

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**July 1, 2021 – September 30, 2021
Quarterly Report**



*Natural Bridge State Resort Park- Slade, KY.
Photo by: Bed and Breakfast Association of Kentucky*

Kentucky Homeplace <http://www.kyruralhealth.org/homeplace>

Funding for the program is a joint collaboration of the Kentucky Cabinet for Health and Family Services and
The University of Kentucky and the Center of Excellence in Rural Health.

TABLE OF CONTENTS

Letter from Kentucky Homeplace Director.....	03
Community Health Worker Spotlight.....	04
Appalachian Community Health Days.....	05
Program Activities.....	06
Social Determinants of Health/Barriers to Care.....	07
Activity Summary	08
Visit Summary.....	09
Community Health Days Reach Summary.....	10
Age-Gender Summary.....	11
BMI Summary.....	12
Insurance Summary.....	13
Poverty Level Summary	14
Education Level Summary.....	15
Kentucky Homeplace Pictures.....	16
Kentucky Homeplace Regional Map.....	21
Client Encounters.....	22
Kentucky Homeplace Contact Info	36



Kentucky Homeplace

My Fellow Kentuckians:

This quarter has been a very productive yet challenging time. With the rise in COVID-19 cases, the Kentucky Homeplace team of CHWs have been working to address the health and wellbeing of their clients and those impacted by COVID-19. Our CHWs have provided COVID vaccine education to improve vaccine confidence and to encourage and or schedule their clients to get the vaccine.

The CHWs have been planning, coordinating and working Appalachian Community Health Days in order to promote access to vaccinations and many other health related services at these events. CHWs are working within their communities to bring multiple community partners together to provide resources for individuals who attend. Services include: Flu vaccination, AIC test, blood pressure screenings, HIV testing, Hepatitis C testing, stroke risk screening, pre-diabetes risk screening, housing assistance, employment opportunities, dental screenings, diabetic shoes, DME equipment, education opportunities, and maternity education just to name a few. So far, 18 events have been conducted with 262 individuals receiving either the 1st or 2nd dose of the COVID-19 vaccine and 12 individuals receiving boosters. (Please see pages five and ten for more information on these events).

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

Quarterly Summary

For the period July 1, 2021 – September 30, 2021, the CHWs provided services for 1,759 clients. CHWs logged 3,469.72 hours on care coordination activities with a service value of \$82,614. The CHWs enrolled 199 clients in Kentucky Medicaid organizations this quarter. The amount of medication accessed was \$1,854,260 and other service values (not medications) accessed were \$459,629.37 for a combined total of \$2,313,889.37

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 July - September. If you wish to have a printed copy, please call 1-855-859-2374 or email me at mace.baker@uky.edu.

Sincerely,

William Mace Baker

William Mace Baker, RN

Director, Kentucky Homeplace Program



Community Health Worker Spotlight



Hi! I'm Carole Frazier and have served Perry County for the last six and a half years. I have also served on several community projects such as Operation Change: "Movement is Life" and was one of the first to be trained as a UAS Visual Observer with the USA Drone Port/USGT for Project Jericho. The greatest joy I get from being a Certified Community Health Worker is helping my clients. They become like family and it is so rewarding knowing I am helping someone in need. To see their true appreciation and relief when I can help them is indescribable. I only wish our community knew more about Homeplace and the resources and services we offer. Everyone needs to know we are always here to help any way we can. It is truly a blessing to be able to help and serve the citizens of Perry County.



My name is Kala Gilliam. I am originally from Sandy Hook, KY but currently reside in West Liberty, KY. I have three sons, Jacen 20, Jordan 18 and Isaac 15 and have been married for 22 blessed years to my childhood sweetheart Tony. I enjoy doing anything outdoors from fishing, kayaking, and coon hunting (running dogs) with my husband. I am a Certified Community Health Worker and I have been employed by Kentucky Homeplace for almost seven years and cover the Rowan County area. During my employment with Kentucky Homeplace, I have come across many people with all different types of needs. It is truly a blessing to be in a position where I can provide assistance and a helping hand in every part of their lives. They aren't just clients to us, they are family. I do work with some of the best people within Kentucky Homeplace and also many organizations within the community, whom all share the same compassion which is to help people.

I currently serve as the President with the Kentucky Association of Community Health Workers for two years and I also serve as a board member for The People's Clinic. I am looking forward to continuing my work as a CHW and to change the world one person at a time.

Appalachian Community Health Days



The UK Center of Excellence in Rural Health has received a grant award entitled “*Increasing the COVID-19 Vaccination Rates in Rural Appalachia Kentucky*”. It is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS). As a result of this award, Kentucky Homeplace Community Health Workers are partnering with The Center of Excellence in Rural Health and USA Drone Port to host Appalachian Community Health Days. The mission is to intensify efforts at the local level to increase COVID-19 vaccination rates in their service area. Dr. Fran Feltner, DNP, director of the UK CERH and principal investigator of Kentucky Homeplace said “Leveraging the expertise of community health workers and our many valued community partners, our intent is to meet people where they are to work through barriers, alleviate fears, dispel myths, educate and assess any needs people may have that could be holding them back from being vaccinated.”



Darla Shepherd, CCHW – Harlan County poses with her husband and mother-in-law who received COVID-19 vaccines at the Harlan County event.



Samantha Bowman, CCHW – Lee County poses with COVID-19 vaccinated individuals at the Lee County Health Department event.

Program Activities

Community Engagement Activities

The following are samples of meetings attended: Appalachian Community Health Days, Diabetic Coalition meetings, KYACHW committee meetings, CHW Advisory Workgroup meeting, Elder Maltreatment meeting, Community Impact meeting

Professional Development/CHW training

All CHWs completed the KHBE State-Bases Marketplace (SBM) Certification for Kynectors Training

CPR trainings were conducted during this quarter with all CHWs current except two new employees

Mental Health First Aid training was conducted during July with eight CHWs certified

All KHP CHWs attended the Kentucky Association of Community Health Workers annual conference held September 23rd.

All currently certified CHWs are in the process of submitting the required CEUs for recertification

Other News

A new office space was obtained in Floyd County in the Mountain Comprehensive Care Center located at 104 South Front Street, Prestonsburg, KY

A new office space was also obtained in Boyd County at the Centenary United Methodist Church located at 2901 Winchester Ave, Ashland, KY

Vacancies currently exist in Laurel/Jackson County, Leslie County and Knox County.

Kimberly Napier accepted the CHW position located in Estill and Powell Counties

Katrina Gilliam accepted the CHW position located in Breathitt County

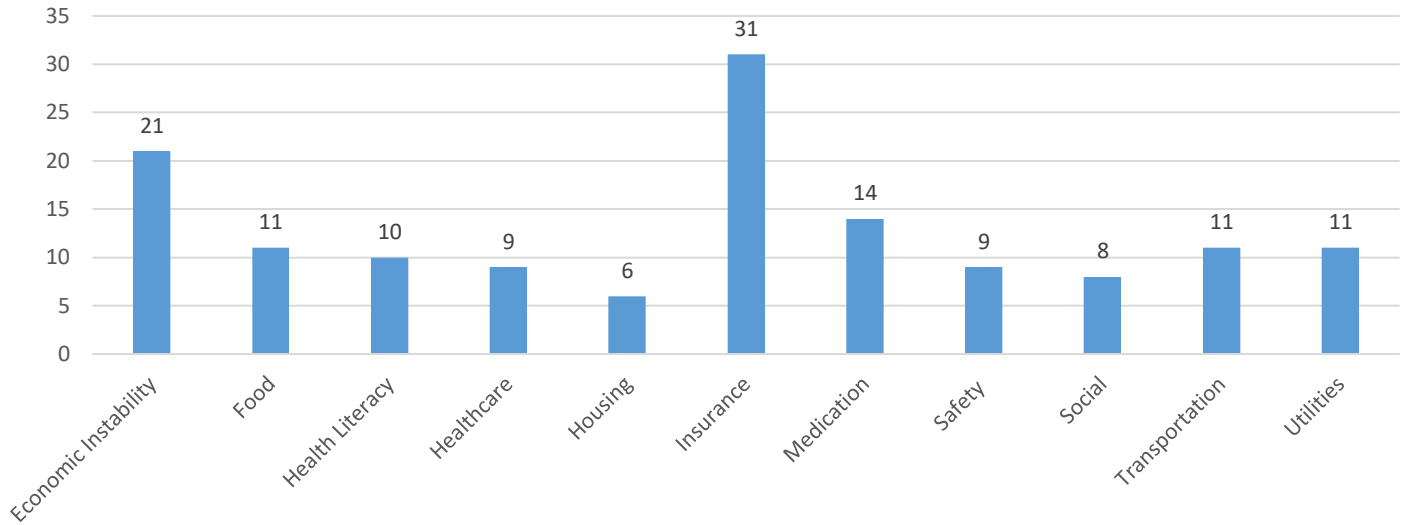
Amber Maul and Joshua Adams accepted the CHW positions working on the Appalachian Community Health Day (HRSA-Grant)

On July 27 a graduation celebration was held for Jazmen Fugate and Jayla Ledford for completing the 80 hour CHW training offered to high school students

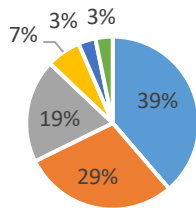
Darla Shepherd was awarded the Outstanding CHW Award by the Kentucky Association of Community Health Workers

Shirley Prater, Kathy Hamilton, and Michaela Williams were elected Treasurer, Secretary, and President Elect of KYACHW at the annual conference.

Social Determinants of Health Barriers to Care 07/01/2021 - 09/30/2021

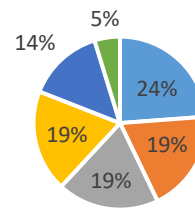


Insurance



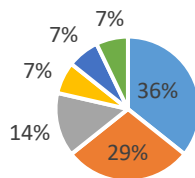
■ No Coverage
■ No Coverage in Plan ■ Unaffordable
■ High Copay ■ High Deductible ■ Other

Economic Instability



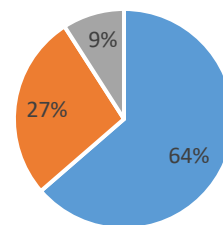
■ Other ■ Medical Bills ■ High Expenses
■ Debt ■ Unemployed ■ Underemployed

Medication



■ High Copay ■ Unaffordable
■ No Coverage ■ High Deductible
■ No Coverage in Plan ■ Not on Plan Formulary

Food

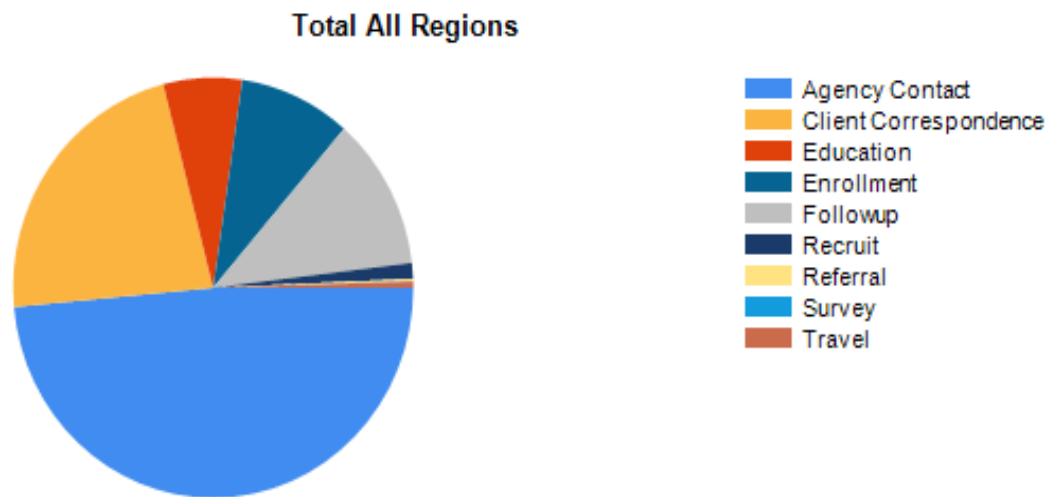


■ Unaffordable ■ Unavailable ■ Lack of Healthy Options

Activity Summary

(Clients visited: 07/01/2021 – 09/30/2021)

Activity	CHW Hours
Agency Contact	1,684.23
Client Correspondence	778.57
Education	220.45
Enrollment	312.67
Follow-up	408.25
Recruit	41.83
Referral	5.75
Survey	1.17
Travel	16.80
Grand Total:	3,469.72



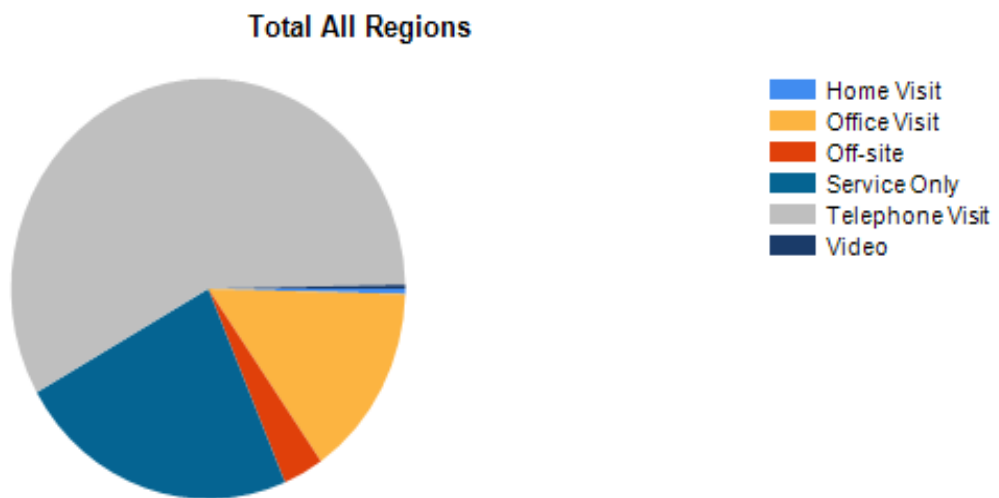
Total service value for 3,469.72 hours equals \$82,614



Visit Summary

(Clients visited: 07/01/2021 – 09/30/2021)

Visit Type	Client Visits
Home Visit	19
Office Visit	709
Off-site	158
Service Only	1,102
Telephone Visit	2,753
Video	15
Grand Total:	4,756



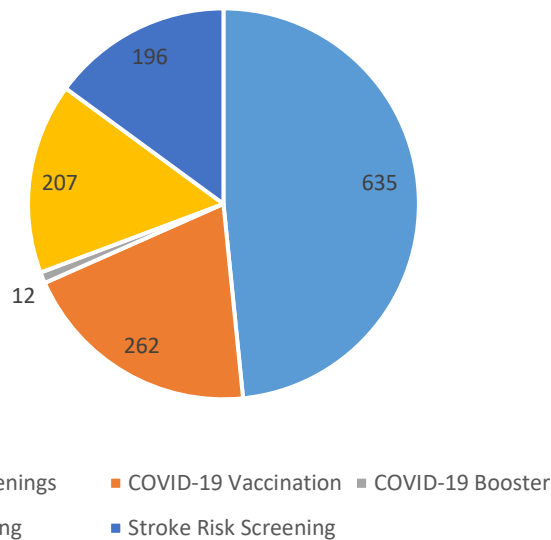
* Service only involves any actions taken on behalf of the client while the client is not present.

Community Health Days Reach

(07/1/2021 – 09/30/2021)

Service Provided	Individuals
Health Screenings	635
COVID-19 Vaccination	262
COVID-19 Booster	12
A1C Screening	207
Stroke Risk Screening	196
Grand Total:	1,312

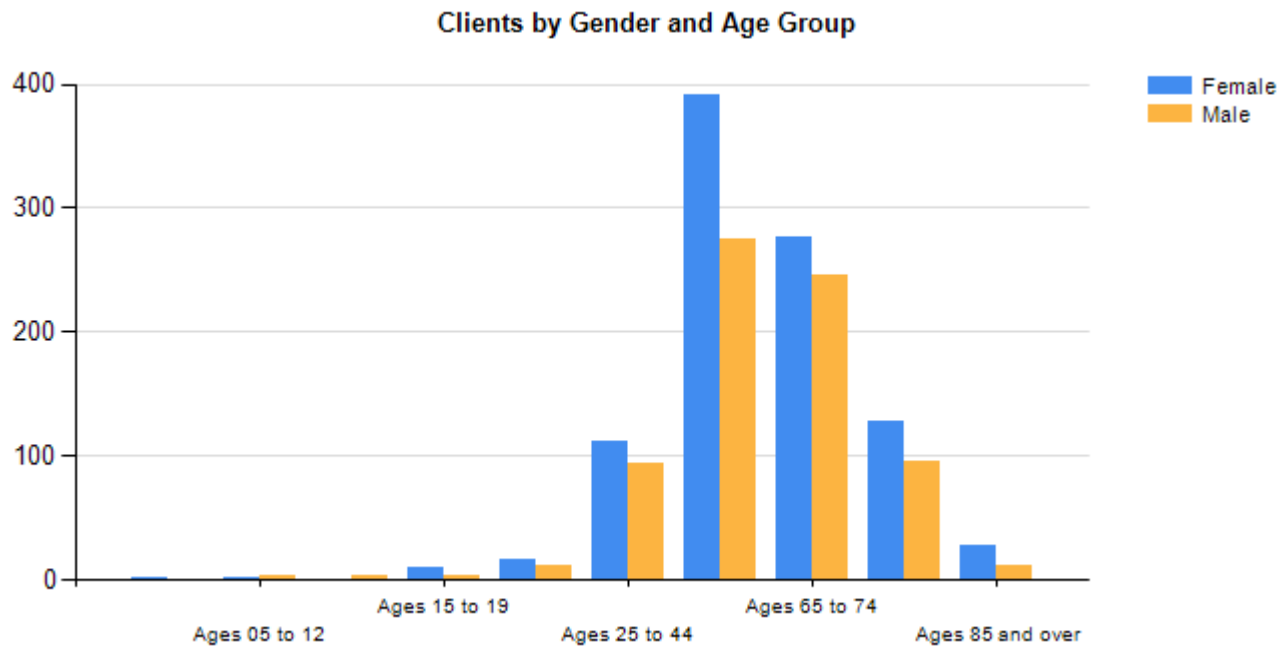
Services Received at Community Health Day Events



Age Gender Summary

(Clients visited: 07/01/2021 – 09/30/2021)

Age Group	Female	Male
Ages 00 to 04	1	0
Ages 05 to 12	2	3
Ages 13 to 14	0	3
Ages 15 to 19	9	4
Ages 20 to 24	16	11
Ages 25 to 44	112	93
Ages 45 to 64	392	275
Ages 65 to 74	276	246
Ages 75 to 84	128	95
Ages 85 and over	27	12

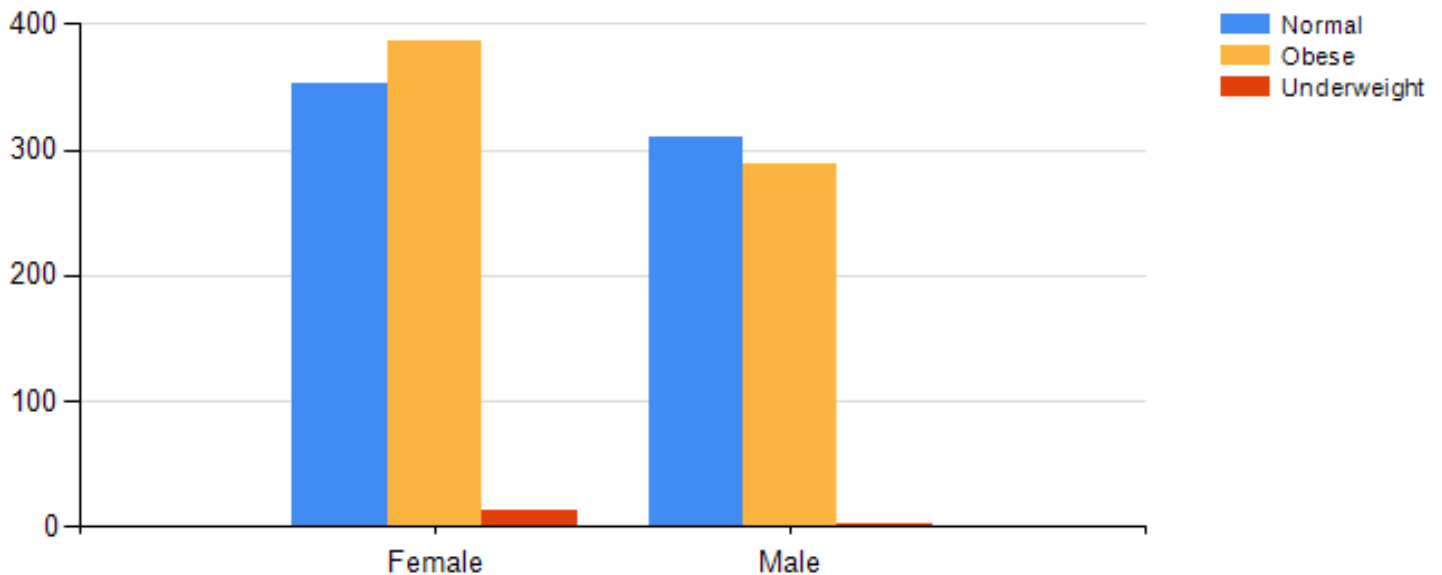


BMI Category Summary

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

Gender	BMI Category	Clients
Female	Normal	353
	Obese	387
	Underweight	12
	Total:	752
Male	Normal	309
	Obese	289
	Underweight	3
	Total:	601
	Grand Total:	1,353

Client BMI Category by Gender

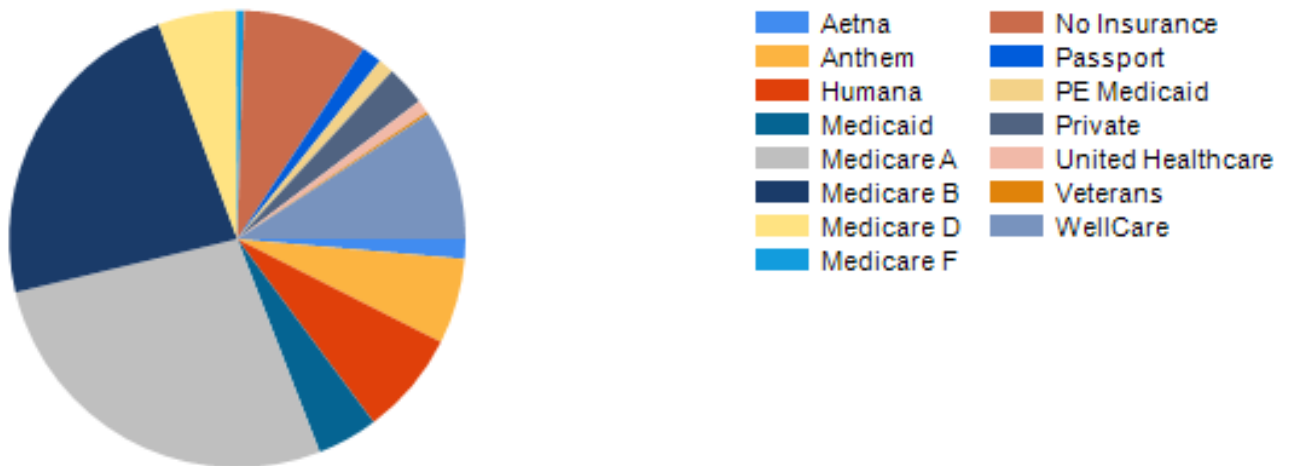


Insurance Summary

(Clients visited: 07/01/2021 – 09/30/2021)

Insurance Type	Clients
Medicare A	779
Medicare B	665
WellCare	264
No Insurance	254
Humana	211
Anthem	174
Medicare D	159
Medicaid	124
Private	81
Passport	41
Aetna	40
PE Medicaid	32
United Healthcare	26
Medicare F	16
Veterans	6

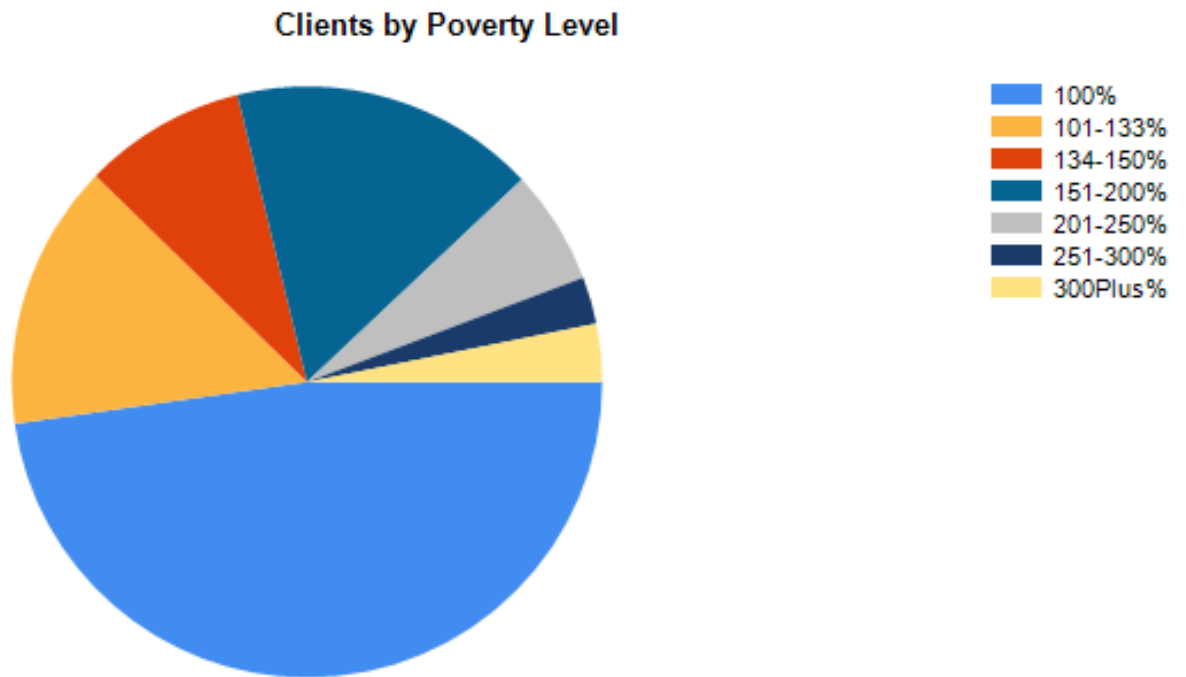
Total All Regions



Poverty Level Summary

(Clients visited: 07/01/2021 – 09/30/2021)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	814	248	152	286	107	44	54	1,705

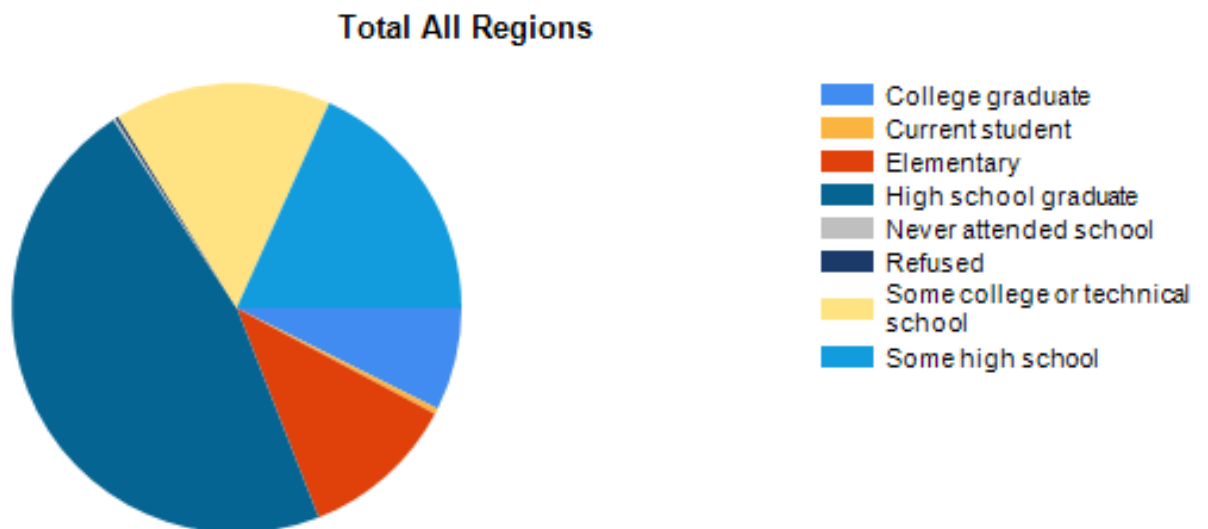


*Grand total is unduplicated clients

Education Level Summary

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

Education Level	Clients
Never attended school	3
Elementary	192
Some high school	311
High school graduate	796
Some college or technical school	266
College graduate	126
Refused	4
Current student	7
Grand Total:	1,705



*Grand total is unduplicated clients

Kentucky Homeplace CHWs



The July 2021 Staff meeting was held at Carr Creek Lake in Knott County



Kentucky Homeplace offered Mental Health First Aid training to CHWs (July 2021)



CHW apprentices Jazmen Fugate and Jayla Ledford pose with program partners at their graduation ceremony in July 2021.

Pictured from left to right: Mace Baker, Dr. Jennifer Lindon, Jazmen Fugate, Jayla Ledford, Dr. Divya Cantor, Dr. Frances Feltner, Tim Koogler



CHW apprentices Jazmen Fugate and Jayla Ledford pose with their diplomas at their graduation ceremony in July 2021



Food donations made to a local nursing home & Veterans Outreach program from Beth Smith, CCHW- Carter County



Carole Frazier- CCHW, Perry County, Mace Baker, & Samantha Bowman- CCHW, Lee County perform free screenings, and A1C checks at Lee County Health Department



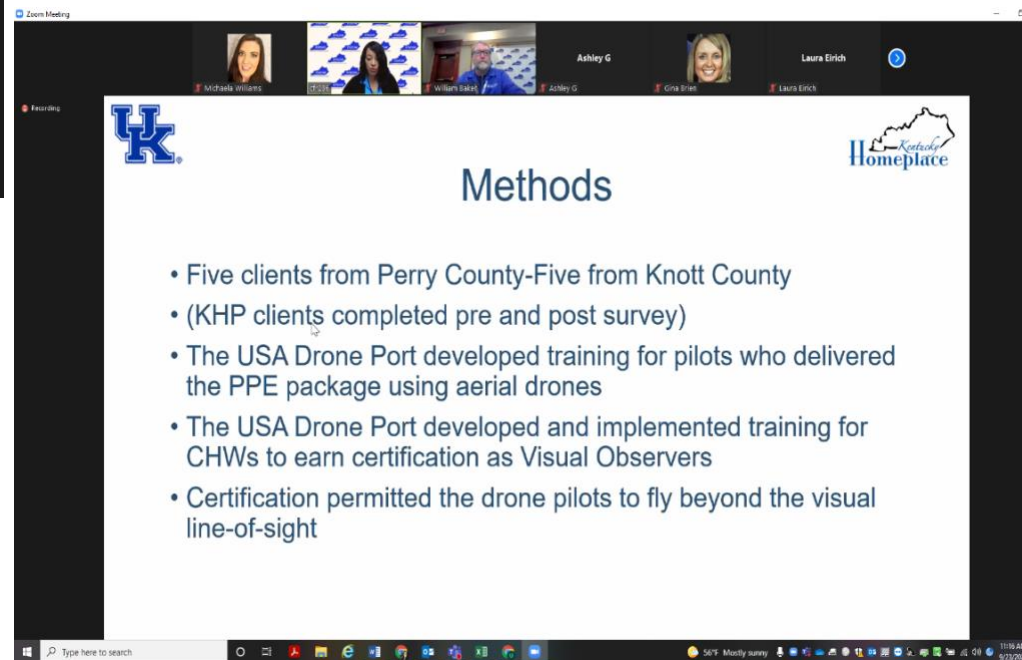
Kentucky Homeplace CCHWs and CERH Staff received Basic Life Support training in July 2021



The September staff meeting was held at Natural Bridge State Park in Powell County



Judy Bailey- CCHW, Magoffin & Johnson Counties presented “A Day in the Life of a Community Health Worker” at the annual KYACHW Conference



Mace Baker and Carole Frazier –CCHW, Perry County, presented on the “Promising Practices for CHW” panel on our collaboration project with USA Drone Port at the annual KYACHW Conference

Kentucky Homeplace

30 County Service Area



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



Client Encounters-Actual Situations Encountered by Community Health Workers

July 1, 2021-September 30, 2021

*During the last year and a half so many programs have helped the people in my communities I serve. Extended Medicaid, extra money on EBT cards, money for rent to name a few. But our seniors still have the same struggles they have always had. Many of these people have worked really hard farming or being self-employed not having a lot of social security paid in on themselves but working harder than most all their lives. These are the people that go without much needed medications just to be able to buy food. These people wear the same glasses for 20 plus years and have to sit extra close to the television just to hear the morning news. I have client's that take multiple very expensive medications to stay alive, helping these clients is the part of my job I like best. Being able to work with Dr.'s offices and other agencies to try to ease the burdens that way so heavy on them. Being a support system in their time of need is what a Community Health worker does.

*Last week I noticed a car in the lot in front of my office that hadn't been moved in a few days. I realized that there were two people sleeping in it. I asked the ladies who work in the office beside me if they knew anything about them, and I was informed that they had car trouble. I went to talk to them to see if I could help. As it turned out, the couple were from out of town, and they couldn't afford a mechanic or a tow bill. They informed me they had walked 60 miles in one day to try to get the car towed. The female in the car had blisters on her feet. They had no one to help them, and all their family lived out of state. I asked them about food, and they were good on that. They told me their biggest problem was the car. I honestly wasn't sure how I was going to help, but where there is a will there is a way! Later the female in the car came into my office to charge her phone and she gave me the number of the man they rented their apartment from. I called him and explained the situation for her, and he agreed to come get them and the car in exchange for payment later. They stayed with the car until later that night and the landlord came to tow them as promised.

*I received a call from a lady who needed her property evaluated to apply for EBT. I called the PVA who emailed it to me so I could mail it to the client. When I called her to let her know to watch her mail, she told me her story. She is blind to all but light, and she cares for herself and her mentally disabled brother. They are struggling financially, and she was having incredible difficulty, as you can imagine, getting the paperwork she needed to provide to receive EBT. She doesn't get Medicaid or any other form of assistance because she has no one to help her apply. She is allowing me to help her now to apply for all the assistance available to her and we are in the process of getting her on the Michele P Waiver waiting list. I have been able to find some resources for her, including a talking cane that helps her to know when objects are front of her. They are very expensive, but I found a used one on EBAY that was affordable for her. She calls me every week, if I don't call her first, just to chat. I am so glad I met her and have been allowed the opportunity to help lift some of the burden from her.

*This quarter I have worked with a wide range of clients with different needs but one client in particular stands out to me. This client was a referral from a local hospital. He had been in the hospital and would be coming home shortly with a lot of healthcare needs.

I was able to talk with the client while he was still in-patient and receive consent to work with his family and his healthcare team. Before he came home I was able to assist him in getting transportation to and from dialysis. I was able to get him an appointment to have his vision checked and I was able to get him signed up for bi-weekly food boxes.

When this client came to me he had nothing and was extremely sick but after our initial conversation I knew that he needed lots of help and guidance. He recently came to my office and started the process with Social Security to apply for disability and during that visit we also completed several applications for housing. We still have lots of work to do but he is very thankful for the referral that he received to Kentucky Homeplace.

*I work with an agency to assist my clients on getting dentures. I had a gentleman that was down on his luck and truly needing a pair of dentures. He had been without teeth for a few years and he was down on himself. I enrolled him over the phone and mailed him out an application to get assistance. Within a

few weeks I got the paperwork back and started the process of getting him an appointment for dentures. It took a couple times, with the dentist rescheduling, and they kept pushing his appointments back. I decided we needed to switch gears and hopefully find him another dentist that makes dentures, and get him a sooner appointment. I was able to connect my agency that helps with dentures and the new dentist so that the payment process could be obtained. I got him a sooner appointment and my client was able to go. Within a few weeks he was able to obtain his dentures and the agency I use paid for ½ the cost. He wanted to come by and show me his new teeth. He was very satisfied with them and continually thanked me and the agency for helping him. All he could do was smile.

*I had a client that called me needing help getting his unemployment benefits. He had tried calling himself to get assistance, but to no avail did he receive any help. He called me as a last resort hoping that maybe I could get him assistance. I enrolled him as a client and had him to come in to see me so that we could call together to get him help with obtaining his PIN number. It took about two hours being on hold, but the receptionist was so nice to us both. I asked him if he had ever tried that number and he said he did and was put on a “call back” list and was there for several months. Finally, after the long hold, we were able to speak with a lady that was able to help my client to obtain the information needed so that he could claim his weeks that he didn’t work. I guided him on how to start the process, because they had changed ways on how they do unemployment now. I know we are not specifically trained to do this kind of work, but when our clients call us for help, we do what we can to help them. Within a few weeks he was able to call in his weeks and he got his unemployment. If I had not been there to help him, he probably would not have been able to claim the weeks he didn’t work and he would have had to do without any payment.

*I had a client that I have been assisting for some time on getting housing. After finally helping her with getting a home to live in, and not be homeless, the landlord would not allow them to move in without having electricity first. This was tricky, because the client owed over 1,000.00 on her previous bills. She did not have this kind of money, they were on a fixed income. I got to work immediately on her case trying to find resources that would help. I reached out to a few churches and had one that would help. They paid toward her bill, 100.00, so we were 100.00 closer to obtaining our goal of getting it paid. I

called the electric company to see if we could put it on payment plans, they told us no. I called several others and they all told us no. I had already set up an appointment with an agency for heating/cooling assistance, so we were waiting on her date to go. I called and got a gas card and had a donation of a hot meal so that they could have enough gas money to run to a family member's home to sleep for a few days. After going to her appointment with the "heating/cooling" assistance, they were able to help her pay 800.00 toward her bill. With her monthly check, she was able to pay the remaining balance and got her electric turned on. The help didn't stop here. I hooked them up with a church and was able to get them clothing, furniture and kitchen goods so they could have items to use within their home. They were already enrolled in snap benefits, but I did go ahead and hook them up with our local food pantry so that they could get some extra food. My clients were forever grateful and I was so thankful that I was there to be able to help them. I am also thankful for all the agencies that were able to step up and work with me to help them.

*Deadlines were quickly approaching for the Pandemic P-EBT Benefits to come to an end with everyone for the state of Kentucky. Early during the month of August I had a friend call me from her workplace wanting to know if I could possibly help with the situation. She had called everywhere and no-one could help or offer any assistance. She had seen my P-EBT flyer on Facebook media and that raised a flag that I might could help! She has four children and three of them are in elementary school. One child had received the P-EBT card in the mail with a total of \$ 313.50 Snap benefits, but she had said that the other two children had never received their P-EBT cards so she didn't know what to do. After gathering all of everyone's info and going to the website to apply the other two children for their \$313.50 benefits which would equal a total of \$627.00. We were able to access both accounts after having her call the school to get the ten-digit student ID number. We were good to go!

I followed up with her after ten working days and she let me know that she received them and was so very thankful. Along with this client over the particular situation as a Certified Community Health we had been able to help assist so many families during this pandemic. Living in such a rural area it is taken for granted that everyone has access to Social Media but I have found so many needs that our communities would have missed out on if it hadn't been for us informing them and going the extra mile on their behalves. Everyone has some sort of need. This pandemic has created so much stress and

hardships on our families. I am thankful that we as Kentucky Homeplace are able to provide every available resource to our clients now more than ever before.

*I was contacted by a couple that was having a difficult time getting their Insulin. The husband said his sugar levels were running in the 600's and he just couldn't afford to get his medicine. I was able to assist him in getting samples from the doctor's office and processed the forms to get his Insulin in the future. Both of them have been getting just what they can over the counter but it wasn't enough to cover what the doctor had prescribed.

Once he started taking the Insulin I was able to help him get he said he was feeling better and had been able to get his sugar levels under 200 and was able to see better and do more activities with his children. It warms my heart to be able to assist them and see these positive outcomes.

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

*This quarter I hosted an Appalachian Community Health Day Event. I started with contacting the food bank director, church pastor and local country store owner and told them about the event that I was

wanting to have. They all were very helpful and eager to see this come to their area. An invitation to the areas participants that attended local Inter-agency meetings was sent and several returned with a yes, saying they would be there and thanks for the invitation. Some declined due to COVID and work restrictions.

The day was very hot but a beautiful day. We had 19 vendors that showed up to give out information about what they can do for people. They not only gave information, put they gave lots of useful give a ways to the public. This was held during the drive thru food pantry weekly give away. All the vendors set up in the middle of a parking lot and people drove around them having to form a line for their food. Several got out of their cars and registered for free giveaways and wanted to learn about what was going on. Some received vaccination for COVID, A1C, blood pressure checks, HIV and Hepatitis C testing and again many free gifts.

Several people reached out to me that day and said they had never heard of the help that was being offered and thanked us for letting them know. Several request to become a client of Kentucky Homeplace were made and followed up with. One gentleman had walked around and got back in his car, I had to run to my vehicle to get something out of the van and he stopped me and said, “Miss thank you for being nice to me”, I was sort of stunned but also humbled. I did nothing extra for him other than speak and told him about our services. He said people just are not friendly like that anymore and he said it made his day to be treated nice instead of a burden. It is sad that is what the world is coming to but I was grateful in that minute that he felt good.

Sometimes we think, what are we doing and did we make a difference but when you see events like this come forth and show positive outcomes you see that you got the word out. Some may take heed, learn more and do what is asked of them, others will still be stubborn minded and totally reject information given to them. That is ok though, at least we know we tried. This was one of the first times that we had monies to spend on an event and it sure made a difference. I was glad to be a part of it.

*Kentucky Homeplace, UK Extension, Lawrence County Health Department, Wellcare and Three Rivers Medical Center have teamed up together this quarter to host a Diabetes Drive Thru Clinic. It lasted for two months, once a week on Mondays from noon until 2:00pm. The object of the event was to round up

our diabetic clients and get our monthly diabetes support group started back up this fall. The Diabetes coalition here was awarded extra monies to spend on education and giveaways for people to learn more about diabetes care. A group mailing of all of the people that had attended the previous support groups was sent out and we posted on Facebook and other social media about this event. The UK Extension agent videoed some cooking classes that shows how you can prepare a diabetic friendly dinner with a list of all of the ingredients. For each person that attended the drive thru to pick up their weekly goodies and education materials afterwards they were to go to Facebook and comment on the cooking video and by doing this it would enter them in a weekly drawling for some really nice gifts (such as air fryer and Instantpots).

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

The first few weeks started out slowly but as each week rolled around more and more people started coming. The last few events hosted over 50 people.

*A lady was referred to me by a family member, she was in need of assistance with her insurance through Marketplace. The client wanted to update her income. She had started receiving SSDI after she had submitted her application for insurance for Marketplace, and she didn't know how to update her information on Marketplace so that she would receive the correct advanced tax credit. The client had

locked herself out of her Marketplace account so we called to get her information reset so she can access it. Then I helped her upload her proof of income and update her application with the information.

*A nurse who is planning on retirement gave me a call needing assistance with getting Medicare started. They had declined taking Medicare when she turned 65 because she was still working and she wanted to stay on the insurance provided through her employer. I assisted her in getting the documents needed for Social Security to process her application as a special enrollment period. I explained one needed to be filled out by her and the second to be completed in the HR office to prove that she has had insurance during the time she was Medicare eligible.

*A man came in after a local clinic referred him to the Homeplace office. He was dealing with some confusion on his insurance. His current insurance, a Medicare advantage plan had sent him a letter saying that at the end of the month they would terminate his insurance. He had also received in the mail a new Medicare part D card that said it would start at the beginning of the month. He had no recollection of switching his insurances and was not sure what was going on. After some investigation it had turned out that he had been placed in the LIS program for assistance on prescription medications. He had no recollection of applying for the program. The only change to his insurance that he remembered doing was signing up for the PE Medicaid through his health clinic. This was the apparent reason for his placement into the LIS program. I explained the options available to him and he decided to stick with the new insurance that he had been switched to and see how he likes it, and then reevaluate during the open enrollment period.

*A client's doctor referred him to Kentucky Homeplace for help with his medication. The client's medication was unaffordable due to having no coverage. After meeting with the client in my office and going over information, I was able to get him help in many different areas in which he struggled financially. He only had Medicare part A (Hospital) only coverage. I informed him about eligibility for Medicare B and Medicaid and that he was also eligible for SNAP benefits and Utility funds. He lived alone and was unaware of the help that was out there for him. I am so thankful he made an

appointment with Kentucky Homeplace. We were able to help him overcome barriers and to help navigate his struggles with the right resources available. The client was very grateful for the help he received with Kentucky Homeplace.

*I had a man who came to me needing a bed. He is an elderly man and said he was sleeping on a blow-up mattress in his living room. It was in the floor which was hard for him to get up and down into. At first, I thought I wouldn't be able to locate him a bed as items like these are not normally what we have access to. However, after several calls and about two weeks I was about to locate a bed. We got him the frame and the mattress and box springs all donated to him. I was also able to get it delivered to him so he didn't have to worry about getting someone to pick it up for him. He was very happy and has since told me he is sleeping so much better now.

*I have a client who is elderly and has cancer who came to me with multiple needs. After determining his needs, we signed up for cleaning services. This was through a program that provides cleaning services for free for cancer patients. We filed for an outdoor wheelchair ramp and housing repairs through other various programs. I was also able to get him a bed rail which he needed to be able to get back in his bed. He has a very hard time getting up and down and was not able to get in or out of his bed. He now has told me that he has returned to sleeping in his bed because he can now pull himself up using the rail.

*I have a client who was almost unable to walk around her home because she was in desperate need of a walker and had no way of getting one. After assessing her needs I was able to identify her need for glasses and a walker. She is diabetic and needed these glasses to keep her eyes from progressively getting worse. Her insurance would not cover the cost of frames so we helped her get those through a program we use. We also got her a walker through a program and she now uses it and can move around her home.

*This quarter I had a client that I had worked with for many months lose his Presumptive Eligibility

Medicaid just as the doctors had suspicions of lung cancer. He needed a lot of tests to make sure, but could not because he didn't have insurance now. I had completed the application for regular Medicaid, but it stayed pending for over a month. I called to check what was needed to finish the application and was told that the system showed that he had Medicare. I discussed with the client what I found out and we called Medicare to see why and if he did have Medicare and it not taking care of the appointments. We were told that he did not have Medicare and that he would receive a letter stating that he did not have Medicare. When he received the letter I met him to upload the letter to Medicaid. He finally received his insurance and is in the process of getting the important tests to see if he has Lung Cancer.

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

*I received a call from a local clinic that they have a patient in need of a wheelchair and crutches. He had just been released from the hospital. He wasn't able to come to my office, so they let me come to the clinic and enroll him with Kentucky Homeplace. After speaking with him, and doing his initial interview, realized that he also needed help with medication. I let him know, that while he was seeing the doctor I would work on getting him the medical supplies he needed. So, I went back to my office and contacted a program we utilize to access medical equipment. The lady there said she thought they had both items in their storage unit here and would go see while he was in with the doctor. About 20 minutes later we had his supplies and were able to load them for him. He was so thankful that we could help. I also scheduled him an appointment to come and see me, when his doctor released him.

* I received a call from a doctor and patient of his was needing to have some test done and she had no health insurance. It was right at 4:30, so I took the contact information and followed up with the patient the next day, was able to schedule her an appointment that worked with her work schedule. She let me know that she had cancer and her primary doctor was wanting some tests done; the reason for not having health insurance is because she couldn't afford it, her cost would be 300.00 monthly through her

job. So, I pulled up Healthcare.gov and went over all the coverages available, she was able to find one that was affordable to her. She was so happy that she called her doctor from my office to tell him.

*I helped a man with some medication for his diabetes. He had been diagnosed with diabetes and did not have any insurance. He was not taking any medicine because he could not afford either one of them. He also was having vision problems and did not even have any eyeglasses. He worked every day but his job did not offer any insurance. I was able to get him two very expensive diabetic medications at no cost to him. I also referred him to get an eye exam and was able to get him some eyeglasses. He was very grateful for the help.

*I had a client to come in my office and tell me that she couldn't hardly afford to pay for her medications and pay for her bills/food each month. When looking at her medication list I noticed she had 22 medications that she was still having to pay a good amount on after her prescription coverage. I looked up each of her medicines to see what medication assistance programs we had that could possibly help her. Almost all her medications she had wasn't covered through the prescription assistance programs so I went to another agency online and took the time to compare each medication listed there to her current pharmacy price. After doing so we realized that she would be saving around \$400 every 3 months. This amount may not seem to be a lot to others but made a difference in this client's life.

*I had a client call me stating her husband was having a lot of health issues and due to that his work had cut his hours down to only 12 hours a week. His current insurance he had through his work was not covering his medical bills and a lot of tests he needed. So he was refusing to take because he could not afford them. One in particular was one the doctor highly suggested that he have done because he was on the verge of a heart attack. She said that she had been to the food stamp office and was told that he was not eligible for Medicaid. I worked with this client and called DCBS office and we got him approved for Medicaid within a week. He was very thankful and so was his wife that he could now go and have the necessary test done to make sure he stays healthy.

*A clinic contacted me for assistance with a patient that needed help with medication as he has no insurance. This gentleman's A1C was very high and he needed his medication to get control of his health. After receiving his medication and receiving education on lowering his A1C he returned to my office a few months later and was excited to tell me about his weight loss, lower A1c, and his better overall health improvements. He expressed how thankful he was for programs like Kentucky Homeplace.

*I had a woman call me one afternoon that needed help with hearing aids. She said she could not afford anything right now. She explained that her and her husband had many health problems and most of their money goes to medicine and medical bills. However, she would be grateful if we could help her with the hearing aids. I enrolled the client and found out what insurance she had. I had recently learned from a co-worker that some of the insurance plans covered so much on hearing aids. The amount just depended on what plan they had. I called the hearing provider that my co-worker recommended and sure enough, she had up to \$3000 to use towards Hearing Aids. I could not wait to call and tell my client. She was so excited because she had no idea her insurance covered anything like that and said she would have never known if she had not called Kentucky Homeplace.

*I had a woman walk in my office one day that needed help with medicine she could not get with her insurance. She had fallen in the donut hole with Medicare and it was too much money for her to pay all of it out of pocket for her medicine. I enrolled her as a new client and reviewed her medication list with her. I was able to find programs for two of her most expensive medicines. So, we did the applications and faxed them on over to her doctor to sign. We followed up on the following week and they had approved both of her applications. She would be receiving her prescriptions any day now at no cost.

*As a community Health Worker, we often join events in our communities. I was able to attend an event that was offering free dental services even extractions and had several clients that could benefit from this. However, one client sticks out to me most every time I think about the event. She had a decent

income and insurance but she needed teeth pulled that had been hurting her a lot. The dentist that we had called were booked far out. She needed something fast, since she could not eat and was in pain. My client went to the free dental event and said she could not have been any happier with her service there. They took their time and made sure they took care of her.

*Having just recently got back into my office from working at home, I had several clients who hadn't been able to order their diabetic shoes because of the pandemic. One client in particular, an elderly man, who is also a veteran. His shoes were worn out and outdated. He actually hadn't had a new pair in five years. He came to my diabetic shoe day and was fitted for new shoes. He has an abnormal size, so the shoe representative took great care in measuring his feet and helped him pick out shoes that would be more comfortable for him to wear since he has trouble walking. My client was very thankful to be getting a new pair of shoes.

*Here at Kentucky Homeplace most of the time we deal with adult clients. I was contacted by the local grade school student counselor about a student needing glasses. He had lost his that he received from the managed care organization and wasn't able to get a new pair for some time. The school counselor was able to contact the local eye doctor who had a copy of the student's most recent eye exam. After he returned with the necessary paper work and the script, I was able to order the student some new glasses through a program we use and now he has a new pair. The student counselor was very appreciative of our help here at Kentucky Homeplace and so was the student who would not have had any glasses to enable him to do his school work or see on a daily basis.

*My client came in needing hearing aids. She is a widow and lives alone since her husband passed. Being extremely hard of hearing made her living alone difficult. We discussed options on what was available for hearing aids. She decided that she could not afford to purchase the hearing aids at the moment. We reviewed other options available to her.

We found a program that would provide free of charge to her a land line Captel model phone with the large visual display of what the caller is saying. We also were able to get her a notification package that has a wireless doorbell, smoke & CO² alarm, bed shaker and a wearable pager with charger,

multipurpose transmitter to notify individuals of incoming calls. The pager also will alert her through vibrations.

This made her feel at ease knowing she would have some notification of things that others take for granted on hearing.

*Client needed to do his mid-year SNAP renewal. He has rheumatoid arthritis really bad and has it tends to flare-up often. Being his Kynector in Benefind and having a Map-14 signed and uploaded on his behalf, I was able to help him without him coming in. I discovered by accident while calling the DCBS office that as of 09/08/21, the SNAP renewal on the FS-2 form could be done over the phone. I called my client on my cell phone and had DCBS on the land line. We went through the questions for the review and at the end of the conversation, they recorded his name for the record. By doing this using this process, we saved time on being on hold for hours with DCBS waiting to speak to someone to do the exact thing that we did in about 15 minutes and he didn't have to get out and come into the office.

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