



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 accomplishment 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.