

*UNIVERSITY OF KENTUCKY*

*Kentucky Homeplace*

**July 1 – September 30, 2017  
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.

Photograph taken at Fish Pond Lake in Letcher County Kentucky courtesy of William Mace Baker

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# Kentucky Homeplace

During the third quarter of 2017, Kentucky Homeplace Community Health Workers (CHWs) have been very active in their respective communities ensuring that their clients have the knowledge, skills and items necessary to lead a fulfilling and productive life. The data collected in these reports is a direct measurement of the effectiveness of Kentucky Homeplace CHWs. Also, please take note of the “Actual Client Encounters” section as these stories give the data real meaning.

All Kentucky Homeplace CHWs and Connecting Kids to Coverage (CKTC) CHWs are currently certified as assistors. They are currently offering assistance with health coverage enrollment in the 30-county KHP service area and the 40-county CKTC service area.

The program serves 30 counties in the eastern portion of the state and is currently staffed with 22 full time CHWs. 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. The program continues to emphasize education/health coaching for clients on chronic disease management, healthier lifestyles and preventative care.

## *Quarterly Summary*

For the period July 1 – September 30, 2017, the CHWs provided services for 1,586 clients. CHWs logged 3,068 hours on care coordination activities with a service value of \$57,282, amount of medication accessed \$1,133,822 and other service values (not medications) accessed were \$515,342 for a combined total of \$1,706,446.

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 July – September 2017. If you wish to have a printed copy, please call 1-855-859-2374 or email me at [mace.baker@uky.edu](mailto:mace.baker@uky.edu).

Sincerely,



William Mace Baker, RN  
Director, Kentucky Homeplace Program



# Program Activities

July 1- September 30, 2017

## **Chronic Disease Self-Management (CDSMP), Walk with Ease (WWE) and DSMP update**

All CHWs with the exception of one new hire are currently trained as lay health leaders in CDSMP and WWE. Fall CDSMP workshops and Walk with Ease groups are currently underway in most counties in the service area with a few already completed.

## **Kentucky Association of Community Health Workers (KYACHW)**

- The majority of KHP staff attended the KYACHW Annual Conference on September 28<sup>th</sup> and 29<sup>th</sup> at Griffin Gate Resort

## **Community Engagement Activities**

The following is a sample of the types of events KHP CHWs have participated in during this quarter:

- SOAR conference
  - Back to school events
  - Diabetic shoe clinics
  - Interagency meetings
  - Tobacco work group meetings
  - FIVCO Veterans Expo
- (Please note this is a partial listing-all events attended are kept on record)

## **Professional Development**

- CHWs attending the 2<sup>nd</sup> Annual KYACHW conference were offered a variety of professional development opportunities (see KYACHW website for agenda)
- All CHWs attended a one day Patient Navigation training conducted by Dr. Mark Dignan

## **Research**

- Katherina Hamilton Floyd County CHW is working on a project with Highlands Regional Medical Center titled "Complex Care Clinic. It is study examining the effectiveness of CHWs in a clinic setting.
- Systematically Adapted Delivery of the Family Checkup in Underserved Communities  
Rita Owsley Knott County CHW is currently involved in a research project titled "Family Checkup and Everyday Parenting Interventions" with Christina Studts Ph.D, LCSW University of Kentucky College of Public Health.

## **CHW Trainings**

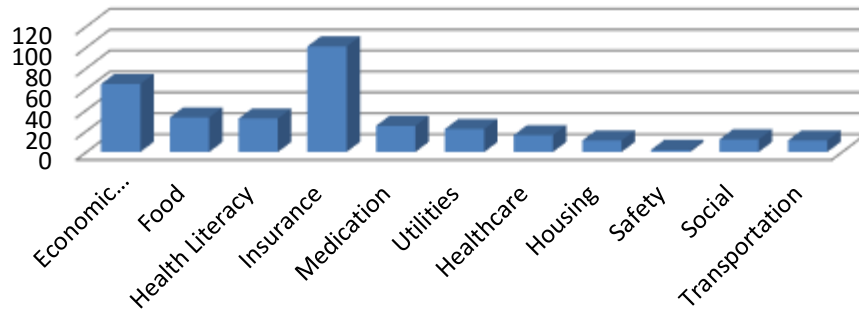
- Seven KHP CHWs were recertified in Heartsaver CPR
- Five KHP CHWs received Mental Health First Aid training
- Four CHWs received the two day Diabetes Self-Management crossover training (all but one newly hired employee are trained as lay leaders in DSMP).
- Three agencies are currently being scheduled to receive the four day KHP Community Health Worker training.

## **Other News**

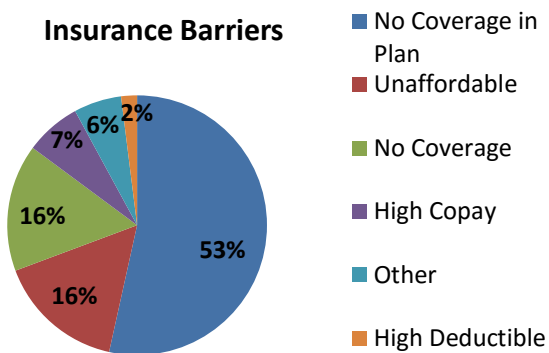
The vacancies in the Clay and Breathitt County have been filled. Kimberly Smith filled the position in the Clay County KHP office starting on August 7, 2017. Ladonna Young filled the Breathitt County position starting October 6, 2017



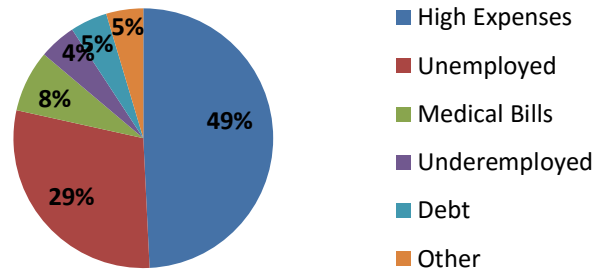
## SOCIAL DETERMINANTS OF HEALTH BARRIERS TO CARE 7/01/2017 - 9/30/2017



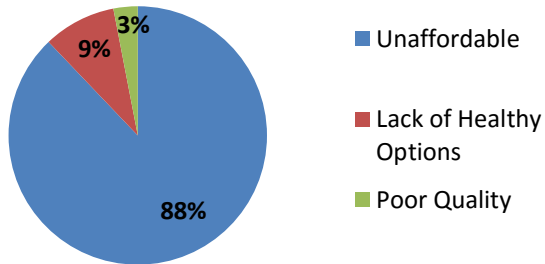
### Insurance Barriers



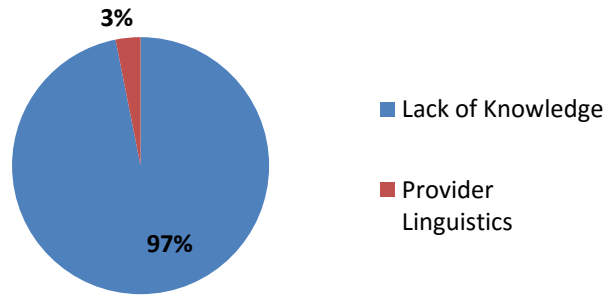
### Economic Instability Barriers



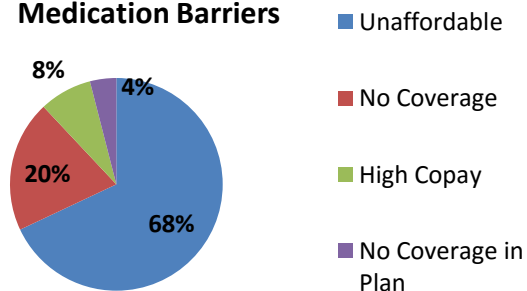
### Food Barriers



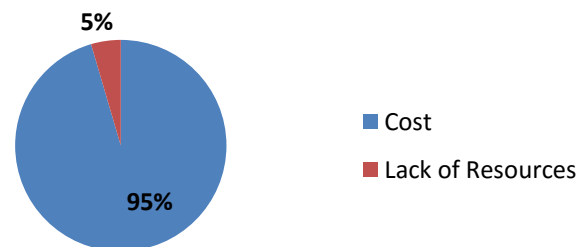
### Health Literacy Barriers



### Medication Barriers



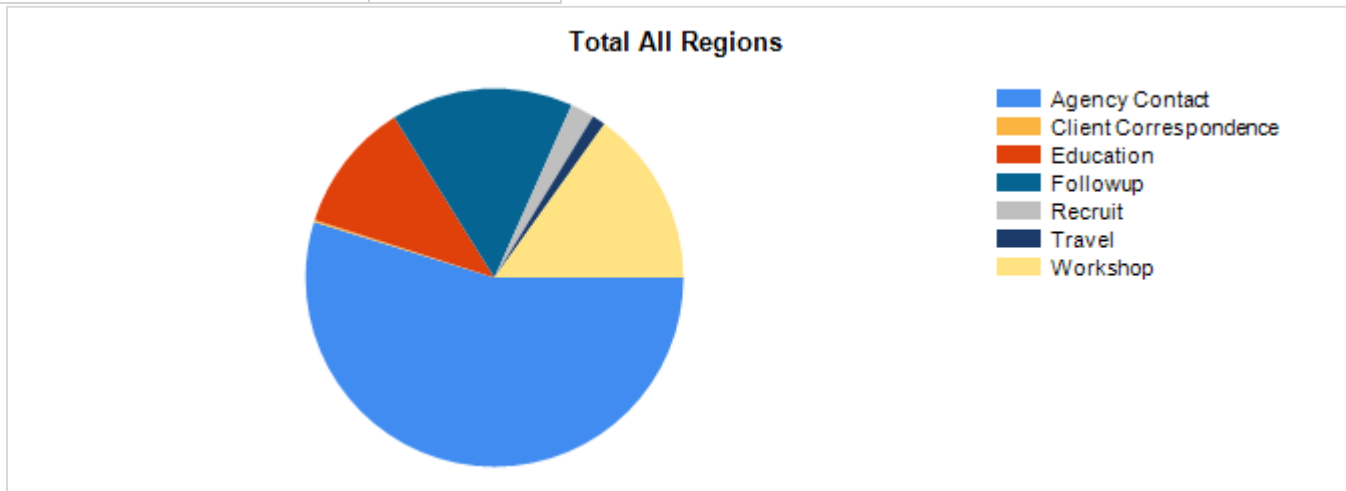
### Utilities Barriers



# Activity Summary

(Clients visited: 07/01/2017 – 09/30/2017)

Activity	CHW Hours
Agency Contact	1,680.18
Client Correspondence	5.33
Education	342.45
Followup	478.40
Recruit	63.12
Travel	35.25
Workshop	463.42
<b>Grand Total:</b>	<b>3,068.15</b>

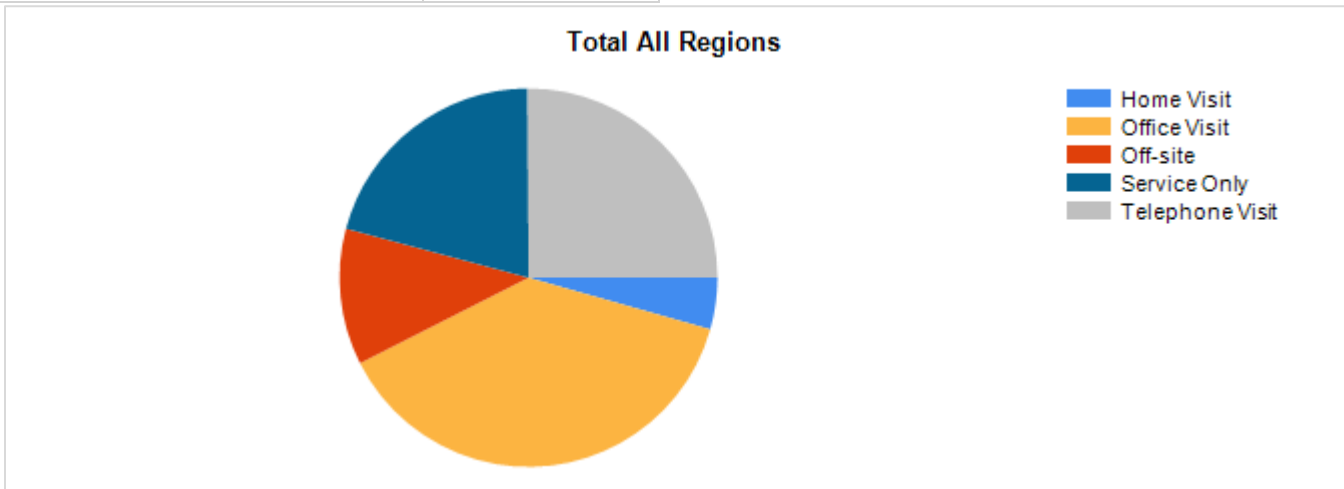


Total service value for 3,068.15 hours equals \$57,282.36

# Visit Summary

(Clients visited: 07/01/2017 – 09/30/2017)

Visit Type	Client Visits
Home Visit	158
Office Visit	1,365
Off-site	417
Service Only	743
Telephone Visit	898
<b>Grand Total:</b>	<b>3,581</b>

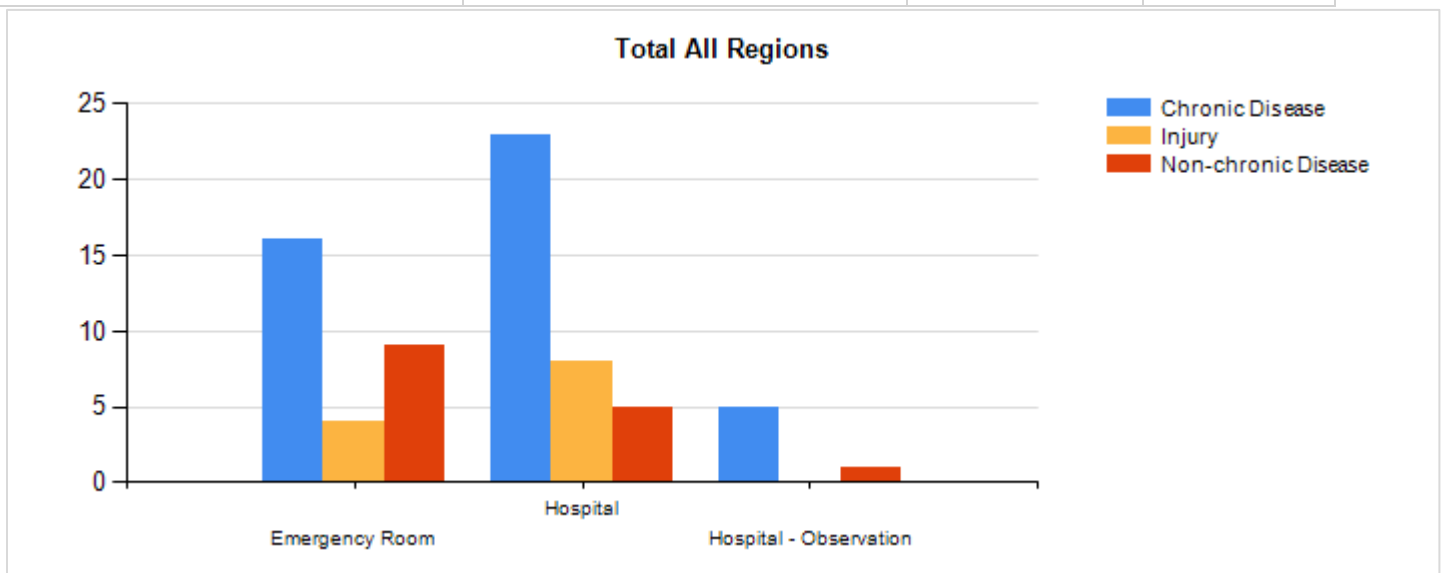


\* Service only involves any actions taken on behalf of the client while the client is not present.

# Hospital-ER Summary

(Clients visited: 07/01/2017 – 09/30/2017)

Episode Type	Reason	Episodes	Days Stay
Emergency Room	Chronic Disease	16	0
Hospital	Chronic Disease	23	98
Hospital - Observation	Chronic Disease	5	0
Emergency Room	Injury	4	0
Hospital	Injury	8	21
Emergency Room	Non-chronic Disease	9	0
Hospital	Non-chronic Disease	5	17
Hospital - Observation	Non-chronic Disease	1	0
<b>Grand Total:</b>		<b>71</b>	<b>136</b>

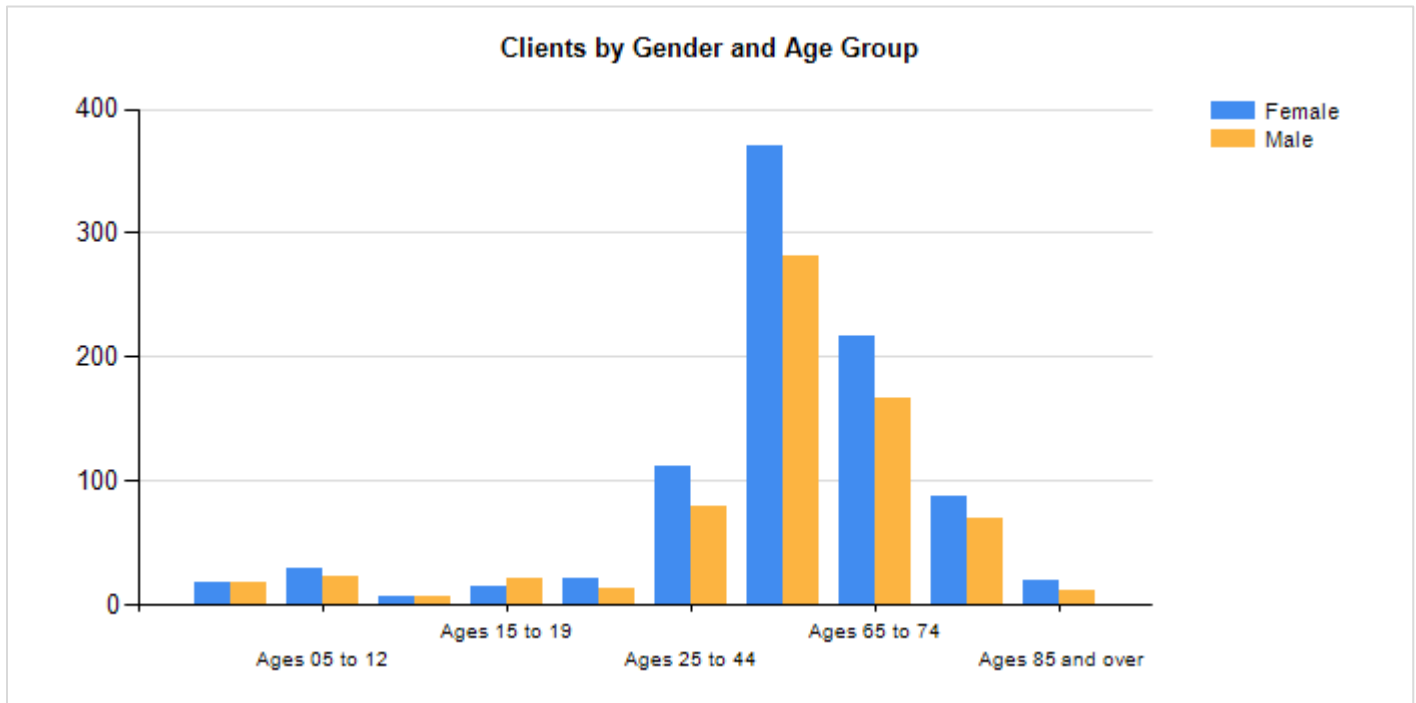




# Age Gender Summary

(Clients visited: 07/01/2017 – 09/30/2017)

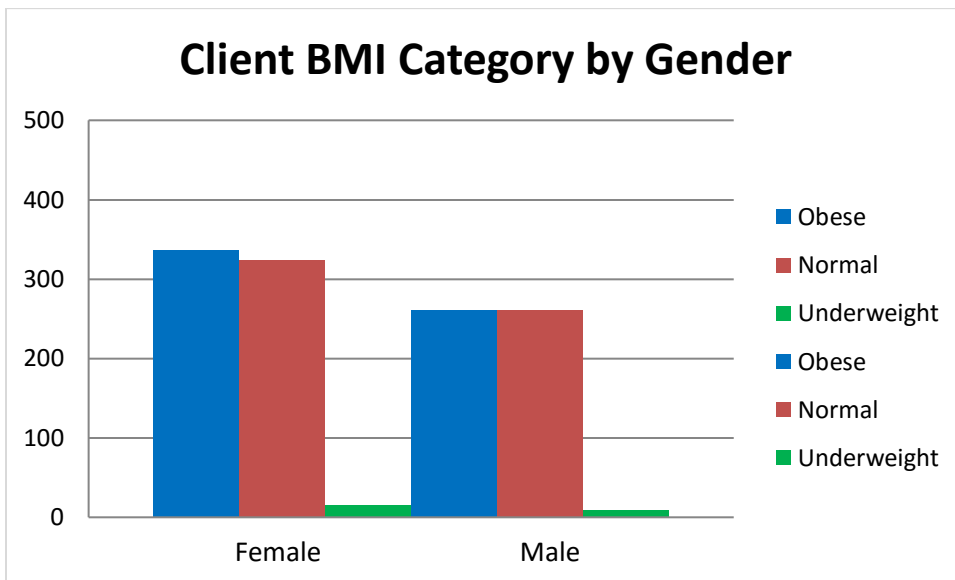
Age Group	Female	Male
Ages 00 to 04	18	18
Ages 05 to 12	29	23
Ages 13 to 14	6	6
Ages 15 to 19	14	21
Ages 20 to 24	21	13
Ages 25 to 44	112	80
Ages 45 to 64	371	282
Ages 65 to 74	217	166
Ages 75 to 84	88	70
Ages 85 and over	19	12



# BMI Category Summary

(Clients visited: 07/01/2017 – 09/30/2017)

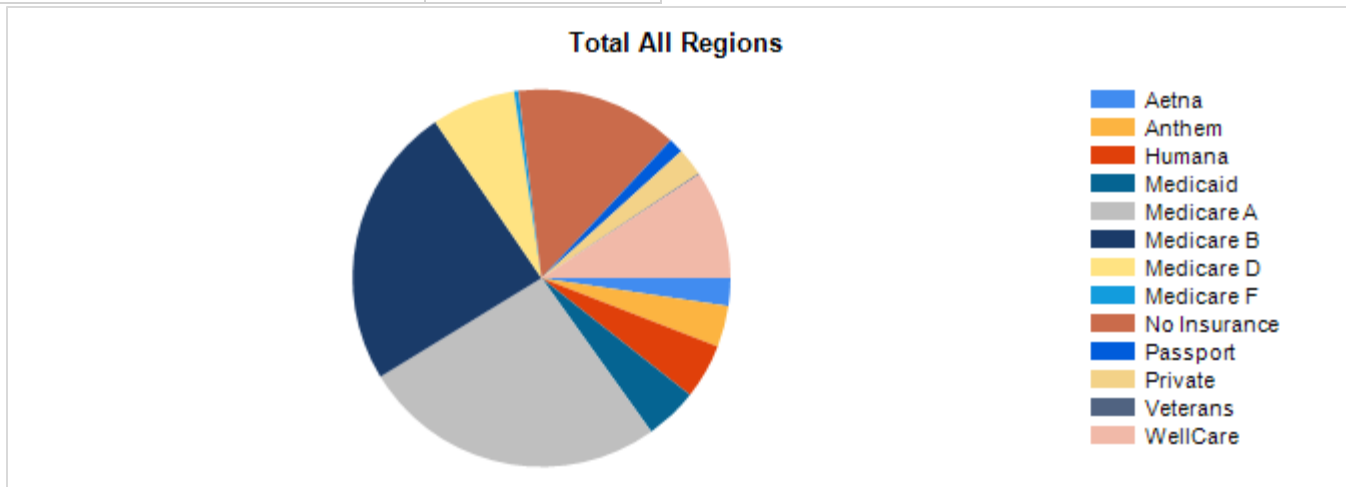
Gender	Bmi Category	Clients
Female	Obese	336
	Normal	323
	Underweight	15
	<b>Total:</b>	<b>674</b>
Male	Normal	260
	Obese	261
	Underweight	9
	<b>Total:</b>	<b>530</b>
	<b>Grand Total:</b>	<b>1,204</b>



# Insurance Summary

(Clients visited: 07/01/2017 – 09/30/2017)

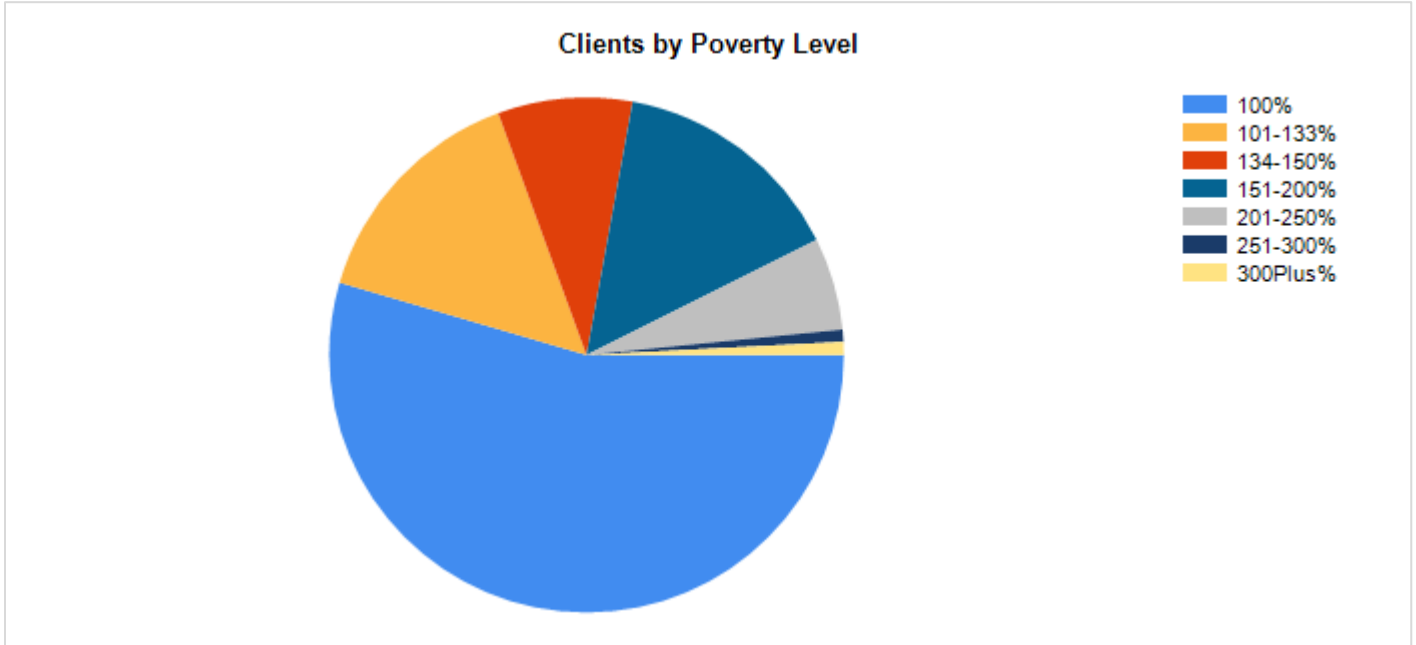
Insurance Type	Clients
Medicare A	694
Medicare B	644
No Insurance	370
WellCare	246
Medicare D	191
Humana	125
Medicaid	120
Anthem	94
Private	63
Aetna	63
Passport	34
Medicare F	10
Veterans	3



# Poverty Level Summary

(Clients visited: 07/01/2017 – 09/30/2017)

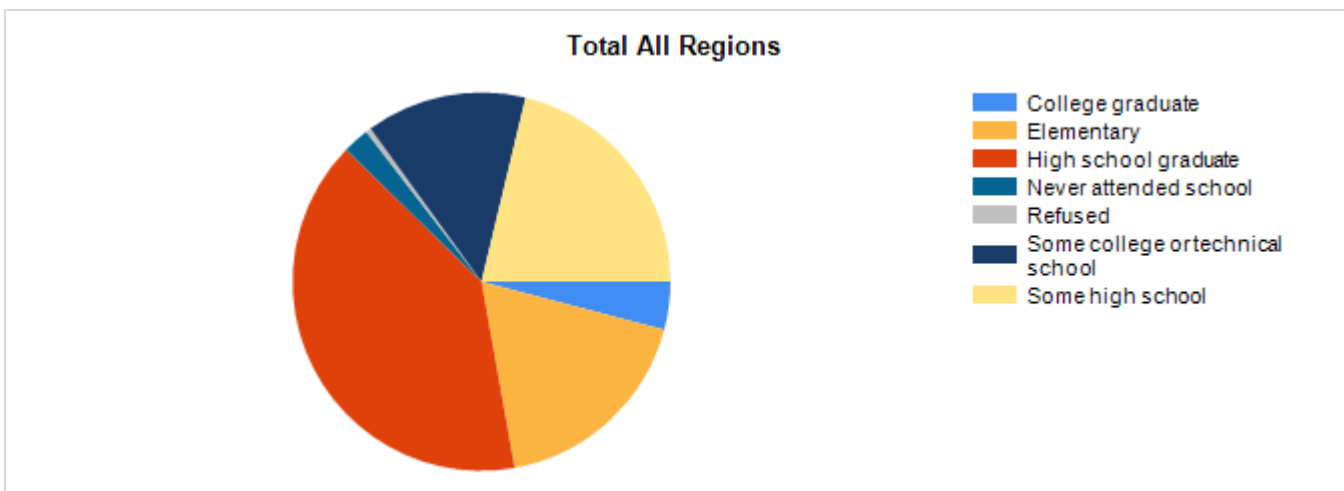
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	865	236	134	234	92	12	13	1,586



## Education Level Summary

(Clients visited: 07/01/2017 – 09/30/2017)

Education Level	Clients
Never attended school	36
Elementary	287
Some high school	337
High school graduate	636
Some college or technical school	218
College graduate	65
Refused	7
<b>Grand Total:</b>	<b>1,586</b>



## 2<sup>nd</sup> Annual Community Health Workers Conference held September 28, 2017 at the Griffin Gate Marriott in Lexington, Kentucky



Fran Feltner, Director UK Center of Excellence  
in Rural Health, with Community Health  
Workers attending conference



# Kentucky Homeplace

## 30 County Service Area

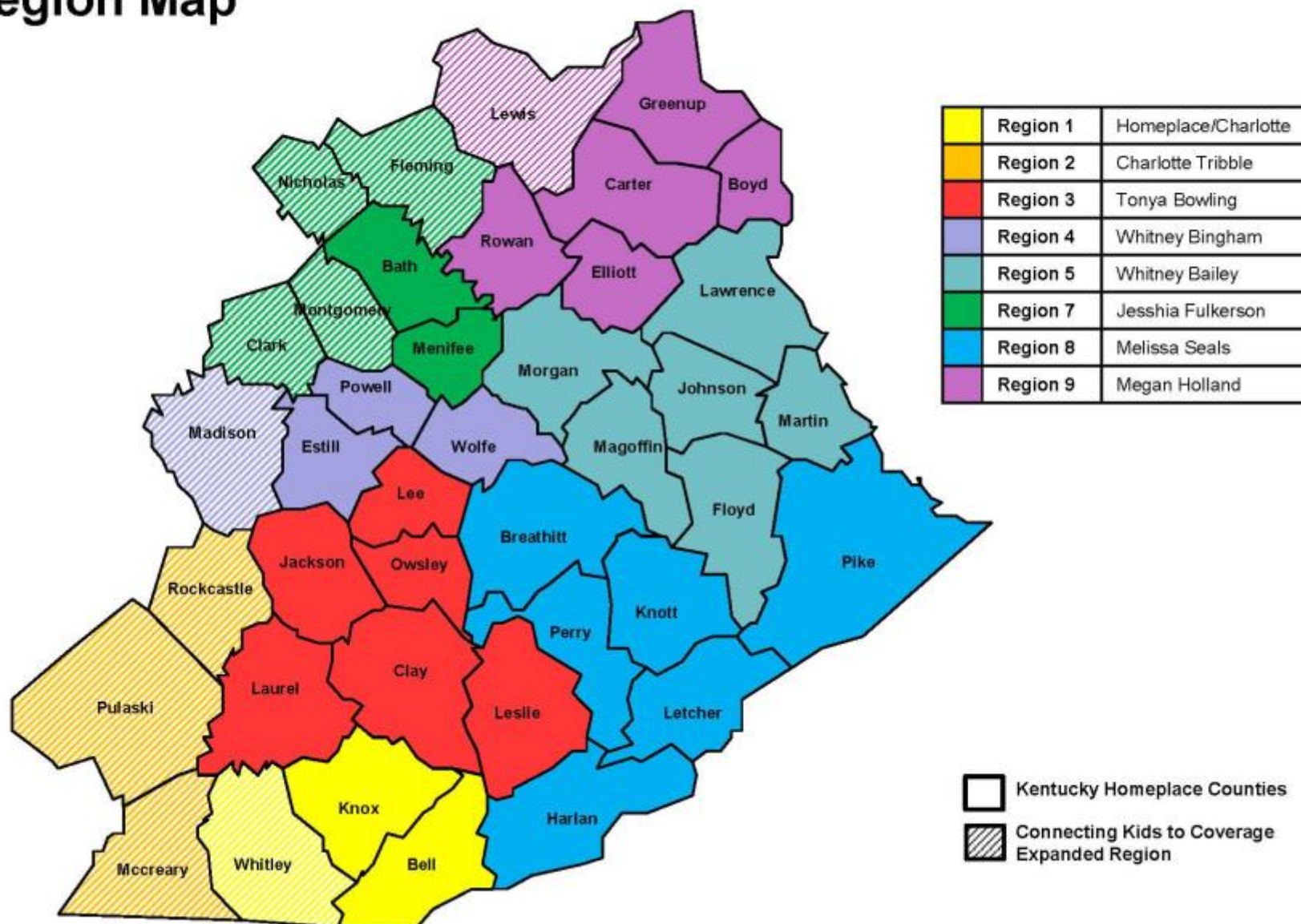


Central Office  
Mace Baker, Director  
750 Morton Blvd., Hazard, KY 41701  
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# Connecting Kids to Coverage Region Map





## Client Encounters

Actual Situations Encountered by Community Health Workers

July 1, 2017 – September 30, 2017

You never know what the next hurdle will be. A client of mine fell from a ladder and after a 14 day stay in UK Hospital, she was moved to our local nursing home for physical re-hab. A very active senior lady is now in a wheel chair with a crushed elbow, crushed wrist and broken heel bone. She is completely debilitated on her right side. The issue of clothing came up when she had to travel back to UK for another x-ray on her arm to see if the traction device could be removed, until now she has been in a hospital gown. The client's sister attempted to cut and pin her shirt and sweat pants, not a good idea. I spoke with her husband and I had already been looking online for clothing for people with disabilities and nothing seemed to be what she needed. I contacted the lady that runs a local fabric shop, she told me come in and bring a shirt and pants we would work out something. We did, she was able to cut the shirt and sew in Velcro under the arm and down the side to make it easy to put on and then she split the pants down the side and sewed Velcro along the outside leg seam so the client can get them on over the cast on her leg. The shop owner was thrilled, she said she had never thought of doing something like that, I was thrilled that now my client has clothes to wear to the doctor. The family is going to have her refit several more outfits because she will be wearing the cast for 9 more weeks. You never know what the next hurdle will be.

\*\*\*\*\*

A young man came into my office seeking assistance for eyeglasses. He said that one of the local agencies had referred him to Kentucky Homeplace. He was very embarrassed and asked if he could tell me why he was in such need. I told him that we don't judge anyone that comes through our office because we have all seen hard times. This client told me that he had dropped out of school and had driven a coal truck for years but once the coal business stopped he had trouble finding a job without a high school education. I was able to get him eyeglasses through a program very quickly, I also contacted Adult Education for him, and he will be able to receive a voucher to allow him to earn his GED at no cost to him



and even make money while working towards his GED. My client was so humbled and thankful that I could see the pride light up his face. He said he had never had to ask for help before and wasn't expecting to receive any help. He didn't know that so much was available and was truly grateful for what I had done for him.

\*\*\*\*\*

During this quarter, one client's story stands out the most to me. I have been assisting this client for several years during difficult moments in her life. She came into my office one day asking if I could assist her in finding a new home. The client and I began talking about some of the issues she was having while living at an assisted living apartment. She told me that all she wants is a yard that she could mow and enough ground to plant a garden. She said that she can't do that where she currently lives and this was causing her great depression. Not only did I assist my client in finding out her credit score but I also helped her create a budget to find out if she could afford a house payment. Once that was complete and the client was confident I contacted the housing authorities and went with the client to complete her application for a home loan.

\*\*\*\*\*

I had a lady come into my office at the end of June needing help with dentures; she had been without a decent fitting pair for quite a while. We were able to look at her income and find a clinic in Hazard that was an affordable option for her. In the course of the visit and learning about her health needs it was also determined that a pair of diabetic shoes would be beneficial for her, but she had never in the years of having them prescribed to her been able to afford the co-pay. I was able to offer her (since her deductible had been met) her diabetic shoes at no cost to her.

\*\*\*\*\*

At the beginning of August, I had a lady come in needing help with hearing aids; she was eligible for the Hear now program so we got her scheduled for a hearing screening. I helped her to get the required proofs of income together for the application, within the week she had brought everything back in and we were able to double check everything and get the application for hearing aids off in the

mail. It was also found that this lady while quite capable felt isolated a lot and stuck at home, so we managed to get her in contact with the senior citizens' center so the bus can pick her up at her home and bring her to the center a few times a week.

\*\*\*\*\*

A lady came into my office to get assistance with finding a home. We have a great number of homeless people in my county and this number is slowly rising. Our local homeless shelter can only hold so many people and this is only if they do not have any criminal history. My client was living out of her car and was staying here and there at friend's houses just so she can survive through the heat. My client was eligible to receive HUD assistance and had previously started a case but was not able to follow up with them. After making some phone calls to HUD, I was able to track down her case and follow up with her caseworker. They were in the process of getting her assistance but needed to set up an appointment time for her to finish her case. I was able to get this set up for her and my client made her appointment. It has been a task to find rental property available that is HUD approved but after some time, my client was able to find some property. Soon she will be moving into her home. While we wait to get her into the new home, I will be assisting my client on finding a bed and some free furniture.

\*\*\*\*\*

A gentleman came to see me about getting assistance with glasses. He had told me he lost his license and was going back to take the written test. Without the glasses, he was not able to see the written test. I applied to Kentucky Vision Program and was able to get him assistance with glasses. After speaking with my client, I noticed he had other needs that needed to be addressed. My client was out of food and only draws \$10 on SNAP benefits. I called around my community and was able to get him an appointment on Friday with a local church that does the food pantry. This was going to be a couple days away so I asked for assistance from our free clinic. The Free clinic in my county was able to help my client get some food to last until Friday. He was very grateful for all our help and will be going soon to apply for his license.

An elderly woman comes in who is a widow with one income. She needs hearing aids desperately. She went to a hearing provider and they confirmed that she indeed needed hearing aids and then told her the cost would be over \$5000. There was no way that she could pay this. I called Hear now and got her pre-approved and then called her hearing provider and got a copy of her audiology report so she didn't have to pay that fee again. I set her up an appointment with a hearing provider that would work with hear now. She went for her appointment and then brought back her application and money order for \$250 for her hearing aid set. She is now waiting for them to come in! She was so thankful that she will be able to hear again.

\*\*\*\*\*

A lady had lost her Medicaid due to an income increase but said that insurance was just unaffordable at this time (including Market Place) but she was on a medication that she couldn't go without. I looked up the medication and found a program where she could get her medication for \$25 for a three-month supply! Medicare Part D patients are in the coverage gap. I have so many clients that are now in the Donut hole. Many of these are diabetics and need insulin to live. These clients are unable to pay anywhere from 500.00 to 1000.00 dollars a month for insulin only. I just served today a client that had an A1C of 10 last March and today his A1C number is seven. Little by little his number is going down; he says it is in part to education he receives from Kentucky Homeplace. We offer education and inspiration to keep eating right and taking those extra steps.

\*\*\*\*\*

I had an elderly man come into my office needing assistance with his doctor and hospital bills. He had recently been in the hospital for several days with no insurance and the bills were way beyond what he could afford. He had been a farmer his entire life and when he became sick he was not able to farm anymore. He had no income coming in and was falling behind on several bills. After doing further research, I realized he was over the age to be getting Social Security, which he would be able to draw a check and get Medicare for insurance. He had no idea he was eligible. We called the Social Security office while he was in my office and set him up for an appointment to go in and sign up. They made his

appointment for the following week. He needed to take his birth certificate with him to his appointment and he had no idea where it was. So we then called Frankfort about how he could get a birth certificate before his appointment. They said he was able to come in and get one same day. He was completely shocked on how quick the process was going and could not believe that he didn't know he could get social security. The following week after his appointment, he stopped in my office very excited that he had been approved and would start getting money within a month. Just a couple days later he called me and he had already received back payment for all the time he should have been getting social security. He was able to catch up on some of his bills. We were also able to get him a medical card to pay on his doctors and hospital bills where he went with no income. They back paid 3 months for him. The outcome on this client was amazing and I am so happy that I was able to help him.

\*\*\*\*\*

I had a grandmother that was raising three of her grandchildren call my office needing help with getting new glasses. She had already had an eye exam but could not afford to get new glasses. She had a small child that had many health issues and was not able to leave the home so I set up a home visit. A few days later I visited her home to enroll her into the program. Once I got to the home I knew that the need was there. It had been several years since she was able to get a new pair of glasses. She had the glasses taped together on several areas. I explained to her about the program we have for Lens Crafters. I was able to refer her to get her glasses at no cost to her. She called me a couple weeks later and had gotten her glasses. She was very happy with the friendly service she had received with KY Homeplace and at Lens Crafters.

\*\*\*\*\*

This quarter I got a referral from a clinic, the patient was having problems with her A1C and even though she was eating healthy and exercising her A1C was still 9.6. I went out to do a home visit with her, we went over some education "Tips to Help You Feel Better and Stay Healthy" we also talked about meal planning and portion size, and calorie intake. After we talked and went over everything she said she learned more by just me talking and going over everything slowly and that she

could understand better the way I explained it. She called to follow up with me this month and her A1C is now a seven. She said it is slowly coming down and she will continue to follow her diet and exercise.

\*\*\*\*\*

I received a call from a young man that was homeless along with his girlfriend and needed help with housing. I was able to call LKLP Perry County Outreach program and set up an appointment with a worker, they needed clothing so I made a call to a local church that donated them each a bag full of clothes. They followed up with me last week and they were able to stay with a friend until their housing is available in a few weeks.

\*\*\*\*\*

I had a client come into get help with hearing aids. This client had tried several different places to get hearing aids and had no luck. I helped her to get her Hear Now application filled out and get an appointment with the Audiology Associates here in town. We are currently waiting on her hearing aids to arrive. I also had a client that came into get help with glasses. She had no insurance that would help her get glasses. I contacted Kentucky Vision to send an application and was able to get her glasses.

\*\*\*\*\*

A client came in for help with medications, has insurance but not to help with glasses and dental. While doing the assessment I asked the client about his insurance and drug coverage. He said he always just kept what Medicare gave him. He said he could not afford it but Medicare picked the plan so he thought he had to keep it, all his meds were covered so why change. It was easy Medicare did it for him and he did not do anything he had the Extra Help and he still could not afford it. What was he to do? He said we was getting bills now that he never got before but he never had to go to the doctor until now either. He thought that his insurance was for prescriptions and doctor bills the other 20%. He had a bill with him and he asked if I could help him understand it. I called the doctor's office due to him stating that the office personal quoted him a fee and the bill was another. The woman there told me that Medicare did not cover as much as

they had expected and he was responsible for the balance. When asked about his secondary cover, she explained that he did not have a secondary she had called and verified his coverage. This is the same insurance that he thought he had been paying for and has been only for a (Medicare Part D). I explained to the client what she had said about his insurance, and that the bill has to be paid but he could apply for their program to get help. I asked him how much he paid and he said around \$150 plus month. I told him we could call Medicare and compare cost on plans due to the fact that he thought we was paying for Medicare supplement with part D. My client decided to change insurance plans to one that has no deductible and low cost monthly payment in order to cover generic meds that KHP cannot get and then when open enrollment starts come back to KHP and look over supplemental coverage to cover any and all future bills he might have. The money saved from the part D insurance will help pay for this....

\*\*\*\*\*

A lady scheduled an appointment for eyeglasses. When she came in, her son came in with her. Upon interviewing her, in conversation, she mentioned that her son didn't have insurance. Of course, I asked why and she said he was supposed to have it, but never did get it. After finishing with my client, I enrolled her son into Homeplace so I could assist him. He was currently enrolled into Medicaid; the problem was his managed care organization that was chosen for him at the time of his initial enrollment. They had put him into a plan that wasn't accepted at his doctor. He wanted to change this carrier and being outside of enrollment time he had to have a reason that way would approve or wait until the open enrollment. We submitted the required information to change his MCO and we are currently awaiting their decision.

\*\*\*\*\*

A blind man was referred by provider needing assistance with transportation, cane and any other assistive technology plus his Medicaid was charging him copays he couldn't afford. I was able to get client a cane (Medicaid covered completely), was able to get his Medicaid MCO changed to one with no copays. Client mentioned he was losing his furniture, I worked with a rental company and was able to get furniture bills where they were affordable since he is on a limited

income of \$736.00 (in which he pays rent & utilities out of this). Client wasn't able to afford food since bills were taking all of his income so I called local church and got client 2 food boxes over the months' time. I am currently working on getting client set up with a service (dog) and client is very happy.

\*\*\*\*\*

An elderly client was referred from home health needing hearing aids. The home health nurse stated client is on dialysis 3 times a week and needs hearing aids before she can qualify for a kidney transplant. Client is living on a fixed income of SSI (\$737.00) a month and pays rent and utilities out of this. I was able to contact Hear Now and have processing fee of hearing aid waived and client has gotten her hearing evaluation and should be receiving her hearing aids anytime. Client is very thankful and ready for the transplant list.

\*\*\*\*\*

A man that had seen one my flyers contacted me about getting help with glasses. He had recently lost his job and needed to pass a driving test for new employment. He had been unable to afford glasses and was nearing the deadline for his test. We set him up a same day appointment and were able to get his glasses in 7 days.

\*\*\*\*\*

I had a referral from a local mental health agency. The client was in need of dentures. Her case manager came with her into my office for an appointment to set up time for me to help her get these at a discounted cost. While in my office we began talking and I found out they were about to drive 45 minutes away to get her 2 pair of glasses for \$75. I paused for a minute and asked her if she already had her prescription for an eye exam? She said that yes she did, so I was then able to save her a trip to the eye doctor and let her order her glasses through another company that day. The client was overjoyed that this was saving gas money and time for that day. It was all because we were just having normal conversation and this came up about the rest of her day.



My client is 73 years old. Her daughter was concerned about her hearing and told me it had been over 10 years since she had her hearing checked and asked if we could get her a hearing evaluation. After taking her information, we talked about hearing aids and the program through Hear Now. I was able to get her an appointment with a local ENT. He was able to give her an extensive hearing evaluation and found that she had significant hearing loss in both ears. We filled out her Hear Now application. I set an appointment with Lexington Hearing and Speech Center. She is now finished with all her appointments. Her application is approved through Hear Now. She says she is so thankful. Also, through this same appointment, she learned of our Walk With Ease program. She joined the class and is walking with friends now and enjoying conversation again. She says she had not realized how much she missed visiting with her friends and is now very active again in her senior citizens programs.

## Kentucky Homeplace Administration

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