

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**January 1 – March 31, 2018
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 in Perry County Kentucky courtesy of William Mace Baker

TABLE OF CONTENTS

Letter from Kentucky Homeplace Director	03
Program Activities	04
Social Determinants of Health/Barriers to Care.....	05
Activity Summary	06
Visit Summary	07
Hospital-ER Summary	08
Age-Gender Summary.....	09
BMI Summary	10
Insurance Summary.....	11
Poverty Level Summary	12
Education Level Summary	13
Natural Bridge State Park Staff Meeting Photo	14
Kentucky Homeplace Regional Map	15
Kids to Coverage Map	16
Client Encounters	17
Ky. Homplace Contact Info.....	27

Kentucky Homeplace

Kentucky Homeplace was created in 1994 as a patient advocacy program aimed at improving the healthcare of the rural residents of Kentucky. Kentucky Homeplace has remained true to its intended purpose as evidenced in the reports and client encounters in the following pages. With the current healthcare uncertainty at both the state and national level and even more so in the Appalachian area, Community Health Workers (CHWs) are greatly needed to continue to provide vital services and education to the residents of Kentucky.

During the first quarter of 2018, Kentucky Homeplace CHWs have been busy serving the residents of their counties with a multitude of services that they would otherwise have gone without. The CHWs have begun recruiting participants in both Chronic Disease Self-Management Program (CDSMP) and Walk With Ease (WWE). They are recruiting participants from providers in hopes of creating a sustainable referral process for these programs. As a result of this endeavor providers are requesting feedback on their referrals and an open line of communication is being developed between the providers and the community health workers.

The program serves 30 counties in the eastern portion of the state and is currently staffed with 21 full time CHWs (one vacancy exists). 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 January 1, 2018 – March 31, 2017, the CHWs provided services for 1,788 clients. CHWs logged 3,858 hours on care coordination activities with a service value of \$72,023, amount of medication accessed \$1,516,788 and other service values (not medications) accessed were \$671,816 for a combined total of \$2,260,627.

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 January-March. 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

William Mace Baker, RN
Director, Kentucky Homeplace Program



Program Activities

January 1-March 31, 2018

Kentucky Association of Community Health Workers

All Kentucky Homeplace Officers and Kentucky Homeplace Committee Chairs attended the Kentucky Association of Community Health Workers (KYACHW) Executive Board meeting in Elizabethtown on February 19.

The majority of Kentucky Homeplace CHWs attended the KYACHW all CHW statewide meeting at the Montgomery County Health Department on March 22.

Community Engagement Activities

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

This past quarter the CHWs have attended these networking events: numerous interagency meetings, wellness coalitions and diabetes coalitions in their counties and attended several health fairs. The CHWs attended the Boggs Elementary School-Literacy Night/Resource Fair and the Health Advisory Team meeting. The CHWs held several Diabetic Shoe Clinics this quarter. The Connecting Kids to Care CHWs attended several community outreach events to provide service and enrollment. All CHWs attended the Excellence in Action meeting at the UK Center of Excellence in Rural Health on March 1. The One Stop Partnership Meeting Sessions were attended by the CHWs and the Community Health Forum Sessions at the UK Extension office. The CHWs presented Kentucky Homeplace to several programs and agency meetings providing them with information regarding Kentucky Homeplace services and referral opportunities.

Professional Development

Webinar trainings:

1/24/18 Tobacco Treatment Best Practices

1/24/18 Connecting Kids to Coverage National Campaign

3/22/18 Emily Beauregard and Liz Edgehill presented health literacy/CHWs role in navigation and Medicare waiver updates.

CHW Trainings

No CHW trainings conducted during this quarter.

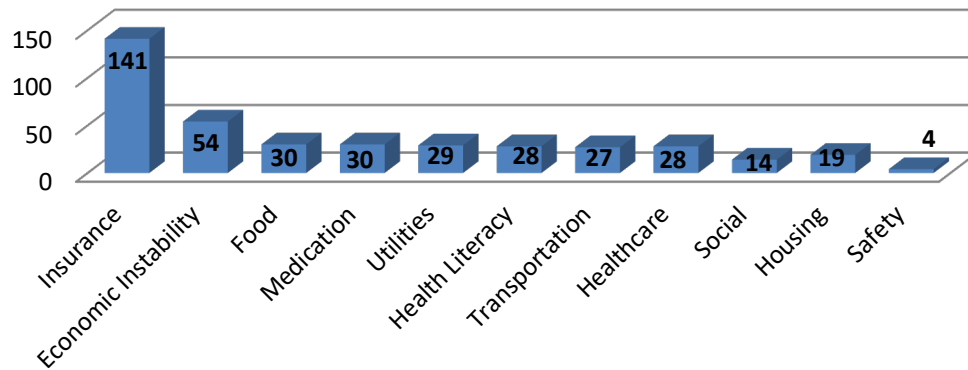
Next scheduled CHW training set for 5/21/18-5/24/18 (location TBD).

Other News

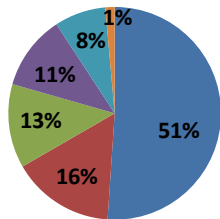
Current vacancy in Boyd/Greenup Counties (position is posted).



SOCIAL DETERMINANTS OF HEALTH BARRIERS TO CARE 1/01/2018 - 3/31/2018

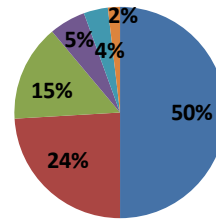


Insurance Instability Barriers



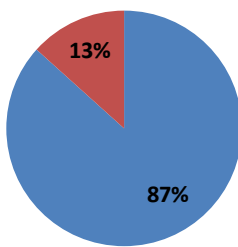
- No Coverage in Plan
- No Coverage
- Unaffordable
- High Copay
- High Deductible
- Other

Economic Instability



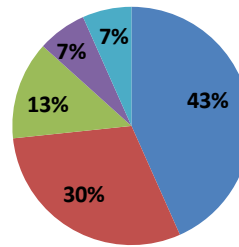
- High Expenses
- Unemployed
- Medical Bills
- Debt
- Underemployed
- Other

Food Barriers



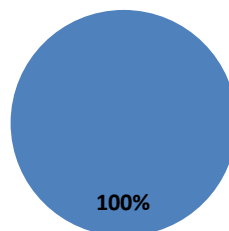
- Unaffordable
- Unavailable

Medication Barriers



- Unaffordable
- High Copay
- No Coverage in Plan
- No Coverage
- Not on Plan Formulary

Utilities Barriers

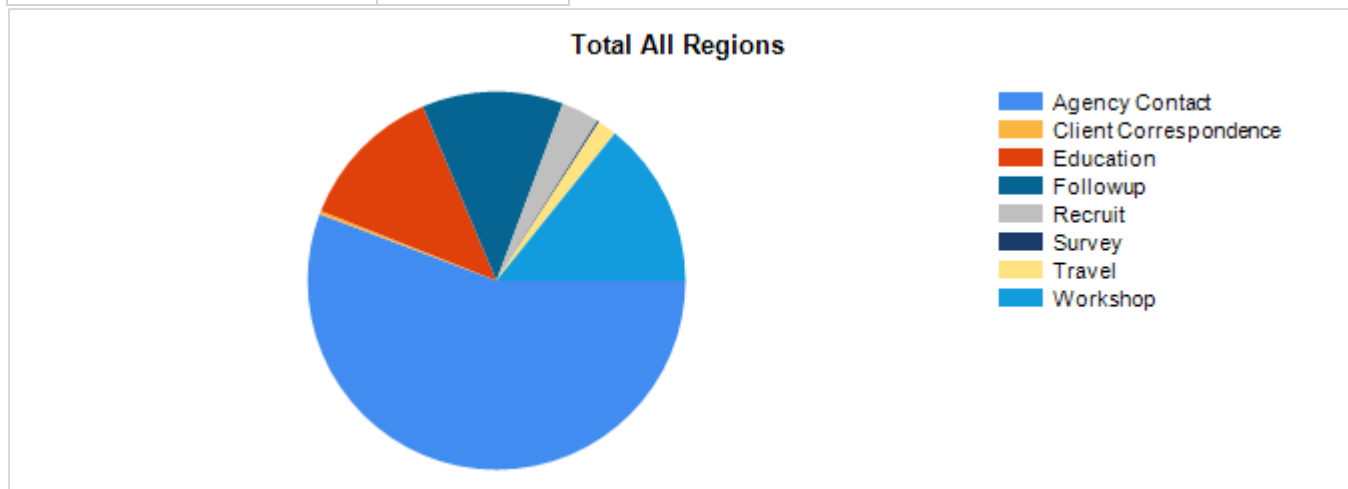


■ 1

Activity Summary

(Clients visited: 1/01/2018 – 3/31/2018)

Activity	CHW Hours
Agency Contact	2,149.42
Client Correspondence	11.17
Education	487.03
Follow-up	466.13
Recruit	125.70
Survey	6.75
Travel	63.25
Workshop	548.25
Grand Total:	3,857.70

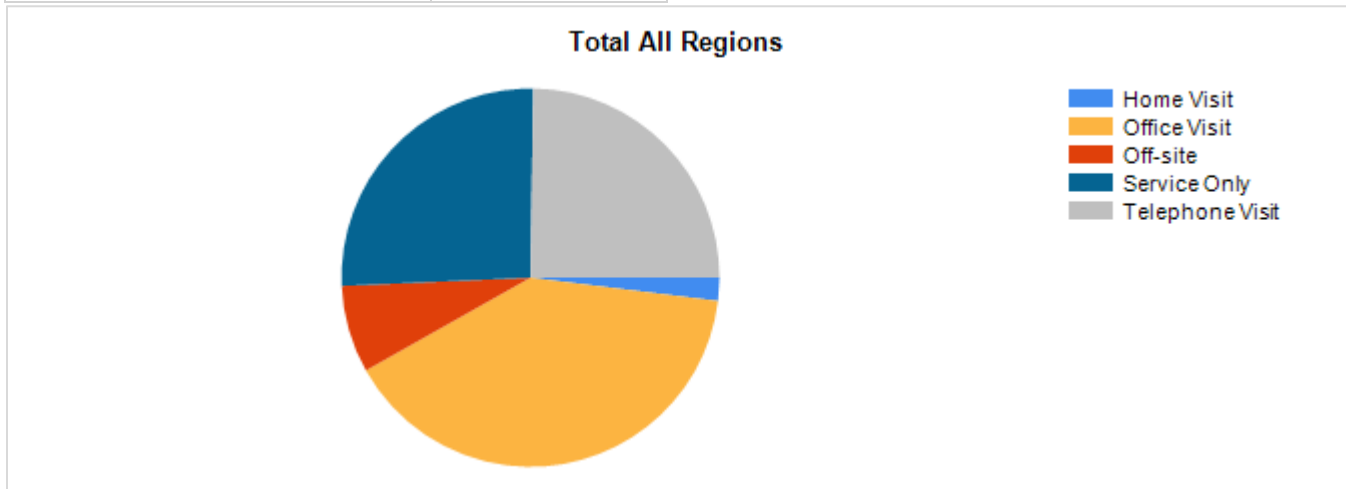


Total service value for 3857.70 hours equals \$72,023.26

Visit Summary

(Clients visited: 1/01/2018 – 3/31/2018)

Visit Type	Client Visits
Home Visit	81
Office Visit	1,645
Off-site	308
Service Only	1,070
Telephone Visit	1,022
Grand Total:	4,126

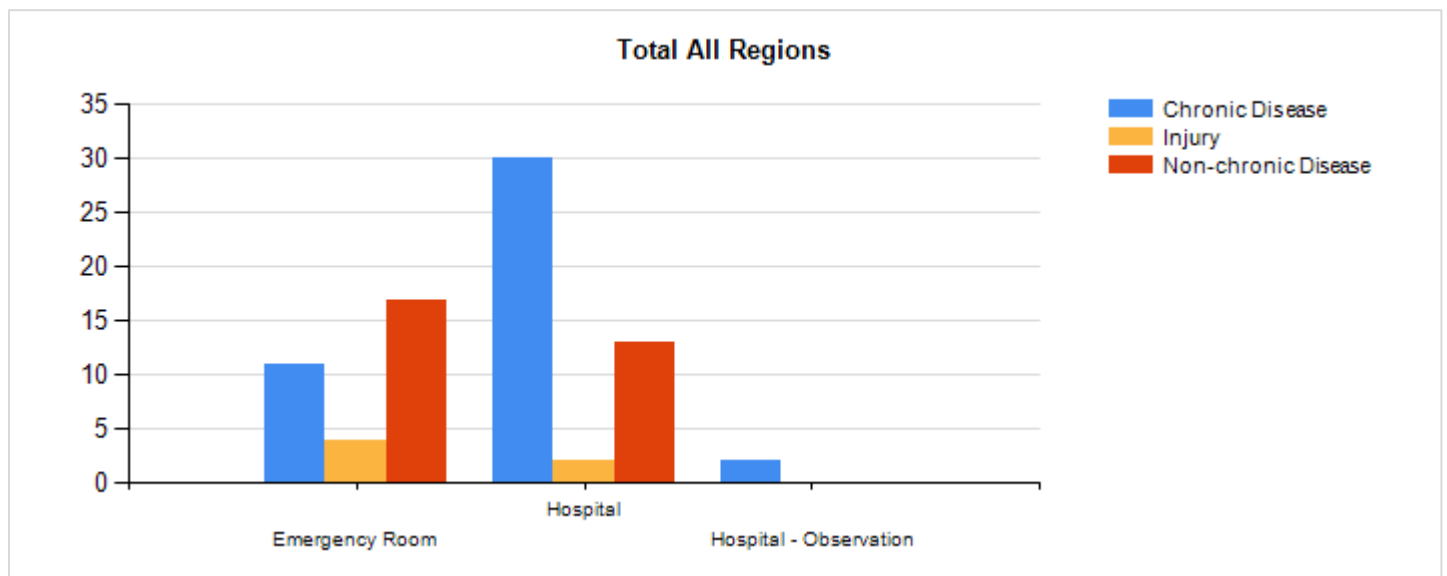


* Service only involves any actions taken on behalf of the client while the client is not present.

Hospital-ER Summary

(Clients visited: 1/01/2018 – 3/31/2018)

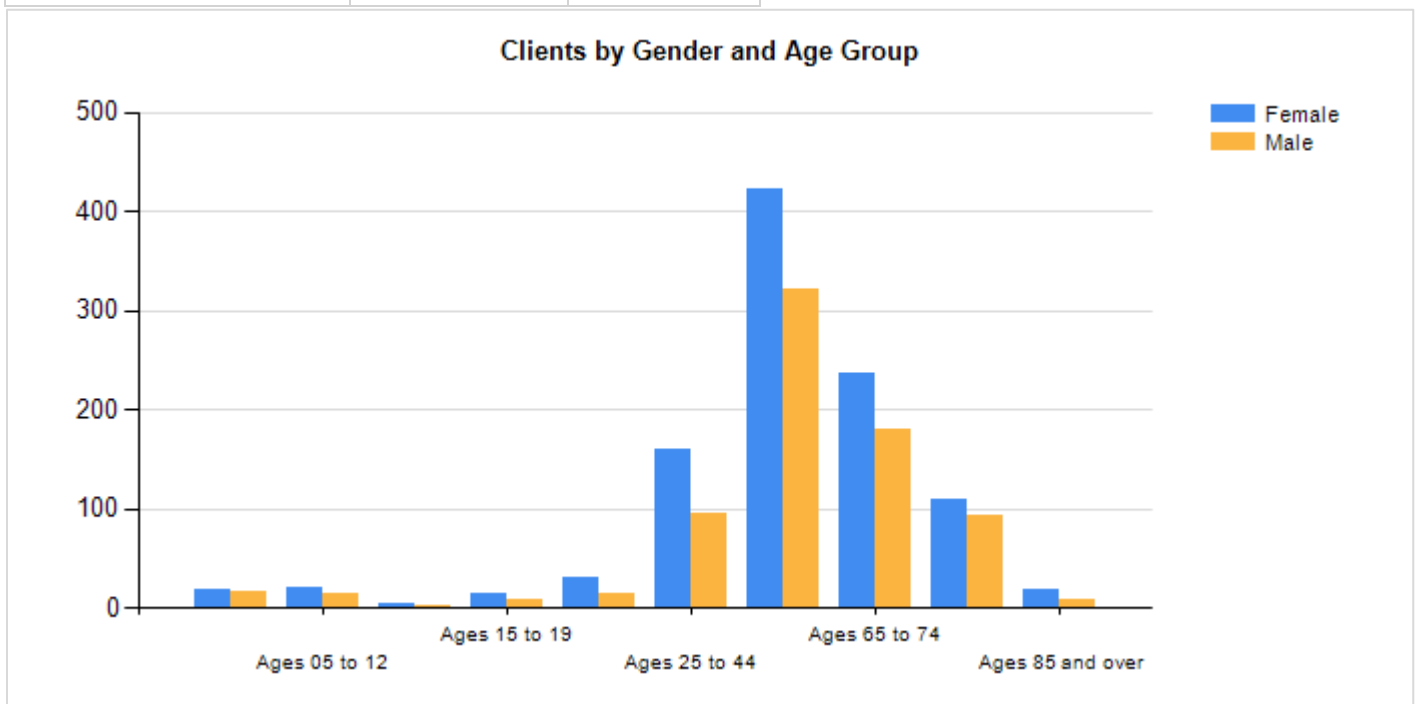
Episode Type	Reason	Episodes	Days Stay
Emergency Room	Chronic Disease	11	0
Hospital	Chronic Disease	30	125
Hospital - Observation	Chronic Disease	2	0
Emergency Room	Injury	4	0
Hospital	Injury	2	0
Emergency Room	Non-chronic Disease	17	0
Hospital	Non-chronic Disease	13	31
Grand Total:		79	156



Age Gender Summary

(Clients visited: 1/01/2018 – 3/31/2018)

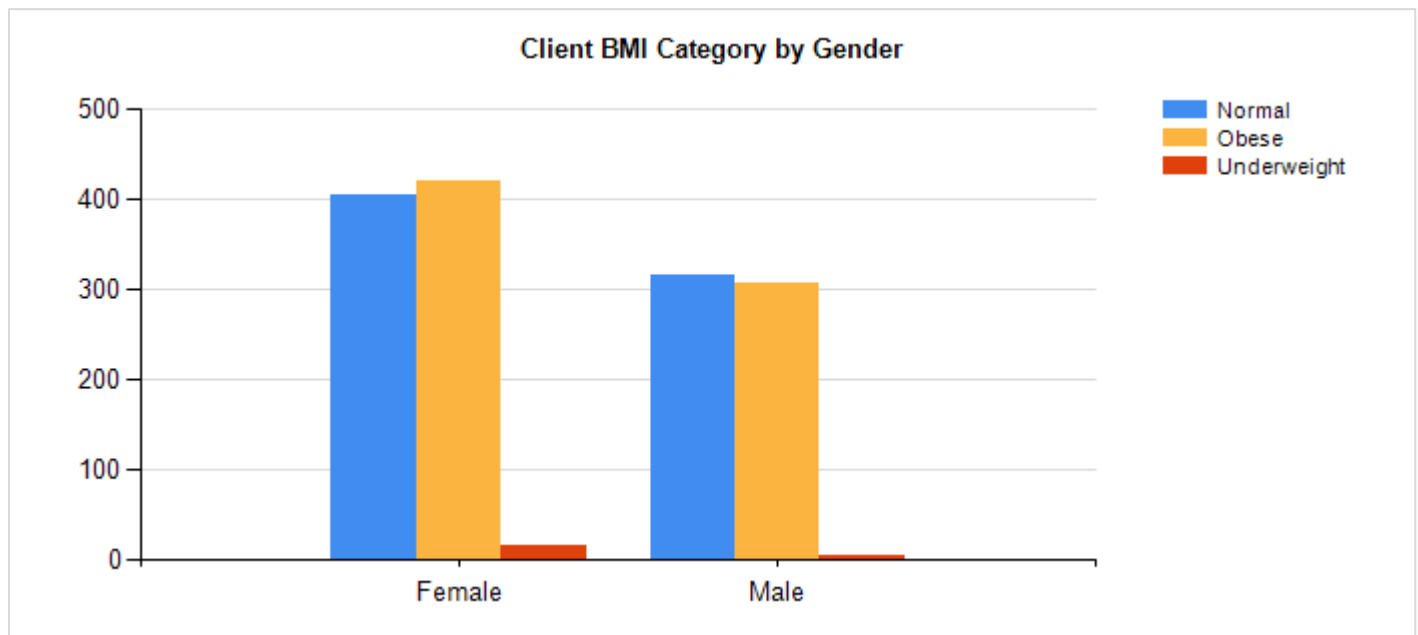
Age Group	Female	Male
Ages 00 to 04	19	16
Ages 05 to 12	20	15
Ages 13 to 14	4	3
Ages 15 to 19	14	9
Ages 20 to 24	31	15
Ages 25 to 44	160	95
Ages 45 to 64	422	321
Ages 65 to 74	236	180
Ages 75 to 84	109	92
Ages 85 and over	18	9



BMI Category Summary

(Clients visited: 1/01/2018 – 3/31/2018)

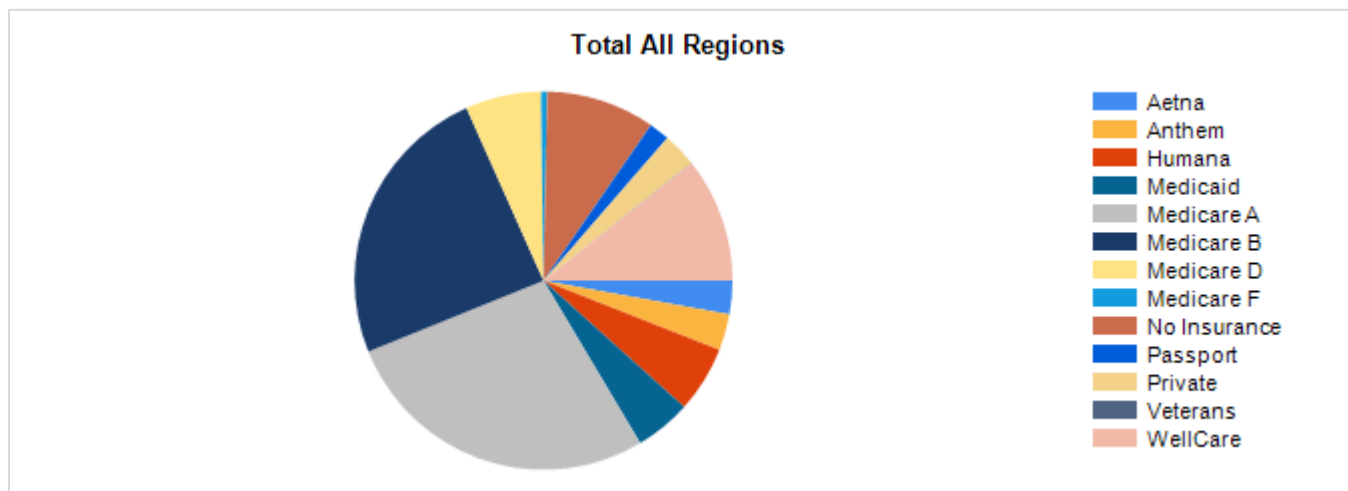
Gender	Bmi Category	Clients
Female	Normal	405
	Obese	420
	Underweight	17
	Total:	842
Male	Normal	316
	Obese	308
	Underweight	6
	Total:	630
	Grand Total:	1,472



Insurance Summary

(Clients visited: 1/01/2018 – 3/31/2018)

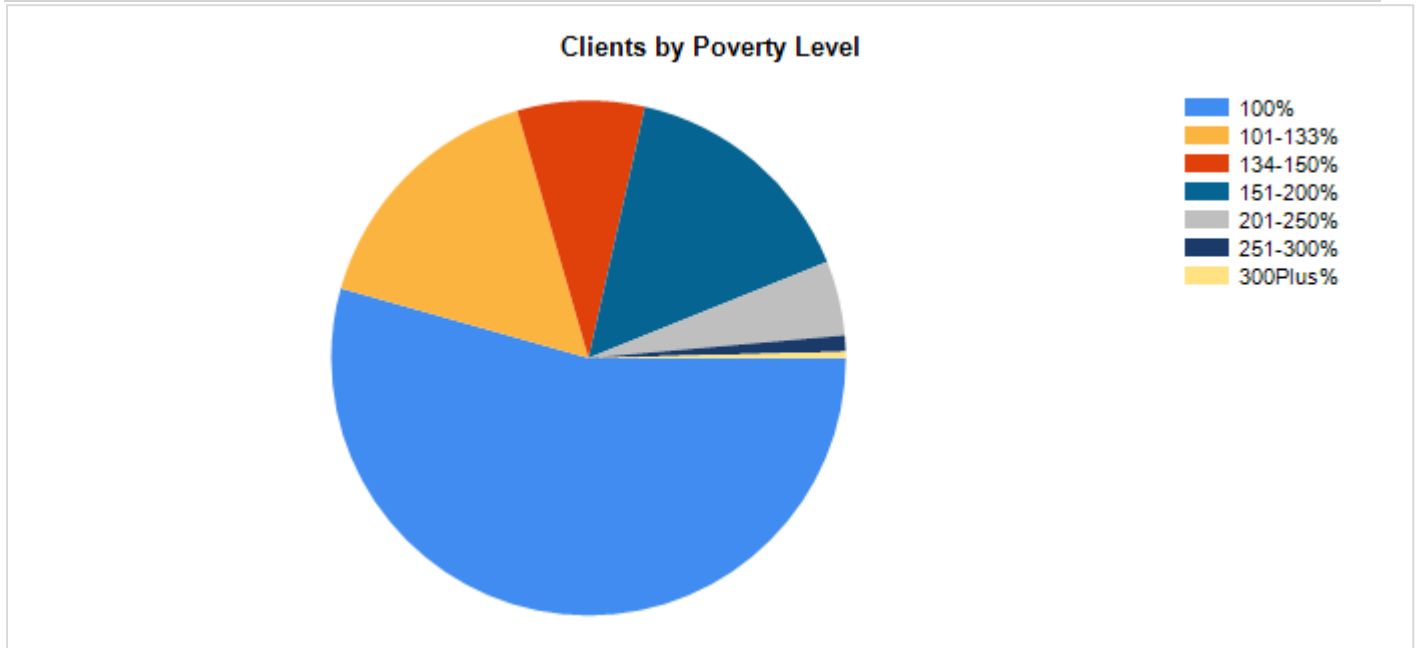
Insurance Type	Clients
Medicare A	814
Medicare B	725
WellCare	316
No Insurance	276
Medicare D	192
Humana	168
Medicaid	143
Anthem	92
Private	87
Aetna	85
Passport	52
Medicare F	16
Veterans	1



Poverty Level Summary

(Clients visited: 1/01/2018 – 3/31/2018)

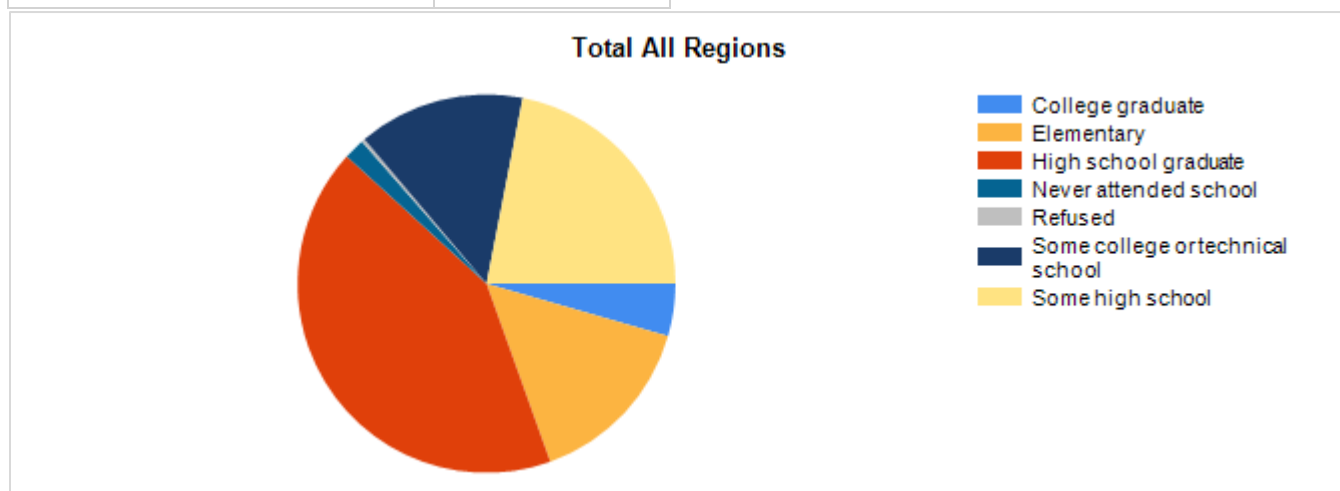
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	972	289	143	275	84	18	7	1,788



Education Level Summary

(Clients visited: 1/01/2018 – 3/31/2018)

Education Level	Clients
Never attended school	32
Elementary	269
Some high school	392
High school graduate	755
Some college or technical school	255
College graduate	80
Refused	5
Grand Total:	1,788



**Kentucky Homeplace Staff Meeting
Natural Bridge State Park
February 2018**



Kentucky Homeplace

30 County Service Area

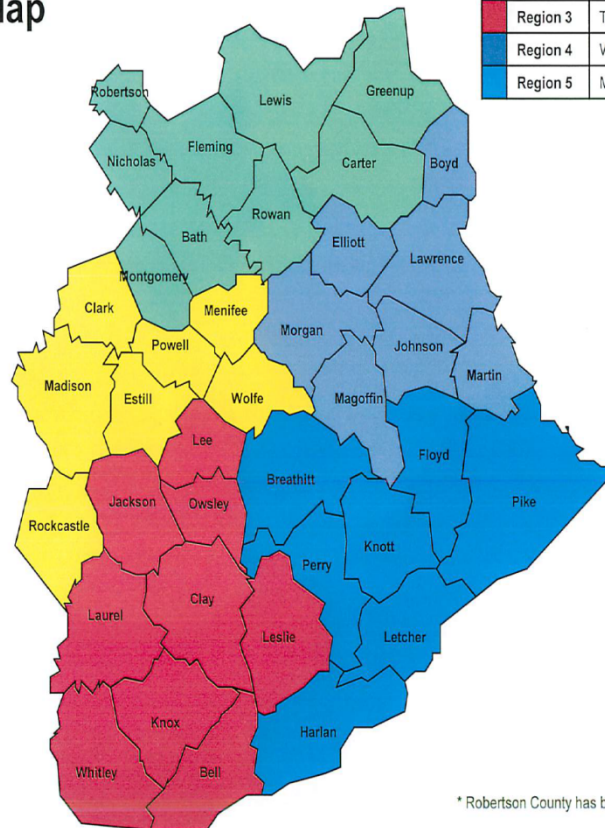


Central Office
Mace Baker, Director
750 Morton Blvd., Hazard, KY 41701
855-859-2374



Connecting Kids to Coverage Region Map

Region 1	Whitney Bingham
Region 2	Jesshia Fulkerson
Region 3	Tonya Bowling
Region 4	Whitney Bailey
Region 5	Melissa Seals



Client Encounters

Actual Situations Encountered by Community Health Workers

January 1, 2018 – March 31, 2018

One month ago a lady came to my office looking for help for her sister. She has just found out that the chronic back pain she has been suffering from is actually bone cancer. Along with the bone cancer she also has a mass in her lung and cancer in her lymph nodes.

This was hard to hear, I went to high school with this lady, and she sat next to me in chorus and band. We were like sisters and a lot of people thought we were. Now she needs my help, she is still employed but is not able to work now. She has already applied for disability.

We made the call to her employer to ask him to terminate her so that she could apply for Medicaid. He didn't want to do that, but he said he would make it official so that she could get the coverage that she will need. She has applied for disability through Social Security and this week received her letter of approval and she will get her first check in July. The very same week she has been admitted to hospice care. There will be no chemotherapy, no radiation. Just rest and visits from her family and friends.

Don't wait, get screened. Cancer screenings can save your life.

Not every story has a happy ending. A few weeks ago a very nice older gentleman, 81 years old, came to my office needing assistance with hearing aids. I went thru the normal paperwork process and told him about the Hear Now Program, I set him up with Lexington Hearing and Speech (LHS) to have his audiology report done. When I called LHS I told the receptionist that I was sending her another quality client, over the years she and I have formed a great relationship working with clients in my area.

Today, one week later, I received a phone call from my clients daughter, she said I have some bad news, I was thinking that he wasn't going to have the money to pay the fees for his hearing aids, but no, she told me that he had suddenly passed away. Over the years I have met clients that make a mark on your life and this client was truly one of those clients. I had to call LHS to tell them he wouldn't be coming back for his hearing aids. The receptionist was as shocked as I was, she told me he had written her a poem and she had it framed and on her desk, that stinker wrote me the same poem, but I'm okay with that.

Last year my step mom fell from a ladder severely injuring herself. I never had to call for an ambulance or for rescue squad before. It sure is a heart stopping feeling when you get the call that someone you love is the one that needs help. After a 14 day stay in UK Trauma unit, and then a 2 week stay in the hospital, she was told she needed to go to Cardinal Hill for rehabilitation; Cardinal Hill didn't have an opening and didn't expect that to change for quite some time. I was able to get her a bed in our local nursing home and re-hab center. After 5 months there, she was able to go home. In the meantime we have gathered several pieces of equipment that she had to have as she went thru re-hab. So, when she was finally on her feet, there wasn't a need for a lot of this equipment, so my dad donated it all back to me, so that I could help someone else. I received a call from a client that I have helped with different things over the years. Today he is in need of a walker, he said his cousin had one and he thought if he had one he would be able to get around better than using that cane he has. I told him, as luck would

have it, I have a nearly new walker here in my office that he is welcome to have. His son came that day and picked up the walker, he said he would be bring it back when his dad was finished with it, the client has cancer. He is 90 years old.

Today we buried client and good friend. I have known this client for years and his race is finally run. Many times I have called this client because he lives close to the office and he was always willing to tell anyone that would listen how Kentucky Homeplace has helped him thru the years. I took a student from China to meet him, next thing I know these two are playing and recording music together. Apparently traditional Chinese music and Bluegrass are a lot alike. I took a Louisville Courier Journal reporter to interview him, next thing I know they have a guitar each and are playing music. I referred this client for the Summer Youth Work Camp Home repair program, they not only built the wheelchair ramp he needed but he invited the whole group to come and have a cookout and of course play music. In January 2018, I took a United Healthcare representative to meet him and his wife, this would be the last interview he would do. There was no music this time, he was in a hospital bed, barely able to speak and today he is at rest. But, his wife can tell you all the things we helped him with, from colostomy bags to medical tape. And I would gladly do it all again.

An elderly lady called the office needing assistance with getting a ramp built to her home for an adult child she had living with her. She was in her late seventies and her son was mid-fifties. He was slow learning and diagnosed with Down syndrome. She has personally cared for him solely by herself his whole life. After a home visit was done, I contacted the Director of a Christian based center that did home repairs for the needy. Usually those people were below the Federal Poverty Level Guidelines but in this case she did not fall in those guidelines. I explained her situation and he said he would do what he could but wasn't sure if he would have a team of mission workers until next summer. A few weeks later, I saw the director and he said he wanted to thank me for introducing this lady and her son to him. He said he had a team of volunteers come in on the spur of the moment and they were eager to build. My client was able to pay for the materials but didn't have any access to help with the building and didn't make enough money to pay high labor. The director informed me that he had a crew out at her home for a week and he said they couldn't have been treated any better anywhere else in the world. This lady fed them daily, communicated and shared personal stories and they said they had one of the best weeks of their lives. I am choosing this story because it stuck close to me because when you refer clients to other agencies you often wonder how things went during the process. We fear that there will be complications or communication deficits. I was so pleased to hear such a good feedback from this one particular director. I am glad there are such good people out there. This lady was humbled to ask for help but I am glad she did since she left such a good impression on that crew. She later called me to let me know she did receive a ramp and they even repaired her porch. I thanked her for her kind hospitality. Her reply was no, I thank Kentucky Homeplace for giving me such a blessing and fulfilling my need.

My client, a 70 year old man, who is a veteran of the United States Army, came into the office needing help getting glasses. He hadn't had a new pair in 15 years. The glasses he was wearing were from a local Rite Aid store, and were for reading only. We filled out the appropriate applications and forms. Also, while he was talking to me, he said, "can you help me get dentures?" He smiled and I could tell that he had several teeth that needed pulled. I told him that first we need to get him into a dentist that would take care of those teeth first. He informed me that he had dental insurance and we called to check with

the company to see if he was still covered. He had NEVER used his insurance. While on the phone with the insurance agency the lady said she didn't show him in the system. He didn't have a card but realized that he has the deductible taken out of his banking account every month. We called the bank. They informed me that they couldn't give me his information over the phone. He would have to come in and get that information.

Later that week, he brought back his checking information. While he was in my office, we called the insurance company and the representative said that he wasn't showing in their system and I informed her that he was a veteran. She said we would have to contact the Office of Veteran's Affairs and we did. The Office of Veteran's Affairs gave me a list of web sites and a list of dentists here in Kentucky that accepted the insurance. All of these were in Lexington. The others were in the state of Tennessee and Virginia.

Due to transportation issues, my client said he wouldn't be able to travel that distance and just to forget it. I told him that I would try another route to see if we could get him some help. I got on the phone and wanted to check and see for myself if any dentist local could help him and none in our hometown could. But, I checked with the surrounding counties and a dentist within 20 miles of his home accepted his insurance.

He came back into the office and we printed a copy of his insurance card from the web site provided by the Office of Veteran's Affairs. We set his appointment up for his glasses through Kentucky Vision Project and set his first appointment up with the local dentist. He was very thankful and very appreciative of my help and stated that there was no way he could have figured out all of this on his own. I was so thankful to help him, especially because he was a veteran.

A local health clinic referred a man to Kentucky Homeplace, who was in need of hearing aids. He was living on a low fixed income and taking care of an elderly family member. Due to the financial constraints on the client even at the reduced price that the hearing aids were being offered, they were still not something that he would have been able to afford. After working together with the program, we were able to get him the hearing aids for free. These hearing aids made a world of difference on the quality of life for him and let him better aid his aged family member as well.

A local agency sent an elderly gentleman to my office one day, his income was very low and the agency noticed that over a hundred dollars was being cut from his social security check each month. I was able to help him gather all the necessary information required and completed an application for the Medicare extra help program. He was approved for the year as Q11 that covers the part B premium each month and he was able to get that amount back in his check each month, this has helped him to be able to afford other things such as food and bills.

A man was referred to Kentucky Homeplace by his sister (who is also a client). His primary need when he came in was getting a pair of diabetic shoes. Through the interview process, it was discovered that his insurance was not covering his insulin and his doctor was not keen on switching him to a different type. Because he has private insurance, he was ineligible to apply through the company to receive the medication for free but we were able to get him signed up and registered with a prescription savings card that brought down the price to \$20 a month instead of \$100 a month.

A woman came in with her mother who was in need of hearing aids. The price quoted to them in the past had always been too expensive. They found out about Kentucky Homeplace through a friend and came in to see if they could receive any assistance. I was able to help them get an appointment with an audiologist that works with the Hear Now program, help them complete the application and gather all needed information required by the program. Within a few weeks, the application had been a proved and the woman was fitted for her new hearing aids.

I had a man call in to my office from several counties over needing assistance with dental work. He told me that he had been having trouble for many years with his teeth and the pain was getting to be unbearable for him. Even though I did not cover his county, I told him that if he could drive to me then I would be happy to see what I could find. I made him an appointment for the following week with me to get everything started. After making the appointment, I learned about a free dental day which was going to happen two days later on Saturday. I called the man to see if he could make it in the next day to meet with me. He said that he did not care where he had to drive; he had to get rid of the pain. The next day I met with the client that afternoon and signed him up as a client with KY Homeplace. Once I had him signed up, I called the woman that was taking care of the free dental day. She went ahead and made him an appointment for 8:30 the next morning. I was worried about him making another long trip the next day, but he reassured me that he was very happy to make the trip to dental day. I called the client the following Monday, he was ecstatic when he answered the phone. He could not believe how nicely the dentist and volunteers had treated him at the free dental day. He was able to get 16 teeth extracted at absolutely no cost to him. I was so happy for my client, that it brought me to tears. Before hanging up with client, he said he would be seeing me soon for assistance with reduced dentures.

A woman called my office and explained that she could not afford her medication; therefore, I made her an appointment. When she came in and I did our assessment with her, I found out she needed more help than just medication. She had not had an eye exam in years because she has no insurance. She was also in need of diabetic shoes. Through various programs, I got her approved to get her medication free as well as an eye exam and glasses paid for. Since she had no insurance, I went on my search to find out how to get her some diabetic shoes. After contacting various resources I knew of, I found a place with her size willing to donate the shoes to her. Therefore, she came in my office and made sure they fit and it was perfect. She was so appreciative of everything she had gotten.

A man called my office needing help with his medication. He is a bad diabetic and recently lost his Medicaid. He has young children he cares for and is unable to work due to a recent car accident that made him become disabled. So up until recently his Medicaid paid for everything and now he cannot afford the medication needed. Therefore, I filled out an application and I am waiting for the doctor to sign his part. I also referred him to our Connecting Kids to Coverage worker and she is in the process of seeing about how to get him and his family some insurance back.

I had a mother of two (one being an infant born at 24 weeks and had to stay in NICU for approx. 4 months) wife of disabled spouse, came into my office needing assistance with the infant's medications.

The infant required around the clock oxygen, breathing treatments and still had feeding tube. The mother quoted "I'm at the end of my rope. My husband is disabled; I'm working every day and still can't afford to get my baby's medications". She stated she had been paying close to \$400 a month for her infants medical needs and just could not afford it anymore due to family bills being so expensive and her baby's illness taking their savings. After our assessment and according to the family's income, the infant should be eligible for KCHIP. I signed the infant up and she received Medicaid – KCHIP immediately. Mom was so grateful and left here with a very large burden lifted.

An Elderly client I have worked with for years recently enrolled in a research program with her grandchildren. The grandmother was reluctant to allow people into their lives. The two toddlers she has had for a year had been abused by their parents and she had power of attorney over them and cared for them deeply. She was so afraid to lose the babies and in fear they may go back to the mother who tried to drown them, she would not rock the boat with anything. She was scared to seek help from caseworkers, benefit assistance or any agencies. I gained their trust and found they were going through some very stressful events (most severe being financial and guardianship of grandchildren). Grandpa is a disabled veteran and their only income is \$873.00 a month. I was able to connect her with SNAP and KTAP benefits, connect him with veteran benefits, connect them with a free attorney to take their long wanted custody case (I am happy to say, they now have temporary custody of the grandbabies and soon will be permanent). Recently they came to thank me and to tell me what a difference for the better I made in four people's lives. My job is so rewarding.

My story is about a client of mine that has dementia. His wife was concerned if there were a fire in the house or any other emergency requiring him to act on his own or try to follow vocal directions to leave the house that he wouldn't be able to. Their home is isolated in the country without any neighbors; didn't have any steps at the back door and the steps leading up the front are narrow. We applied for a grant for him to get something done. He was approved, we found a contractor willing to work with the grant (half of payment up front, balance when finished) and got it started. Within a couple of weeks, everything was completed and my client is extremely happy. They built a small patio with steps leading to the back door and a sidewalk that runs from the back to the front of the house and did a wheel chair ramp up the front porch. This was an awesome gift from the grant that they could not afford to do otherwise. His wife now has a little peace of mind knowing that if something did happen, he wouldn't get hurt trying to escape.

My client came in for help with medications; he had insurance through the exchange but could not afford the co-pays for all his medications. I found that four of his medications were available on patient assistance programs where they do not care if you have insurance or not. I was able to access those medications free and he wanted to use the mail order pharmacy to purchase his other medications instead of using his insurance. His insurance co-pay for prescriptions is \$35 each after his deductible is met, so with using the mail order he will be able to save a lot of money.

I had a client come in needing help with medication. Currently, he is deemed disabled and had to take early retirement due to colon cancer and other issues. He is now receiving his early retirement pay from

the railroad but is in a gap of coverage from his railroad insurance which stopped before his railroad Medicare picks up. When he went to the pharmacy, his one medication was going to cost him over \$500.00. I found that he qualifies for it totally FREE! The application is now pending at his doctor's office waiting for signature. He was so happy he had tears in his eyes and thanked me a million times. It's days like today that make this job so rewarding!

This quarter I had a client come in to get help with glasses. After interviewing the client, it was determined that the client needed help with some medicines and hearing aids. I was able to help him with his glasses, medicine, and his hearing aids. As we discussed his income, he told me that his social security was taking out money for his student loans. We discussed that since he was disabled that he could get his student loans discharged. We worked to get his loans discharged and was able to save him \$19,050. He was grateful for the help.

A lady was referred to Kentucky Homeplace from a local surgical clinic at the hospital. She was currently diagnosed with a rapidly growing case of breast cancer. She was sent to Kentucky Homeplace initially because she had no transportation to a facility for her radiation treatments. My coworker and I worked hand in hand to figure out a solution that would work best for her. While working with her insurance to schedule out a plan for transportation, we noticed that there needed to be changes made. Her oncology physician did not except her supplemental plan and her Medicare Extra Help had been terminated as of December 2017. My coworker called over the phone to enroll her into a special enrollment period because open enrollment for Medicare had ended. She switched her to an MCO provider that was accepted at her Oncologist. I worked with her and we filled out a new Medicare Extra Help application via phone. She is eligible for Specified Low-Income Medicare Beneficiary (SLMB) low-income subsidy. After all this was taken care of, my coworker received donations from local churches and organizations to get her to and from treatment for two weeks. Her treatments were scheduled Monday through Friday, for fifteen minutes per day for four weeks. When the donation money was delivered to us, I called the transportation provider and scheduled all of her rides for two weeks. I followed up with the client after those two weeks to make sure she had the money and transportation to complete her other two weeks of treatment. I will follow up with her soon to check in and see if she completed her treatments and if she needs any more assistance.

Free Dental Mission – This quarter I assisted nine Kentucky Homeplace clients get help with their dental problems. They either received a cleaning or full mouth extraction or a few fillings. My clients that needed help did not have the means or the insurance to get the dental work they needed for years. One of the clients was an elderly man who had a heart condition. The oral surgeon consulted with him before his treatment, and they both decided that the best treatment was to just take out the teeth that were bothering him. The oral surgeon said he could tell he used his anterior teeth to chew his food and if he was ok with that just to continue as he is! The client said he was happy with the dentist decision and they only took out what was needed.

I had another client that was going to have several extractions and in hopes of coming back and getting dentures and a partial in the future. She had to put her plans on hold for a while because she got her x-ray and had her work up with the triage dentist and then she was sent in to see the oral surgeon. After

the oral surgeon did his assessment, he consulted with the client on everything that was really hurting her at the time. He knew by her health history that she had heart problems and had to go off her medication to come to the dental mission for dental work. After his assessment he decided that it was best to only take out the teeth that were painful and he explained to her that for health reasons and how he was going to have to numb the mouth it is not safe to do all that she was wanting. She was not happy but understood that it was in her best interest. I spoke with my client after her treatment and she was not happy due to wanting all of the work done but she said she understood and was so grateful for all the good care she has received and felt that she was taken care of by a wonderful oral surgeon and the rest of the team.

This quarter I have seen many clients with lots of different needs but one client in particular stands out because she was truly grateful for the services that she received from KY Homeplace. This client came into my office in need of guidance and assistance with her medical bills; she had been to several other agencies without success.

This client had suffered an illness which left her hospitalized and now covered in debt. She was discussing her financial hardship with her co-worker who suggested that she find her way to Kentucky Homeplace. She was ready to give up because she had attempted several times to get help and she felt as if she was drowning debt. Unable to meet her everyday basic needs even though she was employed and had health insurance, the medical bills were too much for her to handle.

Within only a few moments of working with my client I was able to call her collectors and get the debts written off or reduced, then helped her create a payment plan within her budget. Since starting to work with my client on her medical bills I have been able to help her in receiving other assistance with reduced doctor visits for preventive services.

I had an older gentleman that stopped by my office riding his bicycle on a very hot spring day. He stopped in to see if I could assist him on getting a pair of glasses. He had told me the story of how he ended up losing his driver license and was trying to get them back so that he could drive again. He had vision trouble and needed to have glasses in order to see to take his written test. After getting him an appointment and seeing the optometrist I was able then to help him proceed to get him glasses. He stopped by again and brought me the prescription and chose the pair of glasses he wanted. Within a few weeks he had his glasses delivered to him at his home. He called me to let me know he had received them and he would be back to see me. I hadn't heard from him for a while and one day he stopped by. I came to the door to greet him and he had a big smile on his face and his Driver License in hand. He explained that he was able to see better because of his new glasses and had passed his written exam. He thanked me for all the hard work I done to get him his glasses. If it hadn't been for the help, he said, he probably wouldn't have ever been able to take his test and he still would be peddling on his bicycle. It touched my heart so much to know how organizations come together to help folks like him. I told him no thanks necessary and I was happy to help him.

I had a lady to stop by my office to get assistance with medications. She needed assistance with insulin and was not able to purchase this on her own. This lady was eligible through a pharmaceutical program; however, this was going to take some time to get her in the program. I was able to work with a local clinic

and get her a month supply of insulin until she was able to get assistance through the medication program. I also took the time to educate her on diabetes. She was thankful for Kentucky Homeplace and for getting her insulin.

There was a lady that stopped by to get assistance with several of her medications. She had just moved down to Kentucky from another state and needed help with the transition as well. She came to take care of her sick mother and ended up getting sick herself because she was out of medication and had no insurance. She didn't qualify for Medicaid and couldn't afford to purchase any insurance at this time. When I told her about the free clinics in a couple of locations she was interested in getting an appointment with them. I made her an appointment in the following two weeks and saved her paper work for the doctor to fill out for her medications. A week went by and she called needing to get medications because she was completely out. So I called the doctor who was going to be seeing her and he called in to the pharmacy and got her medications for her. This helped to carry her over until he could see her on her appointment date. If not for Kentucky Homeplace being able to speak on the behalf of our clients and working with doctors, we would have many people do without and not have their medications. The doctor was glad that I called because she needed these medications. I was grateful that I could help her and do what I could do for her.

During the past quarter, I have worked with clients to determine if they are able to get hearing aids, glasses and medicines. Several of the clients have Medicare Part D but the medicines are not covered by their insurance plan. I have spent time working with them on getting help from the Patient Assistance Program to help them with several brand name medicines.

I had several clients to need help getting Hearing Aids. One was very elderly and couldn't afford to get the \$450.00 to pay for Hear Now to get the hearing aids. I received a call from her friend and she wanted to work it out to be able to pay the fees to help her get the hearing aids. She stated she donates to programs every month and she wants to help her friend be able to hear the birds sing in the mornings. It would make her day to do this for a special person. Working with clients on getting them help with their needs is such a rewarding job. It helps to see a smile on their face when they realize they are going to get help because they usually are told they don't qualify or funding is not available. I have worked with several clients that have trouble paying the electric bills. This past winter has been a difficult time with most of the bills are either doubled or even tripled. Clients on a fixed income are not able to come up with that kind of money. I have been able to inform them of programs to assist with \$65.00 a month for 7 months out of the year. It really helps them to know some can help a little. I have referred several of them to our local Community Action Program to get help with Weatherization to help fix problems in the home that will reduce the bills and make it more affordable.

During a recent food box give away a client received a flyer for Kentucky Homeplace. Upon coming into my office, I was able to assess his needs and find that he was severe diabetic and unable to afford the medication. He was unaware that with his income that he qualified for extra help to pay for his

Medicare premiums and receive a prescription D plan at no cost. He was very thankful to receive the help and is now able to afford his diabetic medication along with other meds vital for his health.

At the Kentucky Homeplace office, I rarely see children but when they do come in with their parents it's usually because they are in need of something that the parents can't find on their own. They struggle to reach out for help at times. I met a lady who came in to my office because she was a single mom with two young sons, one who was 11 years old and almost entirely deaf. He came in with her and you could tell that he couldn't properly respond to what she was saying. She said he had never been able to hear. He would try to communicate with her but his words were short and not clearly pronounced.

They had not lived here in Kentucky long and in the previous state they lived, resources were also slim and state insurance did not cover hearing aids for her son. She came into my office hoping that we would be able to get her son at least seen for hearing aids but had no expectations on the cost since she hadn't had much luck in the past.

I was able to immediately get them enrolled in Kentucky Homeplace and refer them on to our local ENT who concluded that yes, this child needed hearing aids if we could get them. When the mother came into my office, she had just left the local DCBS and signed up for Kentucky Medicaid but was not sure who her MCO was and did not know when she would receive information on her approval. The doctor went ahead and saw her child knowing that insurance approval was on its way. We moved forward just taking things one-step at a time allowing her time to get any MCO info or insurance card in the mail or – even an approval for that matter.

We proceeded to make the appointment at Lexington Hearing and Speech and it was approaching quickly within the following two weeks of her being at my office. She still had not heard about her Medicaid approval and started fearing that it would take longer than expected because of her transitioning from another state's MCO. She quickly figured out how that she would postpone some of her bills and made as many arrangements as she could to ensure that she would have the funds to pay the \$155 at Lexington Hearing and Speech, as well as the \$125 per ear that she would need next. All the arrangements had been made and the day before her appointment, she called that morning to tell me that she had all the money together and was ready to go. The same day she finally received a letter in the mail that her MCO was Wellcare and that she was approved and received her insurance cards in the mail. It was perfect timing because Wellcare actually pays for her son to have his evaluation at Lexington Hearing and Speech and it pays for his hearing aids. When I told her that she is going to be able to pay her bills that month as normal she started crying. She laid the phone down and I could hear her telling her son, who probably couldn't hear her at all that he was getting new ears very soon and that he could hear her voice again. I don't know that her son could hear or understand what she was saying – but for a minute or two I listened to them cry together on the phone.

She came back to the phone to let me know how much that she appreciated all my help and that it was going to change her life and her sons and that he would get a fresh new start that she had always wanted for him.

When she came into my office she didn't know where to start with a specialist, she didn't know what steps to take and who would even see her son and how much it was going to cost if anything to help her

give him the best life that she could. It may have just been some phone calls on my end and some answered questions but coming to Kentucky Homeplace for guidance, support, and answered questions ended up changing their lives completely.

She took her son to Lexington Hearing and Speech around mid-February. They know that they are getting hearing aids and will be going back for their follow up to get them very soon with no cost at all.

Sometimes we have clients whose cases are small issues that take lots of work, sometimes there are greater issues with little amounts of work, and sometimes they are the total opposite. No matter what it takes to help a client reach their goals, whether they be health or social related, you can bet that a good community health worker is going to find a solution if there is one. It's always a wonderful day at the office when you know whatever amount of work you contributed just changed a life for the better.

This quarter I was able to do a home visit with a little elderly lady that had received services from Homeplace years ago. She reached out by writing a letter and in the letter she told how she really could not hear to talk on the phone and that writing a letter was easier for her. I wrote back to her and sent my flyer and contact information. Weeks went by no answer from her. So finally, after about a month she wrote me again and said her granddaughter would be contacting me. Her granddaughter finally called me and together we set up a time for me to go out for a home visit. It was a long drive she lived about 40 minutes away from my office. When I finally came to the turn I was to make to her house, I knew right off it was the one; her granddaughter had given perfect directions. She was waiting on me with her oldest daughter and greeted me with a hug; she let me know how much Homeplace had helped her before. The drive was worth it, I was able to help with hearing aids and glasses.

I received a referral from a clinic, so I called the patient to talk with her and see what her needs were. She let me know right off, that she did not like a lot people. I told her that was okay, I was calling to see if I see if I could help her and she said we would see. After talking consistently for about 20 minutes, and finally telling me what her needs were she made an appointment to come in to the office. Two days later my door comes open and in she walks and lets me know she only has 30 minutes to stay. I laughed and said okay, let's get busy. After doing the initial interview with her, she began to open up and her visit went from 30 minutes to 75 minutes. Overall, I was able to help her with hearing assistance and clothing.

Kentucky Homeplace Administration

Fran Feltner, DNP fjfeltn@uky.edu	Principle Investigator	606-439-3557	Kentucky Homeplace 750 Morton Blvd. Hazard, KY 41701	
Baker, William Mace mace.baker@uky.edu	Director	606-439-3557	Kentucky Homeplace 750 Morton Blvd. Hazard, KY 41701	
Kegley, Janet jkegl2@uky.edu	Project Manager	888-223-2910 606-738-6315 (fax)	Senior Citizens Building 101 S KY 7 P. O. Box 67 Sandy Hook, KY 41171	

Kentucky Homeplace CHWs

Goolman, Amanda ago263@uky.edu	CHW	606-674-9297 606-674-9298 (fax)	Bath Meniffee	Bath Co. Health Dept. 68 Oberlin St., Rm 232 PO Box 1198 Owingsville, KY 40360
Slusher, Kathy kathy.slusher@uky.edu	CHW	606-337-6886 606-337-7183 (fax)	Bell	Total Care 121 Virginia Ave. Pineville, KY 40977
Vacant	CHW	606-739-9768 606-739-9586 (fax)	Boyd	Boyd Co Community Center 3015 Louisa Street PO Box 1277 Catlettsburg, KY 41129

Young, LaDonna LaDonna.Young@uky.edu	CHW	606-666-7106 606-666-5984 (fax)	Breathitt	Kentucky Homeplace 1154 Main Street Jackson, KY 41339
Smith, Elizabeth easmith123@uky.edu	CHW	606-474-2742 606-474-2592 (fax)	Carter	Kentucky Homeplace 101 Fraley Miller Plaza, Suite B P.O. Box 546 Grayson, KY 41143
Smith, Kimberly R. KimberlyRSmith@uky.edu	CHW	606-599-1039 606-598-4315 (fax)	Clay	Kentucky Homeplace 105 Main Street Manchester, KY 40962
Prater, Shirley sdpr223@uky.edu	CHW	606-738-5927 606-738-6078 (fax)	Elliot	Senior Citizens Building 101 S. KY 7 P. O. Box 67 Sandy Hook, KY 41171
Puckett, Ratisha ratisha.roberts@uky.edu	CHW	606-723-9902 606-723-9903 (fax)	Estill	Kentucky Homeplace 152 Richmond Road P.O. Box 654 Irvine, KY 40336
Hamilton, Katherina kah225@uky.edu	CHW	606-874-1204 606-874-3847 (fax)	Floyd	Best Practice Family Health 1358 Watergap Road PO Box 2234 Prestonsburg, KY 41653

Vacant	CHW	606-473-6496 606-473-1039 (fax)	Greenup	Greenup Co. Health Dept U.S. Highway 23 P. O. Box 916 Greenup, KY 41144
Shepherd, Darla Darla.shepherd@uky.edu	CHW	606-574-0239 606-574-9268 (fax)	Harlan	Kentucky Homeplace 313 Central Street PO Box 1418 Harlan, KY 40831
Ward, Kendra kewa234@uky.edu	CHW	606-287-3756 606-287-3765 (fax)	Jackson	Kentucky Homeplace 101 Main Street PO Box 583 McKee, KY 40447
Bailey, Judy jbail2@uky.edu	CHW	606-789-4232 606-789-3937 (fax)	Johnson	Johnson Co. Recreation/ Community Center 232 Preston Street Paintsville, KY 41240
Owsley, Rita rita.owsley@uky.edu	CHW	606-785-9884 606-785-0270 (fax)	Knott	Kentucky Homeplace 59 Cowtown Road Hindman, KY 41822
Smith, Kimberly N. kimberly.patterson@uky.edu	CHW	606-277-0018 606-277-0078 (fax)	Knox	Kentucky Homeplace 320 High Street P. O. Box 1029 Barbourville, KY 40906

Ward, Kendra kewa234@uky.edu	CHW	606-862-9749 606-862-9767 (fax)	Laurel	Kentucky Homeplace 188 Dog Patch Trading Center London, KY 40741
McGuire, Angela angela.mcguire@uky.edu	CHW	606-638-1079 877-213-7161 606-638-4941 (fax)	Lawrence Martin	Kentucky Homeplace 108 Bulldog Lane, Rm. 161 Louisa, KY 41230
Bowman, Samantha R samantha.bowman@uky.edu	CHW	606-464-2156 877-847-9821 606-464-9420 (fax)	Lee & Owsley	Kentucky Homeplace 120 Main Street PO Box 1540 Beattyville, KY 41311
Bowling, Mary mvbo224@uky.edu	CHW	606-672-2155, Ext. 15 606-672-4605 (fax)	Leslie	LKLP 121 Maple Street PO Box 899 Hyden, KY 41749
Gilbert, Ashley ashley.gilbert@uky.edu	CHW	606-633-7441 606-633-7458 (fax)	Letcher	Letcher Co. Health Dept. 115 East Main Street Whitesburg, KY 41858
Bailey, Judy jbail2@uky.edu	CHW	606-349-8842 606-349-8841 (fax)	Magoffin	Magoffin Co Health Dept 119 East Mountain Pkwy P. O. Box 1569 Salyersville, KY 41465

Prater, Shirley sdpr223@uky.edu	CHW	606-743-4005 Ext. 312 606-743-4002 (fax)	Morgan	Kentucky Homeplace 151 University Drive West Liberty, KY 41472
Bowman, Samantha R samantha.bowman@uky.edu	CHW	877-847-9821	Owsley	Kentucky Homeplace 200 Mulberry Street Booneville, KY 41314
Frazier, Carole Carole.frazier@uky.edu	CHW	606-439-3557 606-439-0237 (fax)	Perry	Kentucky Homeplace 750 Morton Blvd. Hazard, KY 41701
Justice, Barbara barbara.justice@uky.edu	CHW	606-433-0327 606-433-0440 (fax)	Pike	Kentucky Homeplace 478 Town Mtn. Road PO Box 2243 Pikeville, KY 41501
Gilbert, Pollyanna pollyanna.shouse@uky.edu	CHW	606-668-7660 606-668-7661 (fax)	Powell	Kentucky Homeplace 351 North Main Stanton, KY 40380
Gilliam, Kala kala.gilliam@uky.edu	CHW	606-784-3881 606-784-3498 (fax)	Rowan	People's Clinic 751 West 1st Street PO Box 812 Morehead, KY 40351
Gilbert, Pollyanna pollyanna.shouse@uky.edu	CHW	606-668-7900	Wolfe	Wolfe Co. Courthouse P. O. Box 236 Campton, KY 41301

Kids to Coverage CHWs

Bailey, Whitney whitney.bailey@uky.edu	CHW	606-496-5442	Magoffin Co Health Dept. 119 East Mountain Pkwy P. O. Box 1569 Salyersville, KY 41465
Serving Morgan, Magoffin, Johnson, Lawrence, Martin, Elliott & Boyd Counties			
Bingham, Whitney wbpe225@uky.edu	CHW	606-496-5224 606-598-4315 (fax)	Kentucky Homeplace 152 Irvine Road Irvine, KY 40336
Serving Wolfe, Powell, Estill, & Madison, Clark, Menifee & Rockcastle Counties			
Bowling, Tonya tonya.bowling@uky.edu	CHW	606-681-6603 606-598-4315 (fax)	Kentucky Homeplace 105 Main Street Manchester, KY 40962
Serving Jackson, Owsley, Clay, Laurel, Leslie & Lee, Knox, Bell & Whitley Counties			
Fulkerson, Jesshia jesshia.fulkerson@uky.edu	CHW	606-793-1912	Kentucky Homeplace 115 South Main Cross Flemingsburg, KY 41041
Serving Fleming, Nicholas, Bath, Montgomery, & Carter, Greenup, Robertson, Rowan & Lewis Counties			
Seals, Melissa melissa.seals@uky.edu	CHW	606-821-5441	Kentucky Homeplace 959 Hwy 317 Fleming-Neon, KY 41840
Serving Letcher, Pike, Harlan, Perry, Knott, Floyd & Breathitt Counties			