

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

July 1, 2014 – September 30, 2014

Quarterly Report



Kentucky Homeplace <http://www.kyruralhealth.org/homeplace>

Funding for this program is made possible in part by the Cabinet for Health and Family Services.

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Front page photograph of Harlan County's Little Shepherd Trail, courtesy of Karen Pratt.

Kentucky Homeplace

My Fellow Kentuckians:

Kentucky Homeplace emphasizes education for clients on chronic disease management, healthier lifestyles and stressing preventative care. For overall health, Homeplace provides education on healthy eating habits and increasing physical activities. Our diabetic materials include education on the condition, eye care, foot care, diet and physical activity. Other topics for education include information on the condition and appropriate diets for hypertension, cholesterol and heart disease. Clients are also given education on preventative screenings including mammograms, Pap Smears, colon and prostate exams. For clients who want to quit any type of tobacco use, education and referrals for cessation classes, support groups and aids are given.

Quarterly Summary

Here's a summary of services for this quarter, July 1, 2014 – September 30, 2014: the number of unduplicated clients served was **2,553**; the number of services was **43,492**; the amount of medications accessed was **\$2,278,672**; other services values (not medications) accessed totaled **\$354,638** for a combined total of **\$2,633,311**. The top client medical conditions included hypertension, high cholesterol, diabetes, eye, and digestive systems.

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 Reports tab, Quarterly Reports and then click on July - September 2014. If you wish to have a printed copy, please call 1-855-859-2374 or email me at mace.baker@uky.edu.

Sincerely,

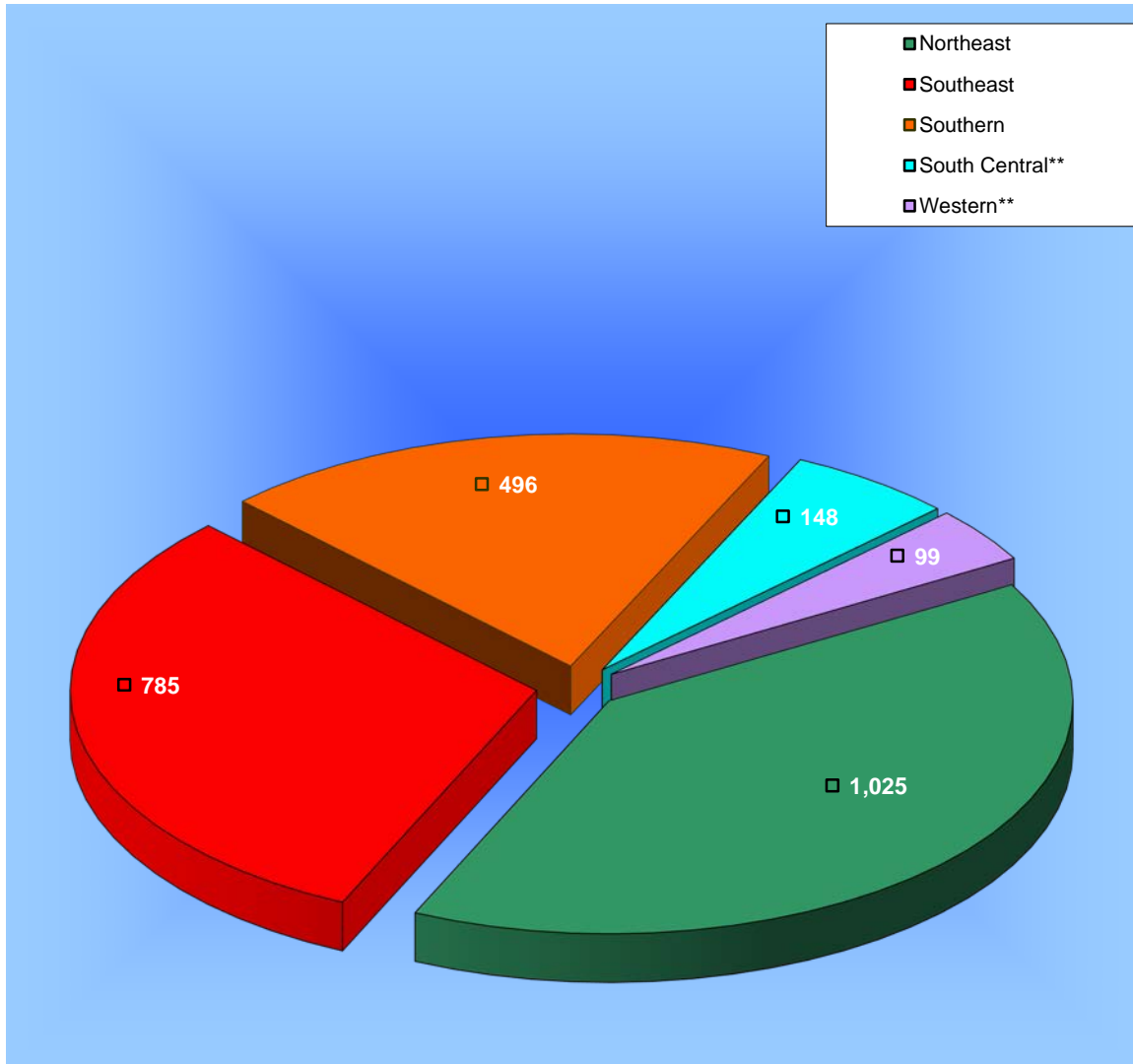


William Mace Baker, RN
Director, Kentucky Homeplace Program

AGE DISTRIBUTION OF HOMEPLACE CLIENTS		
July 1, 2014 – September 30, 2014		
CATEGORY	FEMALE	MALE
AGES 0 TO 4	3	2
AGES 5 TO 12	3	5
AGES 13 TO 14	3	1
AGES 15 TO 19	7	2
AGES 20 TO 24	23	21
AGES 25 TO 44	194	147
AGES 45 TO 64	837	535
AGES 65 TO 74	343	216
AGES 75 TO 84	103	76
AGE 85 AND OVER	21	11
TOTALS	1,537	1,016
Median Age:	58	59
Source: Data extracted from the Kentucky Homeplace database. Total Unduplicated Clients 2,553		

POVERTY LEVELS OF HOMEPLACE CLIENTS								
July 1, 2014 – September 30, 2014								
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300+%	Total
CLIENTS	1,394	426	207	375	103	31	17	2553
TOTALS	54.60%	16.69%	8.11%	14.69%	4.03%	1.21%	0.67%	100.00%
Source: Data extracted from the Kentucky Homeplace database. Total Unduplicated Clients 2,553								

Total Clients Served By Region July 1, 2014 – September 30, 2014



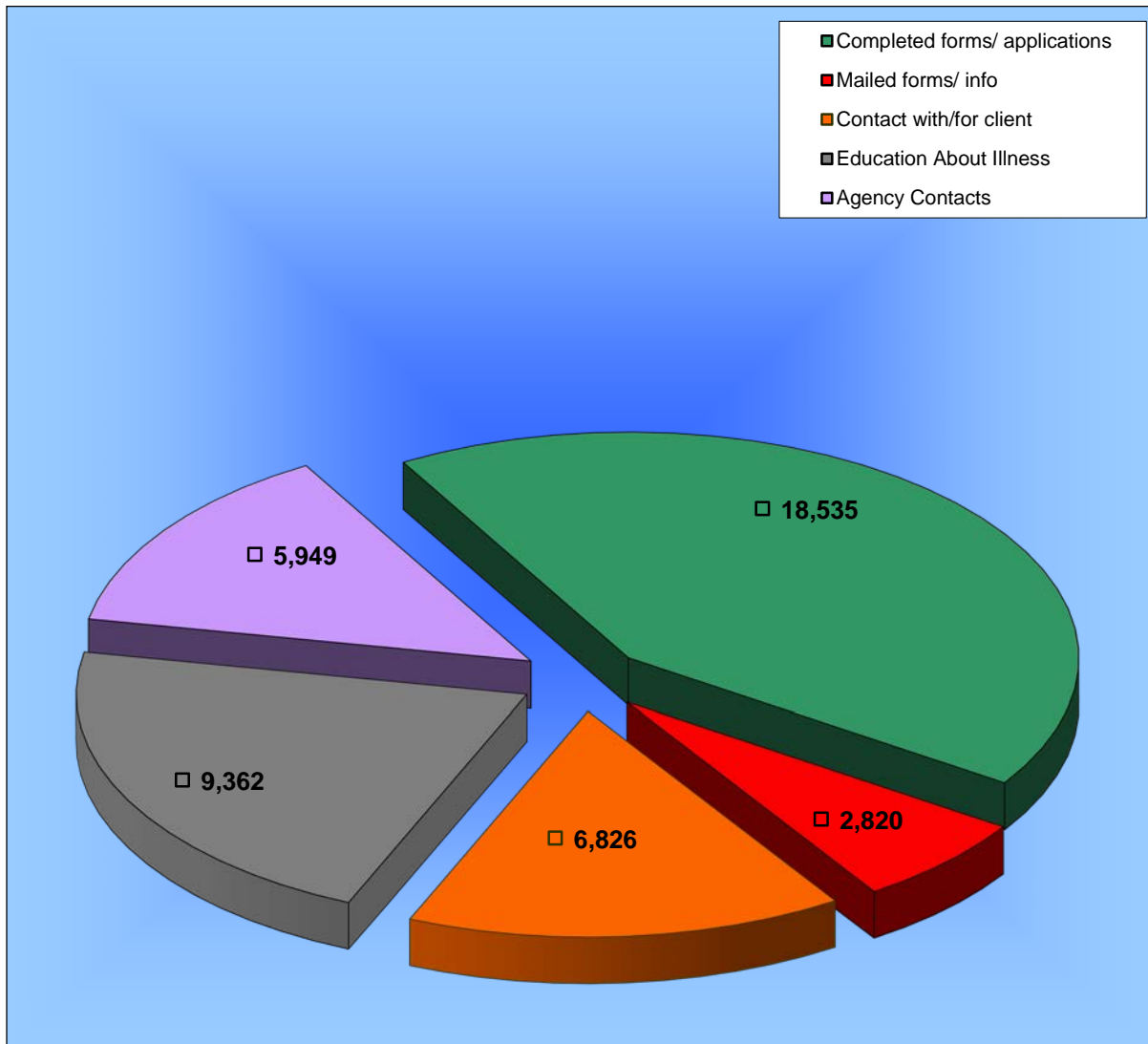
TOTAL UNDUPLICATED CLIENTS FOR QUARTER: 2,553*

*This total represents unduplicated clients seen this quarter. Some clients may be seen more than once a quarter or by more than one community health worker a quarter.

**Western Region and South Central Region closed July 14, 2014.

Client Services

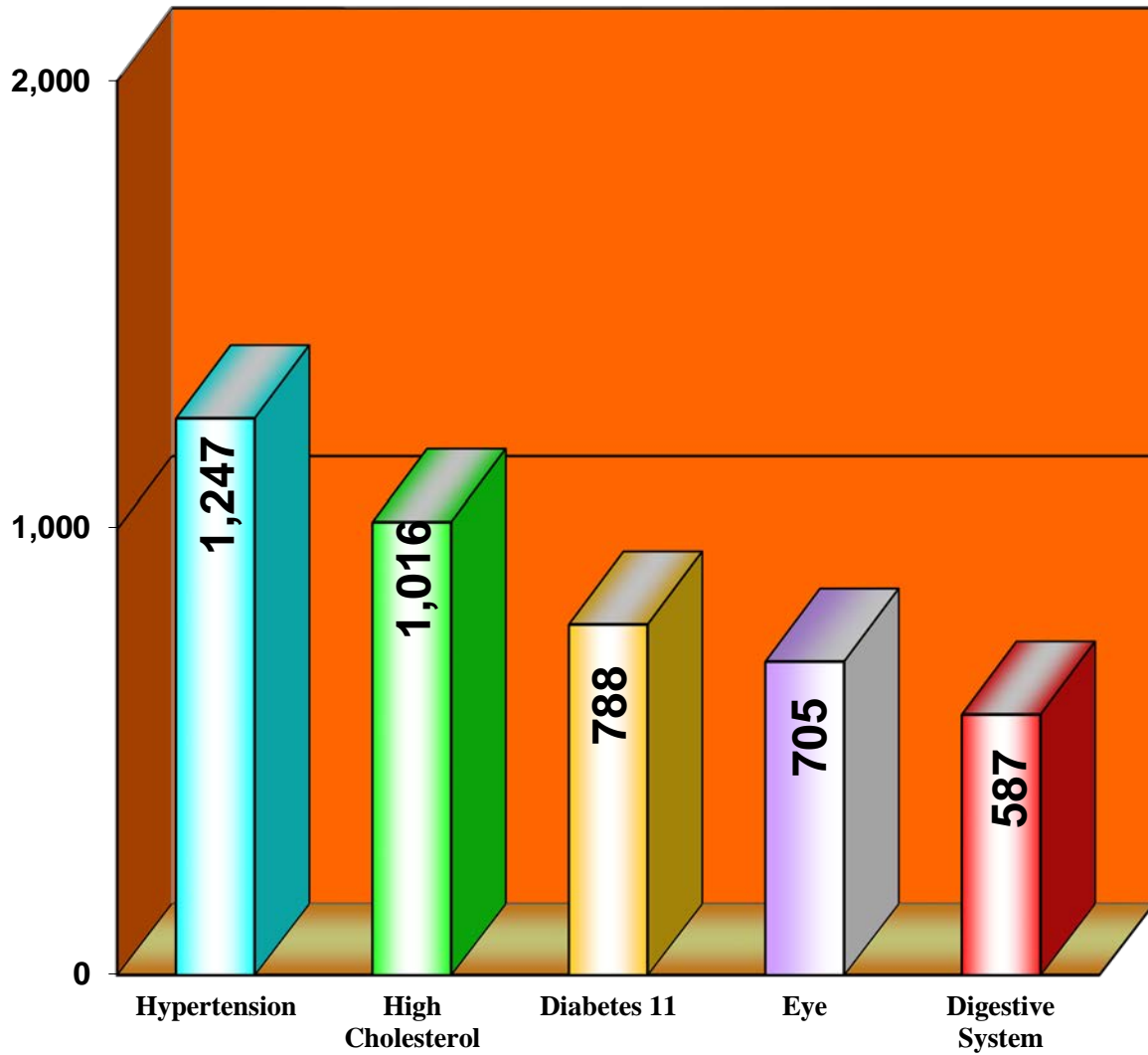
July 1, 2014 – September 30, 2014



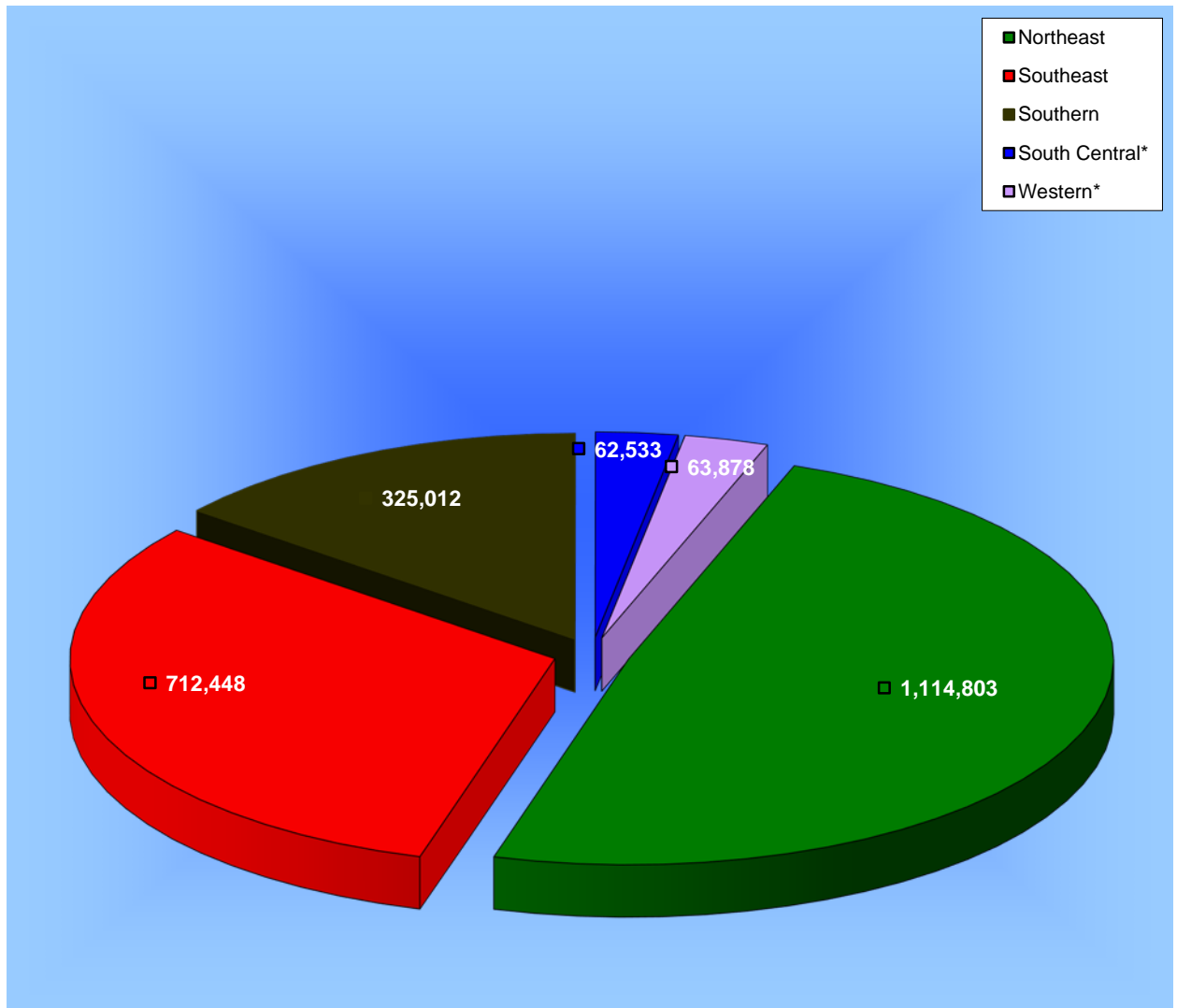
TOTAL SERVICES FOR THE QUARTER: 43,492

Top Five Client Problems By Condition

July 1, 2014 – September 30, 2014



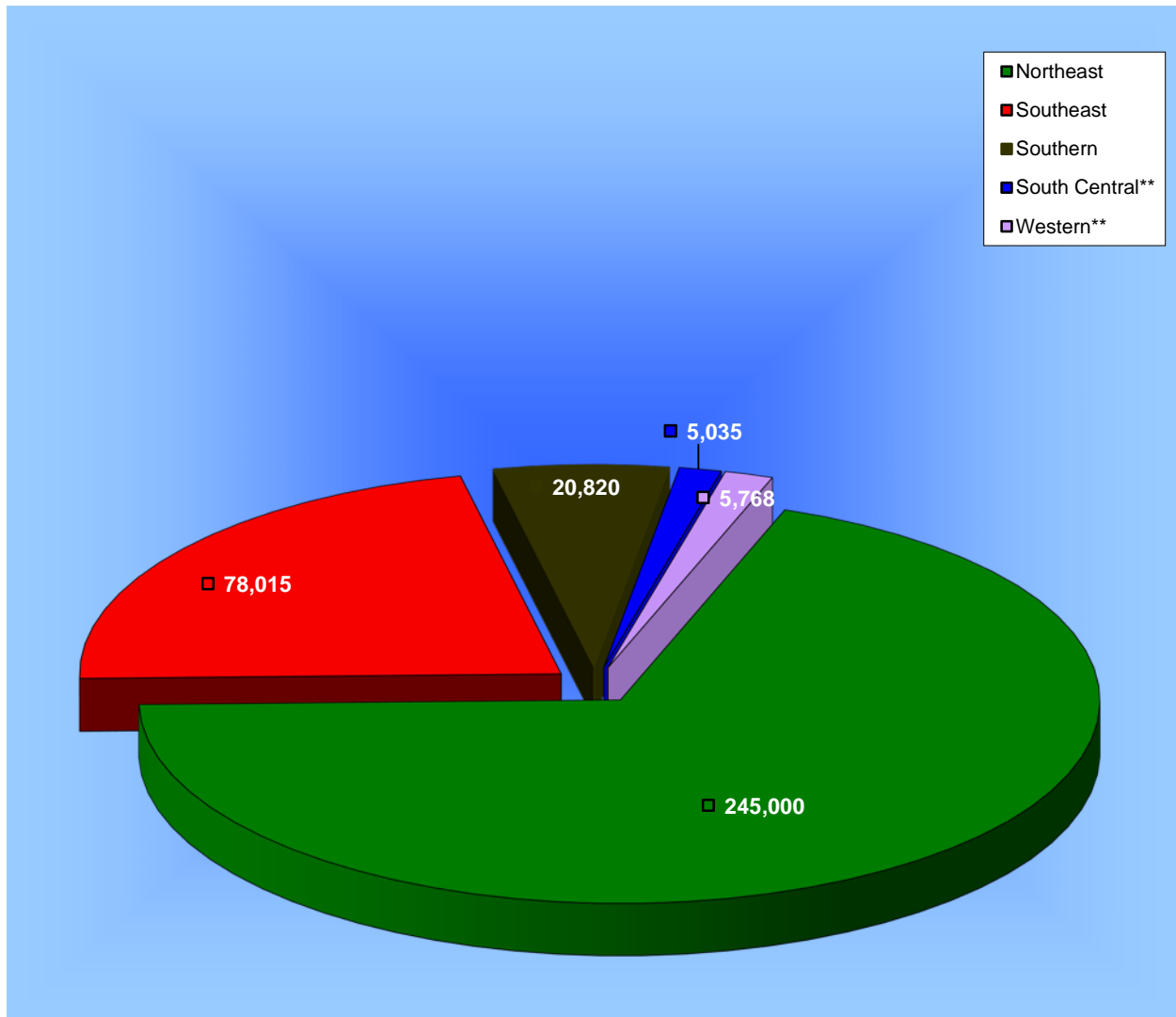
Client Medications Value July 1, 2014 – September 30, 2014



TOTAL MEDICATION VALUE: \$2,278,673

*Western Region and South Central Region closed July 14, 2014.

Client Services Value July 1, 2014 – September 30, 2014



TOTAL SERVICES VALUE: \$354,638

*Services Value represents any services and supplies other than medications.

**Western Region and South Central Region closed July 14, 2014.

REGIONAL SUMMARIES

Northeast Region

Janet Kegley	Regional Coordinator
Judy Bailey	CHW (Johnson, Magoffin)
Lana Bailey	CHW (Greenup)
Angela McGuire	CHW (Lawrence, Martin)
Shirley Prater	CHW (Morgan, Elliott)
Elizabeth Smith	CHW (Carter)

This quarter our Community Health Workers served 1,025 clients. A total of 22,477 services were provided to these clients with service values of \$245,000; and \$1,114,803 of free medication provided in this service area.

The Northeast Region attended Staff Appreciation Day in Hazard where Judy Bailey, Community Health Worker and Janet Kegley, Regional Coordinator received their 10 year award of service with the University of Kentucky. A representative from Passport gave a short presentation of the services that they offered at the regions September Staff Meeting. The region met with USA Today News and shared what Kentucky Homeplace meant to their clients in this region.

Judy Bailey along with some of the clients attends a monthly Diabetes Education meeting each month with the Magoffin County Health Department. Judy attended the Johnson County Health Fair with the Big Sandy Area Community Action Program. Judy is a member of the Health Care for the Homeless Advisory Committee.

Lana Bailey is a member of the Greenup County Diabetes Support Group and the Greenup County Diabetes Coalition. She attends these meetings each month. She attended the Greenup County Interagency meetings. This quarter Lana assisted the UK Extension Office with the Diabetes Cooking classes which enabled many of her clients to learn healthier ways to prepare their meals. Lana assisted the Greenup County Health Department, the Diabetes Today Coalition and the UK Extension Office with organizing the Greenup County Health & Wellness Fair.

Angela McGuire is a member of the Lawrence County Diabetes Support Group and the Health Advisory Team, (HAT). Angela attends the interagency meetings in both Lawrence and Martin counties. Angela along with her Regional Coordinator, Janet Kegley presented Kentucky Homeplace to the Lawrence County Rotary Club. Angela traveled to Louisville to represent Kentucky Homeplace at the Kentucky Health Now, CHW Convening meeting. Angela attended the Martin County Mini Fair and the Lawrence County September Fest. Angela hosted a Diabetic Shoe Clinic to assist her clients in accessing diabetic shoes and then followed up with a pickup day.

Shirley Prater attends the interagency meetings in both Morgan and Elliott counties. Shirley along with Regional Coordinator, Janet Kegley attended the SOAR Health Impact Series

meeting in Morehead. Shirley attended the Redi-Fest at the Elliott County Elementary School, and hosted a Diabetic Shoe Clinic in Elliott County. Shirley did an interview with USA Today and is also working with the Terminate Lung Cancer Project. She attended the Terminate Lung Cancer Facilitator Training in Hazard along with her Coordinator. Shirley hosted a Mobile Health Day with the Bellefonte Hospital Mobile to enable her clients to have access to mammograms without the need to travel out of the area.

Beth Smith along with Coordinator, Janet Kegley has worked very hard in developing a Diabetes Support Group for her clients in Carter County. The number has grown each month and many clients have expressed good changes they have made in their lifestyle due to attending these classes and learning how to better take care of their diabetes. Beth is a member of the Carter County Diabetes Support Group. Beth attended the Carter County Interagency meeting.

Southeast Region

Ralph Fugate

Barb Justice

PollyAnna Gilbert

Julia Keene

Katherina Hamilton

Beverly Blackburn

Regional Coordinator

CHW (Pike)

CHW (Wolfe, Powell)

CHW (Breathitt)

CHW (Floyd)

CHW (Knott)

This quarter our Community Health Workers served 785 clients. A total of 10,471 services were provided to these clients with service values of \$78,015; and \$712,448 of free medication provided in this service area.

The Southeast region attended our monthly staff meetings held each month at the UKCERH building in Hazard. We also attended staff appreciation day at UKCERH.

CHW Activities

This quarter our CHW's were very active once again in their individual counties. Each attended interagency meetings, local health fairs, diabetic education and diabetic shoe distribution days. In addition to the monthly meetings, myself along with Barb Justice, CHW from Pike County, attended the Terminate Lung Cancer Facilitator training which was also held at the UKCERH.

We had 2 CHWs from our Big Sandy region attend the Big Sandy agency coalition meeting which includes several other neighboring counties as well. In addition, we had one attend the TLC meeting in Hazard. We had another CHW participate in the commodity food distribution program which assisted over 200 families get necessary food baskets.

Finally, two of our CHWs organized, planned, and held Diabetic support groups in their individual counties. PollyAnna Gilbert attended a CHW conference in Louisville hosted by the

Kentucky Department for Public Health and the Foundation for a Healthy Kentucky and shared information with the group during our monthly staff meeting. Overall, a very active quarter for our Southeast region as they continue to enhance their role in community engagement.

Southern Region

Helen Collett

Michelle Ledford

Brenda Harris

Samantha Bowman

Kristy Smallwood

Paul Frederick

Regional Coordinator

CHW (Clay)

CHW (Bell)

CHW (Lee, Owsley)

CHW (Harlan)

CHW (Knox)

This quarter our Community Health Workers served 496 clients. A total of 8,092 services were provided to these clients with service values of \$20,820; and \$325,012 of free medication provided in this service area.

This quarter the Southern Region saw the resignation of Kristy Smallwood, CHW for Harlan County and the retirement of Brenda Harris, CHW for Bell County. We wish them the best of luck in their new endeavors.

Helen Collett and Michelle Ledford became involved with a new study concerning Lung Cancer called Terminate Lung Cancer. This study aims to develop a community outreach campaign in Eastern Kentucky to increase lung cancer screening. The target population will be smokers or people who have quit smoking within the last 15 years between the ages of 55-80 in three regions of Southeast Kentucky.

Various interagency meetings were attended to learn about resources available to better serve our communities. Included in these were Redifest and open houses before the school year officially got underway.

Samantha Bowman attended a health workers conference in Louisville. The Kentucky Department for Public Health and the Foundation for a Healthy Kentucky held this one day meeting to discuss current efforts to advance the work of Community Health Workers in the state. Much knowledge was gained from the speakers during this event.

South Central Region

Beth Wells

Janice Compton

Sharon Cherry

Tammy Glass

Regional Coordinator

CHW (Monroe, Metcalfe)

CHW (Edmonson, Hart)

CHW (Barren, Warren)

Kim Collins
Vacant

CHW (Allen, Simpson)
CHW (Logan, Butler)

This quarter our Community Health Workers served 148 clients. A total of 1,267 services were provided to these clients with service values of \$5,035; and \$62,533 of free medication provided in this service area.

South Central Region closed July 14, 2014.

Western Region

Sherry Morris
Donna Hooper
Mary Beth Rohrer
Tessa Vail
Carla Gray
Rhonda Wadsworth

Regional Coordinator
CHW (Fulton, Hickman and Carlisle)
CHW (Graves)
CHW (Marshall, Livingston)
CHW (Calloway)
CHW (Lyon, Caldwell)

This quarter our Community Health Workers served 99 clients. A total of 1,185 services were provided to these clients with service values of \$5,768; and \$63,878 of free medication provided in this service area.

Western Region closed July 14, 2014.

Client Encounters

Actual situations encountered by Community Health Workers

July 1, 2014 – September 30, 2014

My story this quarter starts with a young mother who stopped by my office after being referred to Kentucky Homeplace by the Local Health Department. The woman was holding the most adorable little eight month old baby girl. The young mother sat down and began reliving the story of how this sweet baby had suffered a stroke during birth and how she had overcome so many obstacles.

The baby had a cortical visual impairment due to the stroke and cranial damage during birth; she was being treated at an out of state hospital that would accept her insurance for everything except her frames. The baby girl needed a special Mari flex Frame that would not push into her skull. I called her insurance in hopes of getting this frame pre-approved with no luck, and then I called an agency and we worked together to get the special frame. A local Optometrist listened to our story, and ordered the special frame at no cost to the young family. Agencies working together for the needs of a child are truly amazing; with the referral coming from two reputable programs the decision was easily made by the doctor to assist.

The last time I spoke with the baby's mother everything was going well. She was wearing her glasses and hoping it would help correct her eyesight without surgery.

One day while working in my office I was calling clients to see if they had signed up for insurance, I called a client that had gone to the Remote Area Medical (RAM) last summer which at that time she had 23 teeth pulled. She had called me to schedule an appointment to come in to get a referral to have her dentures made. Last year in September she got her dentures and was so proud. So this time when I called her she was so happy to hear from me plus she was so pleased with her dentures and has never had a problem with them. She said several friends and family members told her they were so glad she got her teeth "worked on" and they looked good. She never told anyone she had them all pulled except her mother who she lives with. She said she tells everyone to come to Homeplace and they will help you out. What a great story to hear.

A client had called and stated her spouse was in a rehabilitation center after an amputee of one of his legs. She had previously been working but was going to have to quit due to his recent circumstances. She was going to lose her insurance and didn't know what or who else to contact about getting help. She and her spouse were over income for any Medicaid assistance. I told her that due to her recent changes that we should be able to get her some insurance coverage. She came in for her appointment and she had decided on an insurance plan. We submitted all of her info and she called later to let me know that she had been told she was approved for insurance and would only be without it for one month. She wanted to thank Kentucky Homeplace for everything we had done for her and her family and stated that she had tried to contact so many

people and organizations before us and came up empty handed. I told her that was why we were here and to call back if she needed anything else in the future.

I had a young gentleman that came into my office in dire need of eyeglasses. He receives SSI of \$741 a month. His rent is \$300 plus utilities then add food purchase on top of that. His eyeglasses of six years were super glued together in several places. He said he was losing his site and had no idea how he was going to be able to purchase a new pair of glasses. I told him that I could refer him to a place where he can get glasses free of charge to him. He was ecstatic. He had been using a magnifying glass to be able to read on top of his prescription glasses that he had. He said that this would change his life and he was so grateful we were here to help him get his glasses.

My client had called for an appointment and needed help with prescriptions. In our phone conversation, she mentioned that she had been working and was no longer able to do so. She was calling to see if she would be eligible for assistance through our program. We scheduled an appointment which she arrived at early. During our initial interview, she elaborated on her situation that she had been let go from her job due to a medical condition. I asked when her insurance would end and if she had applied for Medicaid through Kynect. She said that she didn't think she was eligible and her insurance had ended in August.

I begin enrolling her into Kynect only to find that she had an active account. Someone had applied for her when she was working but, since she had insurance at that time she was denied coverage through Kynect. I was added to her account as the Kynector so I could go in and update her account. She was eligible! I told her this and she said, "I'm going to have insurance?" I said yes you are now eligible, she said, "Oh my God, now I can go to the doctor" and she starting crying and of course I cried too.

A husband and wife came in for their appointment. The wife explained that she was now in the donut hole with her insurance and could not afford to buy her medication. She further explained that her husband wasn't able to see his doctor or buy his medication because it was taking everything they had to buy hers. She really felt bad about this situation but her husband insisted.

After looking over their income I told them I thought they might qualify for a program that the Social Security Administration Office offered. I went over the program with them and asked if they would like for me to assist them with an application. They both were happy to have me help them. While they were there we filled out the applications online. Now they just needed to wait.

In about a month I heard from them and they both had been approved! The wife was so happy that they both had been approved. She had been so worried over her husband not being able to take care of himself. I further assisted them in how to go about in selecting a Medicare D

plan for each of them. After selecting a plan she was able to get her insulin that she needed without going into the donut hole again.

After the approval of the program through the Social Security Administration, I informed them that they could also be eligible for a program that would help to pay the cost of the Medicare and they got approved for that also. For years both of my clients had been paying for the insurance coverage and high co-payment when all the time they had been eligible for other programs that would have taken some of the worries from them. My clients came in later and told me that if it had not been for Kentucky Homeplace helping them with these other programs they would have went on struggling to take what meds they could and not being able to see the doctor as they should. They were so thankful to have found Homeplace.

This quarter I had a lady call me about her husband being in the “donut hole”. They were referred to me from a local provider. I explained the services KY Homeplace has and the information I would need and scheduled them to come into my office the next day.

The lady arrived at my office alone, when I asked where her husband was, she replied, “waiting in the car I know all the answers.” I explained the interview process and that I really needed him to sign the IRB & release forms. After taking to her I realized he was embarrassed to ask for help. I walked to the parking lot to introduce myself to the husband and talk a little about our program. After sharing with him my name he knew my Dad. After making that connection he was willing to come to my office for the interview. The gentleman was a diabetic taking 12 different medication including Janumet & Novolog. I enrolled him in Kentucky Prescription Assistance Program (KPAP) filled out his applications and he took them to his physician to get them signed. I’m hopeful he will get assistance.

I have a client I have been helping her get medicines since 2009. I have had so many clients I referred to Kynect to get signed up for Insurance. She signed up for insurance with the Affordable Care Act and now is paying \$67.07 a month for the insurance and it will not pay for her medicines. She stated the deductibles are \$500.00 / \$1,500.00. I was confused and after talking with her I determined she was confused also on what the insurance would pay. I had her call the pharmacy to check on how much she would have to pay for her medicines and was told she had to pay the deductibles before the insurance would pay for her medicines. Before she obtained the Affordable Care Insurance, I was able to get her medicines free and now the Prescription Assistance Programs don’t want to help her with the medicines. She is on a fixed income and it has made it difficult for her to get the medical help she needs. She is one in many I have talked with that is unable to get the medicines and medical care because they just can’t afford the added cost now that they have the Affordable Care.

I had a referral from the Johnson County worker for a lady to get help with glasses. She was having horrible headaches and needed new glasses right away. She had heard about the Gift of Sight Program that Lens crafters provided to Homeplace clients. I called Lens crafters to discuss

what I needed to send with the client and set a time for her to be there. I called the client for an initial interview and she came in that day. After I finished with the interview and discussed Lens crafters with the client she mentioned that she was in need of help for food. I gave her a list of the food banks in the area to determine the closest food bank for her. She went to Lens crafters right after leaving my office and called me the next day to express how grateful she was for Kentucky Homeplace and how much the program had helped. She was very happy with her glasses that she received in just over an hour.

I had another client that had tried to get insurance through KYNECT but the premiums were going to be around \$900 a month with no assistance with the premiums because her husband's work offered insurance (that also has high premiums). She can't afford either insurance and can't get her diabetic medicine that she needs. I discussed the program with her and completed her application for her much needed medicine. She is glad that she will be able to get her diabetes under control for the first time in 10 years with the right medicine.

This quarter a new client came into my office concerned that she would not be able to purchase her medication even though she had employer provided health insurance. Once I began assisting the client I noticed that she was having more deducted from her paycheck for health insurance then she was bringing home each week. Even though my client is married, her spouse is unable to work due to illness, so all the financial and medical responsibility belongs to her.

While assisting my client, I noticed that she was under the income and would qualify for expanded Medicaid for her and her spouse. My client has emphysema and because of high co-pays and deductibles has went without treatment for her disease. After working with Kynect and the Department of Community Based Services, my client now has more money to live on each month and is able to get the medications needed to have a better quality of life.