

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**October 1 – December 31, 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 Laurel Gorge in Elliott County Kentucky courtesy of Janet Kegley

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Kentucky Homeplace

During the fourth quarter of 2017, Kentucky Homeplace Community Health Workers (CHWs) have been working diligently with their clients conducting Chronic Disease Self-Management (CDSMP) workshops and the Walk with Ease (WWE) program in the communities they serve. From July 1, 2017 a total of 10 CDSMP workshops were conducted with 144 attending at least one session and 118 completers (attended at least four sessions). The CHWs recruited 168 participants into the Walk with Ease programs.

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

From January 1, 2017 thru December 31, 2017, the Connecting Kids to Coverage and Homeplace CHWs have assisted 2,009 individuals, both children and adults in new enrollments, renewals and at times referrals to the Cabinet for Health and Family Services. Kentucky Homeplace CHWs also help clients enroll into the marketplace insurances when they need assistance.

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 October 1 – December 31, 2017, the CHWs provided services for 1,945 clients. CHWs logged 4,878 hours on care coordination activities with a service value of \$91,074, amount of medication accessed \$1,354,444 and other service values (not medications) accessed were \$669,271 for a combined total of \$2,114,789.

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 2017. 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



Program Activities

October 1- December 31, 2017

Kentucky Association of Community Health Workers (KYACHW)

- November 27, KYACHW Executive board meeting conducted
- Board Meeting scheduled for February 19 in Elizabethtown, KY
- March 22nd statewide meeting (Location to be determined)

Community Engagement Activities

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

This past quarter the CHWs have attended: “In the Know Night”, Breast Cancer Seminar, a Community Outreach Dinner for the Homeless, Prenatal Day at the Estill County Health Department, Gateway Wellness Coalition, Bath County Wellness Coalition, the Rowan County Lung Health Fair, “HAT Community Health Improvement Planning Session meeting”, National Diabetes Day at June Buchanan Clinic, Kenny’s Kids Christmas Event and the Gateway District Cancer Council meeting. Several CHWs held Diabetes Shoe clinics in their respective counties. They also collaborated with other agencies to distribute food baskets to those in need of food. The CHWs attended numerous health fairs and events to promote the program and to inform the communities of Homeplace services.

Connecting Kids to Coverage (CKTC) CHWs attended the FRYSC-Fall Institute/Conference 2017 in Lexington and the Fleming county Veterans Program.

Professional Development

Upcoming: Training will be provided by KY Cancer Consortium at March 22nd statewide CHW meeting (topic to be determined).

CHW Trainings

October 4th Five KHP CHWs attended CPR training.

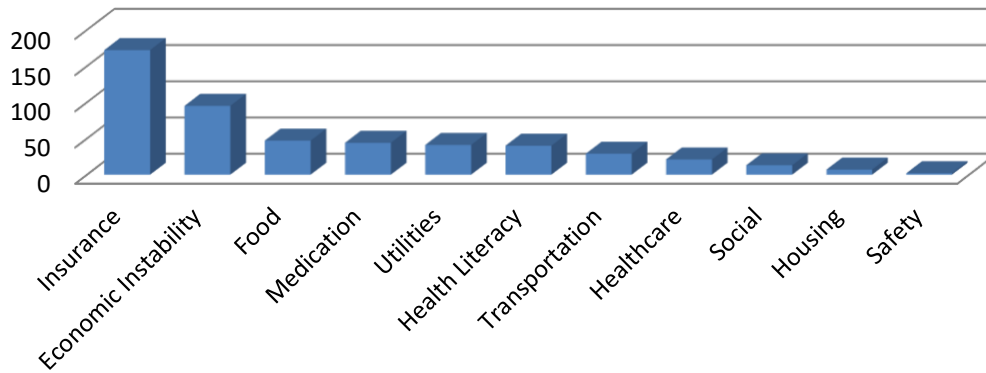
October 9-12 a four-day CHW training was conduct with two newly hired CHWs and one external CHW.

Other News

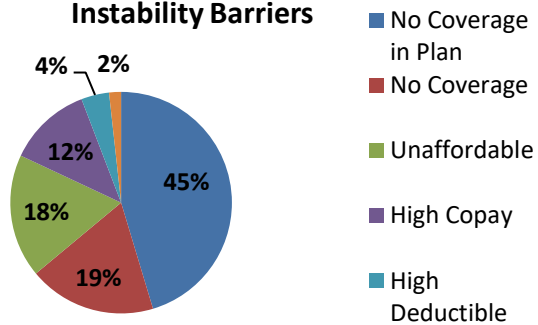
A vacancy currently exists in the Greenup and Boyd County offices.



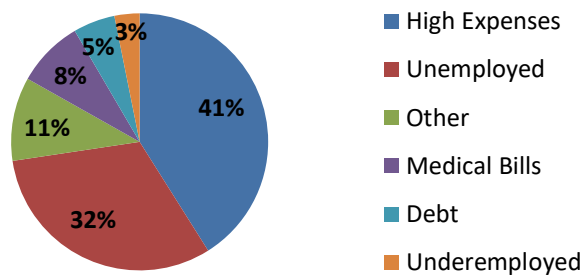
SOCIAL DETERMINANTS OF HEALTH BARRIERS TO CARE 10/01/2017 - 12/31/2017



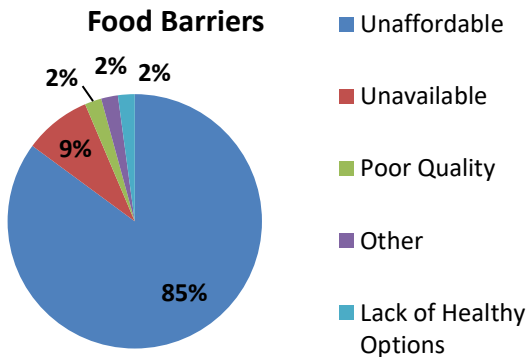
Insurance Instability Barriers



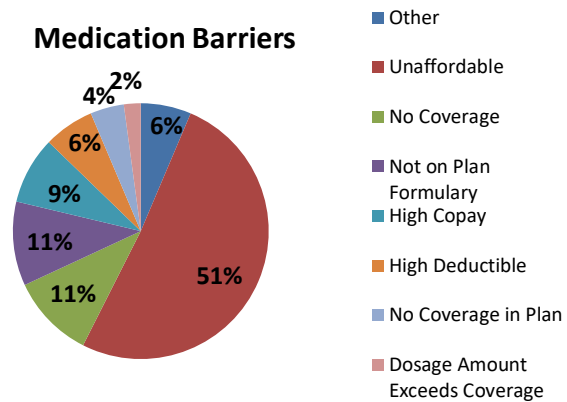
Economic Instability Barriers



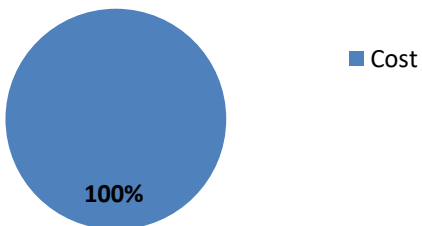
Food Barriers



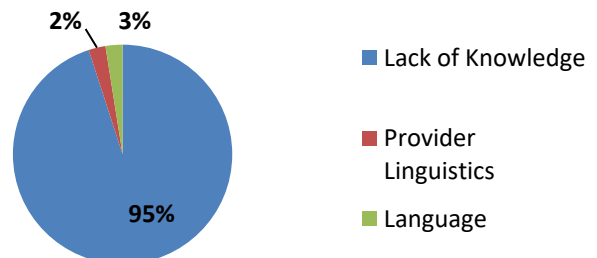
Medication Barriers



Utilities Barriers



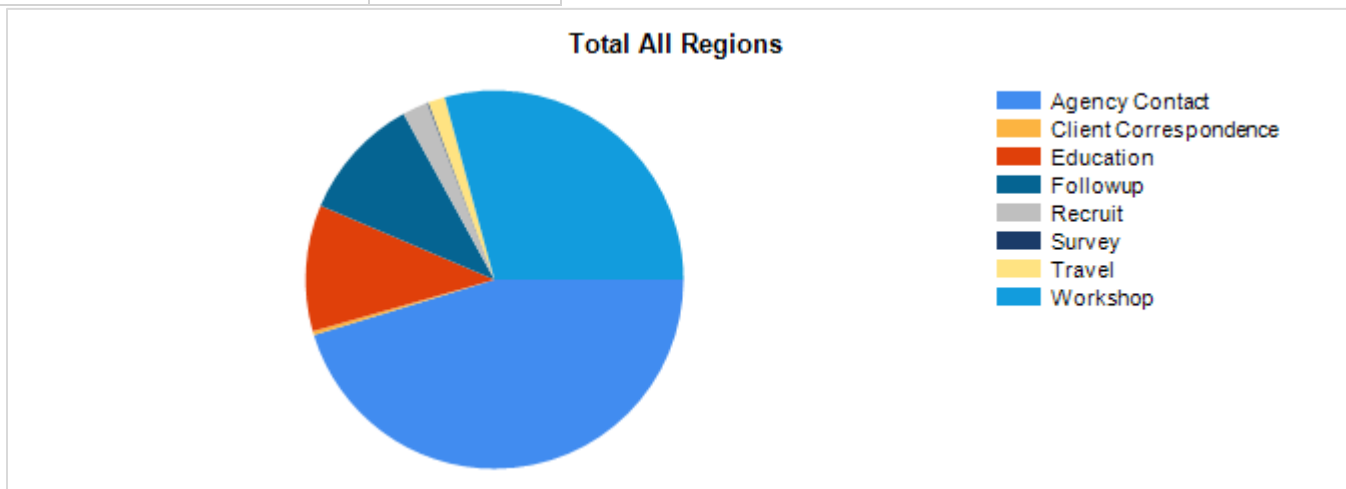
Health Literacy



Activity Summary

(Clients visited: 10/01/2017 – 12/31/2017)

Activity	CHW Hours
Agency Contact	2,208.18
Client Correspondence	16.25
Education	527.02
Followup	517.17
Recruit	107.55
Survey	5.50
Travel	70.22
Workshop	1,426.45
Grand Total:	4,878.33

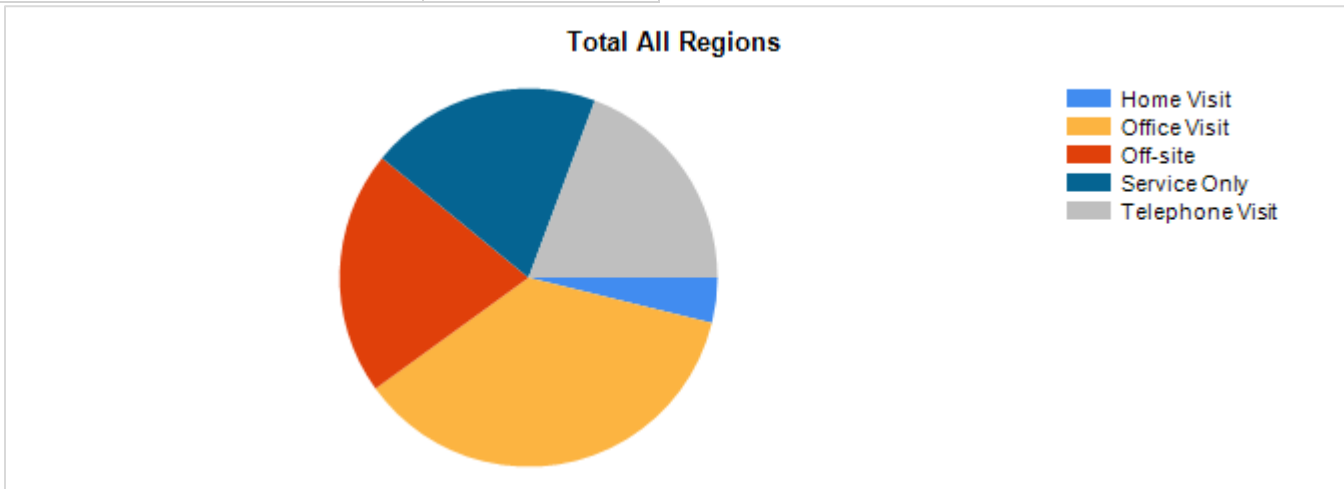


Total service value for 4,878.33 hours equals \$91,078.42

Visit Summary

(Clients visited: 10/01/2017 – 12/31/2017)

Visit Type	Client Visits
Home Visit	183
Office Visit	1,716
Off-site	990
Service Only	941
Telephone Visit	915
Grand Total:	4,745

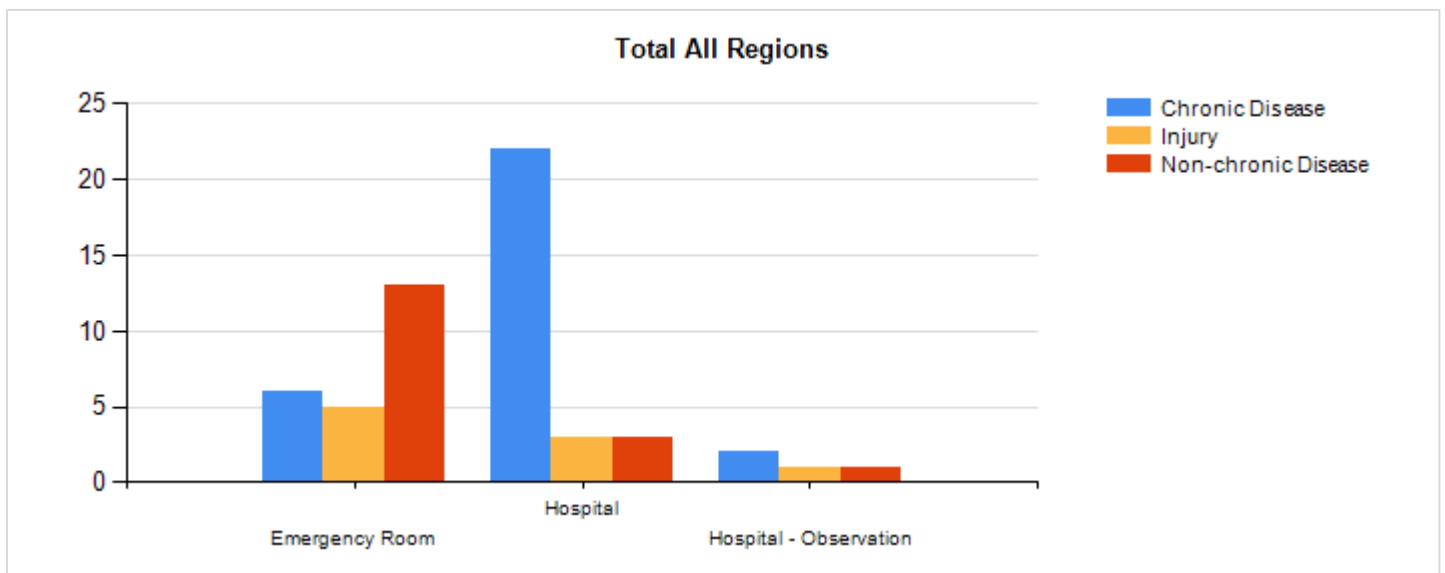


* Service only involves any actions taken on behalf of the client while the client is not present.

Hospital-ER Summary

(Clients visited: 10/01/2017 – 12/31/2017)

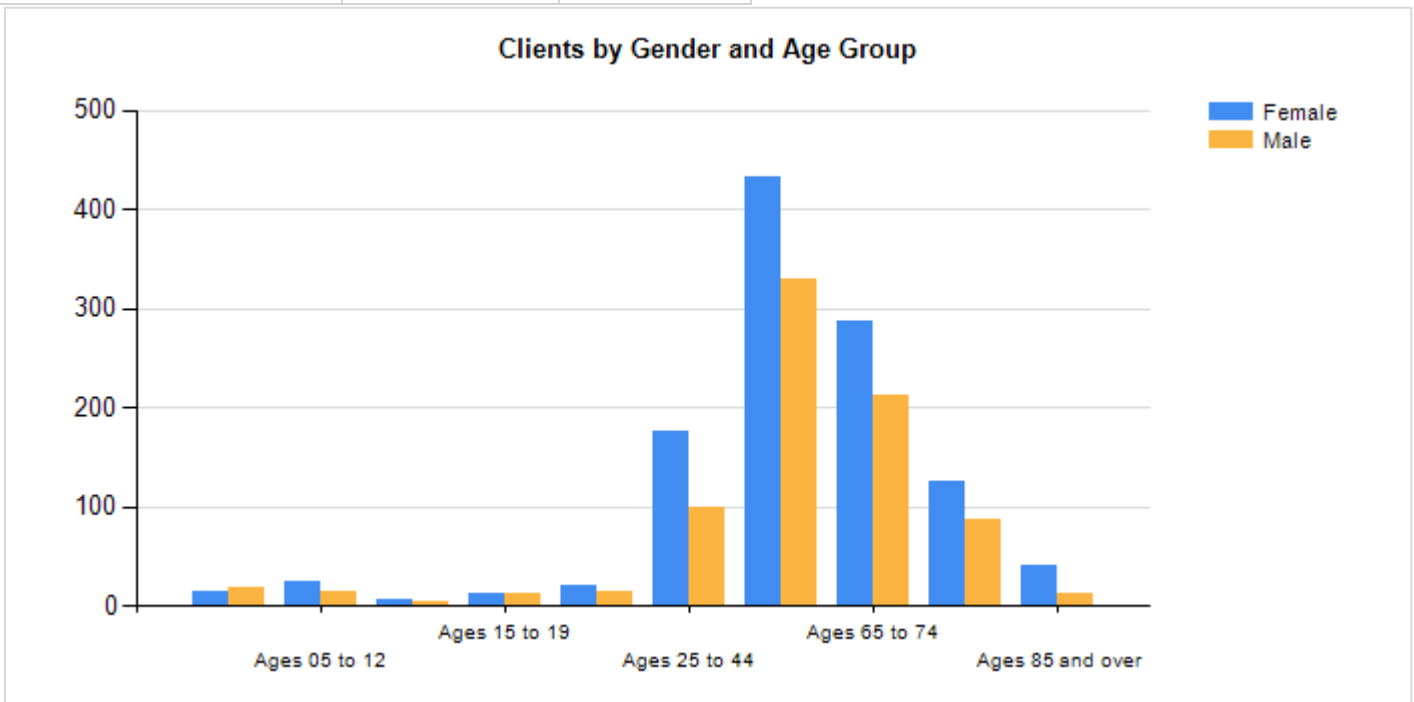
Episode Type	Reason	Episodes	Days Stay
Emergency Room	Chronic Disease	6	0
Hospital	Chronic Disease	22	126
Hospital - Observation	Chronic Disease	2	0
Emergency Room	Injury	5	0
Hospital	Injury	3	13
Hospital - Observation	Injury	1	0
Emergency Room	Non-chronic Disease	13	0
Hospital	Non-chronic Disease	3	9
Hospital - Observation	Non-chronic Disease	1	0
Grand Total:		56	148



Age Gender Summary

(Clients visited: 10/01/2017 – 12/31/2017)

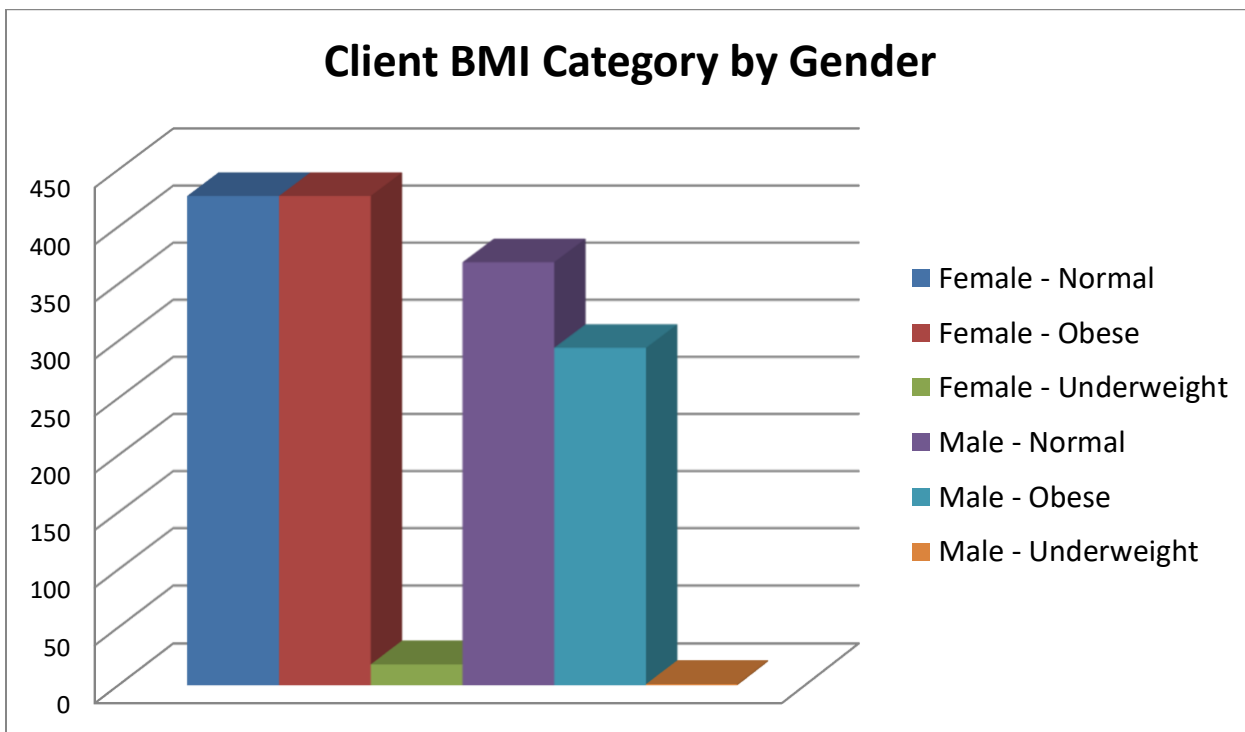
Age Group	Female	Male
Ages 00 to 04	15	18
Ages 05 to 12	25	15
Ages 13 to 14	6	4
Ages 15 to 19	13	13
Ages 20 to 24	20	15
Ages 25 to 44	176	100
Ages 45 to 64	432	330
Ages 65 to 74	286	212
Ages 75 to 84	126	86
Ages 85 and over	41	12



BMI Category Summary

(Clients visited: 10/01/2017 – 12/31/2017)

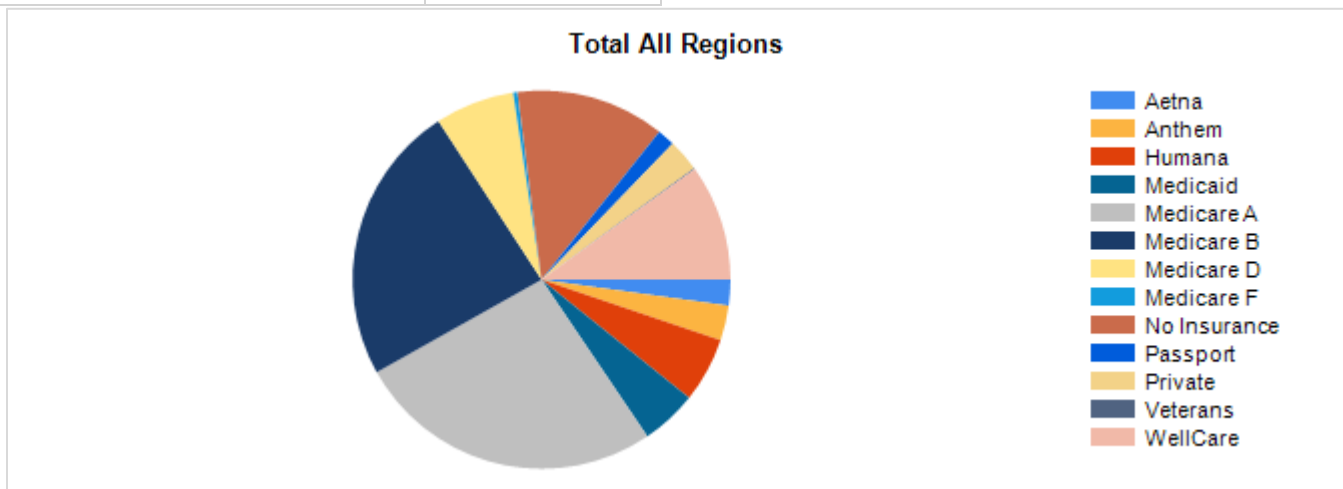
Gender	BMI Category	Clients
Female	Normal	427
	Obese	427
	Underweight	18
	Total:	872
Male	Normal	369
	Obese	294
	Underweight	1
	Total:	664
	Grand Total:	1,536



Insurance Summary

(Clients visited: 10/01/2017 – 12/31/2017)

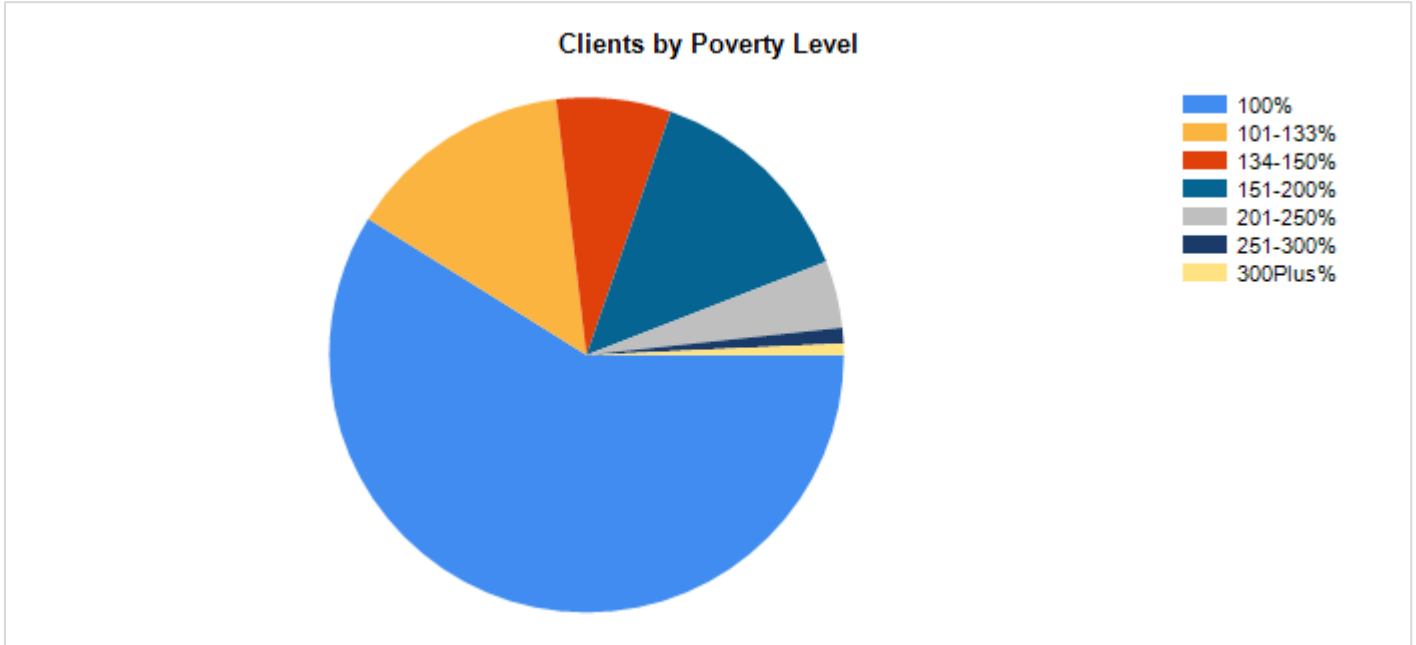
Insurance Type	Clients
Medicare A	861
Medicare B	783
No Insurance	417
WellCare	325
Medicare D	222
Humana	181
Medicaid	157
Anthem	98
Private	90
Aetna	72
Passport	49
Medicare F	12
Veterans	3



Poverty Level Summary

(Clients visited: 10/01/2017 – 12/31/2017)

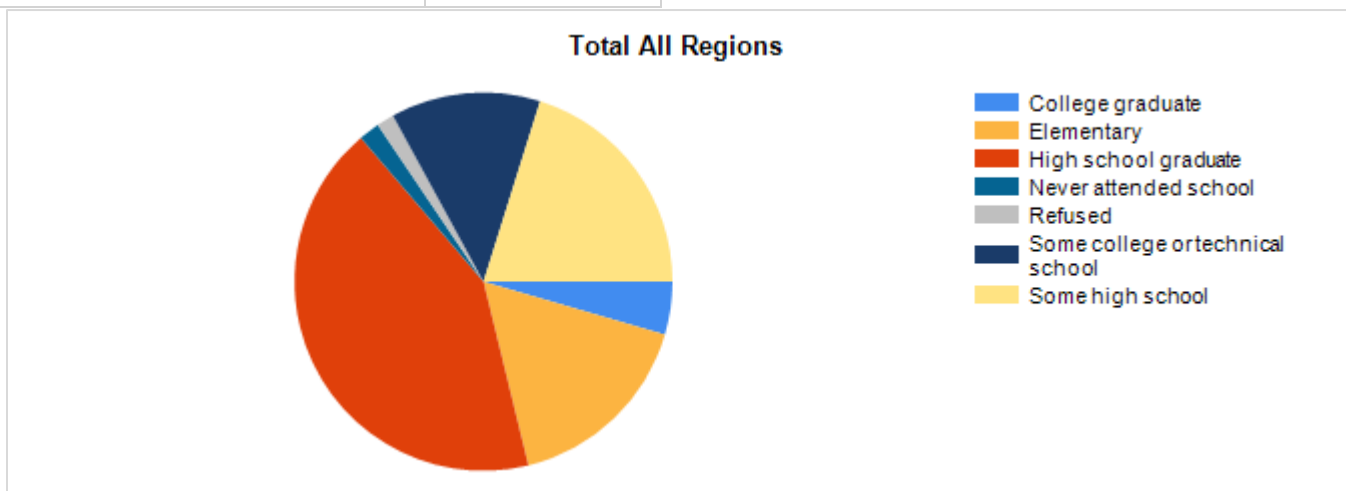
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	1,145	277	140	268	82	19	14	1,945



Education Level Summary

(Clients visited: 10/01/2017 – 12/31/2017)

Education Level	Clients
Never attended school	35
Elementary	324
Some high school	392
High school graduate	828
Some college or technical school	249
College graduate	88
Refused	29
Grand Total:	1,945





Walk With Ease by Elizabeth Smith
Senior Citizen's Center in Carter County
November 2017

Around the Clock Fall Institute/Conference
Whitney Bingham and Jesshia Fulkerson
November 2017



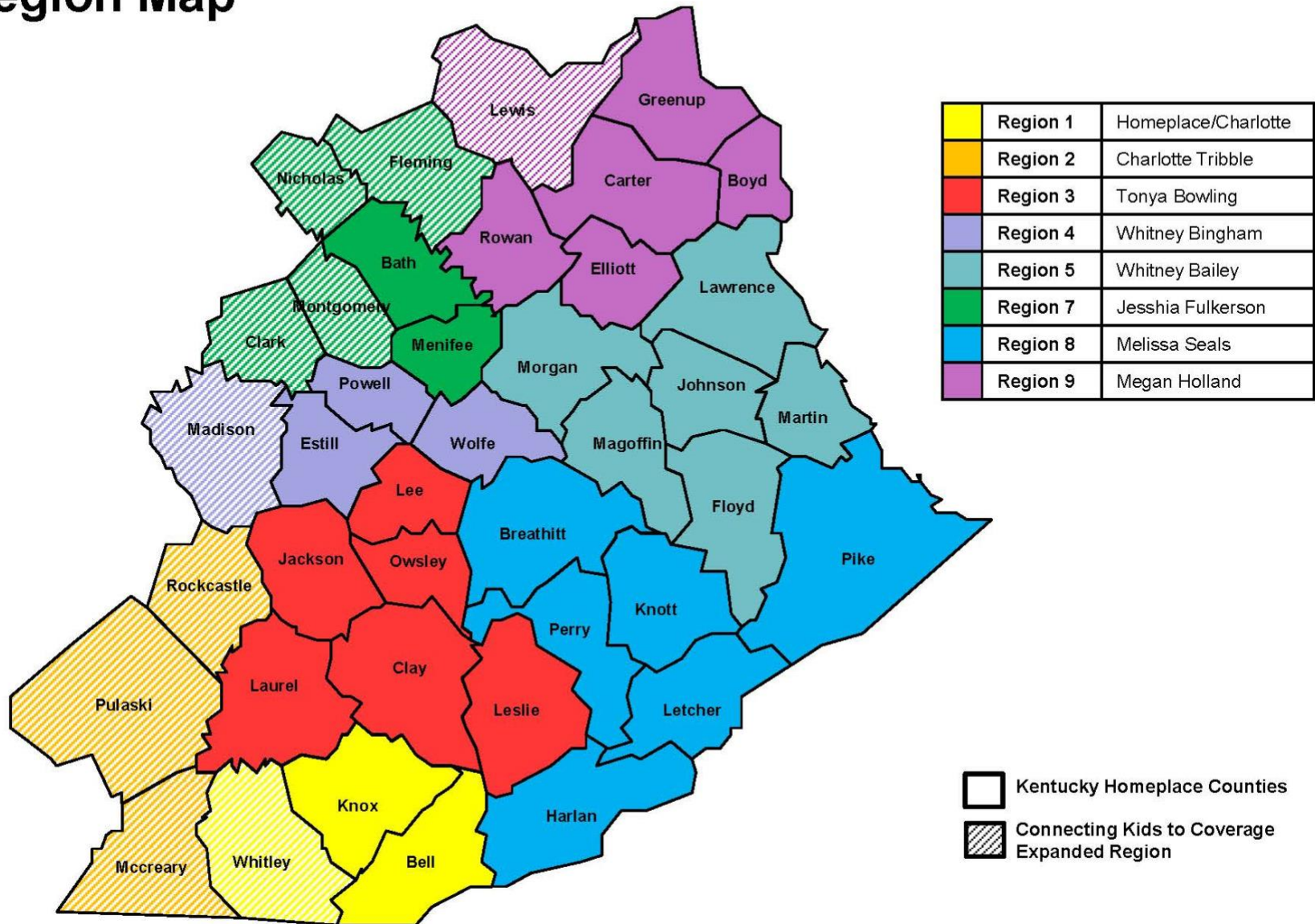
30 County Service Area



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, 2017 – December 31, 2017

1. During a recent Chronic Disease Self-Management (CDSMP) class, I came to the realization that Clients not only receive information and techniques to help control their disease but also improve their mental stability by interacting with other group members, discussing personal situations, and become aware that they are not alone with their daily struggles. One Client finished our 6-week class with a more positive attitude about living a healthy life. She revealed the emotional struggles due to pain when acting out activities of daily living. The breathing exercises and relaxation techniques helped her to manage her pain, which had a positive effect on her blood pressure. If every Client walks away from a 6-week course with one exercise or activity that aids them in controlling their Chronic Disease I feel the class is an important success.
2. I had a client come in needing help with Marketplace insurance. I helped him with his account and scanned in several items that needed sent in to confirm identification, eligibility and price. After looking at several plans and explaining the premium tax credit to him, he is now enrolled in a plan and gets a little more than \$300.00 off his premium with the credit. He was very thankful and said that if it had not been for me that he would have just been without because he did not understand how to enroll and for sure would not have known about the tax credit to save on the monthly expense.
3. I had a client come as a referral from DCBS office. She needed assistance with Medicare D. She said her premium was going up and wanted to see if there was one that would be more affordable for her since she is on a fixed income. I assisted her in selecting a plan that was not only cheaper but also covered better as well. My client left extremely thankful for our services.
4. An elderly lady and was having trouble controlling her blood sugar primarily due to the fact that she was unable to afford her insulin every month so she was trying to ration it and ended up in and out of the hospital because of this. Finally a care coordinator at the clinic she was being treated at got in contact with me and told me about the situation, I contacted the client and her daughter and got her set up in the Kentucky Homeplace program and was able to get her insulin problem taken care of.
5. An MCO contacted me one day because they had a client that was in need of a shower chair, and unfortunately they are unable to help with things like that and they wanted to see if I could help. They gave me the client's information and I ended up needing to do a home visit for this particular client. During the visit I also discovered that the client more than anything wanted and needed a set of dentures. I got her set up with an appointment to get low cost dentures at

a clinic in a nearby town (I arranged for transportation) and I was able to call upon another Community Health Worker to get the shower chair.

6. With my office being located in the county courthouse I seem to have quick access to services that are needed desperately by my clients. A man in a wheelchair came to my office, told me his story of being confined to a wheelchair and barring a miracle, for the rest of his life. He had just received a settlement from disability and was awarded back pay with which he bought a small house just out of town so that he is close to his doctor and the kids are close to school. It took all he had to buy the property and house and now he needs a ramp so that he can get from the vehicle into the house.

While trying to figure out the who, what, when and how, that I was going to get a ramp built for this client one of the county road crew employees came in the office to speak to the client since they now are neighbors. My client told the employee/neighbor what we were working on.

I enrolled the client and told him I would be in contact with him as soon as I could find someone willing to build the ramp. I called the Catholic Church to see if Habitat for Humanity could help, as our Sister there is also on the Habitat for Humanity board, she told me that they could supply the materials if I could find someone to build it. Before I could hang up the phone that neighbor/county employee came to tell me he had talked to some of the other county crew employees and they are going to build the ramp after work hours. In 2 days, my client had the ramp he needed.

7. A gentleman came to my office, and in his hand he had a notebook, he asked if he could talk with me about his situation. He told me he had been to one of the local churches and had showed them what he needed to save his house from going into foreclosure. He said they told him flat No, there was no way they could help him. Now, I know the people at this church he went to see, and I could tell by the tone of his voice there was a communication barrier and I understand that small and large churches are stretched to their limits on how much they can help. Families and individuals alike are struggling to make it.

I enrolled him as a client and explained that I would do all I could to help him. He showed me his budget and told me about his problems paying for everything; he said he was fine until he had to go in the hospital and" that blew everything up". He has a lot of debt but told me that his main concern was saving his home. He has been making payments on it for 24 years and in six more years, it will be his. I called the mortgage company, which is FHA through USDA, an entity I have worked with before. When I spoke with the financial assistant she said she could not directly help my client but there was an agency that they contracted through that would be able to help him. I took the local area office number and called them; the assistant there took my client's information and made an appointment to call him for the next week to get all his information.

Today, my client came to the office to tell me that he had talked with the agency and they were able to negotiate a plan to help him save his house because he has equity in his home he was able to use that equity to borrow the amount he owes and catch up the payments that are behind and also lower his monthly payments from now until the end of the loan to make it easier on him. He was thrilled to say the least!

8. Today as I worked in the office, filing charts, removing old ones and answering the phone and greeting people as they came in. I was approached by one of the volleyball team moms, she is working on the annual Thanksgiving Dinner project. Last year this project cooked, packaged and delivered 300 meals to needy, homeless, elderly and lonely people of our county. This year their goal is to reach out to 500 people. The supplies have already been donated and everything is in place, except they wanted to involve Kentucky Homeplace this year. She asked me to make a list of deserving people that I have helped over the past year. The volleyball team will load and along with community leaders and the sheriff's office, deliver the meals. There are several goals that they hope to reach with this project. One, being reach out to the poorest of the poor at Thanksgiving. Two, letting our older people know they have not been forgotten and lastly three being, showing the young volleyball team our county. Some of them have never traveled to the outlying areas of the county; all they know is their little part of the world. We have rich and we have poor, we have hard working and we have lazy, we have disabled and we have able, we have drug problems and we have people working hard to fight this awful problem. Most of all we have loving and kind people, people that still wave when they meet you on the road. People that speak to you or shake your hand at the grocery store. Even people that still hug, not only with their arms but also with their hearts. We are Eastern Kentucky!

9. This quarter has been very rewarding when it comes to seeing great outcomes with the clients that we serve. I began working with one client in particular about 8 months ago when she came into my office for information regarding insurance assistances.

After meeting with this client, several times I began to talk to the client about her issues with her breathing and overall poor health. I discussed with her several options to help her stop smoking and began educating her about the overall health benefits of not smoking. I assisted her in completing the application and worked with her family doctor to get her some medication to help aid her in her efforts to quit.

This week the client returned to my office just to give me a hug and thank me for helping her break a 57 year habit that she had fought on her own for years but never made it more than a few hours before she gave in. She has now been smoke free for almost 7 months. She gives thanks to KY Homeplace for given her the confidences, education, and guidance she needed in helping her quit.

10. This quarter I assisted a 46-year-old mechanic with health insurance. This client came into my office seeking assistances in lowering his monthly insurance premium. The client had

purchased private health insurances when he was 18 years old but with each passing year his premium increased even though his income did not.

When the client came into my office I noticed that he only received \$300.00 per week income and that he has been paying \$653.18 per month to have health insurance. The client brought in a letter from his insurance provider informing him that as of January 2018 his premium would be increasing again and that his out of pocket cost each month would be \$763.37.

After going through our core screening with him, I noticed that the client was not currently up to date on any physicals, labs, or preventative screenings. I asked the client how long it had been since he had been to a doctor and he told me that he had not seen a doctor in 5+ years. While the client was in my office, I took his blood pressure and it was 184/132, the client informed me that he could not afford to go to the doctor because of the co-pays and deductible.

After only a few minutes I was able to get the client approved for Medicaid and backdated starting the first of the month with the current plan reimbursing his premium payment for the month of November. This client did not come into my office seeking a hand out or anything free. He was only trying to find affordable health insurance and had no clue about expanded Medicaid services. This client has now given me permission to schedule any doctor's appointments and is truly humbled and thankful by the assistances that he has received today.

11. I had a lady call into the office needing assistance with ostomy supplies. Her insurance had quit paying for them and she could not afford to pay out of pocket. She was already on a tight budget and didn't know what she was going to do. She was on her last ostomy bag and ostomy barrier, so I went ahead and saw her that day to see what assistance we could find. When she got into the office, she explained that she had been using tape to hold ostomy bag on because it wasn't the correct size but was the only thing she had to use. She was so afraid of possible infection because of reusing the bags. I started calling different places in the community to see what supplies we could find. Finally, after several attempts we found what she needed. The free clinic in the area had just received a large amount of ostomy supplies in the week before and they were the exact size she needed. She was able to pick them up that same day.

12. I received a call from a gentleman that had been referred to me by his friend that had received assistance with hearing aids. I scheduled him and he came in to see what I was able to do for him. He needed assistance with an eye exam, glasses and hearing aids. He had already had a hearing test done and was told he needed hearing aids, but he knew there was no way he could afford them with the quote that he had received earlier that month. He met the guidelines for the program for hearing aids at reduced cost, so we completed the application process and mailed it in. A couple weeks later, he received his approval letter and was able to go pick up his hearing aids. He was very happy with them and was able to hear much better. I

then set him up for an eye exam with a place that was running a special that month and he was able to receive his glasses at no cost with a referral letter from me.

13. I had a call from a husband and wife that needed to meet with me as soon as possible. They did not have transportation to come in to the office, so I did a home visit with them. The husband had been having terrible tooth pain for a while and was needing to have them removed but didn't have dental insurance. I was able to get him approved through a sliding scale at the dental office right in the town that he lived in. Because of their income he was able to get all his teeth removed at no cost to them with the sliding scale. He has since had his tenth removed and is waiting to heal for me to assist him with dentures at reduced cost to him. The wife was needing assistance with an upper denture and eye exam and glasses. I called and scheduled her with the dentist to get an upper denture at a reduced cost to her. She has received her denture and is very happy with her new smile. I set her up for an eye exam with a place that was running a great special on eye exams. Once she received her eye exam I was able to send her with a referral letter to get her glasses. I was able to help them with several things that would not have been possible without the resources I was able to find for them.

14. I have encountered several elderly people that don't know they may be eligible for help with their Medicare premiums. They live on a very limited income and having that extra money to many is another week of groceries. Most are so grateful for any help they receive.

15. This quarter I got a call from a client that I have helped with several things in the past. He called and was very upset and needed an appointment to come in, I told him I was free after 2:00 and he said he would leave work to come. Walking in I could tell he was very upset and could not sit down, after a while he told me that he and his wife (who has health issues) were facing eviction and had nowhere to go. Therefore, I started going through all the resources available to him. I contacted the Occupancy Specialist at government housing and she told me that usually the wait is 1-2 years but if he came and got the application and scheduled an appointment with her within 24 hours that she would do an emergency placement. He went straight and got the application, filled it out in the car while he talked to me over the phone to help with any questions he would have and his application was completed. He made the appointment she scheduled and was able to get housing that next day. In addition, another local agency helped with deposit.

16. I got a referral from a local agency, the young woman needed glasses but also needed a resource for baby clothes etc.... I was able to help her with glasses and she was so excited because she had not had new ones in 4 years. After I finished the application for glasses, I then called a local church that has a baby giveaway once a month, while talking to the young woman at the church she informed me that they also give away car seats, high chairs, toys, diapers, wipes, and toddler clothes. My client was placed on the list and starting January 1, she will receive a gift box once a month from the church.

17. A gentleman from a local rehabilitation center called me needing information on Kentucky Homeplace. He had a person that needed assistance with hearing aids. The young man was out of work and had no income to pay for his hearing aids. After meeting the young man, he begins to tell his story. He felt very disconnected from the rest of the group because he does have hearing issues. He has had this hearing issue for most his life and has struggled to fit in. I was able to get him enrolled into a hearing aid assistance program and get him an appointment to see an audiologist. I called and spoke to a person at this program and gave them a brief explanation as to why the man could not pay for his hearing aids. I am hoping that with these hearing aids he will be able to live a more normal life and move toward a better way of living. Hear Now asked that I send a letter explaining the clients situation and they would try to waive the fees. My client was in tears. He said he had no idea of how he was ever going to be able to afford hearing aids without assistance from everyone involved. I was so thankful that everyone, including myself, was able to assist this young man. We are currently waiting to see how everything goes with his hearing aids and if he will continue to make positive changes and continue to travel down the right path. I am looking forward to following up with this client

18. I had a client call about getting some medication; they could not get out to come to my office because he is in very bad health. I got to his house started asking questions and gathering what I needed for the company. It stated he had to spend at least \$600 out of pocket before he would qualify. Therefore, I asked how much he had spent out of pocket this year. He handed me a statement from his insurance company, 4,689.00 for the year of 2017 and the year was not even over yet. He paid over \$600 in January; I was able to get three of his most expensive medications taken care of for him and save him some money.

19. I got a call from the doctor's office about a diabetic client who could not afford her insulin. Therefore, I made her an appointment and went over some things with her. We looked online and figured out she did not have extra help but she qualified for it. Therefore, we started the application process and applied for extra help. She came back into my office a month later with letters from social security. One said denied and one said approved, so we went back online to figure out what exactly all of that meant. She actually was approved for partial extra help, 25%, which made her very happy because anything helps. She brought in a check and asked what it meant; when I read over it, she got back over \$100 from her insurance company for medications she had paid out of pocket for. She was so happy to have even just a little extra help.

20. I recently had a client call me knowing that he may be in need of some help but wasn't sure where to start. He felt as though he could benefit from a variety of the services listed such as transportation assistance, heating assistance, medication assistance, and eyeglasses. He was unable to come into the office but quickly made me aware of his situation. He said that he lost his wife due to complications from surgery and he has since been treated for depression. His wife scheduled all his appointments and was his sole transportation provider. The client had

been up to that point treated regularly for high blood pressure, high cholesterol, arthritis in his back that made it difficult for him to walk, and was being monitored as pre-diabetic. He was able to get a ride from family members following the first few months after her death where his primary care provider was then treating him for depression and anxiety. Since his wife passed he had large amounts of anxiety come about when he was trying to determine how he would make it to appointments or even to call and schedule these appointments. He had never had the responsibility in the past and realized that his health was worsening due to his inability to make and keep those appointments.

After talking to the client about the importance of seeing his doctor and getting back on his medication he was willing to try to call and make the appointment to see his doctor if he could also meet with me and get enrolled in KY Homeplace. The plans were set and I would meet him at his PCP office. The day of our meeting I received a call that he had made it to his appointment which was a huge step for him because originally he wasn't even comfortable riding with LKLP because he didn't "know" them. We quickly enrolled in KHP and got to work. His story sadly gets a little more intense. He told me that last month a family member broke into his home and took his only source of income. As a result of this he was unable to pay any bills and had a disconnect on his electric and although he was about to see the doctor he wasn't able to get any medication that was prescribed to him because he wasn't able to pay his 29.00 in copays.

The office staff at the clinic were amazing and ready to make copies of everything that we needed to assist him in creating a KHP chart. A few phone calls later and the local heating assistance program staff were immediately on board with faxing documents to help my client get assistance with his electric bill. We would receive one fax from the heating assistance program and make one from the doctor's office. Everyone worked quickly to not only make sure that he saw his doctor but that he got any additional services that he needed. Once they found out that he was in need of medication but no way to cover the copays they were ready to look over his medication list and check it twice to see what options he had for a more affordable bill at the pharmacy.

The pharmacy was also more than happy to help providing list of medications and their alternatives so that we could get his bill as cheap as possible. The end result, \$29.60 in copays were quickly reduced to \$9.60 and the pharmacy was happy to provide my client with 30 days of his medication and he could make a payment when he gets back on his feet.

I was able to provide lots of great education and he realized that he was able to go to the doctor without his wife and that not only could he do it alone but he also realized the importance of attending monthly appointments to maintain his health. He agreed to attend monthly appointments and consider some preventative treatments such as vaccinations and a colonoscopy which he has also refused for quite some time now.

We called the transportation agency to return and pick him up, made a follow up appointment for two weeks and already have that transportation scheduled as well. The client was beyond appreciative of the services he received today in only two hours and looks forward to what Kentucky Homeplace can do to help him get healthier.

I will continue to work on scheduling his transportation to ensure he gets to his monthly appointments and learns to take care of his physical and mental health and the importance of it. In the meantime, our next step is vision!

21. I had a new client coming in referred by an eye doctor. She has glaucoma so she needs two eye drops that we can get free and her heart and thyroid medication. I have known this family for several years and I asked her why she did not come sooner and she said she did not know what KHP was, she knew that I worked for UK but did not know what it was or what KHP did. When I told her that I could obtain for free all medications except her vitamins she started crying because the heart medication is \$400.00 month and they have to save each month just in case the doctor does not have samples. They no longer have to worry. So now that we are getting her medications, her husband decided to make an appointment to see if KHP could help him get help with his medications. She could not believe that she could get any help they have worked all their lives and have always been told there was no help for them.

22. KHP was donated a metal ramp by a private donor. I have been taking care of this family for many years and I know their history so I know they cannot afford to build a ramp. So, the minute I heard that I was being given a ramp I immediately called the family and asked did the mother need a ramp or has she already gotten one. Her son said she had not. They still have not gotten the money together to build one. I asked him to check with his mother and see if she would be okay with KHP giving her one. Of course, the first words out of the elderly ladies mouth was how much would it cost. He told his mom it is free. His sister was at the house while I was interviewing the mother and she said that the mother had to cancel several appointments due to not being able to get out of the house, and not being able to call any service to come and take her out of the house to take her to her appointment. When I asked if she had diabetes and had eye exam her daughter told me she had to cancel her appointment for that because she did not have insurance coverage for eye exam. I explained to them that Medicare – under her part B plan it covers eye exams if she has meet her deductible for the year. After I saw her insurance cards and discovered she has Medicaid that will cover it I let her know. She just did not realize it was covered. The ramp got delivered and the family said if a ramp could be beautiful sight this was the most beautiful sight they had ever seen!

23. This quarter I have worked with a hospital to offer a Complex Care Clinic with Medicaid recipients to improve the health and wellbeing of patients who have multiple physical and mental health conditions. This was a small research project with the goal of determining the effectiveness of Community Health Workers. I have worked with another Kentucky Homeplace Community Health Worker to facilitate a Chronic Disease Self-Management Workshop with a Senior Citizens Center where 24 seniors participated in at least four workshops out of six. Along with the workshop, we also helped many with heating assistance and medicine. I had a client

that needed help getting dentures and after discussing her income with her, I was able to help her getting her student loan dismissed because of her disability.

24. Today I got a call from a mother who was worried about her middle-aged son who needs help with prescription insurance. She stated that he does not have a computer and was not sure what to do. He lives alone, has a prosthetic arm and suffers from clinical depression. He is on a fixed income and is having trouble paying for his medications that are taking most his monthly income. We set an appointment up for him, and did a home visit with him; his mother was there with us.

Once I got all his information, I called the pharmacy to get a list of his medications. I returned to my office and entered his information into the database. I went over the prescription plans with him and he choose two that he thought would best meet his needs. He said, "I will think about it and get back with you."

Later that week, his mother called again. He decided which plan he wanted. We enrolled him into the plan that would best meet his needs. He said was very happy that someone could help him. His mother, who does a lot for him, said she was so happy to have a place like Kentucky Homeplace that would explain things to them in a way that would help them understand and make it easier for them.

25. During my recent CDSMP workshop I met a woman who was a severe diabetic. She was scheduled to have her toe removed due to the severity of her illness. While attending the class she learned about self- management tools to help manage her diabetes. Then at the end of the six-week class she came to me saying her A1c had dropped and her daily levels were coming down within normal range. She stated the action plans helps her continue to control her diabetes and our class made her want to become healthier.

26. I had a man come to my office seeking help with medications. He had recently lost his Medicaid due to being ineligible because of income. He had previously started receiving social security disability and although he would get Medicare in May 2018, he was concerned about how he would afford medications without insurance now. I was able to go through drug companies to get most of his medications at a low cost and some I was able to get free.

27. I had a single mother came into the office to see if she could get any help with health insurance. She and her young daughter's health insurance premiums were increasing for 2018. She had health insurance through her employer and she only made \$9.50 an hour. After some researching, I realized her daughter qualified for KCHIP and her daughter now has Medicaid health insurance coverage. Which made employee health insurance premium financially affordable for mother.

28. A 76-year-old female came into my office trying to get help paying for hearing aids. This female was having a very difficult time hearing and said she had been like this for years. She and her spouse lived on a low fixed income and could not afford any other payments of any kind. Kentucky Homeplace was able to get hearing aids at a very low cost for client. I now have a picture of this woman smiling, and the caption says, “This is the smile of a happy lady that can finally hear”.

28. My Story this month is about a husband and wife who worked together to improve their over-all general health. Originally, I assisted this family by finding batteries for a power chair after the wife’s knee surgery. After meeting this essential need and remembering different discussions we had, during our initial interview I mentioned our Walk with Ease (WWE) class. My first thought was both Clients are diabetic’s with arthritis and could really benefit from the class. Both accepted to partake in the Walk with Ease (WWE) class and together in the last 6 weeks, they have improved their joint mobility function, lowered their A1C number, and gained a new perspective on living a healthy life. Overall, I feel that Walk with Ease (WWE) has helped build a confidence in them that they can succeed in improving their health.

29. I have a woman that came to see me the needing assistance with insurance. She suffers from osteoarthritis, IBS, anxiety attacks, high blood pressure, and has had two knee replacement surgeries. Around a year ago, she had to move in with a family friend because she could no longer climb the flight of stairs in her home. She has the osteoarthritis so bad in her left hand she cannot even hold a tight grip on anything. She has worked her whole life in the medical field and she was dismissed her from her job around a year ago because she could not fulfil her job duties because of her disabilities. She has been without insurance for a year and had no idea that she would qualify for Medicaid until I informed her about it. This whole year she has been going without medication for her high blood pressure, anxiety, IBS, and osteoarthritis. In addition, she has not been able to afford her steroid injections for her joint pain. Instead of going untreated, she is now able to visit her primary doctor, optometrist, dentist, and get all her medications filled. After enrolling her in Passport, she said, “You have truly changed my life.”

30. I had a man contact me after he saw one of my fliers in a local store. Upon his arrival at his appointment, he began to tell me a little about himself. He stated to me that he had fell off a 12 foot later at his job installing phone cable in Georgia and had numerous injuries which left him unable to perform his required job duties and he was let go. In the process of losing his job, he stated that he lost his home and truck do to not being unable to pay the rent and payments. For months, he lived in a one-room building off the grid in the woods of Georgia with no electric and running water. In June of 2017 his sister, went to Georgia and moved him to Kentucky to a house on their farm. He told me how he was a diabetic had high blood pressure and many other health problems and with zero income and his sister, providing everything and paying his bills he could not afford to go see a doctor. We applied for Medicaid and got him approved. He

called me about three weeks later and told me that he had been to the doctor, established a primary care provider, and was now back on all his medication and feeling wonderful. He also told me that he was scheduled for some wellness checks in the next month.

31. It is Christmas season upon us and times seem to get hectic and overwhelming. This describes the day I was having when I received a call from a long time client. She is a Medicare client that doesn't have Part D. She was calling to see if a few of her COPD medications were reordered for her cause she was running low. I assured her that they had been and it takes a few days for delivery but if she didn't receive them by the end of the week I would call and check on these for her. She started crying and said it wasn't for me and the help I have given her over the years that she would be dead and she is very appreciative of me and that I saved her life. I quickly told her that it wasn't me it was the KHP Program and that I was only doing my job. She went on to say that there was no way she could purchase the high end medications that she is on and just wanted to say thank you. Of course, I was in tears right along with her by this time. It is hard sometimes for so many elders living on "fixed" income. I am just grateful that I have been given the tools to help people like her.

So I helped a man last year get his hearing aids, so I thought. He came into the office as a walk in and said he needed hearing aids. I told him that I gave him the completed application and directions to send in and get them last year. He went on to say that he didn't know how to do that. I was not aware of his inability to do so. Usually this is something that you can pick up on right away, but I did not see this with him. Therefore, I explained to him that we would have to start over from point A and get this going again. This time I gathered all of the information we needed from him and went with him to show him how to get a money order and request bank statements. After that, we reached out to the Family Learning Center to work towards his GED. He stopped by my office the other day and said he was so happy and enjoyed learning. He said he was able to do so much on the computer now and it was a whole lot easier to learn from it. He wanted to thank us for all that we had done for him. I wanted to share his story because in the beginning, he was just out there, over looked and no excitement in him, but now he had a purpose and in other words he was excited about something and he was eager to learn. That made me happy.

32. My client is an elderly male that has been diagnosed with Dementia; his wife is his primary caretaker. He also has a condition called Sundown Syndrome that can occur in those with Dementia. With this condition, occurrences of sadness, agitation, fear and other mood behaviors occur in dementia patients just before dark. People with this condition may "shadow" their caregivers, which is the case of my client. The income for the household comes entirely from his retirement since his wife cannot leave him to get a job outside the home. He becomes paranoid and at times, the dementia episodes are so bad that he cannot follow simple instructions or even feed himself. A few months ago, he had to be taken to the hospital by

ambulance and due to steps leading up to the porch, they had to use a chair to get him off the porch and almost turned him over, which leads to my story.

His wife (also my client) came to Kentucky Homeplace for help. I had heard of a grant that had funding and we applied for help through the grant for him to see if we could get their porch modified or a sidewalk put in so he could exit out the back door if needed. He was approved for \$9400, we found a contractor that did a great job and just finished the work. They built a concrete landing at the back door and side-walk leading toward the driveway. Now, in case of emergency they will have better access or if needed they could get him out of the house safely.

33. During the past quarter I was able to work with a group of senior citizens with the CDSMP Workshop. I was able to assist clients on get help with LIHEAP that couldn't get to the office to apply. I explained the different programs available to get house repairs and help on the heating assistance. They talked about not being able to get transportation and how important it is to get the extra help. It makes me feel good to be able to assist them with their needs.

34. Kentucky Homeplace's Connecting Kids to Coverage (CKTC) program has benefited numerous clients in the six counties I cover. One client's comment about his experience with the program continues to make me pleased and fulfilled with my profession as a Community Health Worker employed by the University of Kentucky. When asked if he felt CKTC had been of assistance to his family? He stated, "Yes I'm a working man and my family is often looked over." The Client continued by uttering "You have been the only program I know reach out to the children and parents at the schools." The particular client a Husband and Father of two did not qualify for Medicaid services and in the past had been told that his children were not eligible for KCHIP. Both Children in fact did qualify for Kentucky Children's Health Insurance Program (K-CHIP) .The Client thankfully kept repeating, "This program helps the working class poor."

35. Kentucky Homeplace (CKTC) gives Community Health Workers the chance to serve the counties we are familiar with and population we know. Community Health Workers understand the needs of our communities, the underserved, and the forgotten people. Most of CKTC Clients have received Medicaid Insurance in the past but their coverage continues to relapse for extended periods because they are not receiving notifications from agencies or their listed Application Assisters (AA.) One particular Client is a newly single mother of six. She has qualified for Medicaid for years and received insurance. She revealed, "But every time my children needed Sports Physicals, Vaccinations, and Well Child Exams my coverage was dismissed due to not being informed of when my Renewal date was or the information I needed to submit to the State." CKTC Application Assisters (AA) make it a priority to update Client information and notify them of needed documents for State Medicaid records. The Client also recalled, "Before CKTC I would have to wait hours and never could schedule an appointment time." The Client stated, "I am so grateful to have a program that always makes you feel like a priority not an interruption."

36. My office is conveniently right next door to the community church. It means a potentially larger amount of traffic and more people in need, yet sadly, the church is only operated with the funds of the members and that's only about 15 people. They often get many requests for help but are only able to call and locate resources instead of providing them. With only 45 minutes left of the day the pastor walks in my office with a young lady, around 25, soaked from the rain. They tell me that she doesn't have electric and water at her home and that she has a disabled child, another child under 5 and a sick 88-year-old grandmother who she cares for that was recently released from the nursing home.

With only a little bit of time left of the day the pastor and I start to make phone calls, me from the desk and him from a side table using his cellphone here in the office. We called every church and couldn't get an answer on such short notice, we finally talked to the Catholic Church who pledged 50.00 towards the 410.00 electric bill. That wasn't going to be enough and as the evening went on the temperatures dropped and the rest of the family were at the home in need of utilities, including heat.

The Li-heap stated that they were unable to help because they can't assist with crisis issues until Jan and Family Resource Centers were closed since school was closed for holiday break. We even tried DCBS and Protection and Permanency for suggestions but was able to reach anyone so late in the day. It was unfortunate but the pastor and I feared that we would have to turn her away. The young lady left the office in tears when I finally came across a liheap hotline that made energy referrals. It was worth a shot but they recommended reaching out to the red cross, again that seemed impossible at this time of day and year. I knew from my previous community involvement that if you aren't sure about something there are a few people you can call. A couple police officers who had been on the force locally since as long as I can remember and of course the mayor.

I took one last chance and gave the Mayor a call. By this time, the word had gotten out about the family since the young lady had reached out to everyone she possibly could for even advice at the very least. Our city hall, Mayor, and police officers were and are always quick to respond to helping members of the community. The mayor had me immediately call the young lady and have her come back in to my office to be enrolled in Kentucky Homeplace because no matter how, together we were going to take care of her family before the day was over. We discussed the situation a little more and found that the grandmother discharged to the home from a nursing home when the client was moving from a previous location about a mile away. When she was discharged the home was suitable and the nursing home was unaware that they would soon be going into a new mobile home. The client and granddaughter quickly rented another place in town for her grandmother, who she felt needed to be near a gas station and grocery store since they did not have transportation. She felt that it was the best thing to do since she would be providing all the care for her grandmother and two children under 5 years of age. Only a few days after moving into the new home and having grandmother come back from the

nursing home, the young mom and care giver woke up to no utilities. The water was left on a few days later by the local city water company who had forgotten to shut it off after previous tenants moved out. The electric was disconnected the same day because the client had a past due bill that she decided not to pay in hopes of going to liheap as soon as possible. Moving to a new place, rent, deposit, and expenses of paying help to move left her with no money for the electric with an income of only 733.00

There was no way the family could stay there with no heat and the grandmother would need electricity for medical equipment through the night. We worked fast to find everyone a place to go. The client and I called family members, even those who were estranged in hopes of them helping her care for her family through the night. It was one of the most difficult things I had ever seen a young person do, was to call her family in shame and admit to them that they may have been right and that she doesn't know if she could do this on her own. Family members met here at the office where they had been kept warm and dry the last few hours and took the children and grandmother to their homes for the night.

The client, once enrolled in Kentucky Homeplace, provided me with all her information, such as household members, her address, and all utilities, as well as proof of income, and any additional account numbers as requested by the Mayor. While I worked to gather paperwork and get her enrolled in KHP, the Mayor was working from her office to get a plan together to help this family have their utilities restored and be able to reunite the family in time for Christmas.

The client was transported to the homeless shelter, since it was a very long way in the rain from my office. A police officer picked up copies of the utilities and again, confirmed with me this morning that they are on their way to pay for and have the utilities restored for the family. The client still continued to cry, only now from happy tears instead. I told myself and the mayor, that this same day her mother passed away from lung cancer and she knew that it was going to be difficult because she felt as though every year on the anniversary of her mother's death that she faced something so difficult that she didn't know if she would make it. She said that she had only hoped to keep her grandmother and her children together as long as she could. She set her pride aside and allowed us to come together as a community to help her.

I can say in all the years I have volunteered or worked with different organizations in my community, I have seen so many people struggle; many just spend their days searching for a food box or clothing donation. When many of them need an outreach service, especially multiple ones, they are sometimes lucky if they can find it or truly get everything that they need. This young woman was truly blessed with Kentucky Homeplace services. It was not typical of the Mayor to do such a thing since it's not a service provided by the city hall and if she was going to help she knew that there would have to be someone who could assist in being the go-to person and I was the one to help. To be able to not assist with only one thing, but

multiple things to help keep her family safe and warm and together for the holidays I'm happy to say that I am part of that, part of a wonderful community and part of Kentucky Homeplace.

37. I have been servicing the local nursing home this quarter with different needs that the patients have. I have been helping several get eyeglasses. Some of them have had prescriptions for months that their insurance paid for but they have never had the money to get the glasses. I let them pick out their style of eyeglasses and they are so appreciative. They tell me how long they have been waiting to get them and that they want to be able to read print. The best part is when I deliver them and they try them on and say I can see. Their face just lights up.

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