

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**October 1, 2022 – December 31, 2022
Quarterly Report**



Carter Caves-Carter County, KY

https://www.tripadvisor.com/LocationPhotoDirectLink-g39716-d488832-i50122204-Carter_Caves_State_Resort_Park-Olive_Hill_Kentucky.html
<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:

During this quarter, Kentucky Homeplace CHWs have continued to provide often life sustaining services to their clients as evidenced in the actual client encounters near the end of this report. Throughout this time the CHWs have also been participating in a multitude of trainings in order to be better prepared to serve their clients. The balance of time commitments between things such as: professional development trainings, program promotion, office management and time with clients is a critical balance that requires diligent attention.

For this quarter the values are consistent with the previous quarter with an increase of approximately \$300,000 in combined service value and medications accessed in comparison to the previous quarter.

The program is currently staffed with 28 CHWs with vacancies in the following areas: Lawrence County, Montgomery County, Powell/Wolfe Counties, and Elliot and surrounding (float position).

Quarterly Summary

For the period October 1, 2022 – December 31, 2022, the CHWs provided services for 2,525 clients. CHWs logged 4,944 hours on care coordination activities with a service value of \$117,693. The amount of medication accessed was \$3,229,409 and other service values (not medications) accessed were \$707,762 for a combined total of \$3,937,171.

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 Dials and I am currently the CCHW for Martin co and currently have the privilege of being a fill in for Lawrence co. I am a Martin co. native and I love my little community of people and businesses. I have been in the medical field for almost 19 years. Working in specialties that range from surgery to psychiatry. I have three beautiful children, Kindle, Hunter and Cole. I am engaged to the love of my life and my best friend, Ryan. I have been with UK/Kentucky Homeplace since February of 2022, so quickly approaching a year! I don't think that I could write a fitting description of the many dynamics to this position as a CHW fills many different roles. A client may come in for assistance with glasses and leave learning their blood pressure is high, leading to an overdue Dr. visit when otherwise they wouldn't have had the knowledge to do so. It's an amazing feeling knowing that you've been able to offer education and bridge some of those gaps. Being able to offer the client a healthier, happier tomorrow is what it's all about. The scope of clients is so unique & appreciative of any service I do for them. I carry them all with me. I love serving the underprivileged and elderly. I love being an advocate and a voice for the voiceless.



My name is Austyn Feltner and I serve Perry Co. and Breathitt Co. as well as the surrounding counties. I've worked for Kentucky Homeplace for a little under a year. I see a lot of people that fall through the cracks in our local communities on a daily basis and I strive to change that for those who go unnoticed. My focus when working with my community is to make sure everyone I work with feels like they've been heard and that their situation can improve, no matter how dire things may seem. In the New Year, I plan on joining more groups in my community to work towards a better quality of life for everyone.

Program Activities

Community Engagement Activities

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

Elder Maltreatment meeting

Inter-agency meetings

Kentucky Association of Community Health Workers Conference

Chyna Smith and Kim Smith presented on “CHW Response and Resilience” panel

Samantha Bowman presented on “A day in the Life of a CHW” panel

Various advisory council meetings

Appalachian Community Health Days Events

Diabetic Shoe Clinic/Diabetic Support Groups

Various KYACHW sub-committee meetings

Professional Development/CHW training

Kentucky Homeplace Database Training

CDC "2109" Community Health Worker Learning Collaborative

Plan, Do, Study, Act final report out

Some CHWs completed Kentucky Prescription Assistance trainings

Some CHWs completed basic life support training

Some CHWs attended Kentucky Homeplace Tier-1 CHW Training

KYNECTOR Training

Other News

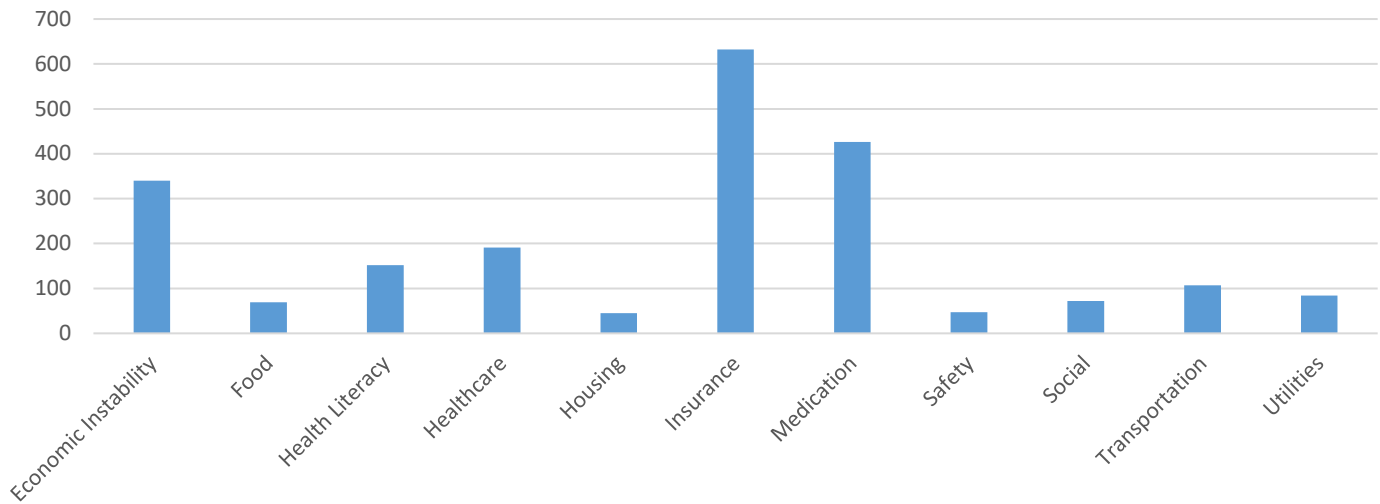
Ashley Combs accepted the CHW position in Breathitt County

Current vacancies exist in Powell, Montgomery, Lawrence and Elliott Counties

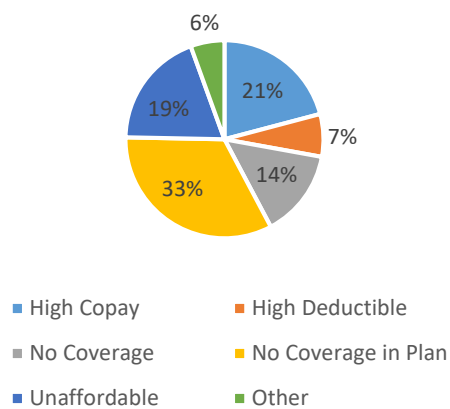
Kentucky Homeplace would like to thank Betty Risner for a donation in memory of Shelia Harris



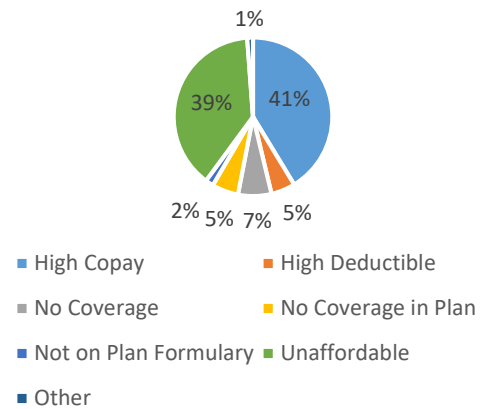
Social Determinates of Health Barriers to Care 10/01/2022 - 12/31/2022



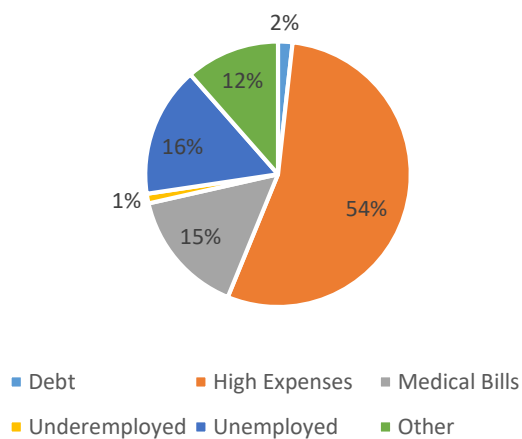
Insurance



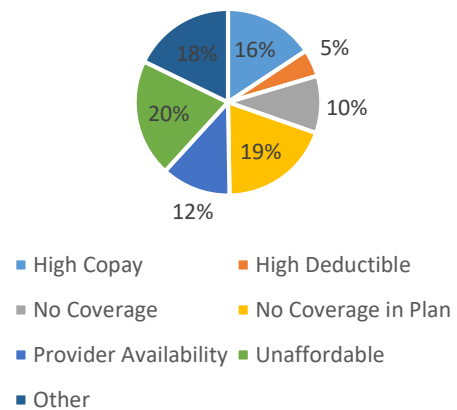
Medication



Economic Instability



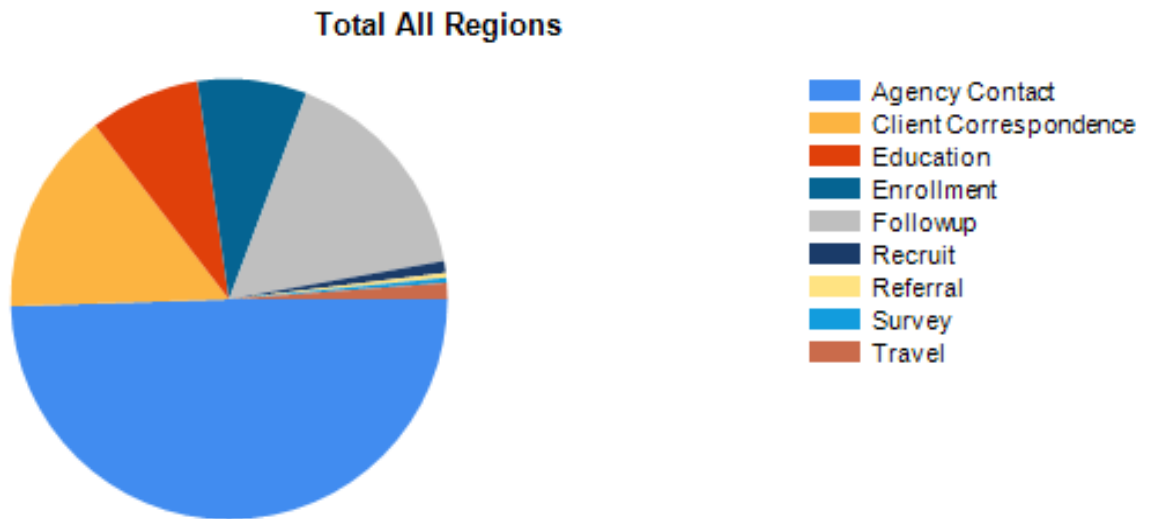
Healthcare



Activity Summary

(Clients visited: 10/01/2022 – 12/31/2022)

Activity	CHW Hours
Agency Contact	2,447.08
Client Correspondence	741.75
Education	404.92
Enrollment	399.50
Follow-up	813.42
Recruit	42.92
Referral	17.50
Survey	18.50
Travel	58.70
Grand Total:	4,944.28



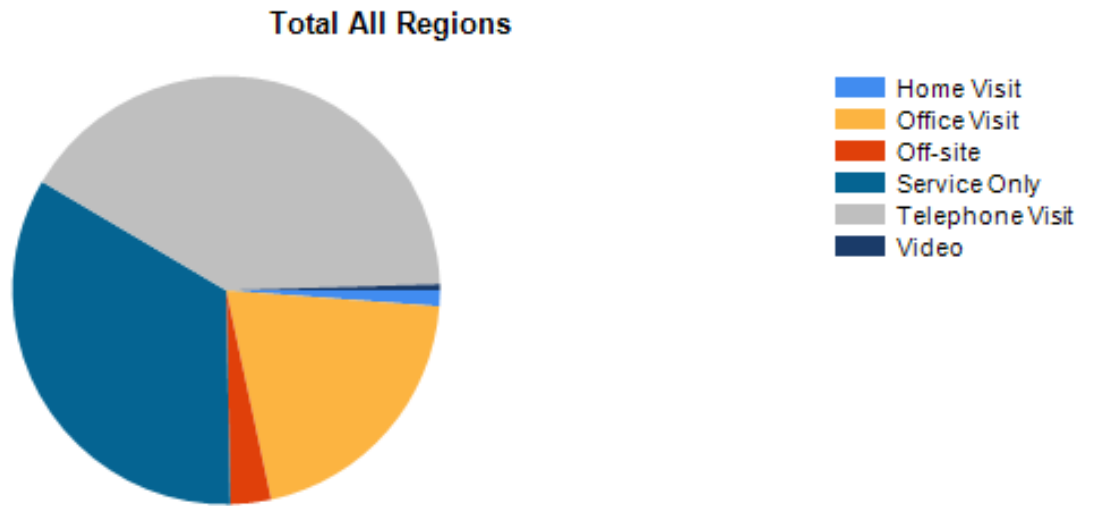
Total service value for 4,944 hours equals \$117,693



Visit Summary

(Clients visited: 10/01/2022 – 12/31/2022)

Visit Type	Client Visits
Home Visit	83
Office Visit	1,417
Off-site	213
Service Only	2,343
Telephone Visit	2,849
Video	32
Grand Total:	6,937

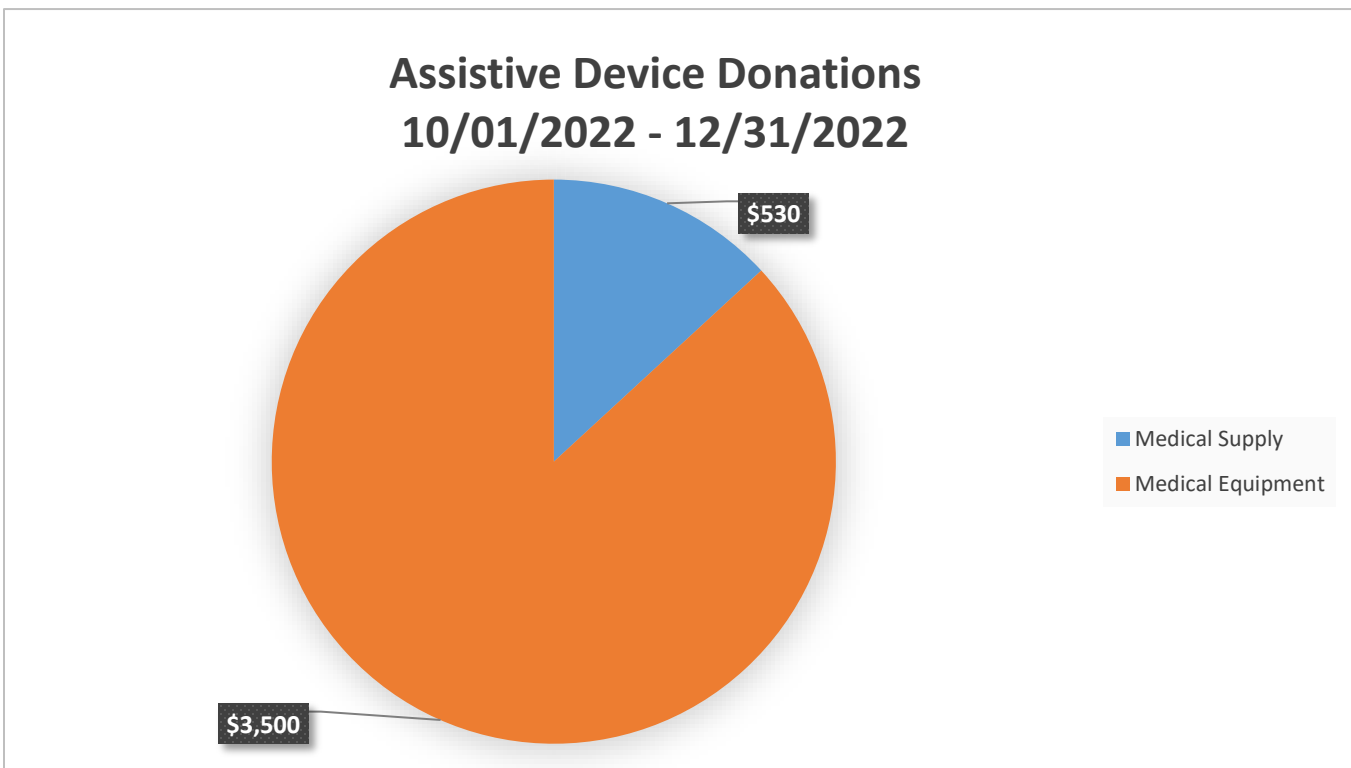


* Service only involves any actions taken on behalf of the client while the client is not present.

Assistive Device Donations

(10/1/2022 – 12/31/22)

Category	Total
Medical Supply	\$530
Medical Equipment	\$3,500
Grand Total	\$4,030



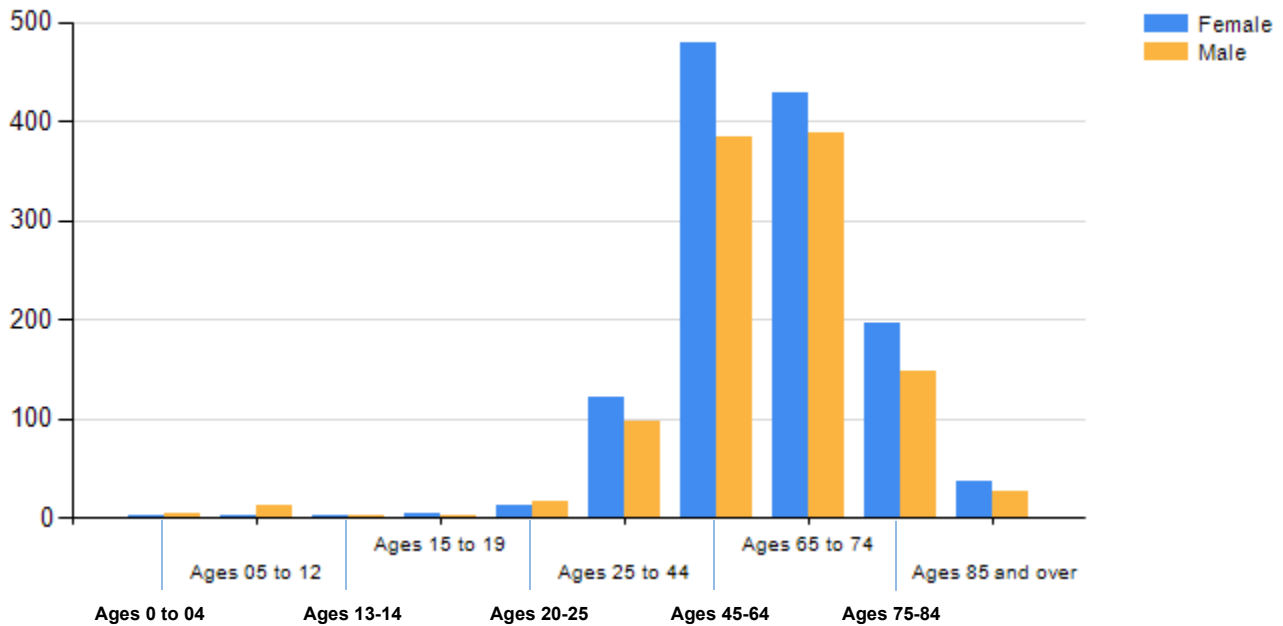
*Kentucky Homeplace collected a total of \$4,030 this quarter in charitable donations for redistribution.

Age Gender Summary

(Clients visited: 10/01/2022 – 12/31/2022)

Age Group	Female	Male
Ages 00 to 04	2	4
Ages 05 to 12	2	13
Ages 13 to 14	2	1
Ages 15 to 19	4	3
Ages 20 to 24	12	16
Ages 25 to 44	121	97
Ages 45 to 64	478	383
Ages 65 to 74	429	389
Ages 75 to 84	197	147
Ages 85 and over	36	26

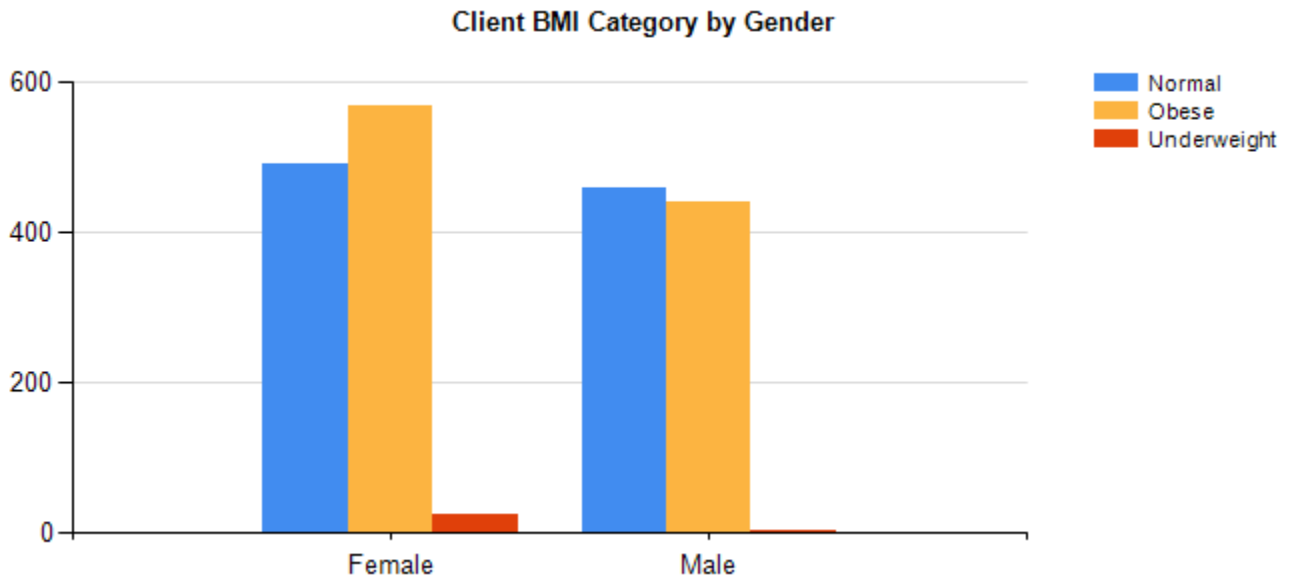
Clients by Gender and Age Group



BMI Category Summary

(Clients visited: 10/01/2022 – 12/31/2022)

Gender	BMI Category	Clients
Female	Normal	492
	Obese	569
	Underweight	25
	Total:	1,086
Male	Normal	460
	Obese	440
	Underweight	3
	Total:	903
	Grand Total:	1,989



Insurance Summary

(Clients visited: 10/01/2022 – 12/31/2022)

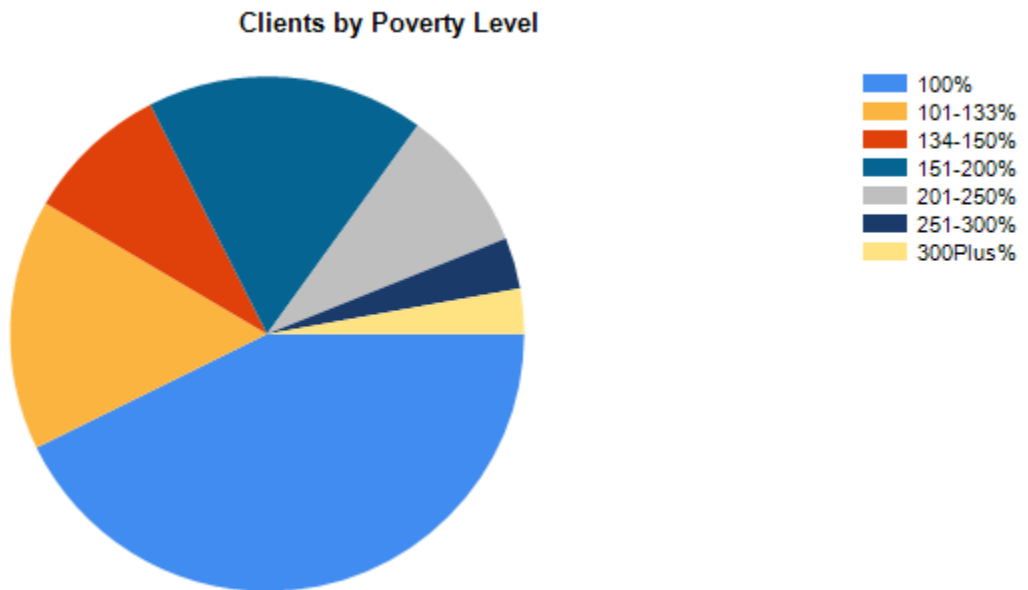
***Report undergoing renovation**



Poverty Level Summary

(Clients visited: 10/01/2022 – 12/31/2022)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	1,009	372	213	413	212	76	67	2,362



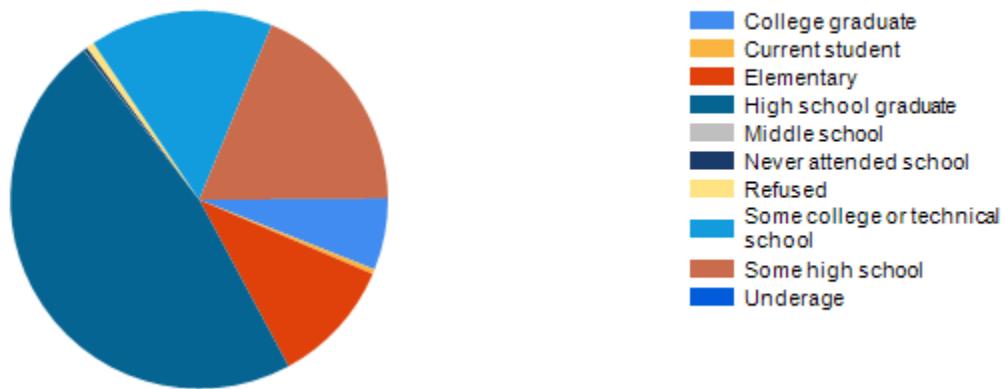
*Grand total is unduplicated clients

Education Level Summary

(Clients visited: 10/01/2022 – 12/31/2022)

Education Level	Clients
Never attended school	7
Elementary	253
Some high school	440
High school graduate	1,119
Some college or technical school	372
College graduate	142
Refused	16
Underage	2
Current student	10
Middle School	1
Grand Total:	2,362

Total All Regions



*Grand total is unduplicated clients

Kentucky Homeplace CHWs



Ashley Combs- Breathitt County attends the Foundation for Appalachia Kentucky's Flood Recovery Listening Session.



Beth Smith, CCHW- Carter County wins the 1st annual Kentucky Homeplace Soup Cookoff.



Twelve participants completed Tier-1 Community Health Worker training with Kentucky Homeplace in November.



Eleven participants completed Youth Mental Health First Aid training with Kentucky Homeplace in November.



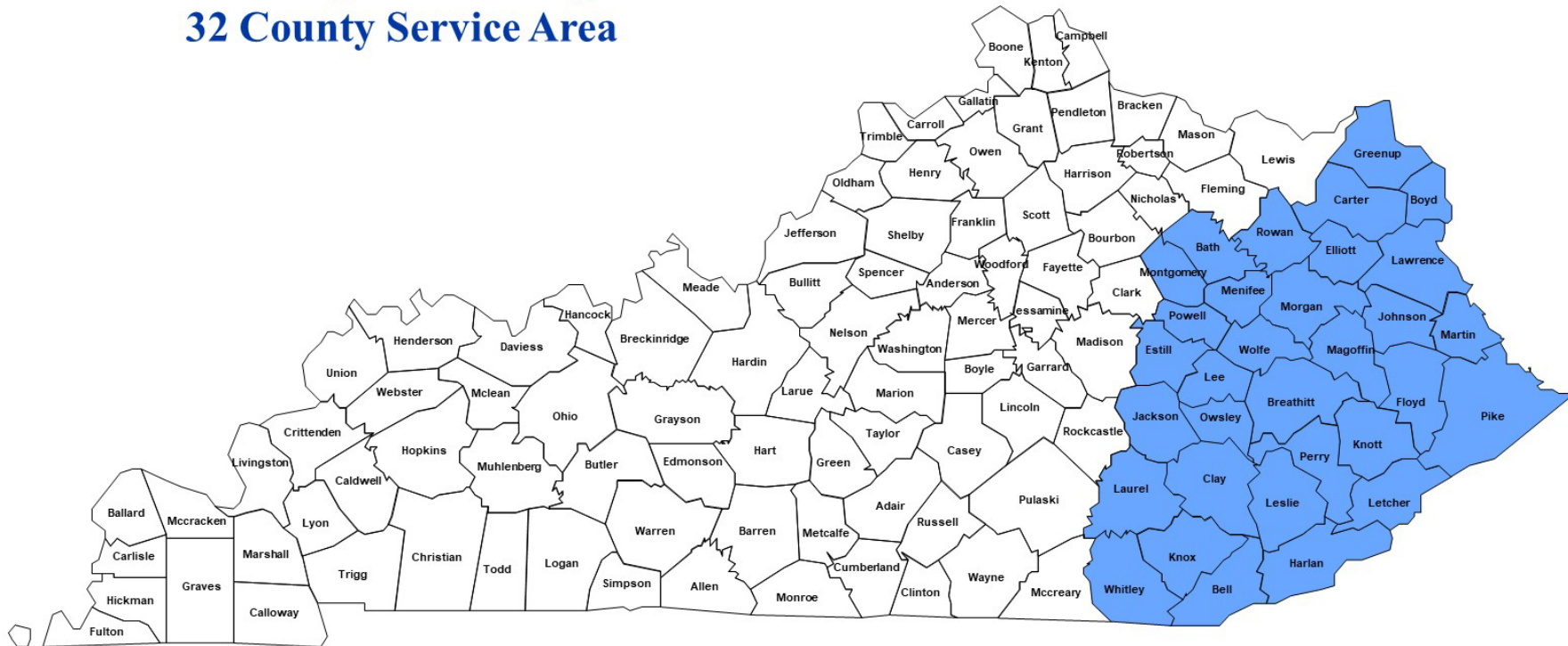
Client receives a COVID-19 booster at an Elliott County Community Health Days event.



Kentucky Homeplace CHWs at their December staff meeting/Christmas Party held at Pine Mountain Settlement School.

Kentucky Homeplace

32 County Service Area



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



Client Encounters-Actual Situations Encountered by Community Health Workers

Actual Client Encounters

October 1, 2022-December 31, 2022

-I had a client that came to me for assistance with her rent and utilities. Her husband had his hours cut down tremendously at work and they were three months late on their rent. She also had received a disconnect letter from the electric company and had already reached out to some local agencies for assistance prior to seeing me. I immediately applied for the grant for assistance with her rent and utilities. I did all the foot work, called her landlord and assisted her in the navigation of the website and turned in all the information that was required for assistance. After about a week, I called to check on the status and they were very behind on approving applications and were not certain that they would have it approved before her electricity was cut off. I knew that I must do something because not only was there only her and her husband in the home, but she also had small children. I called every agency in my community and none could stretch a hand because they didn't have enough funds to assist. We are talking about a \$1,200-dollar electric bill. I reached out to churches and finally was able to speak with a church that could help. Because of my involvement in my community, they have gained trust with me and were eager to help this family out. I was able to get the electric paid and caught up, but, this was just a temporary fix. I needed a solution to the problem or the electric bill was only going to become behind again. I worked for two solid months trying to get her application approved through this organization and finally I was able to get her approved for \$6,000 toward her rent and \$3,000 toward her electric bill. During this time, I worked closely with her landlord and she was very lenient on allowing them to continue to stay in their home. Through dedication and persistence, my client was able to stay in her home and keep the lights on.

-A gentleman in an electric wheel chair came into my office upset, worried, and scared. He received a letter from the local city government that the building where he was residing is being torn down and residents needed to find other housing.

The gentleman has no family and didn't know where to turn. He has disabilities that limit his daily living task such as impaired speech, unable to walk, and no transportation. I encouraged him to not worry that we had 30 days to find him housing.

I began searching for available housing in city limits with handicap accessibility. We completed several housing applications for public housing. Worked with all local government resources to find assistance with rent as he lives on fixed income. We came up short with public housing as nothing available with wheel chair accessibility. I then began to reach out to Pastors and friends in the community with rental properties. I would explain the need for something in city limits where my client could have access to shopping and healthcare as he uses his electric wheel chair to get around.

In less than a week I received a call with the news of vacant efficiency apartment with a wheel chair ramp within his budget. We contacted community action for assistance with a deposit and first month rent and he was approved. He was so pleased to receive help as the cost of getting utilities transferred was not in his budget if paying deposit and rent. The local churches and friends came together to move his belongings and supply new household items. The joy and appreciation this gentleman showed when he saw the new microwave, towels, sheets, and kitchen items. He could not believe all these people cared enough to help. He shed some tears as he thanked Kentucky Homeplace for all the help. He said, I didn't know where to begin when I got the eviction letter. I wouldn't be where I am today without your help.

He continues to visit my office often just to check in and say, Hello! This gentleman is what encourages me to always go the extra mile for every individual that enters the door at Kentucky Homeplace.

-The last few months have really been very busy for me. The county I serve has one of the highest unemployment rates in the state, that being said the needs of the people in my community are very high. I have always assisted with helping find free or low-cost medications, dentures and eye glasses, but during the holiday season I have had several grandmothers request assistance in finding gifts for the grandchildren they are raising. I contacted several local churches in my community to help these grandmothers. We were able to provide food, new coats, shoes and special Santa toys for each and every one. I was so happy to help ease the burdens of these special ladies and make this a special time for their families.

-This quarter I have been very busy and productive helping clients with many basic needs. Some of the needs that I'm seeing with my clients are the need for heating assistances, food, transportation, health coverage, and medications.

Over the last quarter, one client stands out to me in particular. This client was affected by the most recent floods and was also suffering severely from long term COVID symptoms but had no health coverage and no means to go to the doctor. Kentucky Homeplace completed a home visit with this client in order to get a needs assessment completed.

Upon completion, I discovered that the client has many needs that I could help him address. The client had to quit working back in 2020 after contracting COVID and the long-lasting effects that it has had on his breathing. He had no income, no job, and was in a state of depression. So, I was able to get him and his wife enrolled into Medicaid and get him set up with appointments for testing. I was able to get him several gift cards through a managed care organization that partners with Homeplace to help cover the cost of his fuel to his appointments and I was also able to assist him with receiving Food Stamps for him and his wife.

Since helping this client, he has reach out to me several times thanking Kentucky Homeplace for all the help he was able to receive and has since returned back to work after his health has recently began to improve slightly.

He didn't want to ask for help and he didn't even realize that help was available to him but he is forever grateful that he had the initial visit with Kentucky Homeplace.

-This story originated back in June when a gentleman called needing help with food. He and his wife have six children at home and they had been through a lot and couldn't seem to get ahead. Their home had burned down in 2021 and they were renting an older farm house for \$650 per month. Shortly after moving in, he became disabled and lost his job, this was the beginning of the downhill spiral. His wife found work at a convenience store but his disability still hasn't been approved. I arranged for them to get food delivered and started the process to get them signed up on SNAP benefits and help with their rent. We were able to get the PEBT for the 5 of the children which helped also.

The process for the help with rent was a lengthier process, getting forms signed proved to be the most difficult between my client and the landlord. There were certain things that she had to do on her end before she could do her part.

Fast forward to now, all paperwork has been submitted and approved. They landlord is scheduled to receive \$7800 in back pay and \$1950 for 3 months future rent. Everyone is happy, client is still fighting for his disability, that's the next hurdle. We are hoping that he will get approved within the next 3 months while their rent is being paid.

-This man has been a client of mine for a few years. He has recently had several health changes. He is now on dialysis and trying to get on the Kidney Transplant list. He has had trouble getting on the list because he has had no support system at home and in order to get his transplant approved he needs a support system in place. He came into the office for us to work together to find a solution. We concluded that either he would have to go into a nursing home/assisted living or we could try to see if he could be approved for any waiver programs to have some help after surgery in his home. With him being such a young man, he thought that having someone come into his home would be a better fit for him to have help after surgery. Therefore, we are still in the process of seeing if he qualifies for a waiver program. In addition, while he was in the office, we were able to order the monthly allowance from his insurance for over the counter supplies, I helped him fill out his SNAP renewal application and sign him up to get a discount on his phone bill and internet. There are other things that this client needs help with. Therefore, we are continuing to go down the list.

-This is not about one particular person but I was able to fill the gap for several individuals that needed a little extra help with insurance. Recently I have had several calls/referrals for people needing help with their insurance. Whether it be finding out what they qualify for, the initial application, helping them get things turned in on time, changing their type of insurance during open enrollment, going over letters they received that they didn't understand or just reassuring them that I would help them with the process. Most of the time they just do

not know who to turn to for help. Once they find out that they can call me every time they need help in the future, they are thrilled because it has become a familiar voice.

-I had a Client come in looking for help with food, I was able to reach out and place the client on a food basket list with a local church and have the basket at my office for them to pick up. They were very grateful. I was also able to get this client some household donations as well they were in need of for cooking. I was also able to get a turkey that a friend had donated to give to the client for the Holidays. They were very appreciative.

-I had a client that came in looking for help with getting a wheelchair. Her wheelchair had a tear and was unsafe for the client to use. I was able to reach out quickly to team members and obtain her a wheelchair in almost in new condition. I also took the wheelchair to her where her son helped me bring it in for her. She was so happy about receiving this. She said it gave her piece of mind that she was safe when in use.

-A step-mother of three grade school aged children came in the office to seek assistance from flood damages earlier in the year. These needs were not the same as the needs when the flood had first devastated their area. Upon searching through storage tubs for her children's "winter clothes," she had discovered that these clothes had also been destroyed by the flood. This was heartbreaking news with the winter season right around the corner. She had heard of our Kentucky Homeplace program through a local faith-based school and we were successfully able to fully clothe all of her children for the winter with jackets, hoodies, beanies, gloves, fleece blankets, and flannel sheets.

-One day an elderly woman diagnosed with diabetes limped into our office on a cane. Upon questioning the sweet lady, we had learned her diabetic shoes had been destroyed in the tragic flood. Thus, resulting in her having to be assisted by a walking cane in order to even do her daily routines. Walking and moving comfortably is a daily task most take for granted. This lady did not. We instantly signed her up for our next diabetic shoe day clinic and got this woman a new pair of diabetic shoes that suit her and her lifestyle perfect. She can now walk with more comfort and is not as dependent on the assistance of a cane or other walking devices.

-I was able to assist many clients this quarter but one thing that sticks out to me is one of my clients who had gotten her electricity disconnected. She reached out to me asking if we had any resources to assist, and the low-income government assistance program did not have funding so I began to reach out to other local sources and was able to find a private donor who was able to pay her past due balance and also the next month's bill to give her time to get on her feet.

-One of my new clients I enrolled this quarter made a big impact on me. She is an insulin dependent diabetic, and she uses a continuous glucose monitor to track her levels. She came to me for assistance getting her insulin and while she was in my office she began to tell me how hard things have been for her, her mother passed away suddenly, and now she is trying to take care of her dad, almost 24/7. She was understandably, very emotional and really overwhelmed with how things were going and I was able to be a listening ear and recommend some resources that could possibly help her situation. Sometimes we all need someone to talk to and I'm glad I could be that person for her that day. I was able to help her access her insulin at no cost which was a relief for her financially.

-I had a client come into the office to get help with glasses. The client has been without new glasses for years. She went to the eye doctor and got her eyes checked and brought the prescription to me and I was able to let her virtually try-on glasses in my office and she was very excited to be able to pick out glasses that fit her style. She called back after the glasses arrived and discussed how great the glasses fit.

-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 have talked with several clients that have receive Medicaid Insurance. They have had different concerns with the insurance not paying for different things they need. Several said they only had hospital and doctor coverage. They stated it would not cover their medicines at all and some it will cover everything they need. The insurance is so individualized it has been difficult for them to determine what Insurance Company to go with for their needs.

-I have been working with clients that have Medicare/Medicaid. I have been working on getting them the medicines from the Patient Assistance Programs. Medicaid doesn't want to pay for Insulin and brand name medicines. I have worked on education about getting the medicines pre-authorized, but they have still refused to cover several medications for clients that have always been able to get the medicines on their Medicaid Card. Most of their medicines unless it is generic is not covered. After they have worked their whole life and now they can't afford to get the medicines they need.

-A client called me, wanting to get enrolled into Kentucky Homeplace, she would have been my first full enrollment. She told me she needed glasses, and couldn't afford them. She came in on Monday, and as I was getting her information she asked about insurance. She needed help getting the low-income subsidy so I helped her complete the process and became her Kynector. After that, she picked her frames, and I ordered her glasses.

-I got a call from an adult daycare about a man who needed glasses. His caregiver told me, he had no family and his insurance would not cover a pair for him. She also told me, when he was a younger man, a tobacco stick got stuck in his eye and he pulled it out himself. His vision was bad, and he needed glasses. I am happy to say I ordered them, and they should be to him soon.

-During October I was able to assist a Client with filling out an application for dentures. This client was new to Kentucky Homeplace and had been looking for a way to get dentures for a while. I helped him complete his application and submit it. Not long after I found out his application had been approved and he was placed on a waiting list. Now we are just waiting on more funding to come in. When I called to tell him, He immediately had a sense of relief in his voice. Interactions like this one make me excited about my job.

-I was able to assist a Client in ordering a blood pressure cuff and pulse ox for free though his insurance, now he is able to monitor his vitals at home. I was also able to help him get a \$100.00 gift card from his insurance company for receiving his COVID vaccination. This was a huge help to my client, especially with the cost of living being so high.

-A couple came in needing glasses and insulin. They were told about Kentucky Homeplace by their family doctor but didn't know we could assist with glasses. They are both diabetic so I explained about diabetic shoes as well. I explained documents needed to fulfill their needs. They had brought their information in and I was able to get their medicines and glasses ordered and scheduled them to come to our diabetic shoe clinic. They were very happy and relieved to find help. Without Kentucky Homeplace's help they absolutely couldn't afford their medications and glasses.

-An elderly female came in with a desperate need for incontinence supplies. She has Medicaid but it doesn't pay for them. I assisted with her with the application for the waiver program. If approved, it will cover incontinence supplies for her. I contacted the CARAT program and co-workers and was able to get her enough supplies to do her a couple of months. As we discussed the services we offer, she explained she was really worried about how much she owed Pikeville Medical Center. I printed their financial assistance application, filled it out for her and

told her what she would need to submit it. She later brought the necessary information, made copies and submitted application. She was approved at 100%.

-A new client came in needing help with hearing aids, he said he bought a set but they didn't work and they weren't very old. I asked him if he take them back and he said yes three times and all the man wanted to do was adjust them. I asked him if he asked for his money back, he said he didn't think they would refund his money, it was about \$ 2000.00. Now this is a man that saved the money to get his hearing aids with income being not even a thousand a month.

He went back to the hearing specialist and told the doctor again that they just didn't work and didn't fit right, the man told him he could send them off and he knew that was going to cost him again and he told him no that he would like his money back. The new client said the man acted like he wasn't going to give him his money back but he did. He told him he would get a check in the mail in about two weeks.

The new client called me thanking me for helping him get his money back. I told him I didn't do anything he said if I hadn't told him - he could try and get his money back he would have just went home and put them in a drawer.

So, when my little client got his money back he called for the next move on getting another set of hearing aids and there was several thing going on, a Kentucky Homeplace CHW in another county was doing a hearing clinic and he could get a set for \$300.00 due to his income or I could refer him to an audiologist that has done hearing aids for my clients in the past. He said to call the audiologist that I have worked with.

I called and made his appointment for him to get a new hearing test and hearing aids if he was a good candidate for a set. The appointment was set and it was set on the date that the other hearing clinic was to be in the other Homeplace county – he thought that was funny he said can't be two places at the same time. My client went to the appointment and had his caretaker call me and tell me he had a pleasant visit with this audiologist, he really liked him and thought he could help him.

The client went back to pick up his hearing aid and pay for them, he was very happy with his hearing aids. First he could hear and second he repaired his old ones so he could wear them if he was working outside so he wouldn't damage his new ones. But the best part was the quote that he was given wasn't what he was charged, the audiologist first said \$1600.00 but he was only charged \$1200.00. My client was happy that he got new hearing aids and had money to spare.

-Thanksgiving 2022, Kentucky Homeplace has helped several families with food boxes this year, there was a church that donated 10 Thanksgiving food box dinners not prepared, I was to give these to my clients in need or to anyone that I thought could use a Thanksgiving dinner. The meal consisted of 2 cans of corn, 2 cans green beans, instant mashed potatoes and a frozen ham (already sliced). I gave out all the food boxes and just before

the last one went out I got a call a family was in need of some food she said she was sorry it was last minute but wanted to know did Kentucky Homeplace have any food boxes, she said they had the turkey but no fixings. I told her to call me back the next morning and I would see what I could do. I made a phone call and by noon the food boxes were delivered. This new client came in for her appointment and while doing her intake I found out that there had been a lot of sickness and money was tight, she lived in a multi-family household. She and her family would be considered homeless if it wasn't for her parents and they lived on a fixed income. She is very grateful for everything and is in need of several other services that Kentucky Homeplace will assist her with in the future.

-I had a client that came into the clinic needing a glucometer and a BP cuff after his was lost in the flood. We were able to get him signed up as a client with homeplace and provide those items free of charge to him. We also were able to get him some free diabetic supplies.

-I had a couple come to me for help with insurance for his wife. I had previously enrolled her and she was looking to review plans. We got her all figured out and she decided she had the best plan for her already, however during that office visit I was able to help the husband with his medications and get him some help with high cost insulins.

-My client had called me needing assistance with food. I went on a home visit and sat on her porch to do the renewal. After further investigation through our survey questions, my client needed more than just food. She also needed assistance with obtaining teeth. She is on a fixed income and lives very poorly. She was concerned that she would not be able to come up with her part of the money because the denture assistance program could only help her pay 56 percent of the cost. I was able to advocate for her and plea her case as to why the program needed to pay for the full cost of the denture. She was approved and got her dentures 100 percent paid for. I also was able to enroll her in a bi-monthly food box and transport her food box to her home for her. My client was very thankful that I was there to help her.

-One of my clients came to my diabetic shoe day and needed help with shoes. She also needed a custom lift because one leg was shorter than the other. Her whole body was not working well because of her legs. She has Cervical Myelopathy and had neck surgery that helped some but she still needed a custom lift. One foot is larger than the other and even with letters that her doctor had written that it was medically necessary her insurance would not approve the two sizes of shoes with a custom lift. The Podiatrist that measures for the shoes referred her to someone from Louisville that specializes in cases such as hers. He was able to meet her in halfway in their office and fit her. He helped with the expense himself. She has a perfect fit and went from barely walking at 25% to 70%. This is the first time in her life that she has had something custom made for her.

She is in less pain and can walk so much better is so thankful that she came to me for help as we found the right person.

-A man came in one day, after having issues at the pharmacy. He had just become age eligible for Medicare that month but had Medicaid. Once we started talking I found out that he had sent in the paper saying he didn't need or want Medicare, because he had Medicaid at the time and didn't realize that he had to take the Medicare. I called Medicaid and they did show his Medicaid was still active until June of 2023. But he can't use the Medicaid without the Medicare. I was able to get him set up with the LINET program to help with Part D, and then I was able to call Social Security to get the application started to get his part B back, they said they don't usually start to take applications until January, but I sent in the application anyways with a letter explaining he didn't mean to terminate his Medicare and that he technically should still have the 3 months on his initial enrollment period. After a few weeks he received his Medicare card in the mail, so now he has all medical coverage

-During open enrollment a man made an appointment with me to see about maybe switching to an Advantage plan. After speaking with him about what his current insurance is and what his needs were, I found out that he had never had a part D plan from the time he first became eligible for Medicare. So, he had been without Part D coverage for 12 years. I explained that he would be subject to a Medicare penalty. After looking at the household income we did an application for Extra Help through SSA which will once approved waive the part D penalty and give him prescription coverage.

-This quarter I received a referral from a co-worker that wanted me to reach out to someone close to them. The person was homeless with a lot of health problems living in a van. I reached out to him and was able to schedule an appointment and told him what all he needed to bring. He was right on time and told me he was glad to get a call from someone that could help. I got him enrolled into KHP and when doing so realized he hadn't had an eye exam in years and his glasses were broken, I called and scheduled him an eye appointment. He also needed diabetic shoes, which was right on time because I had already scheduled a diabetic shoe day for the following week, finally we got into his housing situation and he explained that the house he lived in had burnt and he wasn't financially able to rebuild and also it was his family home that he had shared with his late wife. He parks his van in front of the house and that were he's been staying. So, I went over all his housing options and he agreed to let me help him with a housing applicant with government housing, I called and had them email me the applicant, we completed and then I let him know what all was needed for them to process it. He didn't have his social security card, so I got online and completed a replacement card applicant and he had 45 days to go into the Social Security office and show his driver's license, I called the housing office to see if that would be okay until he received the actual card and she said yes. This is an ongoing process, I will continue to update.

-I got a referral from a clinic they had a patient that needed help with getting medical equipment and getting to a doctor's appointment. I was able to get medical equipment with the CARAT Project and scheduled transportation with the local community action. When enrolling I found that the patient needed a referral for a doctor that she was told to do so on her own, so I called and faxed the needed information and got her an appointment and scheduled transportation. The client also let me know that she was out of food, so I called and got a food box from a local resource and was also able to get her on the calendar every month.

-November brought the devastation of forest fires to the mountains of my community, as well as a few fires close to town. Fortunately, few structures were affected thank to the efforts of local FD and The Forestry Dept. For weeks smoke clouded the air, causing a problem for clients with preexisting respiratory issues. Air quality was impacted up to 60 miles away. The clients who are homebound, or who had no place to go, were tasked with trying to preserve the air quality in their homes by taping up windows and doors, using air purifiers, and by staying indoors. I taped the doors in my office because after a few hours, the smoke will make even a healthy person feel bad. Headache, sore throat, and cough come on quickly. Ky Homeplace assisted these clients by providing N95 masks, oxygen tubing and supplies, and pulse ox for O2 monitoring. I coordinated with our local hospital to fill prescriptions for rescue inhalers for 5 clients, and called to check on refills for inhalers and other respiratory needs for several others. KY Homeplace clients, with the help of our community partners, were able to support and comfort our clients during a scary time, as well remind our shut ins that they are not alone.

-I have been helping a husband and wife with medication needs for the second year now, and while they were in the office recently they mentioned that they were caring for a family member with dementia in their home, and they were at their wits end. She had insurance issues, late ambulance bills she could not pay, and home health had recently stopped helping them with her. I called her advantage plan to see why her ambulance bills weren't being covered, and they weren't considered medically necessary (even with MD documentation). Since it was open enrollment we switched plans to one that would better cover transportation to non-emergent office visits. I was able to contact billing for the ambulance company, and applied for a grant to forgive her ambulance bills. I helped her apply for Medicaid (although she isn't able to qualify), as a denial letter was required by the billing company. I referred the family to Hospice Care Plus who set up a consult with them to arrange in home care assistance. Ky Homeplace effectively met the needs of an entire family in a matter of months, relieving worry, money and health concerns, and improving the overall quality of life for the entire family.

- I had a client call needing some help paying for three of her medications so I scheduled her for the next morning to come in and get enrolled. As soon as she sat down in the chair, I saw nothing but sadness and grief all over her face. Before I even begin to talk about her medicines, I asked her if she was ok. She began to tell me that about her husband, who she had been married to for over 50 years, who had treated her like a queen all of her life, but within the past few months, he had moved out and emptied their bank account of over \$50,000 of

their lifetime savings. My heart broke for her and I felt like she just really wanted to talk to someone about it. She continued to tell me that he had met another woman at church and moved out over nine months ago to be with the other woman, taking more than half of her monthly income as well. Together, they have 1 son, who doesn't live nearby and I don't think she felt comfortable talking about it with their son. I did eventually get her enrolled, made her a priority because she had already gone a while without her medicines because she was no longer able to afford them, and had her approved for all three medicines within about 4 days of her visit. She was so thankful, while she was not used to having to reach out and ask for help, she was glad to know that there were people to help in situations like hers. Life throws us curveballs, and things happen to all of us that we would never expect, but whether we are helping with medicines, glasses, DME, medical supplies, or doctor visits, sometimes, just being a listening ear is just as important.

-I had a case manager from a clinic in about an hour away call asking to help a client of hers that recently moved to my county to get out of a domestic violence situation that he had been in for many years. He moved into the local domestic violence shelter, where they helped him get a job at a local factory and they also provided him transportation to and from this job. She said she was very aware of Kentucky Homeplace and all the great work that we do, and she wanted me to know about his situation, mainly because he moved over here not knowing anyone or anything about the county, so she wanted to give him my contact information so he could reach out to me about anything he may need. He called me the next day and said that the job he recently got told him that in order to continue working, he must wear steel toe boots, and he couldn't return until he had some. He found some at the local Wal-Mart, but they were about \$65 and he had only been working a couple days. He had also checked Goodwill as well, but they didn't have any. After a few phone calls, I had a private donor from a local non-profit organization go to Wal-Mart and buy him the boots, which I delivered to the shelter at the end of the day. He recently called telling me that he is working on getting his GED and was asking information on where to get that done. The client began to tell me that moving to a new town, not knowing anyone, and having to start over is very hard, but having someone that you know you can call and really don't care to help was a great feeling; whether he need some boots, or just wanting to know what local events were going on in the town, he was very thankful he found someone willing to help, like his case manager in Hazard did. Supporting each other and giving encouragement to others will definitely benefit them to be more successful in trying to better themselves.

- One client of mine didn't trust me at first but we starting talking more and it turned out all she need was a listening ear that would be there for her. Her trust in me increased when I interacted with her at the senior citizen center by playing checkers. She told me about her life and we now are able to work on her health needs. This client has taught me that trust is not an easy thing to gain and what means you must be willing to go through to gain their trust.

Client Satisfaction Surveys

Linda Colwell

“Linda is very pleasant and helpful. She has helped me very much. She’s a really nice person and will help you any way possible. Very valuable employee.”

Ashley Francis

“Ashley Francis and everyone has really helped me with some of my Drs. problems and my health needs. Ashley is really great, I don’t understand a lot of these government things.”

Kathy Slusher

“Kathy is one of the nicest people you could meet. She is helpful and so thoughtful. She is awesome.”

Darla Shepherd

“Darla sure was a big help to me and if I need anything, I know she will be there for me.”

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