# Kentucky Homeplace July 01, 2025 - September 30, 2025

# **Quarterly Report**



Kentucky Homeplace CCHWs during June Staff Meeting

#### 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,

This quarter, our dedicated Kentucky Homeplace Community Health Workers (CHWs) participated in the 10th Annual Conference of the Kentucky Association of Community Health Workers (KYACHW), held at the Center Bank Conference Center in Lexington, Kentucky. The event provided opportunities for professional growth: attendees earned continuing education credits, engaged in sessions designed to enhance their ability to support clients more effectively, and enabled connections with fellow CHWs from across the state.

The results of our CHWs' efforts are detailed below and throughout this report. Please take the time to review the client encounters at the end of the report to see firsthand the impacts the CHWs make every day.

For the period July 01, 2025– September 30, 2025, the CHWs provided 14,029 services for 2,288 clients. CHWs logged 4,318 hours on care coordination activities with a value of \$102,811.58. The amount of medication accessed was \$4,144,666.62, and other service values (not medications) accessed totaled \$673,816.20 for a combined total of \$4,921,294.40.

The entire annual report is posted on the UK Center of Excellence in Rural Health's web page at <a href="http://kyruralhealth.org/homeplace">http://kyruralhealth.org/homeplace</a>. The report is found under the Kentucky Homeplace tab, Annual Reports. If you wish to have a printed copy, please call 1-855-859-2374 or email me at <a href="mace.baker@uky.edu">mace.baker@uky.edu</a>.

Sincerely,

William Mace Baker, RN

William Mare Baker

Director, Kentucky Homeplace Program

Interim Director, UK Center of Excellence in Rural Health



## **Program Activities**

July 01, 2025 - September 30, 2025

#### **Community Engagement Activities**

The following are samples of meetings/events attended:

- Interagency Meetings attended for updates, resources and referrals for clients.
- Diabetic Shoe Clinics/Diabetic Support Groups
- KYACHW Sub-Committee Meetings, Board Meetings, Quarterly, Annual Meetings, and Annual Conference via in person and Zoom
- Michaela Amburgey presented The Students Striving Toward Better Health and Self and Community Initiative at the Kentucky Rural Health Clinic Summit alongside Whitney Allen from United Health Care.

#### Professional Development/CHW training

- Drug Assistant and Kentucky Prescription Assistant Program training (KPAP)
- Basic Life Support (CPR) training and certification
- Database Quality Improvement training
- Chronic Disease Self-Management Classes (CDSMP) and Leader training
- Asclepius Initiative Program training (TAI)

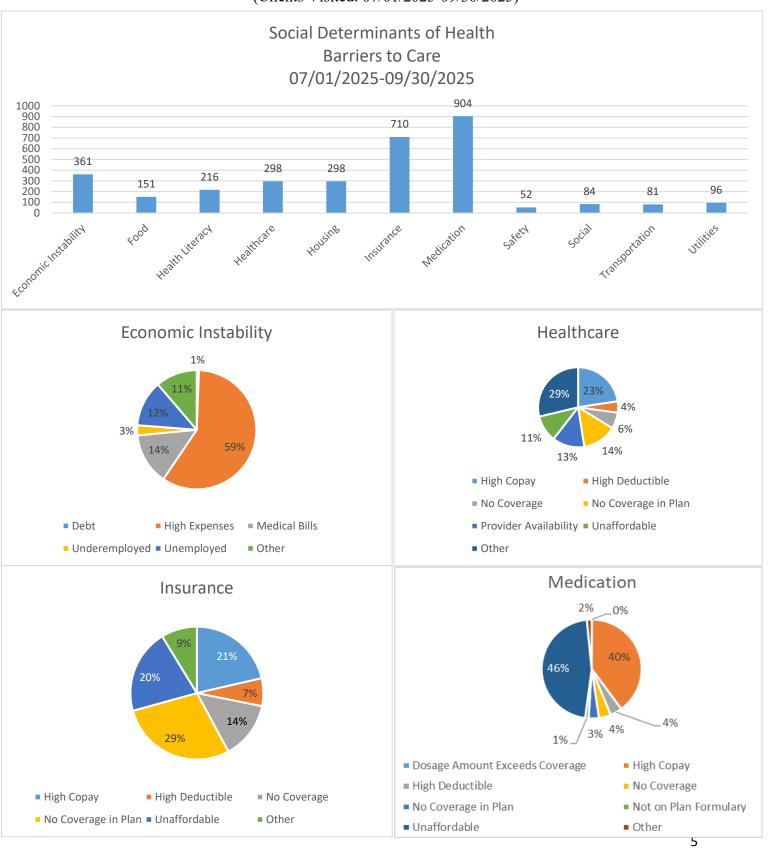
#### **Other News**

- Kentucky Homeplace hosted a Community Health Worker Foundational Training at the UK CERH.
- Shriners hospital representative, Kathy Rhoads was guest speaker/trainer at the August Monthly KHP staff meeting, providing valuable resources for our CHWs to use in the future to better serve their clients.
- Kentucky Homeplace CHW's along with UK CERH and Clinic employees celebrated Employee Appreciation Day. They enjoyed a meal provided for them and some extra fun and activities.



#### **Social Determinants of Health**

(Clients Visited: 07/01/2025-09/30/2025)

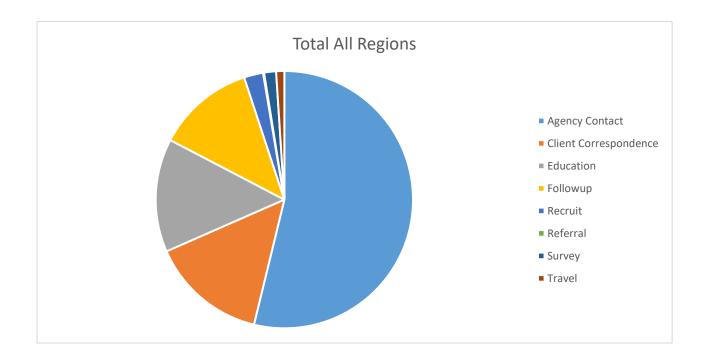




# **Activity Summary**

(07/01/2025 - 09/30/2025)

Activity	CHW Hours
Agency Contact	2,323.18
Client Correspondence	631.37
Education	614.98
Follow up	530.50
Recruit	104.00
Referral	5.50
Survey	64.67
Travel	44.17
Grand Total:	4,318.37

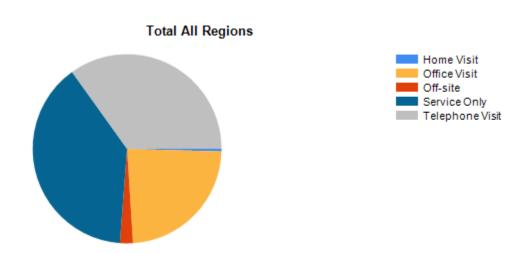




## **Visit Summary**

(Clients visited: 07/01/2025–09/30/2025)

Visit Type	Client Visits
Home Visit	27
Office Visit	1,439
Off-site	131
Service Only	2,372
Telephone Visit	2,129
Video	0
Grand Total:	6,098



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

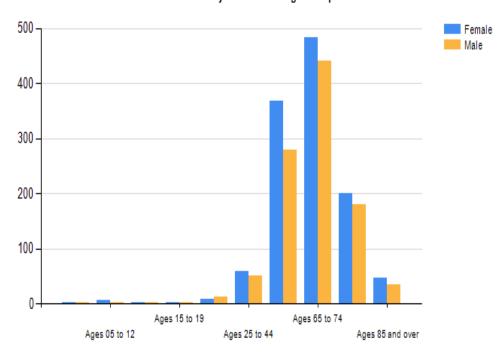


# **Age Gender Summary**

(Clients visited: 07/01/2025-09/30/2025)

Age Group	Female	Male
Ages 00 to 04	3	2
Ages 05 to 12	6	1
Ages 13 to 14	2	2
Ages 15 to 19	3	3
Ages 20 to 24	8	12
Ages 25 to 44	58	51
Ages 45 to 64	365	279
Ages 65 to 74	481	440
Ages 75 to 84	201	178
Ages 85 and over	46	35

#### Clients by Gender and Age Group



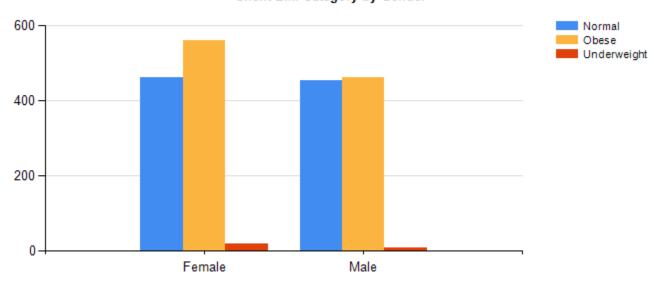


# **BMI Category Summary**

(Clients visited: 07/01/2025-09/30/2025)

Gender	BMI Category	Clients
Female	Normal	459
	Obese	559
	Underweight	17
	Total:	1,035
Male	Normal	451
	Obese	462
	Underweight	7
	Total:	920
	Grand Total:	1,955

## Client BMI Category by Gender

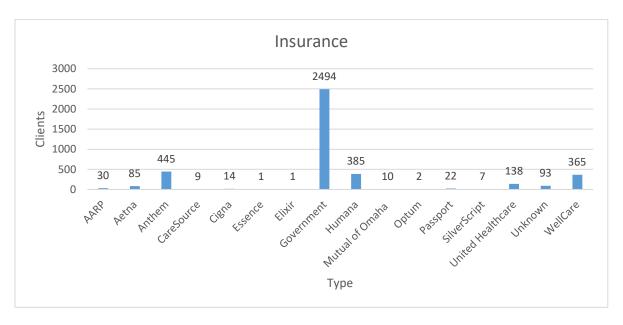




## **Insurance Summary**

(Clients visited: 07/01/2025–09/30/2025)

AARP	30
Aetna	85
Anthem	445
CareSource	9
Cigna	14
Essence	1
Elixir	1
Government	2494
Humana	385
Mutual of Omaha	10
Optum	2
Passport	22
SilverScript	7
United Healthcare	138
Unknown	93
WellCare	365



\*Government category includes Medicare A, Medicare B, Medicare Advantage, Medicare Supplemental, Traditional Medicaid, and Veterans Administration

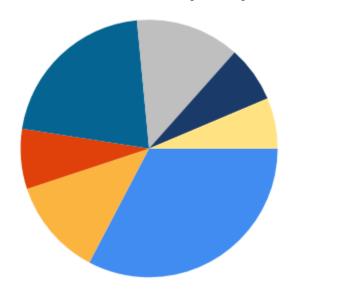
Homeplace

# **Poverty Level Summary**

(Clients visited: 07/01/2025-09/30/2025)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	714	267	165	459	286	154	139	2184







100% 101-133%

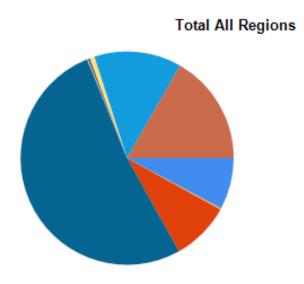
201-250% 251-300% 300Plus%

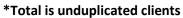
<sup>\*</sup>Total is unduplicated clients

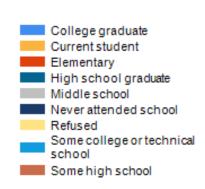
## **Education Level Summary**

(Clients visited: 07/01/2025–09/30/2025)

Education Level	Clients
Never attended school	5
Elementary	194
Some high school	365
High school graduate	113
Some college or technical school	289
College graduate	170
Refused	17
Current student	4
Middle school	4
Grand Total:	2,181









#### **Client Stories from Real Encounters**

(July 1, 2025 – September 30, 2025)

A gentleman saw a flyer about a diabetic shoe clinic I was hosting and called to schedule a time to come to my office. I told him he would need a foot assessment from his primary care provider and insurance paperwork to move forward. When he came in, I enrolled him in the Kentucky Homeplace program and completed a full needs assessment. That's when I learned he was diabetic, with a dangerously high A1C. He had been prescribed medication, but because of high copays and living on a fixed income, he couldn't afford to fill them — so he wasn't taking them at all. He was trying to manage his diabetes through diet alone. I helped him apply for prescription assistance through the Kentucky Prescription Assistance Program (KPAP) for all of his diabetes medications. I faxed the applications to his primary care provider, along with the paperwork needed for the diabetic shoes. Once his doctor sent everything back and he returned his income documents, he was approved for all of his medications for free for one full year. He attended the diabetic shoe clinic, got properly fitted, and finally received a new pair of shoes — his first in over two years. He was so thankful and kept thanking the Kentucky Homeplace program and the DME provider for the help.

Now that he has his medications and proper footwear, his blood sugar levels have improved. He told me he feels so much better and even planted a garden this year, something he loves doing but hadn't had the energy for in a long time. This is what Kentucky Homeplace is all about: helping people live healthier, more fulfilling lives by connecting them with the support they deserve.

I spoke to an individual on the phone who had received one of my flyers through a food box. They were contacting me about diabetic shoes. I provided them with the required information for 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. She was so excited, not for herself, but for a family member who desperately needs the help. They then called and made an appointment with me.

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I had a situation arise, and I had ordered a medication for a client. Everything was good to my knowledge. I received a phone call that this person had not received the medication. I told the person to give me a little time, and I would call to see what was going on. I called the company, the shipment was complete, and I received the tracking number. I used UPS to track the package, which showed that it was delivered, had a signature, and a time stamp of when it was delivered. I went to this establishment to inquire about this delivery. After going through different areas of this establishment, we found the medication. To me, the best part of this story. That was when one of the employees of this establishment looked at me and said Thank you! I said, you are very welcome but



why are you thanking me? They said you do your job! Then she said that most people would have called and asked questions, and then that would be it. They stated that it was great to see someone care about the people they help and do their job. To have someone out of my job to see my dedication to my job felt amazing.

Ozempic! This medication has been a wonder medicine for so many of my senior citizen clients. Helping them to lower their A1c and lose weight. The trouble is that with the very high cost of this medication has put them all in the coverage gap, leaving them to pay very high out of pocket cost for the medicines. Luckily, I was able to complete Patient Assistance Application for this medication. Being able to save them that extra expense helping them to not have to choose medications over food and other necessities.

An elderly homebound client called my office very upset because she had lost her Medicare Savings Program (MSP) benefits. She had recently moved in with her son and changed her mailing address through the post office, but she hadn't updated her address with the Department for Community-Based Services (DCBS). Because of that, she never got her renewal letter asking for updated information, so her benefits were stopped.

As a certified assister with DCBS, I contacted them right away and helped her reapply for the program. Since she's homebound, I helped gather all the paperwork needed for her application. I contacted her life insurance company to get the value of her policies and reached out to Kentucky Retirement to get her income statement. I also went to her home and picked up the rest of the documents she had.

After uploading everything to DCBS, her case was still listed as pending. I called DCBS again to make sure they got all the documents. That same day, her case was approved. Now that she has her benefits back, her Medicare premiums will be paid for her, which puts that money back into her monthly income. She'll also get her medications at a lower cost. This extra money helps her afford basic daily needs.

This situation shows how important it is for elderly people to have someone to help them. Without help, many lose out on benefits they really need.

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My story this quarter is about a young man who was very much in need of glasses. He had just gotten new glasses through his Medicaid Insurance. He loved those glasses and had protected them from getting scratched. One day while working around his house he had taken them off and when he came back the dog had chewed them up. He didn't know what to do. He was scheduled to go for an interview for a truck driving position. When he checked with his Dr.'s office and they told him his insurance wouldn't



cover a replacement pair, they gave him my number. The young man came in to my office with his prescription asking for help. I completed a New Eyes for the Needy application and submitted it. He was approved within minutes and we ordered his glasses. Five days later he stopped in to show me his new glasses and to let me know that he did get the job.

A few years ago, we hosted a staff meeting. Usually at these staff meetings, we host a resource. These connections are always so valuable to our Kentucky Homeplace CCHWs and our clients. This referral resource was known in our area to be called Hospice.

They were unfamiliar with what Kentucky Homeplace CCHWs did for our communities and were very unfamiliar as a group with what they offered to our communities as well. Although they have rebranded their name to maybe help rid the stigma of "death and dying", my experience with them has been nothing short of a miracle for many of my clients.

A year prior, I experienced the amazing asset of their short-term Dementia Program that had received grant funding. I had several clients who either were experiencing short-term memory loss or had family members who we would work with, referring to this program. It was a great program, but then they lost funding.

Both of our programs are very similar when it comes to making huge imprints on the hearts of our families that we serve. But unfortunately, we both have a little bit of a stigma. Hospice would be that they only help the dying or make people die. Which is not true! The stigma with Kentucky Homeplace is that we only help the poor, underincome, and underserved population of our communities, which is certainly not the case! Let's break the stigma.

In October of 2024, after a long battle with a cancer diagnosis that my client had battled since October of the Pandemic, we decided that Hospice would be the best option for care, considering the odds that seemed stacked against us. One thing I've learned about helping the elderly "that home care services are very hard to access for our clients who have government insurances and are over income for services". But with Hospice, income and insurance doesn't matter. Which is amazing! We were trying to respect and honor my clients wishes for him not to be placed into a care facility and allow him his last days to be kept in his home, where, at the end of the day, we all want to be.

We are approaching almost 10 months of what seems to be a roller-coaster of a steady decline. Hospice and the care team that the client has been placed with has been nothing short of a miracle. He has a Nurse Aide that comes in every day and bathes



him, she goes above and beyond the extra mile, from heating coffee, leftover dinners, and the client even sings, and they have church together! She is a ray of sunshine, and he perks up as soon as she walks through the door. Then his Nurse, who comes to the home once a week, she checks his vitals, orders supplies, and orders all medications. Most of them are delivered to his door, or they offer to pick them up at the Pharmacy. He loves her too, and they enjoy each other's visits. We have a Social Worker who comes to visit once every 2 weeks, she showers my client with love, and they share Appalachian stories of old times. She always recognizes when the caregivers need a break and offers a Respite stay in the Nursing Home or the Hospice Care Center. Then he has a Chaplain who comes and calls once a month just to check in and pray.

Hospice has made a huge impact on my life as a Certified Community Healthcare Worker. I recommend them to my clients when I feel the need. Our clients trust our judgement and certainly our recommendations for referrals. They have been an asset to the care of my clients and keeping them out of the hospital and or Nursing Home. We never see a bill, but the service, love, and care is worth every single penny billed to the insurance. When the client was told that the billing could be up to \$30,000 a month for providing care in a Nursing Home setting, there was no way they could do that. Hospice has allowed us and helped us pave the way for my client to have in-home care that he deserves. I wish and hope for the future of our elderly clients, or maybe elderly parents, that more options could be made more readily available. Hospice and the Kentucky Homeplace referral have saved my client's life and allowed him to receive the best inhome care in his last days of living. My client has a joke: when people hold their breath or give you the look of no hope when we say Hospice comes! He says, "I have the Hospice that I'm trying to live, not die"!

This quarter, I helped a woman by giving her incontinence supplies. She was very thankful and told me that because she didn't have to spend money on the supplies, she was able to pay her electric bill. This small help made a big difference for her, showing how our program can ease both health and financial burdens for the people we serve.

I helped a husband and wife who came to me together for assistance with their medications. They both needed help getting approved for Farxiga. I worked with them on their applications, and they were each approved. This support helped ease their financial burden and made sure they had access to the medication they needed to manage their health.



This quarter, I helped a woman by giving her incontinence supplies. She was very thankful and told me that because she didn't have to spend money on the supplies, she was able to pay her electric bill. This small help made a big difference for her, showing how our program can ease both health and financial burdens for the people we serve.

Community connections are the biggest asset of being a Community Health Worker. When you have Doctors who directly contact you to help with their patients, it is the biggest compliment we can receive. When this happens, you know your hard work has paid off, and you have earned their trust. It is one of the most rewarding feelings!

I recently received a call from a woman whose husband had been in a serious car accident, resulting in multiple surgeries and a long rehabilitation journey. He is now home but reliant on a wheelchair. Without a ramp at their home, it took multiple people to help him in and out for essential appointments, creating a daily struggle for both him and his wife, who is juggling caregiving with limited work hours.

Recognizing the urgency of the situation, I reached out to a few trusted organizations that assist with accessibility needs. One of them responded quickly and provided an application for assistance with building a wheelchair ramp.

After one of his physical therapy sessions, the husband stopped by and I assisted him in completing and submitting the application. Given his medical and financial circumstances, he was quickly approved.

Thanks to the collaboration with this organization, the ramp has now been built. The family is incredibly grateful. What was once a daunting daily task is now manageable, and they can focus more on his healing and less on physical barriers. It's a small change that has made a big difference in their lives.

A past client whom I had not heard from in some time recently stopped in to see me. She explained that she had gone through a difficult period, including a court-ordered rehabilitation for substance use. During that time, she lost her home, custody of her child, and all of her important identification documents. With no family support system and nowhere else to turn, she reached out for help to get back on her feet.

Together, we began rebuilding the foundation she needed to regain her stability. We started by making her an appointment to obtain a new driver's license. I also helped her create a Social Security account online so she could order a replacement Social



Security card. Lastly, we completed the paperwork needed to request her birth certificate.

When she explained that she could not afford the fee for her birth certificate, I reached out to a local church, which generously donated the funds to cover the cost. She is now in the process of regaining custody of her child and expressed deep gratitude for the support she received. She shared that she had never had anyone help her before and that it meant a great deal to have someone to talk to and believe in her.

Through these steps, she feels as though she is finally getting her life back and she is hopeful about the future.

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This quarter, I assisted a client who was admitted to the hospital with no health insurance coverage. The hospital would not discharge her until in-home nursing services were arranged, but without insurance, she had no way to pay for this critical care.

As her Community Health Worker through Kentucky Homeplace, I worked closely with her medical team and community partners to explore every available resource. Together, we were able to secure the health coverage she needed to qualify for inhome nursing services.

Because of this support, she was finally able to start the process of leaving the hospital safely and return home, where she will be able to receive the care necessary for her recovery.

This case highlights the impact Kentucky Homeplace has in bridging gaps in coverage and ensuring clients receive the services they need, especially during times of crisis.

I worked with a client who was struggling to afford the colostomy supplies he needed for daily living. Without these supplies, his health and quality of life were at risk, but the ongoing costs had become overwhelming for him.

As his Community Health Worker, I researched available programs and connected him to resources that could help. Through these efforts, I was able to secure several months' worth of colostomy supplies for him at no cost.

The client expressed great relief and gratitude, knowing he would no longer have to worry about choosing between his basic health needs and other expenses.

This is just one of many stories that demonstrates how Kentucky Homeplace continues to make a meaningful difference by helping clients access critical resources that improve their health, independence, and peace of mind.



## **Highlights**

(July 01, 2025 – September 30, 2025)



UK CERH held Employee Appreciation Day on September 05, 2025. This day also marked the service anniversaries of several Kentucky Homeplace (KHP) Employees. Pictured from left to right: Mace Baker, Interim Director, UK CERH, presented service anniversary awards. Barbara Justice, CCHW, 30 years, Angela McGuire, CCHW/Rural Outreach Coordinator, 15 years, Amanda Goolman, CCHW, 10 years, Carole Frazier, CCHW, 10 years and Michaela Amburgey, Rural Project Manager, 5 years. Congratulations to everyone and the milestones they have completed in their journey here at KHP.



Amanda Goolman, Shirley Prater, Angela McGuire, Sierra Williams and Madison Gilliam enjoy festivities at the Appreciation Day celebration.





August 30<sup>th</sup>, 2025, was Kentucky CHW Appreciation Day recognized by Kentucky Governor Andy Beshear for the 2<sup>nd</sup> continuing year. Kentucky Homeplace celebrated this special day of recognition with awards and celebration. Pictured below: Mace Baker, Judy Bailey, Samantha Bowman, Regina Blevins, Carole Frazier, Ashley Francis, Amanda Goolman, Madison Gilliam, Barbara Justice, Tim Marcum, Shirley Prater, Kathy Slusher, Misty Rambo, Kim Smith, Michaela Amburgey, Annette Saylor, Darla Shepherd and Linda Welch.







The week of August 25 -31, 2025 was National CHW Awareness Week. Kentucky Homeplace celebrated our CHWs with a cake.

Michaela Amburgey, Rural Project Manager, exhibited at the Kentucky Telehealth Summit held in Frankfort, KY in September.





#### 2025 KYACHW/SE CHW Summit Conference

Congratulations to two Kentucky Homeplace Employees for receiving the CHW Champion and Outstanding CHW awards at the Kentucky Association of Community Health Workers and SE CHWN Summit this year. Judy has served as a CHW for KHP for twenty years, and Angela worked for KHP for 16 years.

Judy Bailey



**CHW CHAMPION AWARD** 

Angela McGuire



**OUTSTANDING CHW AWARD** 



Kentucky Homeplace CHW's attended the 10<sup>th</sup> Kentucky Association of Community Health Workers (KYACHW) annual conference at the Center Bank Conference Center in Lexington, Kentucky. Theme was "CHW's in the Winners Circle" Pictured above back row first: Judy Bailey, Josh Adams, Kim Smith, Kathy Slusher, Regina Blevins, Amanda Goolman and Ashley Frances. Front row: Barbara Justice, JoAnn Chaffin-Preston, Michaela Amburgey, Shirley Prater, Darla Shepherd, Madison Gilliam, Angela McGuire, Linda Welch, Carole Frazier, Samantha Bowman and Annette Saylor.



## **Client Satisfaction Surveys**

(July 01, 2025 – September 30, 2025)

Each month random client satisfaction surveys are mailed to Kentucky Homeplace Clients. Thanking them for allowing KHP to assist them with their social or healthcare needs and asking them about the experience they had with their Kentucky Homeplace Certified Community Health Worker. Below is a sample of comments from clients.

#### Judy Bailey

"Very thoughtful and a wonderful person."

#### **Madison Gilliam**

"Madison Gilliam does a good job".

#### **Jowana Combs**

"Jowana is a very friendly, helpful in any way she can person. Very easy to talk to".

#### **Tim Marcum**

"Tim does more than his job requires, he is a kind, understanding man. He helps me a great deal."

#### **Shirley Prater**

"Mrs. Prater goes above and beyond to help me with my healthcare and social needs. She is excellent to work with and she reminds me each time I see her about making sure I get my annual exams."

#### Misty Rambo

"Misty Rambo is very pleasant and helpful. I appreciate all that Misty and Kentucky Homeplace has done for me".

#### **Kimberly Smith**

"Kim is very polite, helpful and takes care of needs on time. She is a excellent person".



#### **Kentucky Homeplace CHW Contact Information**

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