

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

October 1 – December 31, 2016
Quarterly Report



Kentucky Homeplace <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.

Pine Mountain in Letcher County
Photograph courtesy of Mace Baker, Director Kentucky Homeplace

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Kentucky Homeplace

My Fellow Kentuckians:

2016 was a very productive and busy year for Kentucky Homeplace. For the calendar year, nine new employees were hired and all have been trained as community health workers. Kentucky Homeplace CHWs are also trained as lay leaders in Chronic Disease Self-Management, Diabetes Self-Management (Stanford model), Walk with Ease, Heartsaver CPR and Mental Health First Aid. The program currently serves 30 counties in the eastern portion of the state. The following report reflects the CHWs activities regarding care coordination, number of services, service values and medication values as well as collective information on the health status of our clients. New to this report is a section listing various barriers reported by the clients of KHP and recorded by the CHWs in the database (see page 6). It is the goal of all CHWs to help their clients overcome these social determinants of health barriers and live a healthy, productive life. The program continues to emphasize education/health coaching for clients on chronic disease management, healthier lifestyles and preventative care.

Quarterly Summary

For the period October 1, 2016 - December 31, 2016, the CHWs provided services for 1,701 clients. CHWs logged 5,296* hours on care coordination activities with a service value of \$98,876 amount of medication accessed were \$1,133,744 and other service values (not medications) accessed were \$519,419 for a combined total of \$1,752,039.

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 2016. 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

* Updated 7/19/17 to include the cost of CHW time and the amount of time required to conduct workshops.



Program Activities

October 1-December 31, 2016

CDSMP and DSMP update

For the calendar year 2016, 18 CDSMP workshops were conducted and 190 participants were in attendance. There were 7 DSMP workshops with 100 in attendance. Nine CDSMP lay leaders were trained and 27 DSMP lay leaders were trained. The CHWs also completed training on the Walk with Ease program and sessions are underway.

Kentucky Association of Community Health Workers (KYACHW)

The elected officers and steering committee met in mid-December at the Montgomery County Health Department. The recent conference was discussed as well as the 2nd annual upcoming conference. The process of electing committee chairs was also discussed and plans are underway to accomplish this task. **All members will be meeting on March 16th at 11:00 at the Montgomery County Health Department.**

Community Engagement Activities

The following is a sample of the types of events KHP CHWs have participated in during this quarter. Letcher County Food Pantry, Johnson County Senior Center distribution of food baskets, Domestic Violence Conference at Big Sandy College, Women's Event-Floyd County Health Department, Christmas for Kenny's Kids, Menifee County Wellness Coalition, Gateway Wellness Coalition, Big Sandy Diabetes Coalition and Community Action Agency's in each county.

Also in regards to Community Engagement, Janet Kegley has taken a lead role beginning in September in ensuring the CHWs are connected to their communities. During this quarter, she worked with newspapers and radio stations as well as attended many meetings with the CHWs in an effort to inform the communities of the services offered by Kentucky Homeplace.

Connecting Kids to Coverage

During this quarter the CHWs have been training and most are currently certified as assistors. They are currently offering assistance with health coverage enrollment in the 40-county service area.

Research

KHP has had the opportunity to work with Christina Studts PHD, L.C.S.W. on a research project titled "Systematically Adapted Delivery of the Family Checkup in Underserved Communities." This is a three -part study involving the efficacy of behavioral parent-training (BPT) in preventing the negative outcomes associated with the early emergence of behavioral problems in young children. One KHP CHW will be trained to conduct the intervention.

CHW Trainings

During the month of November, a CHW training was conducted at Jenny Wiley State Park. In attendance were nine internal CHWs and 5 external CHWs.



New Employees

Kendra Ward - Kendra will be working as a CHW in the Jackson County office which is located in the old courthouse in McKee.

Charlotte Tribble - Charlotte will be working on the Connecting Kids to Coverage (CKTC) project and will cover Rockcastle, Pulaski and McCreary Counties.

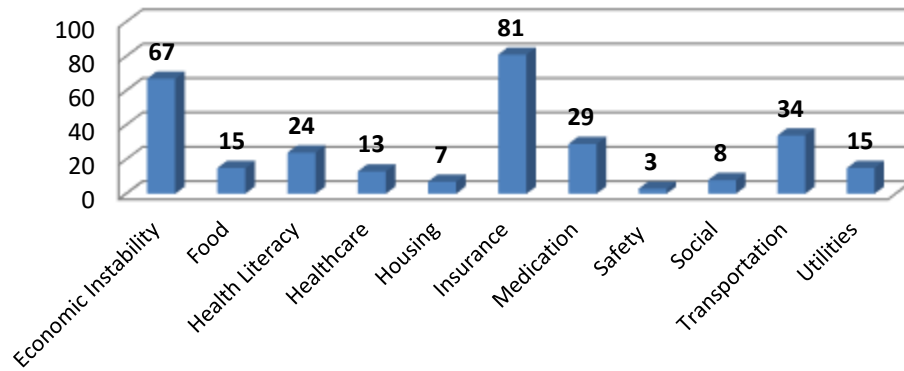
Megan Holland - Megan will be working on the CKTC project covering Greenup, Carter, Boyd, Elliot and Rowan Counties.

Whitney Bailey - Whitney will be working the on CKTC project covering Morgan, Magoffin, Johnson, Lawrence, Martin and Floyd Counties.

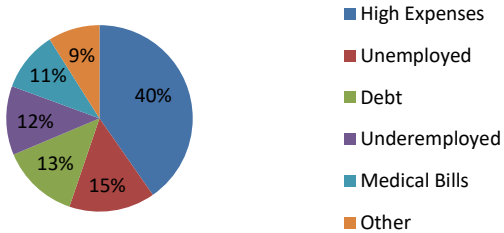
Melissa Seals - Melissa will be working on the CKTC project covering Breathitt, Perry, Knott, Letcher, Harlan and Pike Counties.



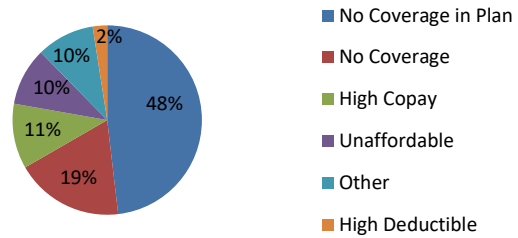
SOCIAL DETERMINANTS OF HEALTH BARRIERS TO CARE



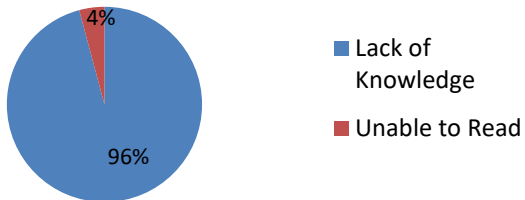
Economic Instability Barriers 4th Quarter 2016



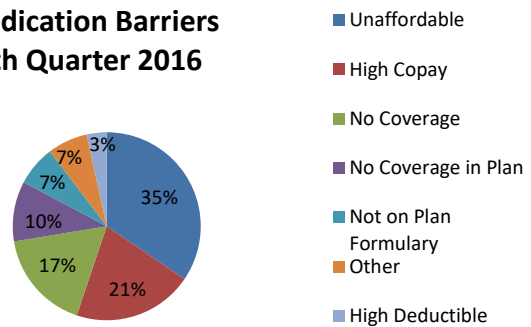
Insurance Barriers 4th Quarter 2016



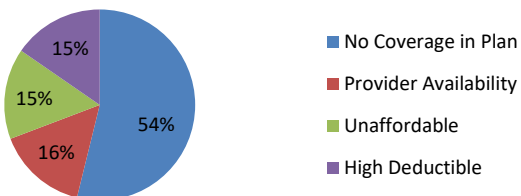
Health Literacy 4th Quarter 2016



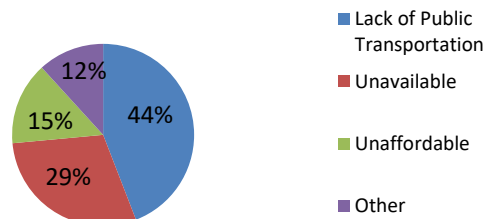
Medication Barriers 4th Quarter 2016



Healthcare Barriers 4th Quarter 2016



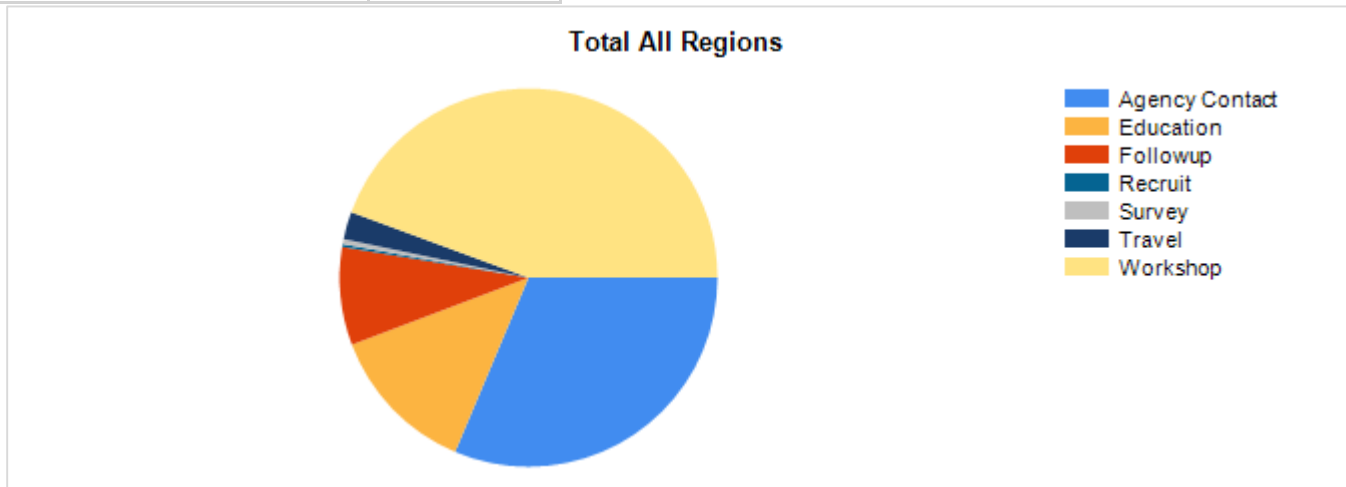
Transportation Barriers 4th Quarter 2016



Activity Summary

(Clients visited: 10/01/2016 – 12/31/2016)

Activity	CHW Hours
Agency Contact	1,660.58
Education	682.00
Followup	442.97
Recruit	13.08
Survey	23.08
Travel	123.85
Workshop	*2,350.25
Grand Total:	5,295.82



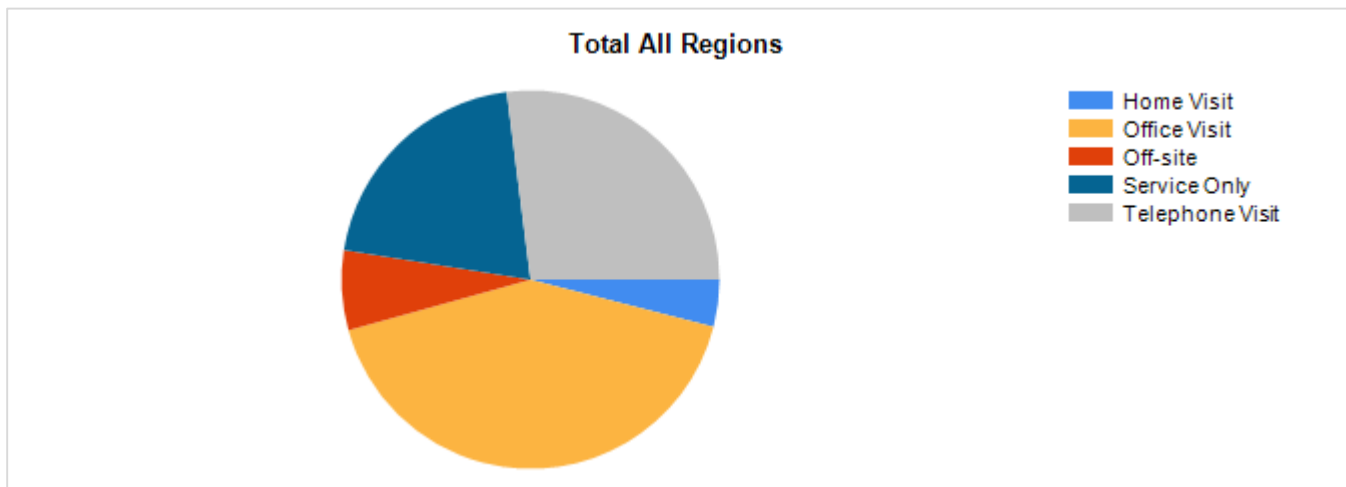
Total service value for 5,296 hours equals \$98,876.32

* Revised 7/19/2017

Visit Summary

(Clients visited: 10/01/2016 – 12/31/2016)

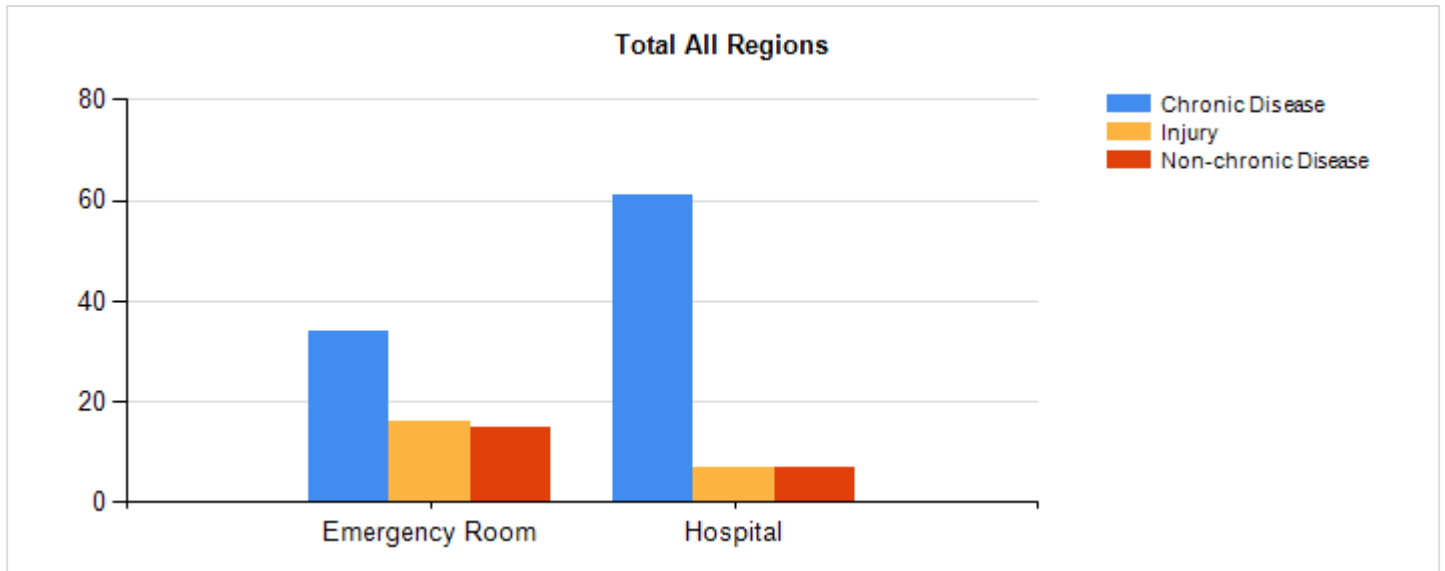
Visit Type	Client Visits
Home Visit	184
Office Visit	1,908
Off-site	312
Service Only	938
Telephone Visit	1,237
Grand Total:	4,579



Hospital-ER Summary

(Clients visited: 10/01/2016 – 12/31/2016)

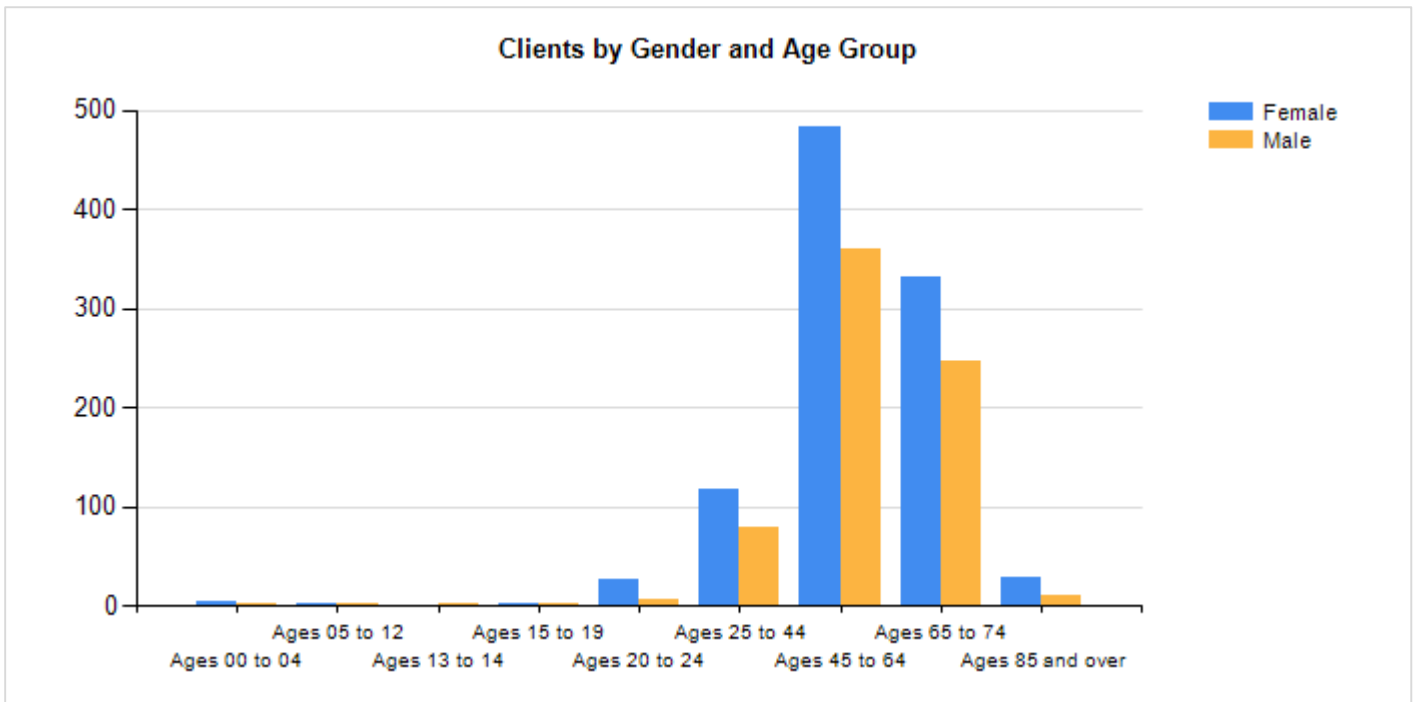
Episode Type	Reason	Episodes	Days Stay
Emergency Room	Chronic Disease	34	0
Hospital	Chronic Disease	61	262
Emergency Room	Injury	16	0
Hospital	Injury	7	19
Emergency Room	Non-chronic Disease	15	5
Hospital	Non-chronic Disease	7	18
Grand Total:		140	304



Age Gender Summary

(Clients visited: 10/01/2016 – 12/31/2016)

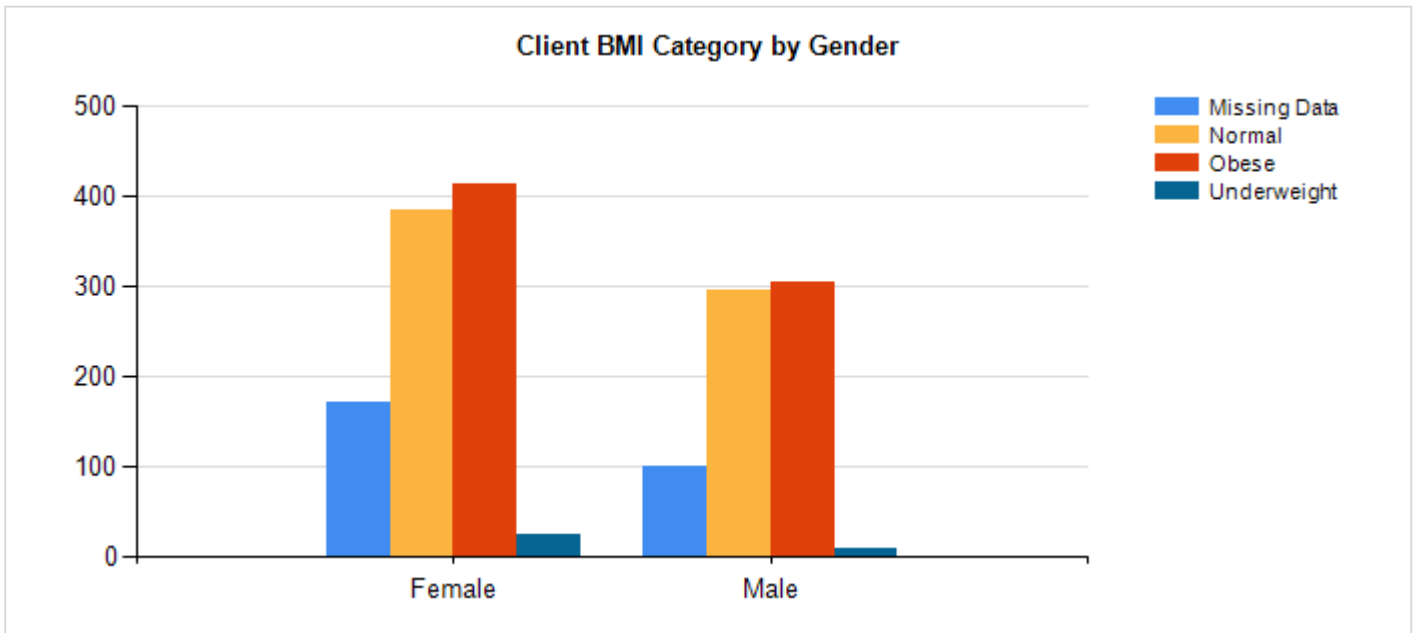
Age Group	Female	Male
Ages 00 to 04	5	3
Ages 05 to 12	3	1
Ages 13 to 14	0	2
Ages 15 to 19	2	2
Ages 20 to 24	26	7
Ages 25 to 44	118	79
Ages 45 to 64	482	359
Ages 65 to 74	331	247
Ages 85 and over	28	10



BMI Category Summary

(Clients visited: 10/01/2016 – 12/31/2016)

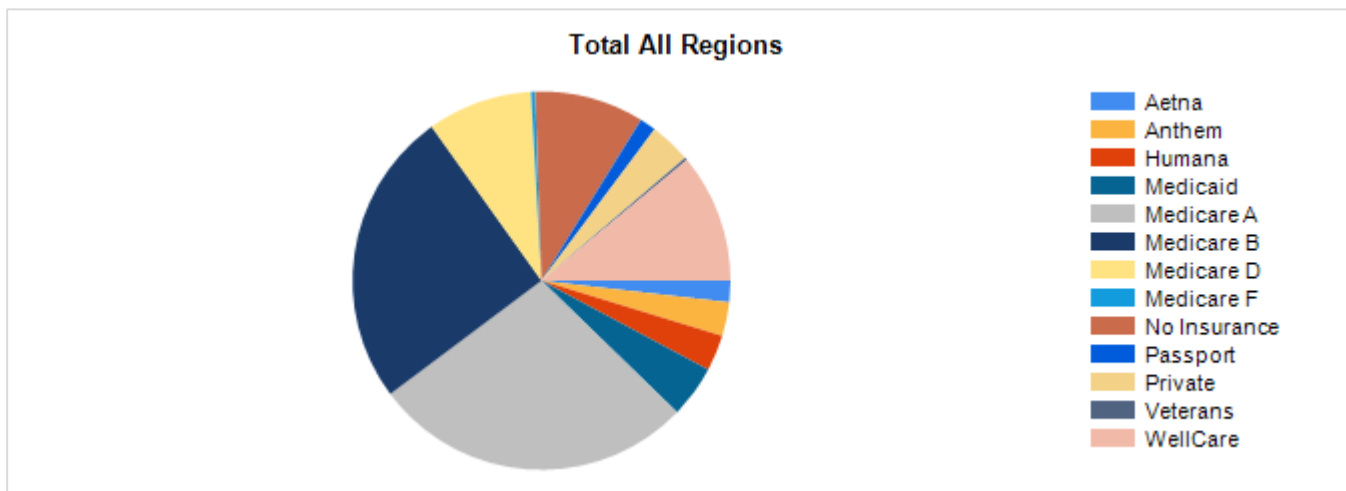
Gender	BMI Category	Clients
Female	Obese	413
	Normal	386
	Missing Data	171
	Underweight	25
	Total:	995
Male	Normal	296
	Missing Data	101
	Obese	304
	Underweight	9
	Total:	710
	Grand Total:	1,705



Insurance Summary

(Clients visited: 10/01/2016 – 12/31/2016)

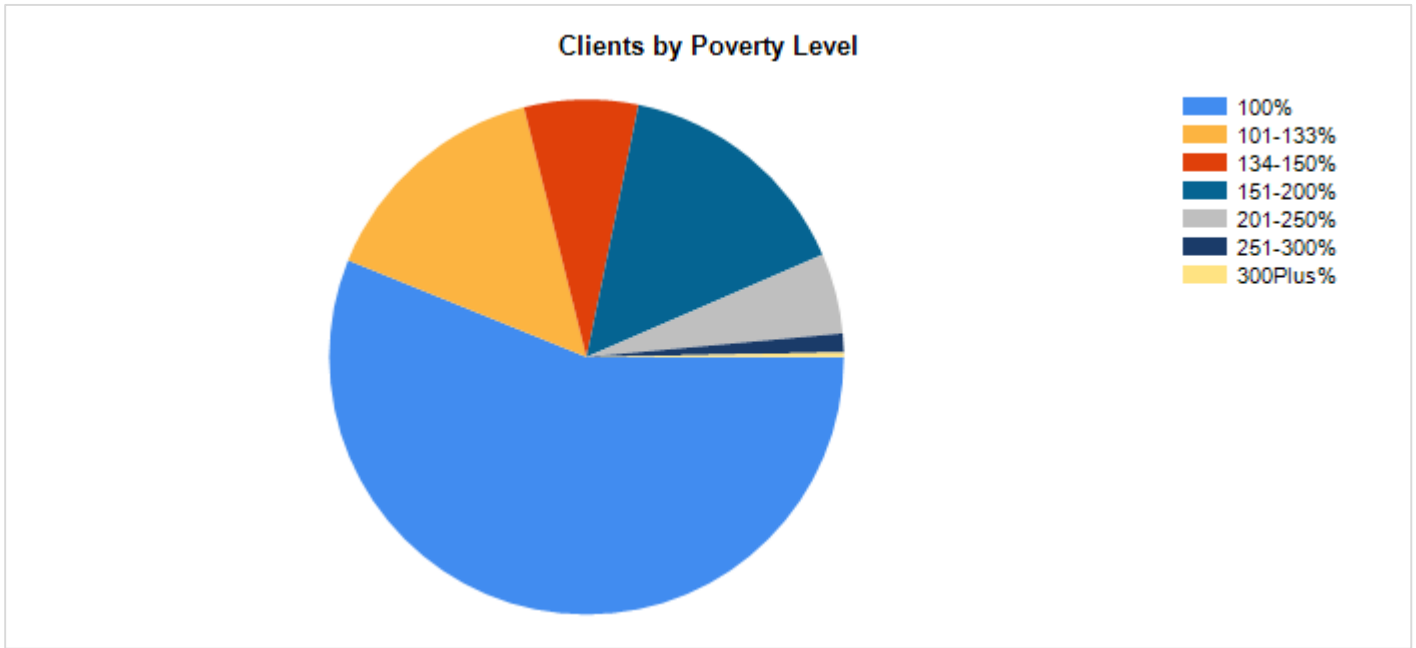
Insurance Type	Clients
Medicare A	827
Medicare B	762
WellCare	331
No Insurance	281
Medicare D	270
Medicaid	134
Private	106
Humana	92
Anthem	87
Aetna	55
Passport	42
Medicare F	11
Veterans	7



Poverty Level Summary

(Clients visited: 10/01/2016 – 12/31/2016)

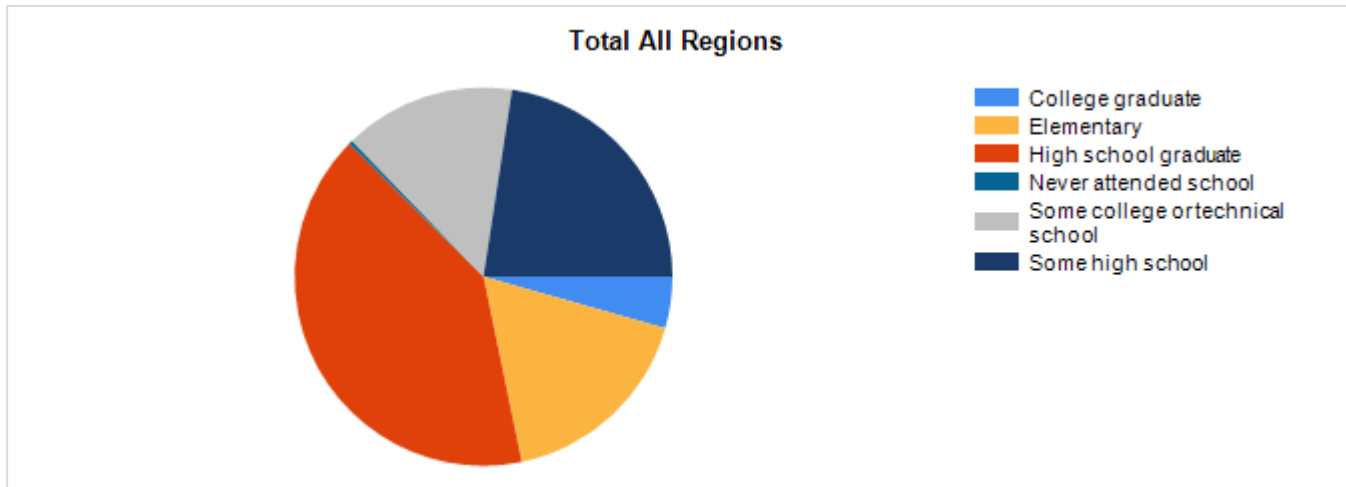
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	957	255	122	260	86	20	5	1,705



Education Level Summary

(Clients visited: 10/01/2016 – 12/31/2016)

Education Level	Clients
Never attended school	6
Elementary	296
Some high school	385
High school graduate	693
Some college or technical school	250
College graduate	75
Grand Total:	1,705



Community Health Worker Training
at
Jenny Wiley State Park



Pictured are the most recently hired Community Health Workers: Charlotte Tribble, Kendra Ward, Brianne Smith, Megan Holland, Mary Bowling, Whitney Bingham, Melissa Seals, Janet Kegley (Program Coordinator), Jesshia Fulkerson, Whitney Bailey, and Johnnie Lovins (Rural External CHW Director).

Kentucky Homeplace

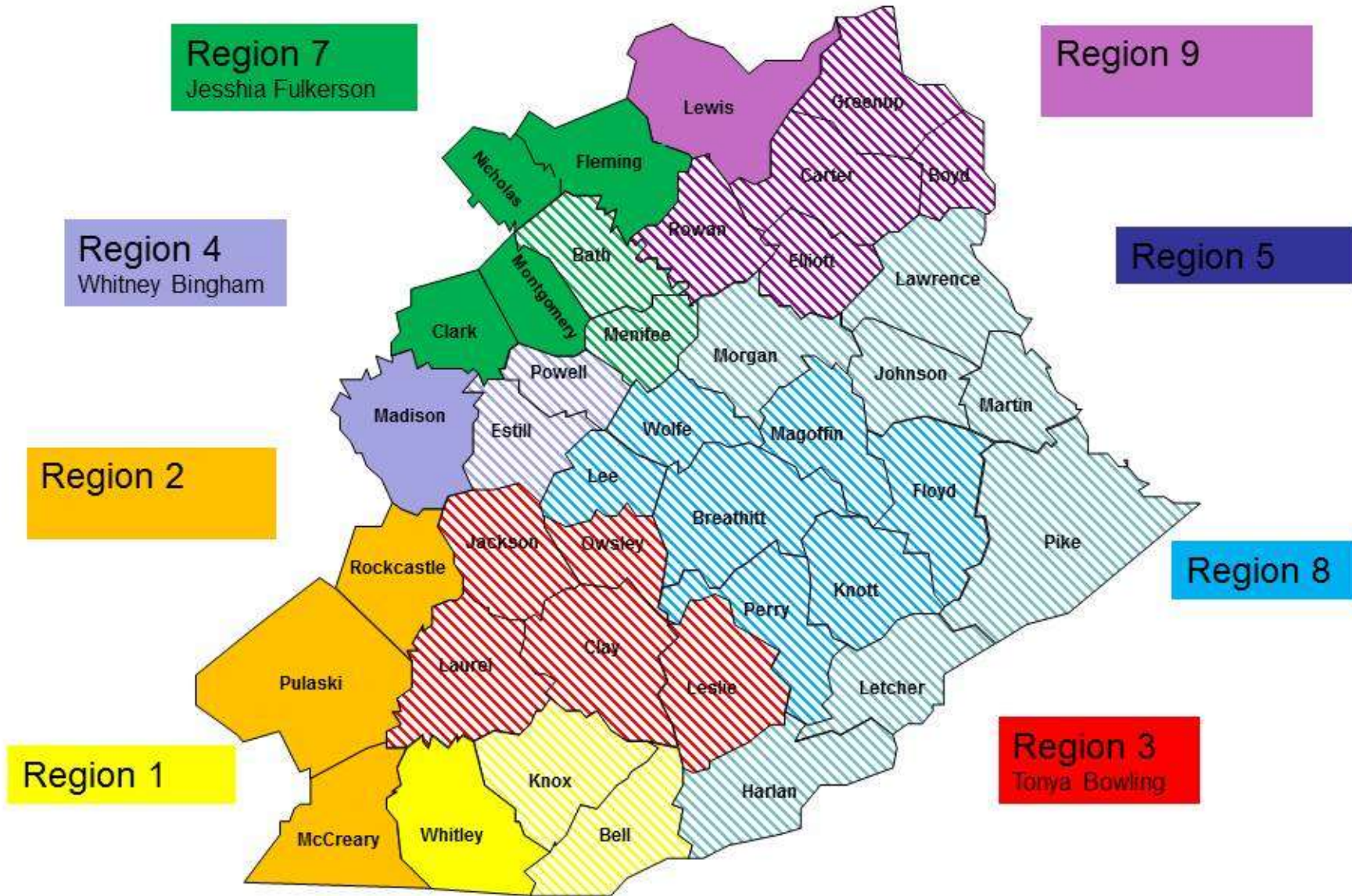
30 County Service Area



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



Connecting Kids to Coverage Region Map



Client Encounters

Actual Situations Encountered by Community Health Workers

October 1, 2016 - December 31, 2016

Recently we attended training on fecal immunochemical test; this test is used in the home in the privacy of your own bathroom, to determine if you have proteins in your stool, which may indicate colon cancer. I was given 25 tests and asked to find willing subjects to take the tests. I had several clients that were thrilled at the fact they could do this test and with a good result they wouldn't have to have a colonoscopy. One client in particular was not thrilled at the idea of doing such a test but he finally gave in and took the test with him. A few weeks later I received the first batch of results via fax from the UK lab. I had three clients that needed further testing. I called each individual and explained their results and offered to mail the results or fax it to their family physicians. The client that quarreled came by to pick up the hard copy and had already scheduled an appointment for a colonoscopy, a few days later he called, he told me he had colon cancer and had been scheduled for surgery. He thanked me for insisting that he do the test, he said had I not insisted he would have never known or maybe even died. I called to check on him today, his wife said he was doing really good, she said his doctor said he was doing the best of any patient he had done this surgery on. He goes tomorrow for final lab work.

A client was referred to me from the Social Security Office. This client receives Disability Social Security and has a Medicare Part D Plan. His problem was he had been in the coverage gap for his diabetic medications since July 2016. During this time, he had an A1C of 13. I immediately started working to access his needed medications and we began diabetes health coaching. After his last doctor's visit he had lowered his A1C to 9 and he had lost 12 lbs.

This client thanked me for being a little aggressive and pushing him to make better choices and helping him to understand his diabetes better. He was so happy with the way he felt and looked that he now plans on attending my Walk with Ease class in January and hopes for more knowledge in managing and coping with his Chronic Diseases.

This quarter I am pleased to share my story regarding a new client that came into my office. He was uninsured and in need of education on his illness and assistance in accessing his medications. After meeting the client, we went over his labs in detail and I explained to him what each level meant. After that we moved on to portion control and healthy choices. The client explained to me how hard it was to eat healthy because of the type of job he had. However, after several visits with my client he stated that no one had ever sat down with him and explained how to live a healthier life style just by changing a few small things. When this client first came to Kentucky Homeplace his A1C was 10.4, cholesterol was 290, and blood glucose was 232. After several months the client returned with an A1C of 7.1, cholesterol of 192, and blood glucose of 105. I am very thankful for the progress that my client has made and more importantly my client shares with me how much better he feels and how his job no longer keeps him from eating healthy.



I saw a client on a home visit. She was in great pain with her teeth. She had an infection and was on an antibiotic. She needed 20 teeth pulled. After the interview I gave her information about Remote Area Medical that was scheduled to be in Grundy VA. Gave her the directions of the location and explained to her about the process of getting help. She said she would do her best to go. One month after the visit, the client called me back and stated that she did go to RAM, had 20 teeth pulled, took her mother with her, she got an eye exam and glasses while waiting on her to get her teeth worked on. Client then went to the vision area where they were shutting down for the day and she asked if there was any way she could be seen, they took the time to exam her eyes, and since it was so late, gave her a voucher to take to a local Doctor for the glasses. She was just amazed on how well she was taken care of and thanked me so much for sharing this information with her. She said it was well worth the drive, wait and time. She now is waiting on an appointment to go see a dentist here locally for a set of dentures at a discounted price. She said God bless KHP, there was no way she could pay such a great expense to get her teeth removed and had suffered so much from pain before getting the information on where to go for help. I told her I was so glad everything worked out for her and was glad the program was able to help her.

I recently had a gentleman come into my office as a walk-in. He had been referred to me by the free clinic here in town. He had been going without his inhaler because he had hit the donut hole with his Medicare. When I asked him for his proof of income, he told me that he had lost everything in a house fire just a couple months ago and only had an old letter that was saved in a fire safe box. I assisted him with filling out the application for his inhaler and called the company and explained the situation about the proof of income. They were able to give him a temporary fill for the needed inhaler. After adding it up, it was exactly what he needed to get him through the end of the year and through his coverage gap. I also went ahead and called free clinic back and they had an extra inhaler that he could have until he received the others in the mail.

Making a difference in clients' lives is what Kentucky Homeplace is all about. Not every story is a glamorous one but we try to help where we are needed. Recently I assisted a client in applying for a USDA grant to do much needed home repairs. The roof was leaking, a room on the back of the trailer needed to be removed, due to water damage and it had separated from the trailer, the ceiling needed to be replaced because of the leaky roof and he had no septic system, just a pipe going to the creek. My client qualified for the grant and work has begun, the septic system has been installed, I contacted the county's Pride coordinator and he and the county crew assisted in removing the room and hauling it away. A shiny new roof now gleams in the sun and indoor work will begin soon. Needless to say, my client is thrilled!

I had a client this quarter, who was a returning client from a previous time. I had assisted him with getting medication. He now continues to come to my office to reorder his medication. He has started bringing in any mail that he receives, concerning his insurance. He has trouble reading and understanding information. He says that he brings it to me because I am always willing to read the forms to him and make a plan of figuring out how we can get the item addressed. I assist him with making any phone calls concerning this information, as well as filling in forms that he may need to send back in. To me that is successful because I feel like I made a difference in his life. Each visit to my office, which is usually weekly he leaves by shaking my hand and telling me there needs to be more people like me in the community. It makes me feel like he appreciates the services that we offer.



I had a client come in a few weeks ago, she has two small children at home and is currently going through an ugly divorce with her husband. She is unemployed and is struggling to make ends meet, provide for her children, and to try and find a life. I did a referral to her for the Heating Assistance program so that her water and power could be turned back on. I also referred her to the Job Club here in Breathitt to assist her with writing a resume and seeing some jobs that are offered in the community. I also gave her contact information for the daycare here. I could tell when she was here she felt very defeated; when she left my office her attitude was much more positive. A couple weeks after that I was at store and she was my cashier! I, of course, didn't call her out but she was very friendly. Told me she loved her new job and couldn't have done it without my help. So my hope for her is that her job is great, she continues to love it, and will be able to give her babies a nice Christmas.

A while back I had a client come in needing help getting hearing aids. He explained how hard it was to go to the doctor because he couldn't understand what they were saying to him. He would just nod a lot during his visits. He had been using a hearing aid that belonged to a relative that passed away and was not programmed to his needs. It also didn't fit him. So I helped him complete the Hear Now application. Originally, he had thought that he was only going to need one hearing aid and we, at the time, had a program that helps pay for the processing fee for one hearing aid through the Hear Now program. After his hearing evaluation, it was discovered that he is actually severely hearing impaired in both ears. This particular client didn't have the funds to pay the other \$125 for the second hearing aid. We were able to write him a letter asking the Starkey/Hear Now people to consider waiving the rest of his fee due to hardship. I submitted the application along with the letter I wrote. About six weeks later, my client was standing in my office door with a huge smile on his face saying "I just wanted to stop by and say thank you in person, and show you my new hearing aids." He explained how it was such an unusual feeling getting used to hearing things well again and was just super appreciative of everything Kentucky Homeplace had done to help him regain his ability to hear.

I have husband and wife clients who have been coming to the office for about a year now. The wife has been struggling because the husband was diagnosed with Alzheimer's and he has been going downhill quickly since this diagnosis. They normally go to a family event for Thanksgiving but because the wife is not comfortable driving (her husband always drove), they are unable to go out of town to have Thanksgiving dinner. I was able to get them on a list to have a prepared Thanksgiving dinner delivered to their home. The wife was very thankful, because she is still getting use to cooking (a task her husband had been primarily responsible for during their marriage).

I have a client who came to me for assistance with his medications. He was in "coverage gap" on his prescription insurance and could not afford to pay for his medications. After getting his consent and entering him in the database, I begin to try to help him with his medications. He needed assistance with Symbicort and Combivent. I filled out all the information on the applications and mailed out the doctor's form to his family doctor for approval. After receiving this back, I then sent it on to the pharmaceutical company. Normally, after receiving the doctor's form back, it takes approximately 2 weeks to hear something back from the company. After about 3 weeks, my client came to me with a letter from the company. He was worried that he was not going to be approved. This was his lifeline; this is the medication that helped him to breathe. I called the company and the problem was how the doctor wrote out the



prescription for his Combivent. They said that once they made the corrections on his prescription and fax it back to them, they could get his medications out to my client. Unfortunately, it did not go this smoothly for him. After making several trips to his doctor, taking them donuts and apologizing to them for how the company is being so picky, the correct adjustments were made and the client got 3 months' worth of his Combivent from the company. My client came back to my office and brought in a receipt where he had got his medications. At first he led me to believe it was another denial letter and my heart just stopped. I had done everything I could have possibly done to get him his medication. This was devastating to me. He started laughing and pulled out the slip of paper that showed he had 3 months' worth of his medication. I was so excited that he had finally received his medications. My client was so grateful for Kentucky Homeplace and all the work that was done to get his medications. It may have taken 2 months to get his medications, but with hard work, persistence and patience we were able to get his medicines.

Being a Community Health Worker gives me the opportunity to meet different people with different types of needs. One particular client comes to mind when writing our quarterly reports. This couple came to see me in desperation for assistance with dental extractions. This client has had severe pain and needed a tooth pulled but could not afford it. After obtaining consent and entering into database, I contacted the Director of People's Clinic and got her in to the Clinic that same day. They were pleased to have helped and got the client an appointment to get her extractions. She almost cried in tears because of all the dentists she went too and none would help without her paying them upfront. She is on a fixed income and could not afford to do pay the amount that the dentists were wanting. Nevertheless, People's Clinic and the dentist were able to assist her and get her teeth extracted.

A client called me to get an appointment for a home visit. This client is wheelchair-dependent and not able to make it from her home to my office. She needed assistance with a transport chair her insurance did not want to pay for the chair because she already had a wheel chair. After making my home visit and getting her consent, I immediately went to work on finding her a transport chair. In the meantime, while I was searching for her chair, the clinic donated a smaller wheel chair to use until I got hers. One thing about being a Community Health worker and there being so many of us, we work together as a team to help each one of our clients. I contacted the Kentucky Homeplace Community Health Workers and asked if anyone could help find me a transport chair. Immediately I got a response from another CHW worker and was able to find her a chair. It took about 1 week to get the chair to her, for it was traveling long distance to get to my office, but as a CHW team we were able to get this client a chair. After receiving the transport chair, I made another home visit and took the chair to her. She was so pleased to see that she was able to get one and that her sister could now lift the chair and help get her to place to place. Without the help of Community Health Workers and working together as a team, we would have many people who would do without these services. I am thankful to be a part of Kentucky Homeplace and reaching out to help and changing the lives of others.

I had a client come in to the office needing help getting glasses. During the interview I determined I could help him with getting free Diabetic Shoes. We discussed his condition and he stated he was in the gap on Medicare D and could not afford his insulin. I gave him forms to take to the doctor to get signed so he could get 4 months of free insulin that will save him around \$800.00. I was able to refer him to BSCAP to get home repairs to help him have lower electric bills this winter, he applied to get \$65.00 a month for 7 seven months out of year and a onetime payment on his electric bill of



\$125.00 to help with the heating cost. He was really thankful to me and said I just came in to get help with glasses and you were able to get several problems taken care of that I never expected.

I had a client to come in that didn't have a medical home. I was able to get her into a clinic that will help with her medical needs. She is working on getting into school to further her education and be able to get the training she needs to take care of herself. I have encouraged her to go back to school and gave her education of programs she can apply to get assistance. I referred to programs to help her with her housing problems and to help with getting a resume.

I met a client at Horizon Adult Daycare who was in great need for some new glasses. Her present glasses were taped together with clear tape. She told me she hadn't had a new pair in years because she just couldn't afford them. She was suffering from diabetes and heart disease. She didn't have any family that could help her and she attended the daycare for help every day. This lady is a very encouraging positive person and didn't complain about glasses, she just felt blessed to have the ones taped together. After submitting an application to Kentucky Vision Project she was approved and had her new glasses in a month. I went to the daycare a couple months later and she was so excited to show me her glasses and thank me. This is one reason I love my job.

A life changing event for more than fifteen families in Harlan County was called the "Hearing Mission". It was cosponsored by coach Calipari from the University of Kentucky and was held on August 28th. Hearing aids that cost thousands of dollars were to be given away free of charge. After countless hours of preparation, phone calls and emails, the event was scheduled and many KY Homeplace clients and their families made their way to Lexington aboard a chartered bus. I was so blessed to be asked to volunteer to ride the bus with my clients and be a part of this special day. There were many different emotions ranging from pure excitement to nervous tears as we made our way that Sunday morning. There are too many stories to tell all of them but several stick out in my mind such as: 1) a young lady hearing her three-year-old daughter say Mom for the first time, 2) an elderly gentleman that suffered abuse from a parent as a child and lost his hearing received hearing aids, and 3) a homeless man/coal miner/grandfather now able to hear his grandchildren. All lives changed. The impact on their lives and mine has been amazing and unforgettable.

This morning a man walked in my office says he had an appointment. After searching my schedule, I saw he did but it was much later in the day. I went ahead and saw him on the spot, he looked troubled and I didn't want the risk of him not coming back in. As we went through the interview, I find that he is a veteran and he does most of his medical through a local VA. He was here for dental assistance. He said after he left the military, he went through some troubled times. He was addicted to drugs and lost family/friends; he ended up living under a bridge just strung out for a few years. He said this is the reason his teeth are such a mess and he would just love to smile again. I told him that we would try to help him all that we possibly could. We found that Remote Area Medical (RAM) was going to be about two hours away very soon. I told him the process of RAM was first come, first serve. He was so excited to finally find somewhere that would help him so he could finally get past this stage in his life. I then told him that there was a local dentist that would fix him up a pair of dentures at a discounted price. He actually jumped out of his chair and started waving his arms, saying I could just hug you right now. He didn't know that there was anything like this out there that would help



him. VA had turned down his request for dental care because he wasn't 100% disabled. He went on talking about when he enlisted in the armed forces, he was told that when he returned home that he would be well taken care of for the rest of his life. He found that this wasn't the case and he had a very hard time dealing with it. I suggested a few counseling clinics in our area and told him if he needed anything at all to let me know. We shook hands and he left my office feeling much lighter than what he had been upon arrival. It is so hard sometimes to hear such hard luck stories this particular one will remain in my mind. He is 18 months clean and he even broke down a few times talking about his struggles that he has overcome. He said every day is hard, life is hard. I tried to encourage and hopefully, he will soon get his smile back.

An elderly client with early onset dementia came into my office referred from DCBS office. She had misplaced her EBT-food stamp card (however client stated she never had one). I called EBT services and ordered a new one for her and followed up to make sure she received it. During her visit, I asked her the last time she had been to see her PCP and she stated she couldn't remember. I took the liberty to call her PCP and receptionist stated she had missed her last 2 appointments. I went ahead and scheduled her doctor's appointment and informed client. Client stated she hadn't been going due to not being able to drive that far. I proceeded to tell her about our county's public transportation. She stated she didn't have enough money to pay for that. I called LKLP transportation and they informed me it would be \$5.00 for the trip to her doctor's office. When I mentioned this to client she was surprised that it would cost so little and stated "I can afford that". I scheduled the appointment for her to be picked up and made sure all information was given to transportation provider for pick up and destination. Also, followed up to make sure she kept her appointment.

Two clients made an office visit. They were referred by Medicaid – WellCare. Family of 2, below 100% FPL and reported paying rent from this. I'm awaiting a return call from KRCC to see if we can get them help with their rent payments. Male client needed help with dentures. He stated that he hadn't had any teeth for 13 years. I explained the denture program/process and made client an appointment. Clinic has a few months waiting list, which will give me some time to contact local churches/charities to see if I can get client help with paying the \$300 for dentures. Male client reports never being able to read and write. I offered to get him some help with this, but he refused and said it had been too long and that he's too old to learn now. I'm hoping the longer I work with him the more he will trust me and try to get some education and more preventive care scheduled. Client reports not having any transportation due to not being able to afford it (this is a work in progress). Female client reported very poor health, she mentioned being diagnosed as manic bipolar and schizophrenia as well as other health issues. I educated her on what I could do with the limited time frame we had. She agreed with follow up education. Also, provided clients with public transportation contact numbers, explained public transportation process and informed them if they needed me to schedule appointments for them to contact me. Clients were also referred to LIHEAP for utility assistance as well.

I had a former client of Kentucky Homeplace come to my office in need of assistance with their insulin. They had Medicare part D coverage for their medications but have now reached the gap. They were not aware that they could get help with their insulin since they had insurance. They had not gotten a letter from their Medicare D provider explaining they were in the gap. Their cost of insulin exceeded \$600 per month. They had reduced the amount of insulin they had been taking over half trying to make it last longer. We contacted their Medicare D provider and got an Explanation of Benefits letter faxed to me so we could show the Patient Assistance program they were in the gap and qualified for



coverage. We worked with the client's doctor office to supply samples to the client until they received help from the Pharmaceutical Company's Patient Assistance Program. The client will be able to receive medication for a year.

My client didn't have any insurance and had become disabled and was fighting with social security. She had previously worked in the school system and had good insurance, but once she was unable to work, she lost it. Her husband made decent money and of course by that, she was over the income for Medicaid. If you have a family to support, we all know where the priorities seem to be bills and utilities; food takes the majority of any budget, so she took care of family first. She came to me needing medications, I was able to get a couple of them for free and a couple of them through the online pharmacy cheaper for a 90-day supply for the two medicines than what she was paying for them at the local pharmacy for a 30-day supply. After she left, she called me back to inform me that she had a message from her disability lawyer, he said after their hearing that they had, the judge had decided that she would be getting her disability, so she was very happy. Update: One of the medications we were accessing for free was the EpiPens, she is highly allergic to bee stings, she had stopped in to do her fasting blood work at her doctor's office and ta-da, she had a package that came in for her and it was the EpiPens, she was so excited!

This quarter I had a husband and wife that came into my office to be able to get help with hearing aids. They are on a fixed income and could not afford the application fee to get help through Hear Now program. I was able to get them both an appointment in Ashland to have the hearing test and was able to get help with the hearing aid fee through Hear Now. They will both be able to get two hearing aids apiece for the price of one. They thanked Homeplace for helping them to be able to hear.

Client was referred to me by the local hospital. When he came into my office, he was so upset because he has just been discharged from the hospital and learned his medications was going to be \$380.00 which is almost half of his monthly income. He said he was already lying in the hospital wondering how he was ever going to be able to pay for his stay there. He had always been very healthy and only had Medicare insurance. I first tried to enroll him in benefind but it kicked me out so I printed him off that page to take to the DCBS office with a note from me with it. I called a different local pharmacy and talked to them and they are going to give him all of his meds for one month for \$66.00 until we find out if he gets QMB. I applied him for extra help while he was in the office. After this he went to the DCBS office to apply for QMB. While he was still there the lady from that office called and spoke with me. She thanked me for sending him with all of the stuff he needed to apply and said that she should get a notice of eligibility in the next 48 hours on him. She would keep him posted. Within the week he was back in my office with his approval letter for his QBM and was so happy!

I'll start out by saying we have several clients with lots of ends, but some of our clients would not be our clients if they had means to get a step up in life. In my area that door sort of opened for couple of my clients. I was able to contact several clients and tell them about a program they may qualify for. They just needed to come in and update their file or re-enroll because it had expired. Several clients came in and were approved for the program I told them about. The church in the next county over was granted a substantial amount of money for glasses, dentures and hearing aids for



people with low income. After going through my clients and deciding who really needed help, I was told that the program only wanted to help the neediest of needy so my first client was a new client. After first visit with this client, he was coming for help with glasses and meds, I asked if he would mind if I asked him how long he had been without his teeth? He said mam I have not had my teeth in so long I would not know how to act if I had teeth. I asked why he said that? He said I will never be able to afford teeth! I asked him, if there was a program anything like that, would he let me apply for him? He said yes but he never gets anything. He also said it won't do any good you're just wasting your time and paper. So we set out to apply for the program that offers help with paying for dentures and I called to check on them the next day. I told the nice lady that this client would never get his teeth if he is not approved because he lives paycheck to paycheck. She approved him right then and told me I could call and tell him he was approved. I told her no that it would mean more if she called and told him. Well, he called me right afterwards so excited and said if it was not for KHP he would have never got his glasses, free meds, or help getting new dentures. Now that he has all of this, maybe he can get well and get a job.

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