to the state, we were finally able to get her and her husband approved for health insurance. It was just time because the results of her mammogram came back and she needed follow-up visits to go over the results.

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I received a client referral from one of our local churches. A member of its congregation lives in central Kentucky and wants to move back to town. As we were going through the enrollment process, I found out she is disabled, in a wheelchair, diabetic, and has a caregiver living with her. Originally, she requested my help in finding a place to live that was handicap accessible. She had a place in mind beside her church that was becoming available, but she said the owner would not rent to her. I contacted the owner and explained her situation and he was more than happy to accommodate her. The house is still under renovation from the previous tenant, and she is set to move in soon. I have also been able to go to her church and they graciously donated a small amount of money to help her with moving expenses.

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A client came to the office due to losing Medicare. This client had been diagnosed with early-stage dementia. The client had no idea what to do. The client sees multiple doctors, several times a month. We spent hours working with the Social Security Office and Medicare getting

the client's coverage back. It took 3 weeks to get it back. This client had continued going to the doctor during this time. We are still working on getting the coverage backdated to November 2023 when the client lost coverage. However, the client is covered now and able to go to the doctor.

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The client came into the office referred by DCBS. This client had lost Medicaid due to being over-income. This client did not receive assistance for monthly premiums and therefore could not afford the plans on APTC. This client has uncontrolled diabetes. I was able to work with a clinic in town and the client is now able to go there free of charge. KY Homeplace is assisting with three medications. The other meds are coming through the free clinic. We have completed a spin-down app with a local hospital and for any services the client will need to have there, this client will only pay 5% of the cost.

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I had a client referred to me by the local clinic for glasses. I was able to get help for her glasses. She was very pleased with her new glasses. I had a client that was needing help paying for his medicines with Medicare Extra Help. I processed the application for Extra Help and QMB and he called back to let me know he was approved. He now has the extra money to be able to buy groceries.

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I had a client who was referred by a friend who had an experience with me helping her husband as a client. She was a previous Medicaid client who was transitioning to Medicare as of February 1, 2024. She walked through my doors devastated not knowing how she was going to continue to be able to afford to go to her Primary Care Dr. or even be able to afford her medications. When I had spoken to her over the phone I had reassured her that she had three months before to pick a drug plan and three months afterward that when she came in we would seek the best options and everything would work itself out! After enrolling her in the database I realized with her being a diabetic, having hypertension, and many other chronic issues that she would benefit more than just having a Medicare RX Plan. The 20% after Medicare pays the initial 80 % can often lead to a financial disaster, especially when you realize your client could be one blink away from a hospital visit which could then lead to bankruptcy quickly. We decided the best option would be to apply her for Extra Help, known as QMD/SLMB. If she was able to receive this benefit due to her financial status it would be a great blessing to benefit my client. So, we applied in hopes she would be approved! The next thing I realized I may need to make a connection with a friend that could help pick a more sufficient plan like a Medicare Supplement or Advantage Plan. This would help cover the 20%

and offer many more options for my client in our area. We made the phone call introduced the two together and made the referral. Based on my database questions she was up to date with everything as far as dental, vision, vaccines, and everything recommended for her age and history. She was a diabetic and had never had a diabetic foot exam so that was something I planned to help with after she decided what the best option was for her regarding insurance. She later left with the assurance that everything would work itself out and she would be taken care of regarding the major life change that had taken place. We take for granted sometimes how big of a deal it is when a client walks through our doors and often every door in front of them seems to have been slammed in their face. They are devastated, upset, worried, and living with the fear of not knowing how they are going to make ends meet. After the encounter with the Community Health Worker, they can rest assured that everything will be okay! That's the thing I love most about Kentucky Homeplace! As of April, I made a follow-up phone encounter with the client just simply checking in to see how everything worked out! She had let me know all the good things that had happened with my referral who was able to do a home visit and go over the best Medicare plan options regarding her scenario. She let me know that she went with a Medicare Advantage Plan, which covered her Dr.'s visits with a \$10.00 copay. She will receive vision and eyeglass coverage, over-the-counter benefit options, and so much more. Every medication she needed she hadn't paid one penny for any of it! She informed me of her letter of approval for Extra Help, QMB/SLMB, and was approved for help with prescription drugs! She was advised that she would also receive help with her Medicare part B amount that was being deducted from her Social Security Check! I advised her to call Medicare and file a claim so they would reimburse her a little more quickly for the \$174.70 that she had paid in January. That's almost or could be over \$700.00 that she will receive back which she was unaware of! She and I both were so ecstatic we could hardly sit still! She was so grateful! Kentucky Homeplace helped save my life she replied!

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I had a client come in needing help with insurance, unfortunately, the window had closed for him to apply and there were no qualifying events. After talking more with this client I was able to identify other needs and was able to get the client assistance with a Drs. appointment and was able to send him to a dental clinic for extractions he was in dire need of.

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I had a client come in looking for help with a marketplace plan. She stated she was just confused about the difference in the plans and no one could explain it to her. We sat down and reviewed several different plans, after a couple of days of comparing back and forth, she decided on a plan and was able to enroll. The client was very pleased with her outcome & understanding of the process and plans.



## Client Satisfaction Surveys

### **Darla Shepherd**

Darla is a very special person. She has helped us in 14 different ways that no one could. She holds a special place in our hearts. Harlan is lucky to have her!

### **Jennifer King**

Very nice lady and very helpful! Thanks to her for what she has done.

### **Ashley Francis**

Ashley has been so good at helping me with getting eyeglasses and is helping me with getting hearing aids. I really appreciate her help.

### **Barb Justice**

Barb always is helpful and concerned. She helps with taking my concerns and making them easier for me to deal with. She is a great person.

### **Chyna Smith**

Chyna has gone above and beyond to help me get my diabetic medications. If it wasn't for her, I wouldn't be able to get medication. I would recommend her to anyone. She is the BEST!!!!

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