

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

July 1st, 2021 – June 30th, 2022
Annual Report



<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:

At the onset of fiscal year 2022, a rise in COVID cases occurred in Kentucky and Kentucky Homeplace CHWs were busy educating clients on COVID-19 prevention and assisting clients impacted by COVID-19. This period also consisted of CHWs planning, coordinating, and attending numerous Appalachian community health days promoting better health and assisting with access to COVID vaccinations.

Additional funding made possible by a grant obtained by the Cabinet for Health and Family Services allowed funding for 10 additional CHWs. Positions in the following counties were posted: Montgomery, Whitley, Pike, Johnson, Perry (float position), Elliot (float position), Clay (float position), Wolfe and Powell (combined), Jackson and Owsley (combined) and Martin County with seven of the ten positions currently filled. The increase in CHWs in these areas will have a profoundly positive impact on the health and well-being of those served.

New challenges that the CHWs are encountering at the end of the FY are sharp increases in the cost of living (gas, groceries and utilities) combined with continued prevalence of COVID-19 cases in the area.

At the close of this FY KHP is staffed with 31 CHWs and has one vacancy pending in Whitley County

Annual Summary

For the period July 1, 2021 – June 30, 2022, the CHWs provided 49,205 services for 5,027 clients. CHWs logged 16,980.52 on care coordination activities with a value of \$404,360.18. The amount of medication accessed was \$9,929,597 and other service values (not medications) accessed at \$3,544,791 for a combined total of \$13,878,658

The entire annual 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, Annual Reports. 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, RN

Director, Kentucky Homeplace Program



Program Activities

July 1, 2021-June 30, 2022

Community Engagement Activities

The CHWs attended the 6th annual Appalachian Research Day via ZOOM.

Several CHWs presented at various statewide education webinars via ZOOM

Six CHWs rotated schedules and had a booth at the Remote Area Medical (RAM) event in Hazard, KY in June

All CHWs coordinated and attended community health days to provide education about COVID-19 vaccinations

CHWs are attending interagency meetings either in person or virtually for updates on resources and referrals for Homeplace clients

CHWs attended CHW advisory workgroup meetings

CHW training and continuing education

Some CHWs attended Basic Life Support training

Some CHWs received Mental Health First Aid training

Vaccinate with Confidence Training

Promoting Resilience: Trauma-Informed Strategies for CHWs

CHWs attended the 6th KYACHW conference via ZOOM

Introduction to Disability Training

Disability & Health Training

KPAP Training

Other News

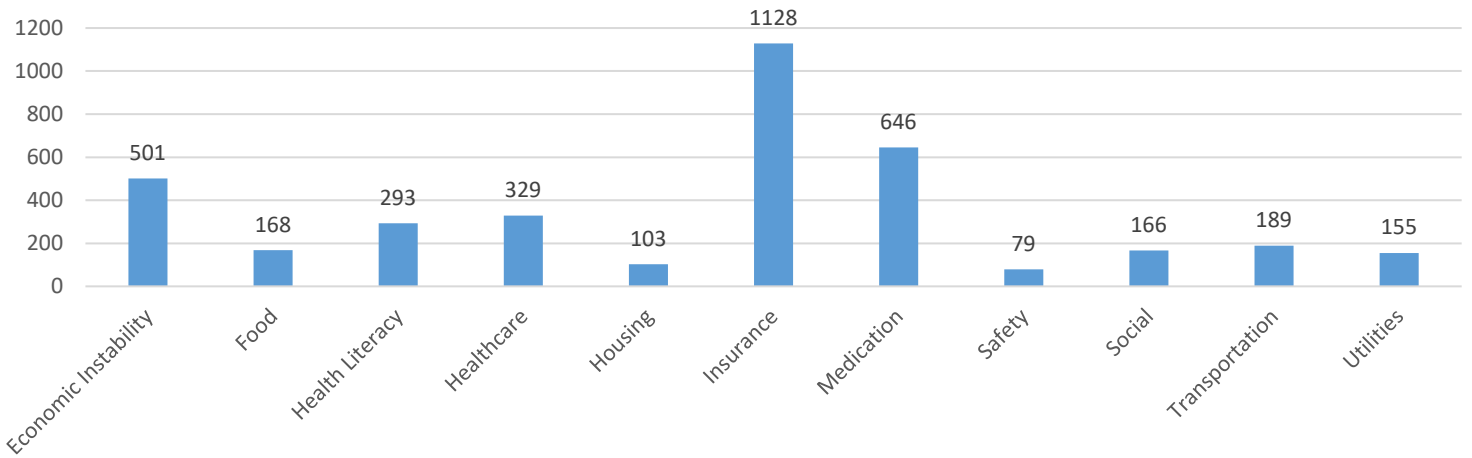
A vacancy currently exists in Whitley County

Kentucky Homeplace received funding from CCR-2109 to expand the program by 10 CHWs

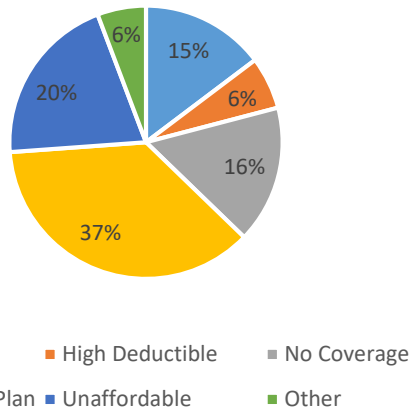
Offices were expanded into Whitley and Montgomery counties



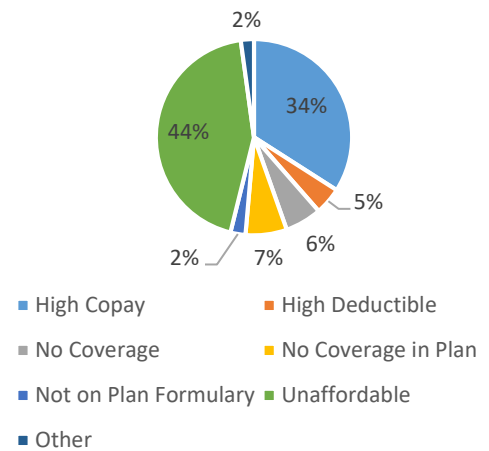
Social Determinants of Health Barriers to Care 07/01/2021-06/30/2022



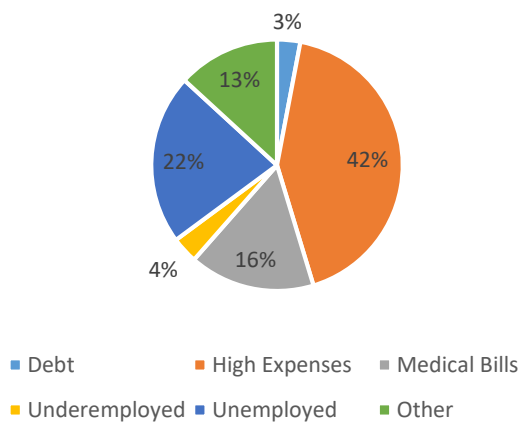
Insurance



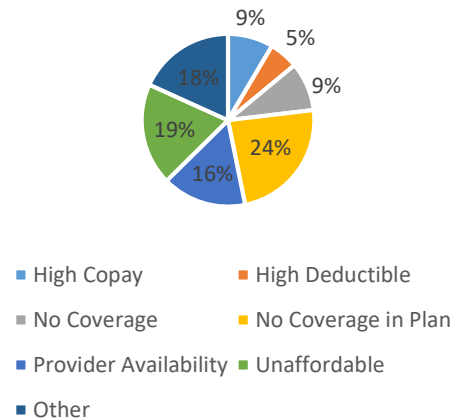
Medication



Economic Instability



Healthcare

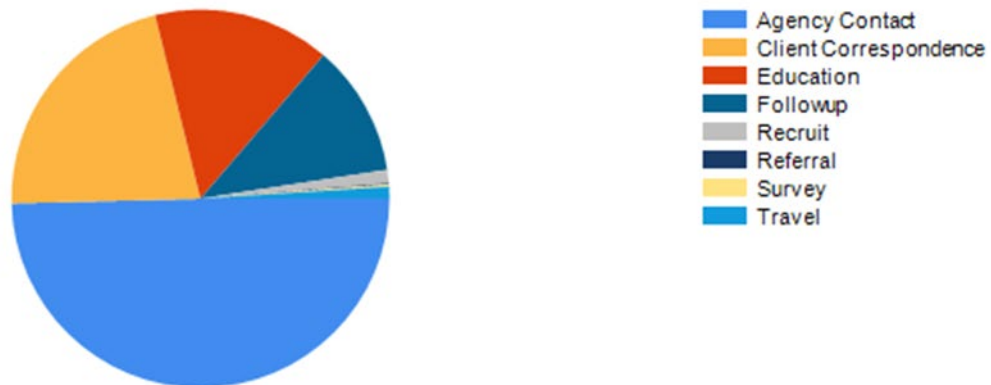


Activity Summary

(Clients visited: 07/01/2021- 06/30/2022)

Activity	CHW Hours
Agency Contact	8,422.62
Client Correspondence	3,657.18
Education	2,572.67
Follow-up	1,912.87
Recruit	193.33
Referral	19.00
Survey	31.08
Travel	171.77
Grand Total:	16,980.52

Total All Regions



Total service value for 16,980.52 hours equals \$404,360.18

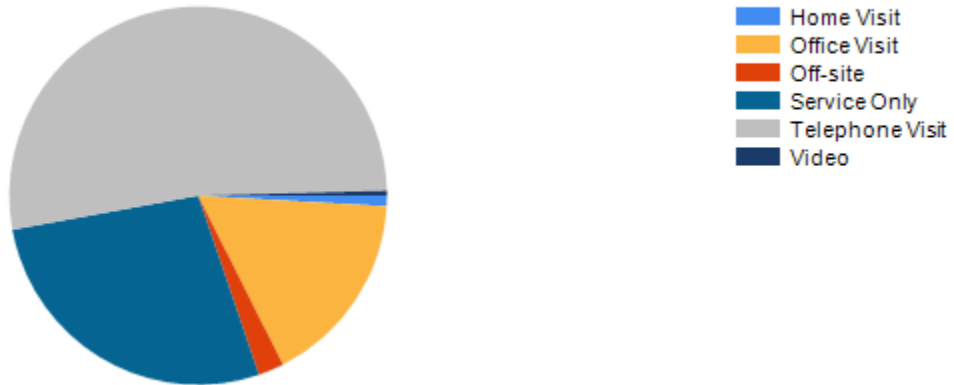


Visit Summary

(Clients visited: 07/01/2021- 06/30/2022)

Visit Type	Client Visits
Home Visit	207
Office Visit	3,850
Off-site	507
Service Only	6,307
Telephone Visit	12,104
Video	96
Grand Total:	23,071

Total All Regions



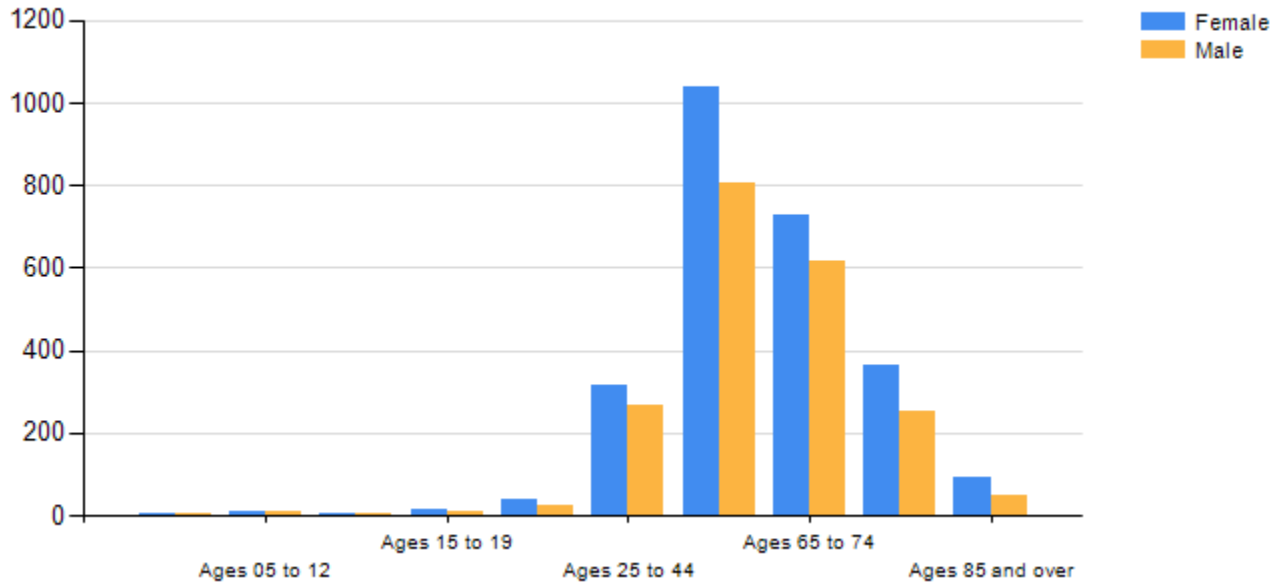
* Service only involves any actions taken on behalf of the client while the client is not present.

Age Gender Summary

(Clients visited: 07/01/2021- 06/30/2022)

Age Group	Female	Male
Ages 00 to 04	7	5
Ages 05 to 12	9	11
Ages 13 to 14	2	7
Ages 15 to 19	15	12
Ages 20 to 24	40	25
Ages 25 to 44	317	266
Ages 45 to 64	1,037	803
Ages 65 to 74	726	614
Ages 75 to 84	365	253
Ages 85 and over	93	50

Clients by Gender and Age Group

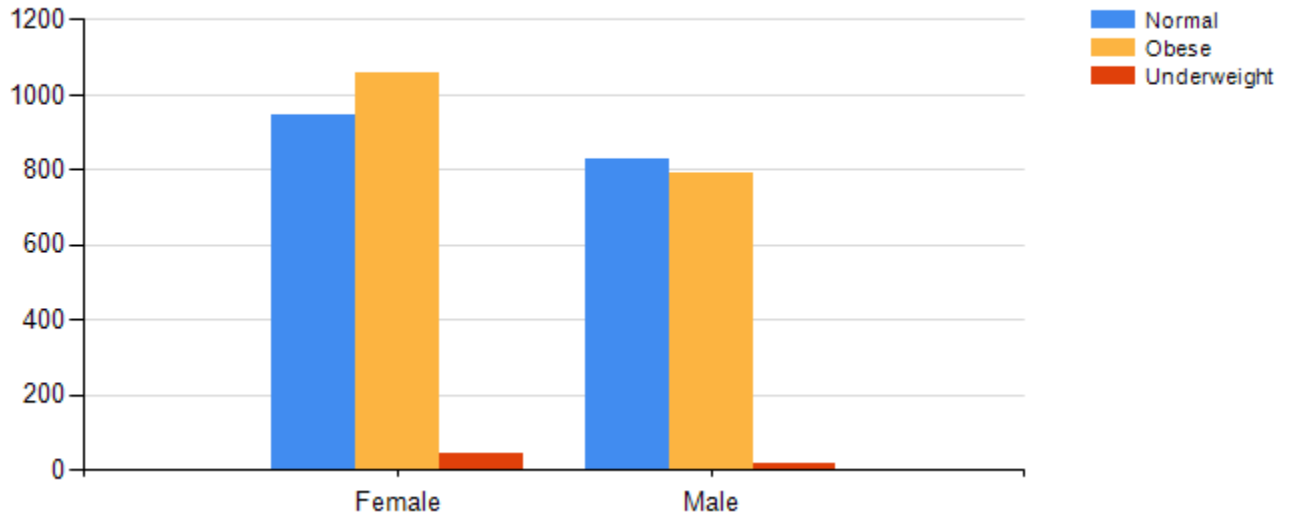


BMI Category Summary

(Clients visited: 07/01/2021- 06/30/2022)

Gender	Bmi Category	Clients
Female	Normal	947
	Obese	1,059
	Underweight	44
	Total:	2050
Male	Normal	829
	Obese	789
	Underweight	18
	Total:	1636
	Grand Total:	3,686

Client BMI Category by Gender



Insurance Summary

****See quarterly reports from this time period for details. Report has undergone revision.**

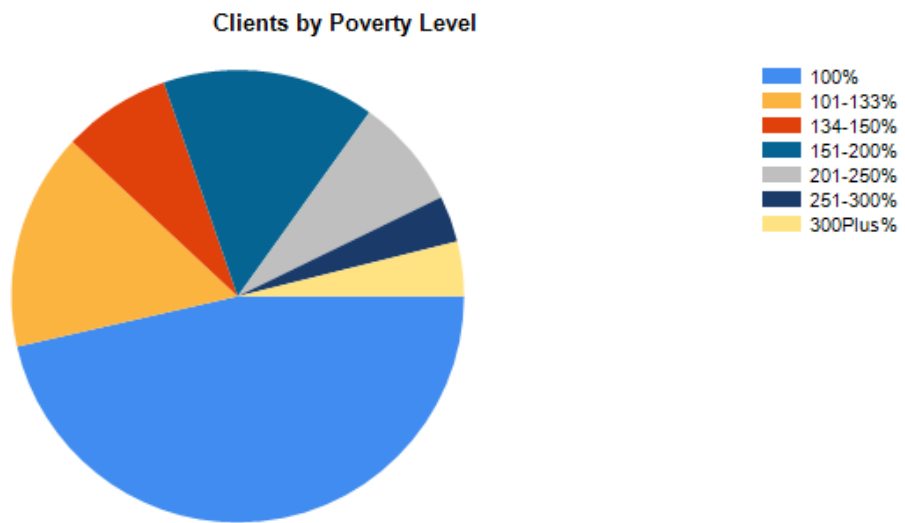


Poverty Level Summary

(Clients visited: 07/01/2021- 06/30/2022)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	2,162	724	360	707	368	154	182	4,657

*Total is unduplicated clients

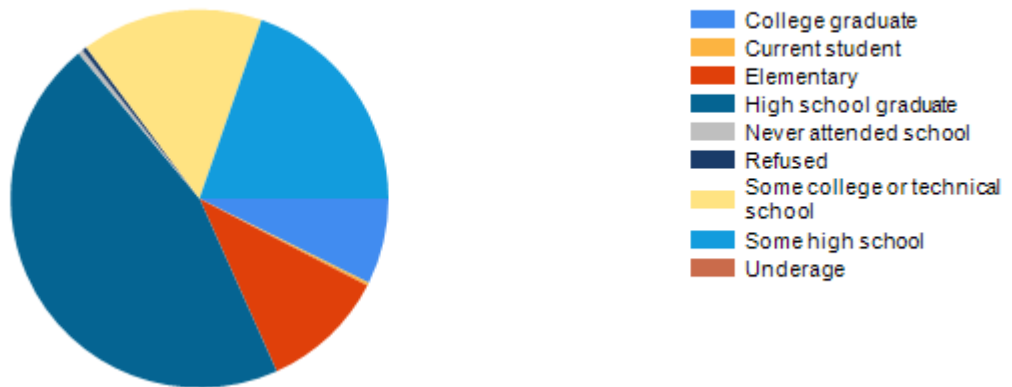


Education Level Summary

(Clients visited: 07/01/2021- 06/30/2022)

Education Level	Clients
Never attended school	20
Elementary	498
Some high school	915
High school graduate	2,126
Some college or technical school	725
College graduate	342
Refused	18
Underage	1
Current student	12
Grand Total:	4,657

Total All Regions



*Total is unduplicated clients



Highlights of Kentucky Homeplace CHW Annual Activities

Zoom Meeting

Recording


Michaela Williams

William Baker

Ashley G

Gina Brien

Laura Eirich



Methods

- Five clients from Perry County-Five from Knott County
- (KHP clients completed pre and post survey)
- The USA Drone Port developed training for pilots who delivered the PPE package using aerial drones
- The USA Drone Port developed and implemented training for CHWs to earn certification as Visual Observers
- Certification permitted the drone pilots to fly beyond the visual line-of-sight

56°F Mostly sunny

11:16 AM 9/23/2021

Kentucky Homeplace presented at the 6th annual virtual KYACHW conference.



A client gets fitted for custom diabetic shoes at a diabetic shoe clinic held at a Kentucky Homeplace office.



Samantha Bowman, CCHW- Lee County poses with Appalachian Community Health Days participants at an event.

Kentucky Homeplace CHWs adapt to COVID-19



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



Beth Smith, CCHW- Carter County meets clients outdoors to sign paperwork amid the COVID-19 pandemic.



Darla Shepherd, CCHW- Harlan County conducts chronic disease self-management workshops with clients via phone calls amid the COVID-19 pandemic.

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 Highlights

July 1, 2021 - June 30, 2022

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

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

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

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.

This quarter has been a busy one with most things trying to returning to a new normal. I have assisted with a wide range of services from glasses, housing, job search, and health coverage but one client in particular stands out the most.

This client came to me after his pharmacy attempted to get his medication but it was going to cost him thousands of dollars for only a month's supply. When this client initially called me, he informed me that he probably wouldn't qualify for my program because he is self-employed, has a 6-figure yearly income and a household size of 6. He also explained that after all his business expenses he honestly could not afford his insulin and other diabetes medication. I explained to the client that at Kentucky Homeplace we have no income guidelines and that anyone can come to us but that each patient assistance program has different income/ insurance guidelines but that I would be glad to assist him in anyway.

The client decided that he had no choice if he wanted to continue taking the medications that is helping to control his diabetes but to see if he would qualify. He came into the office with all of his financial documentation and we completed his medication applications and after his provider completed her portion the applications were submitted. The client has been approved for one of the two medications so far and we are hopeful that the other medication will be soon to follow. I was also able to get him a new testing meter for him at no cost.

An elderly client had called my office for help once again with a very expensive medication. She had recently gotten out of the hospital due to congestive heart failure and was needing to once again make sure she was being consistent with taking her medication. Unfortunately, her problem was that her cardiologist had called in the script for a one month's supply this medication was \$400.00. There was no way she could afford that with her income.

I pulled her chart to revivify and update her information, and to touch base how I needed to handle the situation. I had discovered that I actually didn't have a program that she currently met the income requirements for me to help her access this medication. But I had noticed her general provider participated at a clinic and pharmacy that operates with sliding scale and has a pharmacy program to help clients. This was great news from simply doing a little research and digging to help the client!

After making a phone call to the pharmacy I asked if she had an existing script for this medication written by one of their providers which was her doctor. She did, along with 3 refills! My Pharmacy friend said she could get this medication for a 90 days' supply for \$19.92. I ask her to go ahead and fill the script and we were thrilled! You would have thought someone at the pharmacy would have taken the time to look more in depth into the situation.

Anyway, I called my client back to let her know her refill would be picked up and it was \$19.92 compared to \$400.00. We saved her \$380.08 and accessed the script for 90 days compared to 30! What a blessing! She was so grateful and recognized she couldn't have done it without me! We ended up noticing she needed an eye exam, since it had been over 10 years since she had one. I called her with the appointment and stressed for her to call me afterwards that I could help her access a free pair of glasses through another Kentucky Homeplace program that we offer. She was thrilled about that as well.

Sometimes it pays to go the extra mile, I'm thankful Kentucky Homeplace allows me to do so!

Well this has been a very eventful few months. UK got a grant for us Community Health Workers to organize and put on three community health days per county. These projects are known as Appalachian Community Health Days. These events included a partnering agency that helped promote the events and at each event we had vendor tables which

included but not limited to other local agencies. At each event I tried to bring things to those events that would benefit the people that attended. I reached out to an agency and they were offering a \$20 gift card if they participated in a blood stick test to see if they had HIV or AIDS. The grant we had was offering a \$25.00 gift card. Another participating agency was offering an additional \$10 gift card if they got the COVID vaccination or Booster. So, some of the people that attended walked away with a lot of free giveaways and \$55.00 in gift cards. They were so excited.

During one particular Appalachian Community Health Days I had two people ask if I knew if anyone was giving food baskets away for Thanksgiving or Christmas. I told them of course that if I heard of any I would let them know. Just so happened my partnering agency for the event asked me before it was over, what is your greatest need. I told him I had two clients that asked for food for the holidays coming up. A few days later I received a text stating that I had 17 Thanksgiving Food Baskets to give away to my clients. I was so excited.

Since COVID 19 I had not had done any food basket give a ways. I went through a waiting list that I had been keeping that needed assistance. The week of Thanksgiving I hand delivered those food baskets. All of my recipients were so grateful and thankful. I even had a few ask if there was anything they could do to help me. There is so much need in the Appalachian area of Kentucky. So many abuse things they know they can get and they do it repeatedly. The people that received this blessing were truly ones that were in need and just didn't have the means to get to places for the local donations. This folks is proof that when you give to local community agencies, they give back. It's a win win for everyone.

One day, during open enrollment for Medicare, I had a new client come in, she had been sent to me by a local clinic because of concerns about not being able to afford her insurance. The client had never looked at her insurance after her initial sign up when she turned 65, so the monthly premiums had been slowly going up each month until they finally had got to \$96 a month for her part D premium, and was not covering any of the medications she was on. After looking at her medications and the plans available we were able to find a plan that was only \$20 a month and covered all of her medications- this switch will save her about \$6,000 a year.

Kentucky Homeplace CHWs

Goolman, Amanda ago263@uky.edu	CHW	606-674-9297 606-674-9298 (fax)	Bath Meniffee	Bath Co. Health Dept. 68 Oberlin St., Rm 232 PO Box 1198 Owingsville, KY 40360
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Vacant		606-473-6496 606-473-1039 (fax)	Boyd	Greenup county Health Department U.S. Highway 23 Greenup, KY 41144
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Smith, Elizabeth easmith123@uky.edu	CHW	606-474-2742 606-474-2592 (fax)	Carter	Kentucky Homeplace 101 Fraley Miller Plaza, Suite B P.O. Box 546 Grayson, KY 41143
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				Manchester, KY 40962
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					PO Box 583 McKee, KY 40447
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Vacant	CHW	606-277-0018 606-277-0078 (fax)	Knox	Kentucky Homeplace 320 High Street P. O. Box 1029 Barbourville, KY 40906	
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