

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

October 1, 2021 – December 31, 2021
Quarterly Report



Kentucky Homeplace Staff Meeting- Buckhorn Lake State Resort Park

<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

Kentucky Homeplace

My Fellow Kentuckians:

As this calendar year comes to a close Kentucky Homeplace CHWs are finishing a number of activities. The Appalachian Community Health Day events (coordinated by Kentucky Homeplace CHWs) concluded this year with some impressive totals for this quarter (see page nine for details). The focus of these events is to promote access to COVID vaccinations and educate individuals on the importance of vaccinations. This project will be ongoing to the end of this fiscal year.

Kentucky Homeplace CHWs have completed numerous trainings this quarter including the annual KYACHW conference, CPR and Mental Health First Aid, KY Asthma Management training and numerous other trainings in regard to their Marketplace assistor status. All of Kentucky Homeplace Certified CHWs completed their recertification process through the Kentucky Cabinet for Health and Family Services during this quarter.

As many of the services related to COVID-19 are evolving the CHWs are continuously adapting to the changing needs of their clients. Please see below and the following pages for a detailed summary of work and activities.

Please be sure to review this month's Community Health Worker spotlight and the actual client encounters as there are some really good examples of the impact CHWs make on a day to day basis.

Quarterly Summary

For the period October 1, 2021 – December 31, 2021, the CHWs provided services for 1,590 clients. CHWs logged 3,513 hours on care coordination activities with a service value of \$83,644.53. The amount of medication accessed was \$2,047,350 and other service values (not medications) accessed were \$865,896 for a combined total of \$2,913,246.

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 October - December. 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



My name is Amanda Goolman and I have been serving Kentucky Homeplace clients for 6 years. I am married and have three wonderful children. I am the community Health Worker for Bath and Menifee Counties and love being able to serve the people of my hometown in Bath County where I grew up. Being a Community Health Worker is very rewarding. Many of my clients have grown close and feel like family to me. Knowing I am able to help someone with his or her needs is a wonderful feeling and makes me look forward to serving my clients every day.



My name is Judy Bailey, I am a wife, mother of two and grandmother to three beautiful granddaughters. I have had the pleasure of serving the fine people of Magoffin & Johnson County since 2003. My role as a Community Health Worker is not only to assist with health care needs, but to lift up the morale of my clients by making them feel important and letting them know they have an advocate that will support them. There is no better feeling than when a client calls and tells you their A1C went from 10 to 7 or when a client comes in to show off their new dentures. I don't think any job could be more awarding.

Program Activities

Community Engagement Activities

The following are samples of meetings/events attended:

Various Board meetings and KYACHW committee meetings

Appalachian Community Health Days virtual conferences and events

Diabetic shoe days

Professional Development/CHW training

KYACHW quarterly meeting with Communication training

Healthy Homes KY Asthma Management training

State based Marketplace training

Open enrollment webinar

Low dose CT webinar

Basic Life Support training

Mental Health First Aid

Kentucky Homeplace CHW training

UK Responsible Conduct of Research training

KHBE training

CHW stories of success webinar

Drug assist go to training

Kentucky Prescription Assistance Program training

Shining a Light on lung cancer webinar

Other News

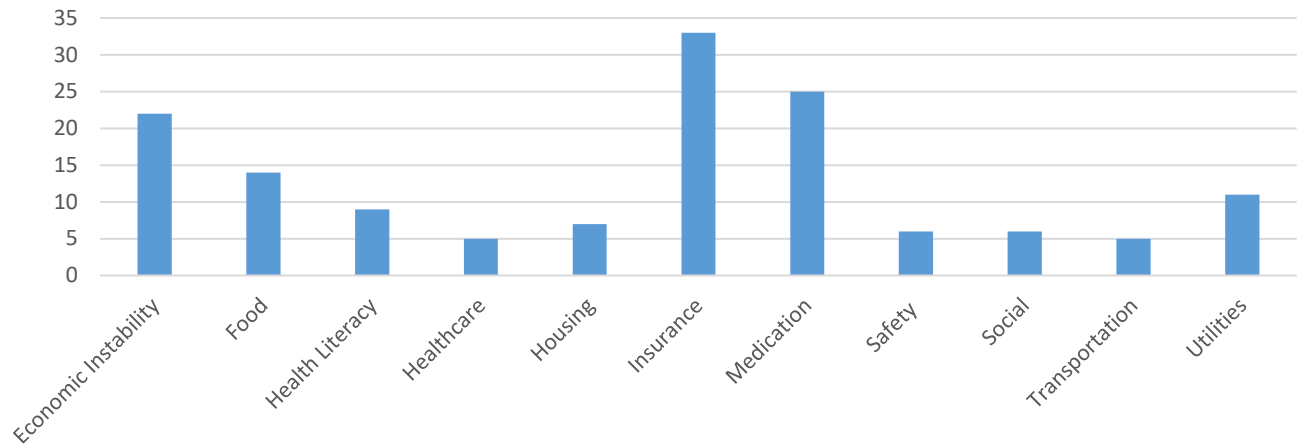
Jowana Jackson accepted the CHW position for Laurel and Jackson Counties

Current vacancies exist in Leslie and Knox Counties

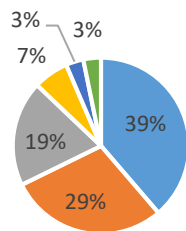
Next scheduled CHW training is set for March 17th-23rd



Social Determinants of Health Barriers to Care 10/01/2021 - 12/31/2021

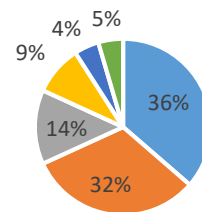


Insurance



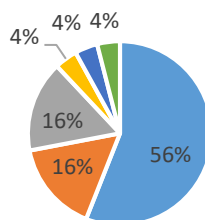
■ No Coverage ■ No Coverage in Plan ■ Unaffordable
■ High Copay ■ High Deductible ■ Other

Economic Instability



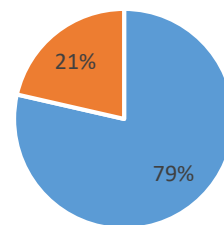
■ Unemployed ■ Other ■ Underemployed
■ Medical Bills ■ Debt ■ High Expenses

Medication



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

Food

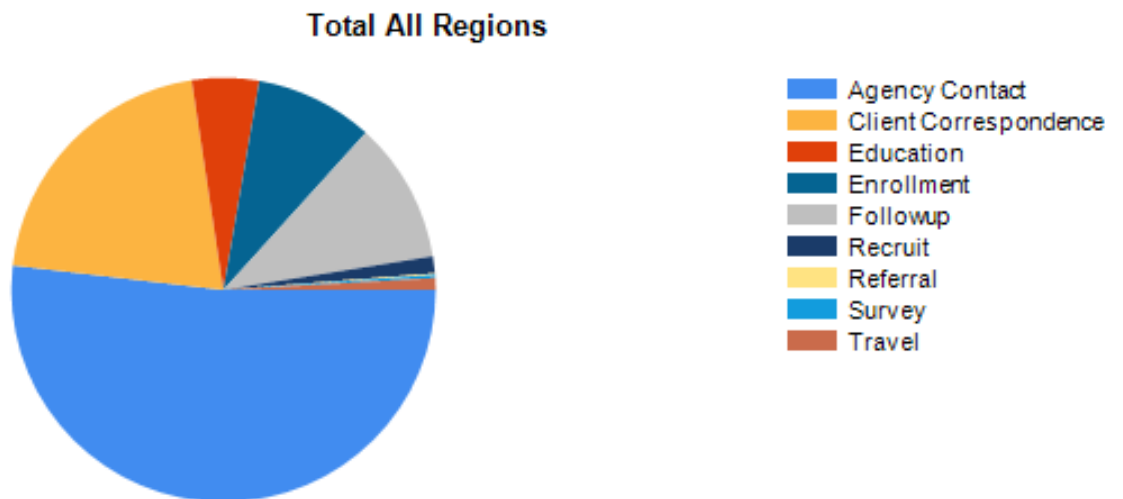


■ Unaffordable ■ Other

Activity Summary

(Clients visited: 10/01/2021 – 12/31/2021)

Activity	CHW Hours
Agency Contact	1,821.53
Client Correspondence	729.43
Education	179.30
Enrollment	316.08
Follow-up	377.57
Recruit	45.33
Referral	4.00
Survey	8.50
Travel	31.50
Grand Total:	3,513.25



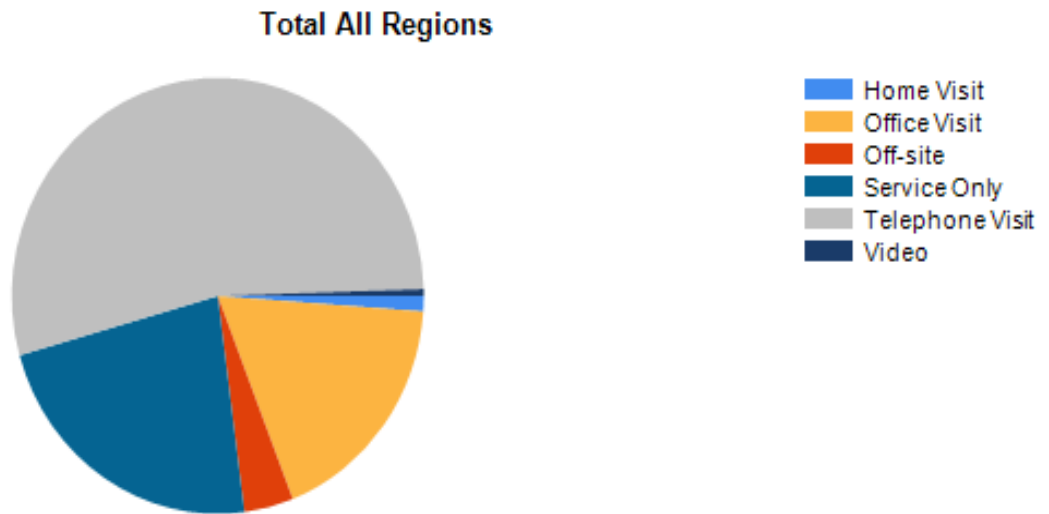
Total service value for 3,513.25 hours equals \$83,644.53



Visit Summary

(Clients visited: 10/01/2021 – 12/31/2021)

Visit Type	Client Visits
Home Visit	52
Office Visit	819
Off-site	176
Service Only	1,036
Telephone Visit	2,461
Video	23
Grand Total:	4,567



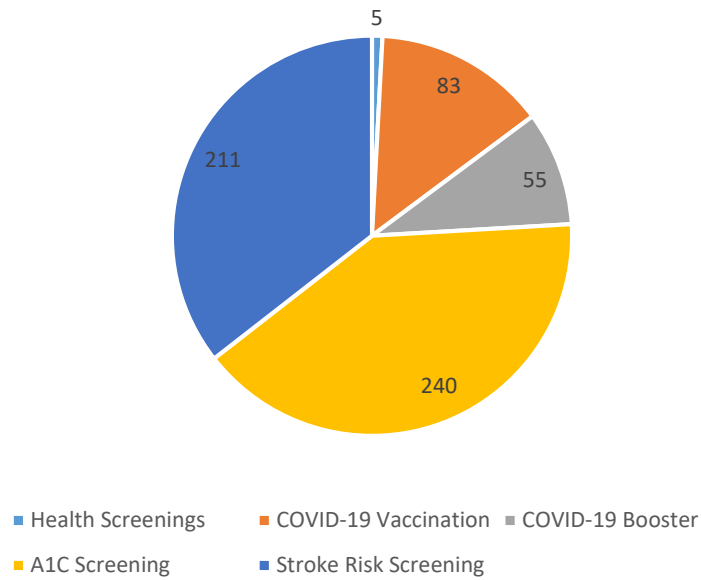
* Service only involves any actions taken on behalf of the client while the client is not present.

Community Health Days

(10/1/2021 – 12/31/21)

Service Provided	Individuals
Health Screenings	5
COVID-19 Vaccination	83
COVID-19 Booster	55
A1C Screening	240
Stroke Risk Screening	211
Grand Total:	594

Services Received at Community Health Day Events

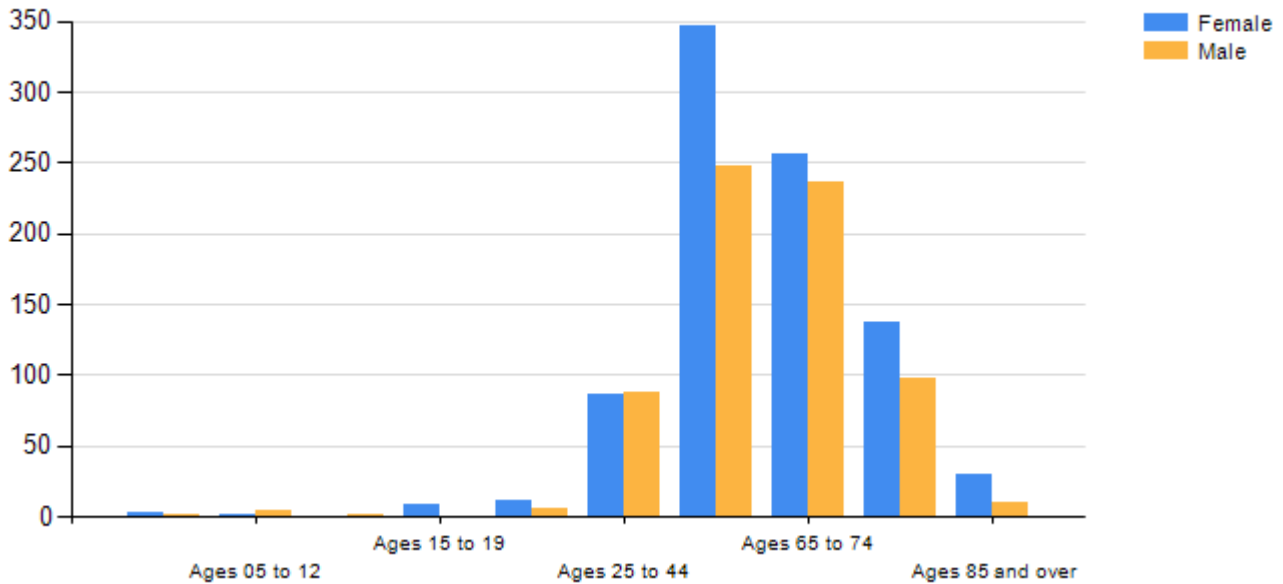


Age Gender Summary

(Clients visited: 10/01/2021 – 12/31/2021)

Age Group	Female	Male
Ages 00 to 04	3	1
Ages 05 to 12	1	4
Ages 13 to 14	0	1
Ages 15 to 19	8	0
Ages 20 to 24	12	5
Ages 25 to 44	86	88
Ages 45 to 64	346	247
Ages 65 to 74	256	236
Ages 75 to 84	137	97
Ages 85 and over	29	10

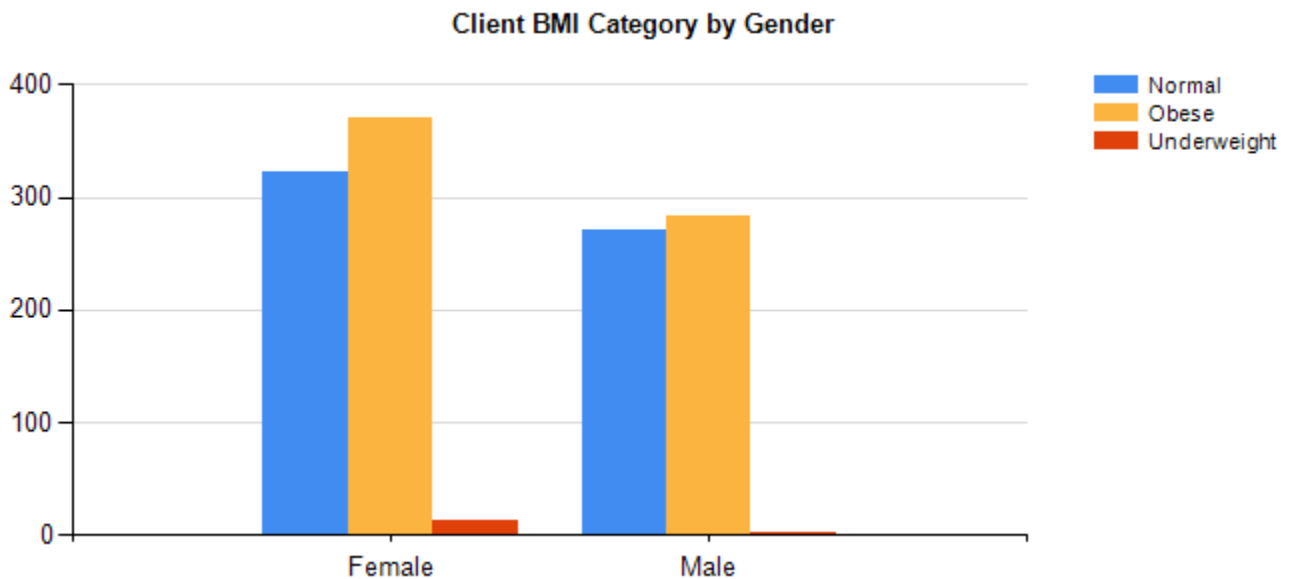
Clients by Gender and Age Group



BMI Category Summary

(Clients visited: 10/01/2021 – 12/31/2021)

Gender	BMI Category	Clients
Female	Normal	322
	Obese	370
	Underweight	12
	Total:	704
Male	Normal	270
	Obese	283
	Underweight	3
	Total:	556
	Grand Total:	1,260

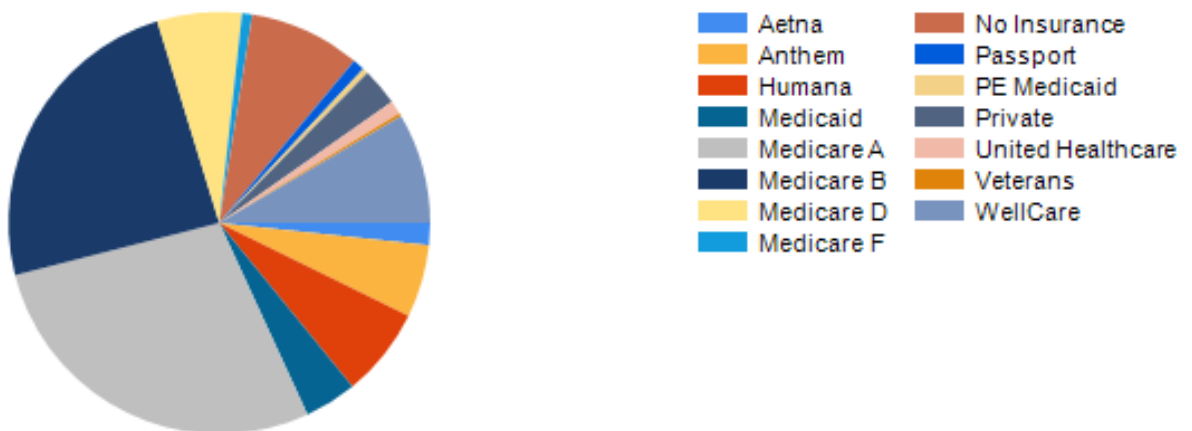


Insurance Summary

(Clients visited: 10/01/2021 – 12/31/2021)

Insurance Type	Clients
Medicare A	760
Medicare B	660
No Insurance	233
WellCare	230
Humana	187
Medicare D	177
Anthem	152
Medicaid	109
Private	78
Aetna	46
United Healthcare	28
Passport	25
Medicare F	21
PE Medicaid	12
Veterans	7

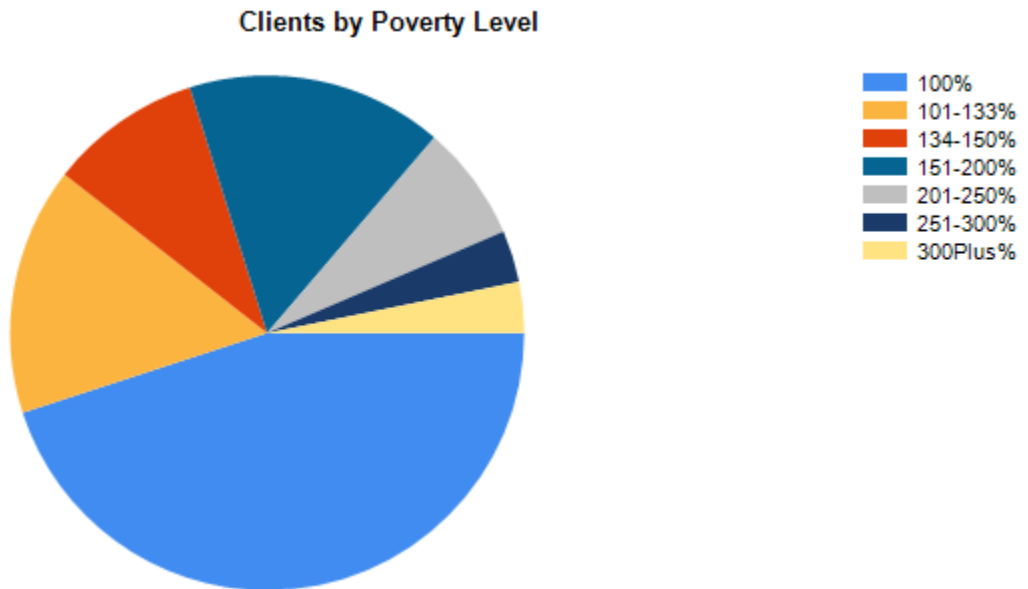
Total All Regions



Poverty Level Summary

(Clients visited: 10/01/2021 – 12/31/2021)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	705	244	150	253	114	51	50	1,567

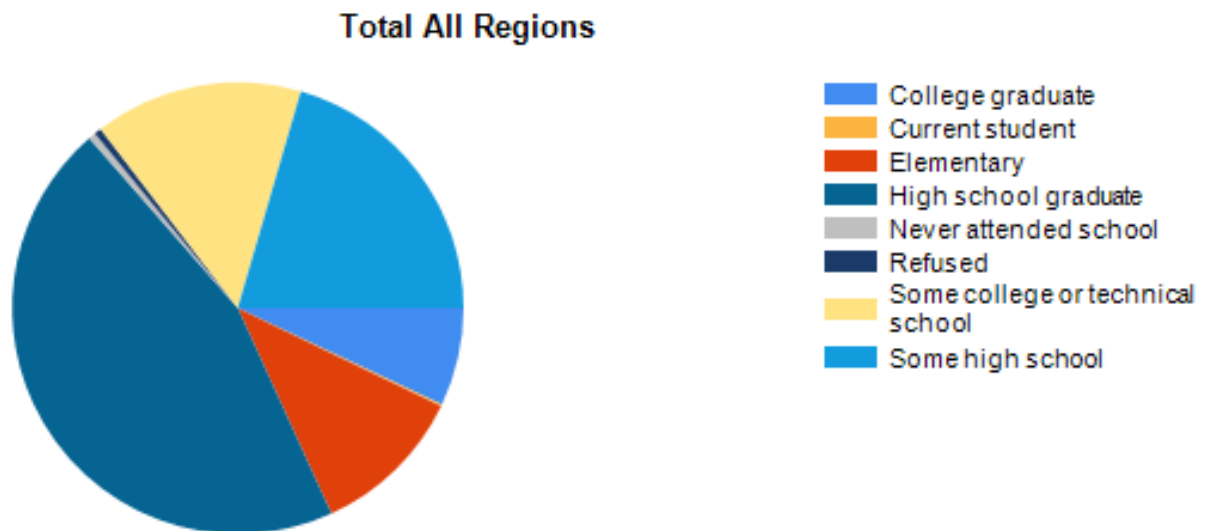


*Grand total is unduplicated clients

Education Level Summary

(Clients visited: 10/01/2021 – 12/31/2021)

Education Level	Clients
Never attended school	8
Elementary	173
Some high school	321
High school graduate	711
Some college or technical school	234
College graduate	110
Refused	8
Current student	2
Grand Total:	1,567



*Grand total is unduplicated clients

Kentucky Homeplace CHWs



**Angela McGuire-CCHW, Lawrence & Martin Counties,
hosted a Diabetes Educational Drive Thru Event.**



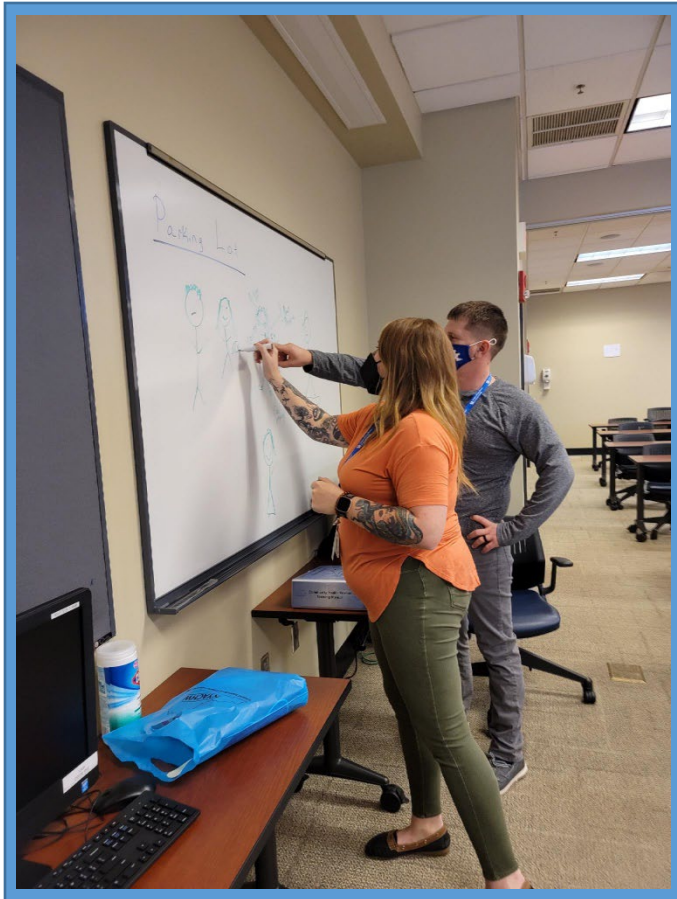
**Angela McGuire-CCHW, Lawrence & Martin Counties,
poses with clients who received free diabetes and
Covid-19 information, along with a gift basket filled with
hats, scarves, gloves, diabetic socks, heating pads, food
items and more.**



Barb Justice-CCHW, Pike County, poses with a participant at an Appalachian Community Health Day held at the Pike County YMCA.



Kathy Slusher-CCHW, Bell County, speaks to a client about her services at an Appalachian Community Health Day held in Whitley County.



CHWs participated in Mental Health First Aid training.

Pictured: Amber Maul and Joshua Adams



Kentucky Homeplace offered Community Health Worker training to new CHWs during December

Kentucky Homeplace

33 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

October 1, 2021- December 31, 2021

-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.

-After a health fair for the Appalachian Community Health Day's I had a man come in looking for assistance with glasses, I was able to get him a free eye exam and then with further discussion found he was having issues with his power bill, so I was able to get him an appointment at the local community action center to get set up on the LIHEAP program, a program that he had previously been unaware existed in the community.

-I had a lady referred to me by her Rheumatologist to help her with her medications. She was very disabled with this and in need of help. She had been getting infusions at the doctor's office which was an hour and half away. She had to have someone to take her to the office visit and pay them for taking her. It was a hardship on her to do this and she really was not physically able to make these trips. The doctor wanted to try her on the shots that she could get at home. He wanted my help to try to get these at no charge to her. I was able to get her approved through the pharmaceutical company and the medication was shipped directly to her home.

-I had a woman call me about her husband on a Friday afternoon that had a stroke and had been in the hospital for several weeks. He had a stroke and it left him completely paralyzed on one side. She was stressing out because he was being released the following Monday. The hospital told her that they would not release him until she had a wheelchair ramp that was safe for him to get into their home. They had had a few people that were supposed to build a ramp while he was in the hospital, but they all fell through. I knew that there was not a permanent solution that I could do quickly enough for them to get him a ramp. However, I knew there was a resource that could maybe help. I contacted them and they had a temporary ramp that he could use. The only set back was it was over 2 hours away and she could not pick it up until Monday, the day he was due to go home. Therefore, we worked out a plan for someone else to be able to pick it up Monday morning while she was getting everything ready for him to leave the hospital. They were able to get the ramp back and put up before he got home. Fast forward to the next week. His wife had called again about needing transportation for one of his doctor's appointments. She is not able to get him in a car to travel on her own. He had no insurance to cover the trip. We signed him up for Medicaid and the transportation service approved for him to get transportation to his appointment while his insurance was pending. Now he also has a permanent ramp and able to return the loaned ramp back for the next person.

-I had a client that I have been helping for a couple years call me. She told me she had broken one of her teeth and was in pain. She did not have dental insurance and could not pay out of pocket to get her tooth fixed. She came in and we called a free clinic the next county over to see if they could get her in soon. They were booked out and did not know when they would be able to get her in. I knew she was in pain so we kept looking. It was just a few minutes later, I got a call back from the dentist that they had someone cancel and they could get her in a lot sooner. My client was able to get her tooth fixed with a new filling and they went ahead cleaned her teeth.

-Kentucky Homeplace participated in an Appalachian Community Health Day Event that promoted the COVID – 19 vaccine. While completing the general health screenings that are given to all my Homeplace clients, I realized this man had answered no to every question. No, he didn't have a family physician, no he had never had his blood pressure or cholesterol checked. After having his blood pressure and A1C taken he found out that he was high risk for stroke and had an A1C of 11. He told me he didn't like going to the Dr. because the last time he saw one he had to have an emergency appendectomy. I helped him get scheduled with a physician and gave him health education on diabetes and blood pressure. He said it was a good thing his wife had forced him to come to the event that day or he would have never known about his health conditions.

-I had a lady that called me needing assistance with Medicaid. She had been having some trouble getting assistance and had no idea what she needed to do. An agency she had called gave her my number so that she could get some assistance. She called me and she had been needing insurance for some time and had doctor bills piling up. I got her verbal consent and enrolled her as a client. I started her case for Medicaid and finally in the end she was approved. I also had requested that she was needing assistance with doctor bills from three months prior so that she could get some help on paying them. She was so excited and a heavy financial burden was lifted from her.

-I had a gentleman to call me needing assistance with his unemployment. He had been trying to assist himself through other agencies but to no avail. He was given my number to call me to get some assistance on getting his unemployment. I was able to get him in to my office and enroll him as a full client. I had reached out to an entity that was able to help him. They spoke with him over the phone and I assisted him and his spouse on how to get on to the new database for unemployment. He was able to retain his 6-digit pin number and I guided them on how they get a verification code number for when he claims his weeks. He was very thankful for the help. The story didn't end here. I also helped him to

get his back pay that was owed to him from the months prior to when he was unemployed.

-I had an established client that called me desperate for help. She had applied for snap benefits and they were requesting pay stubs from an employer. She had tried to go online and get this for them, but could not. She had tried calling several times to the employer and no one would help her get it. I had her to come into the office and we called to make sure this was all the information they needed was just the paystubs. We worked for two hours, in between hold times and speaking with people, and finally were able to go online to create an account and print off the requested paystubs. I scanned them in and got the requested information sent in. She was able to get her snap benefits and was very grateful.

-I am working with an elderly male that lost his wife in the past year. He was having problems coping with being alone because he was the care giver for his wife. He had quit work when his wife needed to be taken to dialysis three time a week. She had become his world and now with her loss he doesn't know what to do with his time.

I have been helping him with getting his insulin and other medicines for the past year. He called to find out who he needs to talk to about getting back in the work force. He would like to find something to do now that his wife is gone to get back in the community to be active, He needs to find something to do that keeps him busy and to have purpose in life again. I gave him a couple of telephone numbers to check on how much he can work and it not affect his current income. He said without Kentucky Homeplace he didn't know what he would have done and knows to call his CHW when he needs information.

-I had a new client moved who here from New York. He was very upset on how things are done in Kentucky. He said he tried to get the help he needed, he said Kentucky Homeplace is the only place that that has tried to help him. He knew he qualified for the programs in KY but he said they did everything different here. Where he moved from you went in and they got the information for Snap and Medicaid and that day and you walk out with SNAP benefits. When he moved here he went to a person and she didn't make things happen and said between here and the other place that was helping him they kept misplacing his proof of income or they didn't explain to him what it really was that they wanted. He gave the first person all the information and all the copies they asked for and he was still receiving letters that they had not received everything. So he said he hand delivered everything to Cabinet for Health and Family Services (CHFS) and he still did not get the help needed.

They kept telling him that he needed to gather more information from his previous state he lived in and it wasn't until he came to KHP that everything got worked out. For one at KHP as the information was asked for it was uploaded into the system and was looked at and within a day and I had to call a couple

of times to figure out just what they wanted for the client. They did not make themselves very clear on the proof of information need. Finally, it was all put in and he was approved. He started this journey when he moved here and after all the time trying to get it we finally got him approved and got insurance so he could get to a doctor for his refills. Kentucky has taken out for Part B for several months and with KHP help he is being refunded for the money they took for his QMB and they gave him SNAP benefits. He was really happy that he was going to receive the same amount. He will be refunded all the money they took for his part B \$148.50 and this is since August. They are going to back up and refund it all. He is very happy that he came to KHP for assistance with his SNAP and QMB.

-I had a doctor call that I used to depend on doing forms for KHP who moved away then recently moved back and opened her own practice. She called to see if a medicine was available and I checked and it was. She gave me the clients name and number so I could contact the person and do an intake and enroll them into KHP program, I contacted the new client and found they had no insurance and the cost of 8 pills was over \$800.00 if they paid for it. I completed the enrollment and asked how much they made and they said due to child support they did not qualify for any programs. They said that they had applied before and were denied due to the child support. I contacted the DCBS office and they said child support did not count as income. So, they said let's try for the free medicine first and if he was approved for it then they would check into getting Medicaid. They wanted to see if the medicine could be gotten now due to not being able to afford or wait a month to get approved for Medicaid. So, all in all we did everything from my office and emailed it to the client to sign and take to the doctor on the way home. The doctor said she would get it done today so hopefully they would have the medication within 7 to 10 days. The doctor and client were very pleased in how easy it was and how quick it was done. This doctor said she would be calling with more referrals.

- I received a call from a lady that attended one of my Community Health Day events, she called to ask about help with household chores. After talking with her for a while I realized she was a client from 2016. She went on to tell me that she had had cancer and had to give up her home and move into senior living, and that she wasn't able to do her normal household chores. So, I talked to her about the Homecare program with KRADD, and that she might meet the requirements. After speaking with her, I contacted the director of the program and spoke with her, she said that someone would call my client and do an assessment with her to see if her need met the requirements, after about 30 minutes the director called me back and said she was placing her on the waiting list and that she was probably going to be able to move her to the front of the list because of her need. I followed up with the client and let her know that she was on the list with a possible expedited wait time. She was so happy and kept thanking me for all my help. She then mentioned a rolling walking and I told her that I work with a program that receives medical equipment and that I would check and see if they had one, after reaching out to the program they had one in storage, so I was able to do a porch drop off to my client.

-I have a client who I started working with at the beginning of 2021. He needed several things for his home and also a bed rail. I was able to locate a bed rail for him straight away however it has taken months of applications to finally secure help with his home. We got word that he was approved for a ramp to be built and they would also look into any home repairs he would need. They will start renovation in the spring. He is currently having extreme difficulty getting in and out of his home because of the stairs on his porch that he cannot climb. He was very excited and grateful to here that soon he will have a ramp for easier access.

-I have been working to get several people in my community help with food and clothing. Although there are lots I have given clothing and food boxes out to I have one client that was in extreme need. She came to me after a release from jail and had no place to stay and nothing but the clothing she had on. I was able to give her several bags of winter clothing and get her appointments set up for preventive care. She is now staying with a family member. She was able to get a job and is on a much better path. I am now working to help her get dentures.

-I had a client come into the office to get help with insulin. She had retired from her job during the pandemic and was diagnosed with diabetes. She has no insurance and was not at the age to get Medicare yet. She does receive Social Security, but no insurance. I was able to help her apply for her insulin through a pharmaceutical company.

-I had a client called me to see if I could help with a medicine that his insurance would not pay for. I applied for the medicine through the pharmaceutical company and he received an emergency voucher to be able to get his medicine at the pharmacy while he was waiting for his medicine to arrive. He was very happy to be able to get his medicine even though there was a setback in the normal process.

-I had a client call me stating they had no food in the house and were in desperate need of assistance. She stated her food stamp case was under review and it could take a while to hear back. I called the extension office and they had just given out the monthly food boxes and would not take signups until the next month. I begin calling churches and the numbers would either be disconnected or I would leave a message with no return calls. I called numerous stores and even Walmart for assistance but I got nowhere. After 2 days of calling and searching, I felt defeated because I couldn't find any help. I reached out to the local community action agency and spoke to a lady who gave me a contact number for a

reliable resource. I contacted them the same day and had a food box for my client within minutes. I called and told them and they were so thankful.

-I had a client call me stating she and her husband were sleeping on an air mattress on the floor and that they were having to pump it up 2-3 times a night and were in desperate need of a bed but had no money to get one. They stated they had been sleeping on this for several months. The client also stated they also needed food. I began calling around and trying to find opportunity stores that may donate with no luck. Then I started calling for a food box. I got in touch a reliable source to get them a food box, while I was talking to my resource, I asked him if he knew of any places that I could call to try and get a bed for my client's. He told me to give him a couple hours and to call him back. I called him back later on that day and he said he had my client's a bed and they could pick it up later that week at their church opportunity store. I called my clients and they were overjoyed with being able to get a bed and be off the floor.

-I had a client that came in needing diabetic shoes. No place in this county does diabetic shoes anymore. He stated the ones on his feet were falling apart. He showed me his shoes and in fact they were falling apart, there was a hole where his big toe was and the soles on the bottom was flapping when he walked. I reached out to a certified podiatrist and got a diabetic shoe day scheduled. I then called his doctor and faxed forms over to them to fill out and send back to me. Within two weeks I had him in here being fitted for shoes and a couple weeks later he had his shoes. He thanked me over and over and seeing the smile on his face is why I love doing the job I am doing.

-I have a client who initially came to my office seeking assistance with heating her mobile home. After we talked, I found that she had numerous holes in her floor from water damage. She is elderly and lives alone with little financial resources or family assistance. She has covered several large holes (big enough for a person to fall through) with plywood. We were able to find a donor to donate an area heater to help with the immediate heating problem, and we are waiting for approval for an AHTF home repair grant through a local community action agency to get the repairs to the floor taken care of for her.

-I had a client who called the office seeking immediate assistance with medicine that she was unable to afford to pick up from pharmacy. She was ill and it was clear over the phone how sick she was. She is elderly and raising her small grandson. Her electronic benefits transfer (EBT) was delayed for an unknown reason, so she was struggling to buy food, much less meds. I was able to find a donor from a local church organization to get the meds from the pharmacy within a few hours, and the food bank

provided a gift card to a local grocery. I called DCBS to check on her EBT that was uploaded the following day.

-I posted a flier and contacted several agencies that Kentucky Homeplace was hosting a diabetic shoe clinic at the local health department. An agency contacted me with a referral for an elderly lady living on fixed income with no family or transportation.

I contacted the lady explained the program and process for her to get a new pair of shoes. She stated the shoes she had were too big and caused blisters on her feet which led to hospital stay for treatment. The agency provided transportation to my office and her physician to get her enrolled and the diabetic foot exam.

I contacted the agency to arrange transportation to the shoe clinic to be measured and fitted for her new shoes. The little lady was in tears knowing she was getting new shoes that fit. She stated "I won't have to worry about my shoes being too big anymore."

-I had an elderly lady and her son call me and explained that the lady only received around \$800 a month to survive. With her electric bill costing around \$300 alone not including her other utility bills it made it difficult for her to afford much more. I made her a client and began advocating for her. I called the local community action agency and they explained that the following Monday they would start taking applications for electric bill assistance. I called the client and her son and explained to them the process and where to go for this assistance. I also referred them to a church organization that helped with water/sewer/garbage assistance for individuals older than 62 years of age and told them how to get in contact with them. We further discussed food pantries in the area, when, and who to contact for those services. I explained that I was here to help and if they needed any further guidance please let me know and I would gladly help to the best of my ability.

-I had a diabetic client schedule an appointment at which time we completed her insulin prescription assistance application and I began advocating for her. I had the client to sign everywhere she needed to sign and faxed the application to the doctor's office with detailed notes of what needed to be done. The doctor's office confirmed that they completed what was needed and faxed the application. A few weeks passed and the client hadn't received anything stating her denial or approval. I called the prescription assistance program at which they told me they hadn't received all the information we sent. I immediately fax/mailed the information that was needed but after a couple months my client still hadn't received her insulin that she depended on. After many hours on the phone, faxing, and mailing information my client received her insulin.

-In September I attended a diabetes group meeting, we discussed an event that would be happening the upcoming month. They were needing donations to raffle off as prizes that would help whoever won to get out of the house and be active. I talked with the main leader of the group and explained that I personally knew a business that would donate a bicycle. The group leader was excited and expressed his/her happiness at the generosity of the donation. I contacted the main owner of the business and explained what kind of bicycle we were hoping to get donated. The business owner agreed on donating a \$100 bicycle that would fit a child around the age of 8 or so. The week before the event I went to pick the bicycle up to deliver to the diabetes group and discovered that the business owner had changed his mind on the cost of the bicycle, instead of a \$100 bicycle he purchased a \$130 bicycle. The event happened and a young boy won the bicycle, the diabetes group leader contacted the mother of the child and arranged for pickup. Upon pick up the mother and son were emotional and the little boys' face was filled with excitement as he kept looking at the bicycle with astonishment. The mother explained that the little boy had an accident on his old bicycle that damaged it. She further explained that, while on their way to the event the son told her all he wanted to ask Santa for Christmas was a new bicycle.

-An elderly lady called to see if there was any help for her electric bill. I asked if she had applied for any programs already and she responded that she had not. I verified her income to see if she would be eligible. I scheduled her to come in and due to her arthritis, she was hesitant on having to walk. I explained that I would bring all forms to the parking lot if she didn't want to attempt to come in. We agreed on this.

I consented her over the phone and she came to parking lot and I had her sign all paperwork. After returning to the office, I entered her information for our program and scheduled an appointment for the LIHEAP office. She had given me written permission to apply for her, so I scheduled the appointment for when I could go.

I met with the LIHEAP person and completed the application, she was awarded \$200 toward her electric. She was very appreciative for this help, living on a fixed income is hard to do when you have electric bills that tend to run high.

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