



April's (2022) **KCDHH Spotlight Q&A** is with Jessica Endler Smith, who is Program Coordinator at KCDHH. Smith's hometown is Louisville, where she graduated from Butler Traditional High School. She earned her billing/coding certificate from Jefferson Community & Technical College. Smith is married to Jeremy and is mother to Morgan and bonus mom to Mykayla, Mykenzie, and Mason. They live in Shelbyville.

What department do you work for and what is your role?

I am currently the Telecommunications Access Program (TAP) Program Coordinator. I worked for six years under the guidance of Cole Zulauf and Row Holloway. I also held two other positions: Document Processing Specialist II and Administrative Specialist II.

How long have you been with KCDHH?

I have been with KCDHH for almost nine years.

What have been your biggest accomplishments in your department?

My biggest accomplish is seeing constituents have a smile on their faces when they finally have access to talk to their family via telecommunications equipment

What is the most unique part about working at KCDHH?

I can communicate with anyone with no issues. This is my second home.

Before working at KCDHH, what was the most unusual or interesting job you've ever had?

My most interesting job was Medical Coding because I loved learning new medical terms and new procedures. I worked at Robley Rex VA hospital for 3.5 years.

What has been your favorite project at KCDHH?

My favorite project has to be our community outreach project because I get to network with audiologists, and hearing instruments specialists and visit their offices.

What is on your wish list for the next 10 years with KCDHH?

My wish list is to have better equipment for constituents.

What is a hobby or talent you might want to share?

My hobby would be finding new games and having family game nights.