

**UNIVERSITY OF KENTUCKY**

# *Kentucky Homeplace*

**October 1 – December 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**

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# Kentucky Homeplace

My Fellow Kentuckians:

This quarter was productive for Kentucky Homeplace (KHP). In addition to helping clients access a myriad of services and needs as evidenced in the following pages KHP Community Health workers (CHWs) conducted Diabetes Self-Management Program (DSMP) workshops with 124 participants in attendance. Also during this quarter, all CHWs attended Mental Health First Aid training/recertification. KHP was also the proud recipient of the MediStar Hosparus Health Innovation Award and several CHWs traveled to Louisville to participate in the award ceremony.

Kentucky Homeplace serves 30 rural counties in the eastern portion of the state and is currently staffed with 21 full time CHWs and one current vacancy. The CHWs are working diligently in their communities to reach those in need of services and the totals below reflect their efforts.

## ***Quarterly Summary***

For the period October 1, 2018 – December 31, 2018, the CHWs provided services for 1,559 clients. CHWs logged 4,088 hours on care coordination activities with a service value of \$77,672, amount of medication accessed \$1,677,328 and other service values (not medications) accessed were \$664,628 for a combined total of \$2,419,628.

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

Sincerely,



William Mace Baker, RN  
Director, Kentucky Homeplace Program



# Program Activities

October 1 - December 30, 2018

## Community Engagement Activities

The following is a sample of events attended by Kentucky Homeplace Community Health Workers (CHWs) this quarter: Kentucky Association of Community Health Workers (KYACHW) quarterly all CHW meetings, local interagency meetings, School FRYSC center meetings, diabetic coalitions, diabetic shoe clinics, Chamber meetings, Unite meetings and a host of other local community meetings.

## Conferences attended:

Darla Shepherd and Kala Gilliam participated in a panel presentation at the Kentucky Rural Health Association conference on the role of CHWs delivering evidenced based self-management programs in rural Appalachia.

## Professional Development/CHW training

All Kentucky Homeplace CHWs attended Mental Health First Aid training during the month of November. In December all CHWs attended Substance Abuse Brief Intervention Training (SBIRT) and Care Collaborative Blood pressure training.

## Webinars (CHW attended)

The Right Fit: Helping Consumers Navigate the Plan Selection Process in Kentucky

## Other News

One current vacancy exists in the Boyd/Greenup office.

Courtney Charles accepted the CHW position in Estill County during November and is currently in training.

## Save the Date:

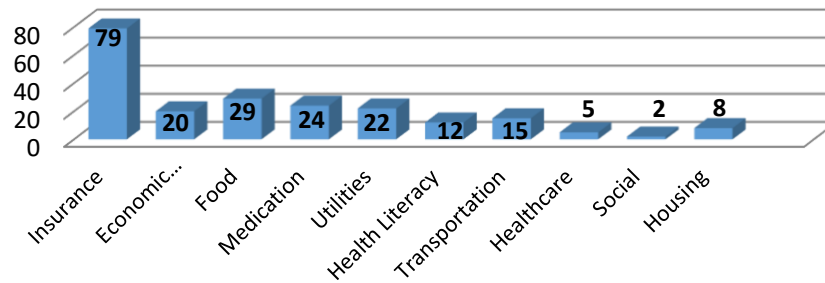
Kentucky Homeplace 25 year anniversary celebration

May 16, 2019

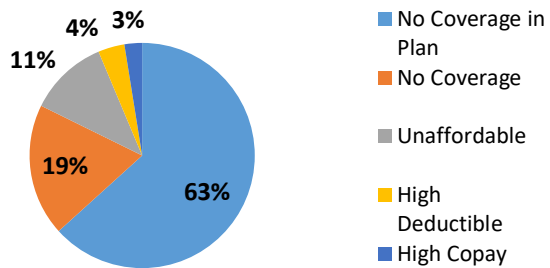
Hazard, KY (Exact location to be announced)



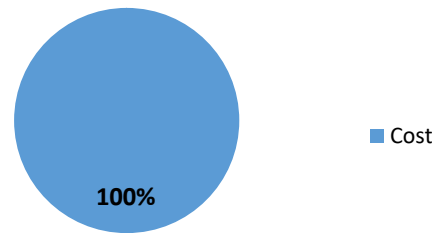
## SOCIAL DETERMINANTS OF HEALTH BARRIERS TO CARE 10/01/2018 - 12/31/2018



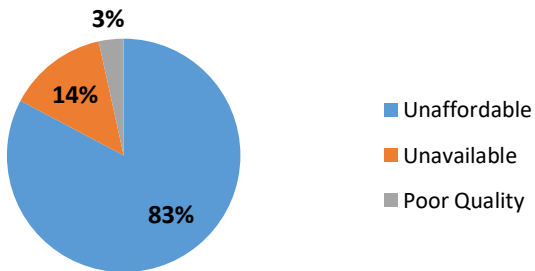
### Insurance Instability Barriers



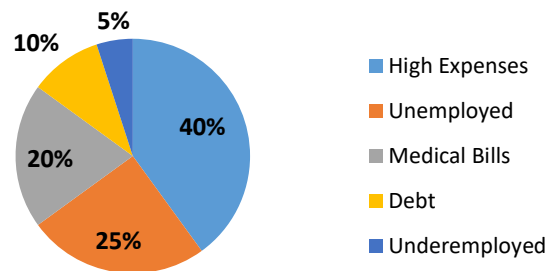
### Utilities Barriers



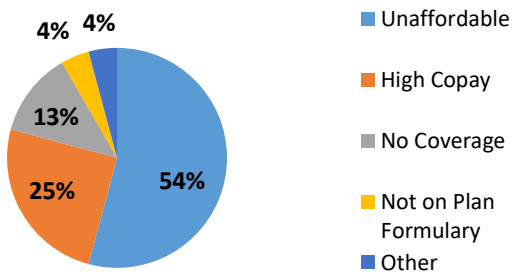
### Food Barriers



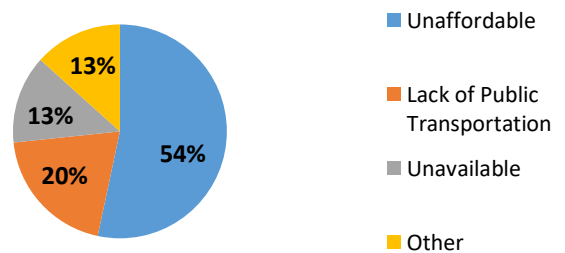
### Economic Instability Barriers



### Medication



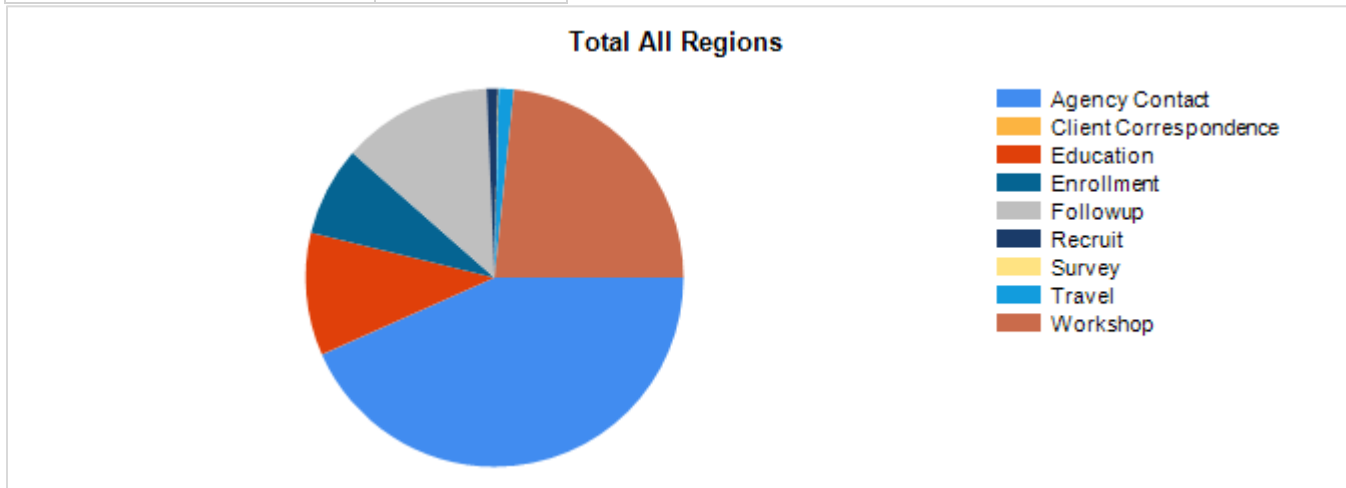
### Transportation Barriers



# Activity Summary

(Clients visited: 10/01/2018 – 12/31/2018)

Activity	CHW Hours
Agency Contact	1,771.23
Client Correspondence	0.67
Education	428.38
Enrollment	312.67
Followup	525.98
Recruit	39.62
Survey	2.33
Travel	51.80
Workshop	955.33
<b>Grand Total:</b>	<b>4,088.02</b>

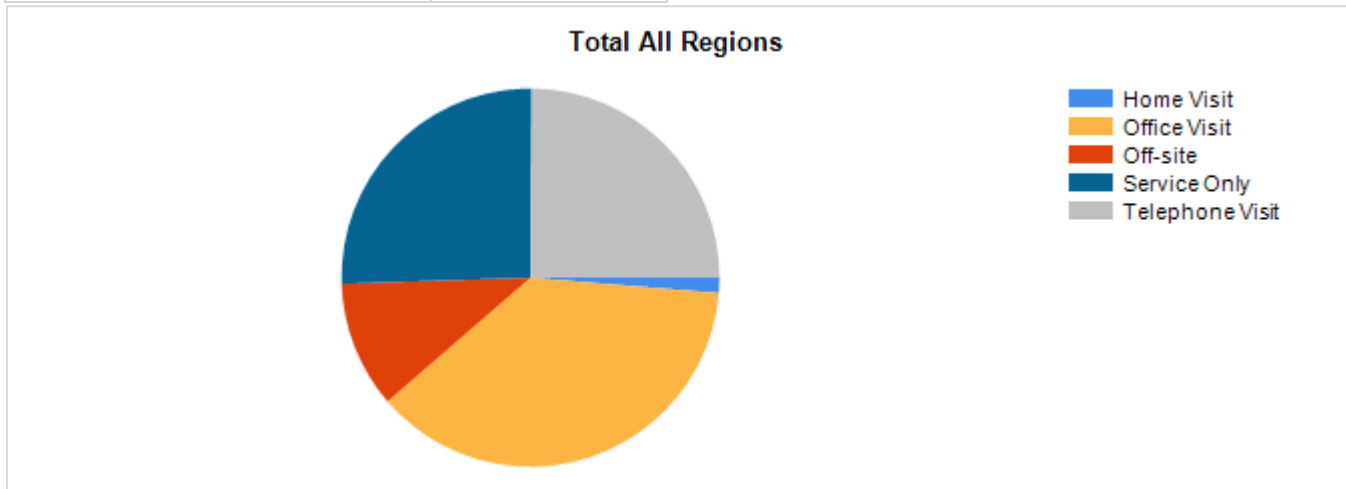


**Total service value for 4088 hours equals \$77,672.**

# Visit Summary

(Clients visited: 10/01/2018 – 12/31/2018)

Visit Type	Client Visits
Home Visit	55
Office Visit	1,577
Off-site	457
Service Only	1,082
Telephone Visit	1,051
<b>Grand Total:</b>	<b>4,222</b>

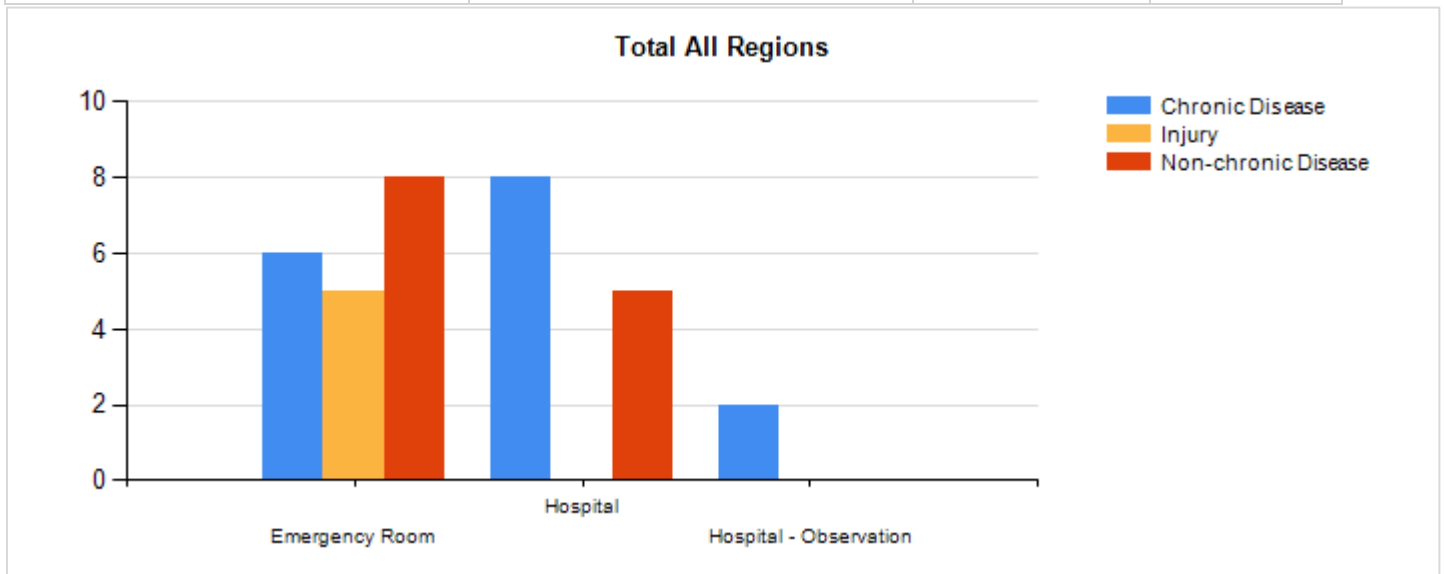


\* Service only involves any actions taken on behalf of the client while the client is not present.

# Hospital-ER Summary

(Clients visited: 10/01/2018 – 12/31/2018)

Episode Type	Reason	Episodes	Days Stay
Emergency Room	Chronic Disease	6	0
Hospital	Chronic Disease	8	13
Hospital - Observation	Chronic Disease	2	0
Emergency Room	Injury	5	0
Emergency Room	Non-chronic Disease	8	0
Hospital	Non-chronic Disease	5	20
<b>Grand Total:</b>		<b>34</b>	<b>33</b>

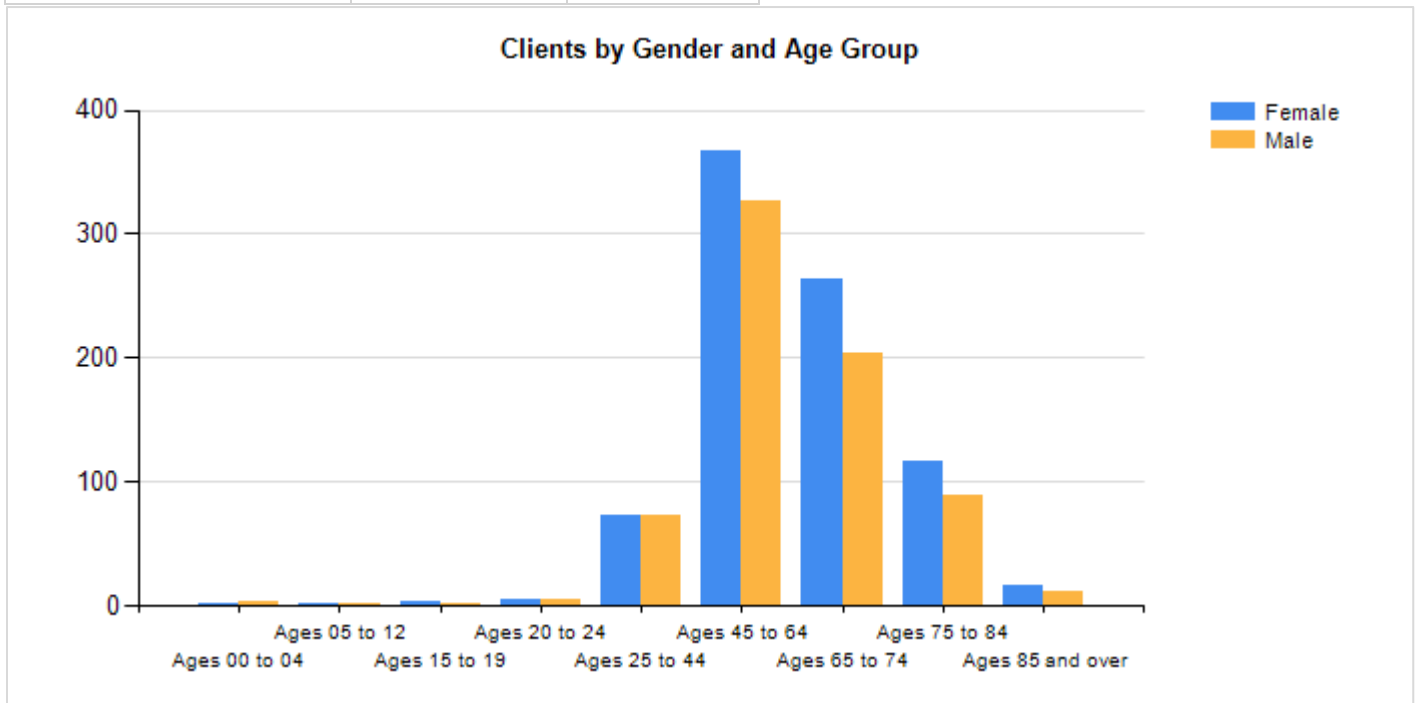




# Age Gender Summary

(Clients visited: 10/01/2018 – 12/31/2018)

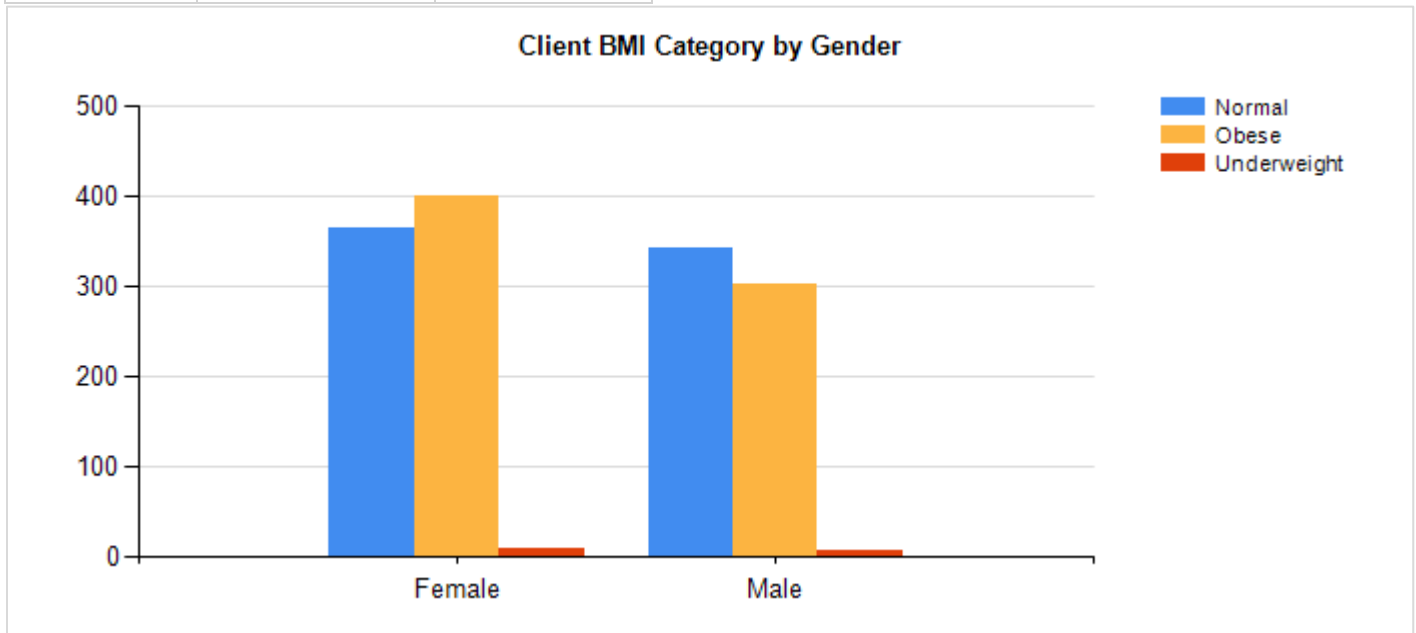
Age Group	Female	Male
Ages 00 to 04	1	3
Ages 05 to 12	2	1
Ages 15 to 19	3	1
Ages 20 to 24	5	5
Ages 25 to 44	72	72
Ages 45 to 64	367	326
Ages 65 to 74	264	204
Ages 75 to 84	117	89
Ages 85 and over	16	11



# BMI Category Summary

(Clients visited: 10/01/2018 – 12/31/2018)

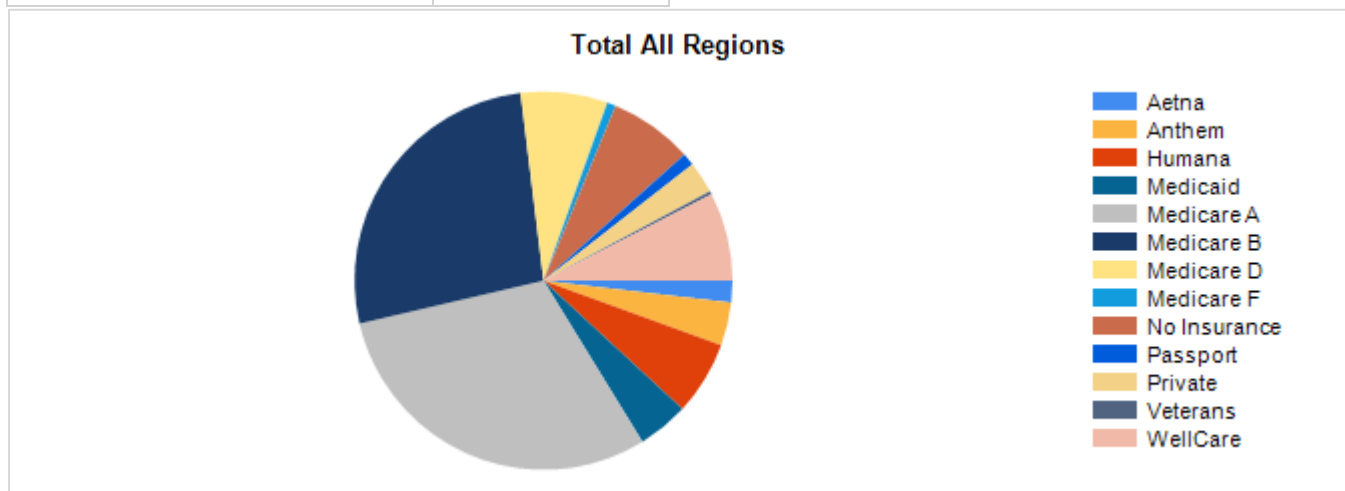
Gender	Bmi Category	Clients
Female	Normal	364
	Obese	400
	Underweight	10
	<b>Total:</b>	<b>774</b>
Male	Normal	343
	Obese	303
	Underweight	8
	<b>Total:</b>	<b>654</b>
	<b>Grand Total:</b>	<b>1,428</b>



# Insurance Summary

(Clients visited: 10/01/2018 – 12/31/2018)

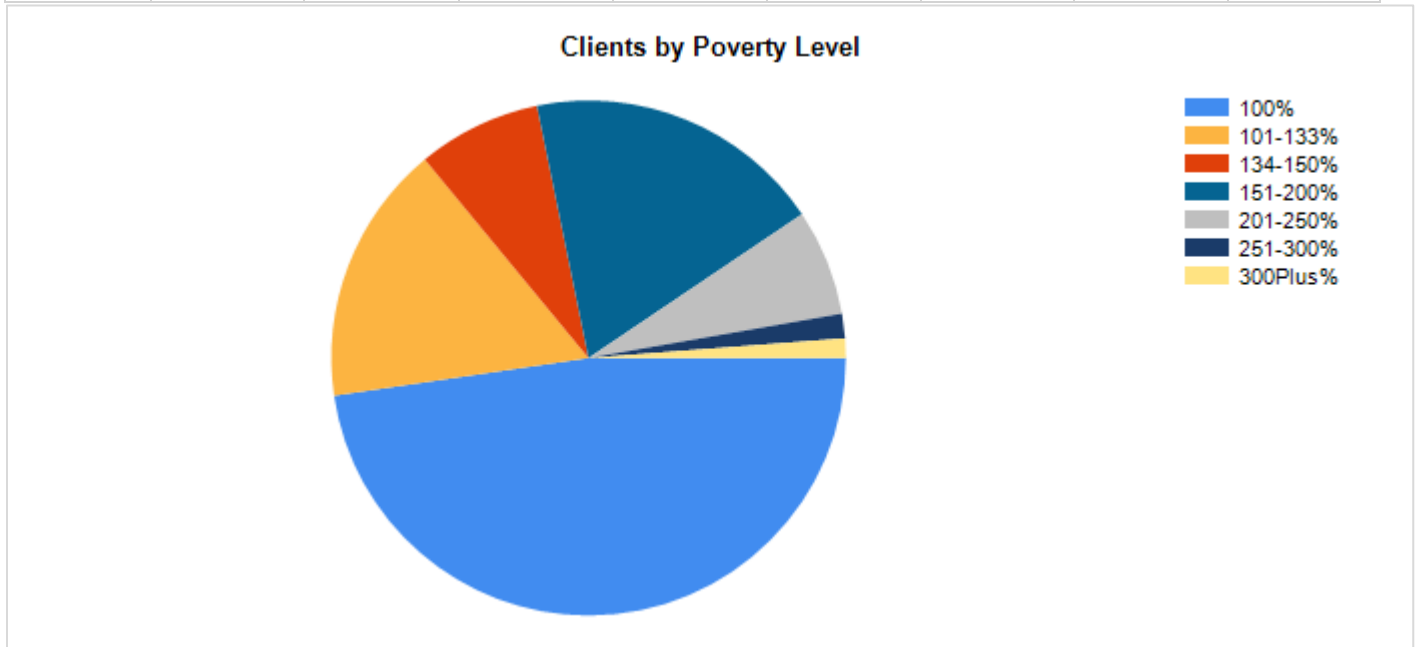
Insurance Type	Clients
Medicare A	846
Medicare B	750
WellCare	212
Medicare D	209
No Insurance	201
Humana	177
Medicaid	123
Anthem	104
Private	76
Aetna	52
Passport	30
Medicare F	21
Veterans	8



# Poverty Level Summary

(Clients visited: 10/01/2018 – 12/31/2018)

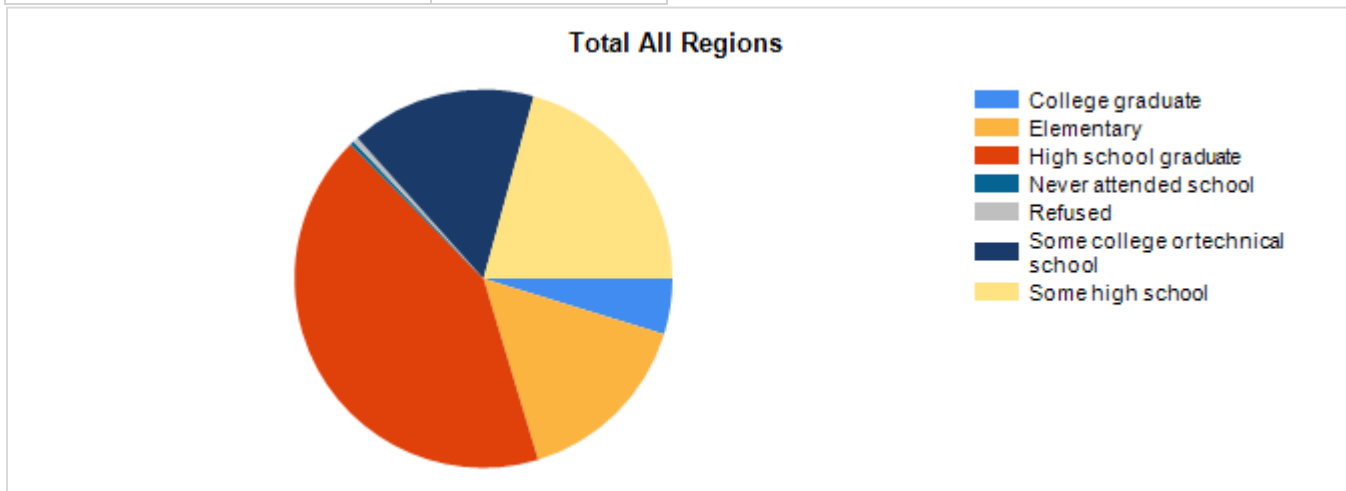
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	743	255	121	293	104	24	19	1,559



# Education Level Summary

(Clients visited: 10/01/2018 – 12/31/2018)

Education Level	Clients
Never attended school	6
Elementary	243
Some high school	323
High school graduate	658
Some college or technical school	248
College graduate	74
Refused	7
<b>Grand Total:</b>	<b>1,559</b>



## Kentucky Homeplace Staff at the MediStar Awards



Left to right: Elizabeth Smith, CHW Carter County; Carole Fraizer, CHW Perry County; Janet Kegley, Rural Project Manager; Shirley Prater, CHW Elliott and Morgan Counties; Angela McGuire, CHW Lawrence and Martin Counties; and Mace Baker, Director of Kentucky Homeplace



Kentucky Homeplace staff with Fran Feltner, Director of UK Center for Excellence in Rural Health



Mace Baker accepting the Hosparus Health Innovation Award on behalf of Kentucky Homeplace



Director of Kentucky Homeplace delivering the acceptance speech.



Mace Baker, Director of Kentucky Homeplace and Beth Bowling, Rural Project Manager



## 30 County Service Area



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





# Client Encounters

## Actual Situations Encountered by Community Health Workers

October 1, 2018-December 31, 2018

✚ Today I came back to the office after the staff meeting, as I came through the door I heard a familiar voice coming down the hallway behind me. A client has seen me coming in the building and wanted to share some news. This client was FIT tested 3 years ago, his test came back as positive. Which means he needed further testing, He had a colonoscopy and he was found to have 4<sup>th</sup> stage colon cancer, his doctor told him if he had waited one more month it would have been too late. They did a bowel resection on my client and he was deemed to be cancer free. While he was going thru all this his brother was also diagnosed with colon cancer and before he could begin treatment passed away. Today, my client tells me that his sister had been diagnosed with colon cancer about a month ago and they removed 4 ft. of her colon, the tumor weighed 25lbs. He went to take her for her treatment and she refused to go. Big tears rolled down his cheeks as he talked about her. She doesn't have children and thinks she has nothing to live for. I told him if there was anything I could do to encourage her to let me know. I figure just having her brother still here, after beating cancer would be enough, but we can never know how we would feel if it was us, if it was our decision to make.

✚ My client is a middle-aged man. He had been incarcerated due to a drug problem. He was released back in the early summer and was assigned to a halfway house in a neighboring county. He originally signed up for health insurance and the deductible was just too much for him to pay. His sister, who lives in Ohio, went online and found the link for assisters in this county. She called me and asked if I could help him.

We set up an appointment and he came to my office. He is now working and is drug free. He needed an insurance that he could afford. We were able to get him an account on the self-serve portal and he was able to find an MCO there to meet his needs. He was very happy and appreciative that Kentucky Homeplace was able to help him as he continues on his road to recovery and becoming a productive member of our community again.

✚ A young man came in office needing money, I told him I didn't have money but if he wanted to become my client I'd see what I could do about getting him the help he needed. He agreed to do this and as I was enrolling him he began to tell his story of how he had been hurt on the job and they had called to see if he could come back to work. He had been a year and a half with no job, two children and a wife. There wasn't any notice and he didn't have the gas money to make it where he needed to go. He told me all he needed was gas money and he was to meet a man from the VA down the street at 3:00 and he might be able to help him with a few dollars. So, we hurried through the enrollment process and my client left early enough to meet with the man and came back. I finished the enrollment and told him I only had one shot at this and if he was willing we might be able to get the help he was needing. I also asked about food he said that he would take food from his home to eat until he could make it back and stand on his feet. I told him I could get food for his family but he really didn't say yes or no but sometimes you get things you don't ask for and it still always works out for the best.

I made the call and it worked out he received the money that he needed to get where he was going for his gas. He was the happiest man I have seen in a long time. I hurried down to get the voucher for gas and thanked the lady at the donating agency for her help and then came back to KHP. Now back to the

food that was donated. I contacted the family and they said all was well so I put it in my storage room for my next client that was in need.

✚ I had an elderly husband and wife come in and they were about to become homeless, but after talking to them I realized that they were the family that the food was meant for. I gave the food to the gentlemen and he looked it over and asked “How much for this box?” I told him “Nothing.” He couldn’t believe that he was getting all this food for free. His little eyes lit up like Christmas trees that’s how excited he got. So I got busy and carried all the boxes to his car, there was also laundry supplies, bath soap, shampoo, and tooth paste so he was covered for at least a month. The next day he came back to tell me his wife said thank you and that they were very thankful for Kentucky Homeplace.

✚ I had client came in after we got it all set up with her insurance company and asked about a couple of her medications she said she did not receive. So we called the insurance and doctors office about the medications and the doctor sent in the scripts but did not date them and the company had not called to fix the problem and she had received all her other medications. They have since fixed the problem and she has received everything. The only medication she was going to have to buy was her heart medication if she doesn’t get approved on the patient assistance program. Even if she doesn’t her mail order cost is only \$35.00 month and she would be okay with that due to the saving on all the rest of the medications she is taking. The cost for name brand medications for the year would have been around \$7000.00, if she had not come to KHP she would be paying co-pays for her generic meds and high co-pay for her heart medication. So far now all she is doing is waiting to get approved for heart medication. She is happy to wait and find out what she is going to have to do – she can afford to pay for groceries now that she isn’t paying for all those co-pays.

✚ A gentleman came to my office and told me his wife had passed away earlier in the spring and he needed something to do, something to keep him occupied. Just that morning I had been in contact with the Goodwill Representative for our county and she told me there were openings in the program for seniors that were willing and able to work 20 hours a week. I told him about the program, we discussed the things I would need in order to refer him. I completed the initial enrollment for Homeplace and proceeded to tell him about the job. He said, “I’ll take it”. I told him it wasn’t that easy but we would get started. I asked for his driver’s license to verify his address and the address was wrong. He said “Well I can’t get them changed I don’t have \$12, I got the fee donated and sent him to the judicial building to get his license corrected. He came back with a big smile, he thought he was done. I told him I needed proof of his income which is social security and copies of his bank statement. He said, “I can’t get them today, I don’t have gas money to go to Jackson, I was able to get him some gas money donated also. At this point, it was just like dealing with my husband. A short time later, he returned with all his paperwork in hand. In the meantime, I had received an email with the application attached. I started asking questions, and he said, “Man, it’s like we are married”. I had to laugh. When the application was completed and I emailed it to Goodwill, and in a few short minutes I received a phone call, he was hired! He was to report the very next morning. My client also worked as a janitor in the county courthouse, taking out the trash, sweeping and mopping floors, every now and then he would come in to chat. He worked for 5 months, then one day he didn’t come in to work. I asked about him in the Sheriff’s office. He had passed away in his sleep on Saturday night. His landlord had went to check on him and found

him. He loved people, loved to be around people and laugh and joke, I'm sure his last 5 months were happy.

- ✚ Another year is coming to a close but I am so thankful for the opportunity of meeting a client just before the holidays that I will forever remember. This client came into my office uninsured with multiple health problems. After completing the initial interview and reviewing the client's income, I noticed that the client would qualify for premium assistance through the Federal Marketplace. We completed the application for health insurance. The client couldn't believe that he qualifies for health insurance for less than \$56.00 per month but had gone without it for so long. He said he wished that he had come here sooner to review his options. During the visit, he informed me that he had no medical home, so we completed the application for him to be seen at an FQHC on sliding scale for reduced payment. The client returned to the office just to thank me for being patient with him and helping guide him with the multiple needs that he had. After going to the doctor's appointment he has received the medications that he had gone without for so long because of not having insurance and he is feeling much better.
- ✚ This quarter I had a client who needed help with just about everything. After scheduling several appointments, he finally made it to my office. I was able to get him scheduled and set up with the Outreach program and the food bank every other Thursday. I also helped him with glasses and through another program he received medical equipment.
- ✚ I received call from local agency that had a client that needed help or a resource for several things in order to complete his 8-week program. I scheduled an appointment with the agency and the client came in. He needed help getting glasses in order to get his driver's license back and needed clothing for a job interview. I enrolled him in a program for eyeglasses and through a local church, I was able to get him clothing.
- ✚ I had a client come into one of the offices I was covering; she was embarrassed, but said she didn't know who else to ask for help. She needed a bed, the one that she was currently using was very old, and was just a mattress on the floor that was full of holes and infested with bugs. After combining forces with some local charities, we were able to get her a new bed frame, mattress and box spring, and the old mattress removed.
- ✚ A local agency referred a client to me, his income was low and his hearing was very bad. I was able find a local group that donated \$200 for him to pay for his hearing screening, and then worked with another social service program after that to get the \$250 application fee for the hearing aids covered. He has been approved for two hearing aids and is overjoyed to know that he will now be able to hear and participate in conversations with his family and understand what his doctors are saying to him.
- ✚ One of my clients starting coming to our Diabetic Self-Management Program. He had been a client of mine and I had completed some health coaching on blood sugar and A1C numbers. I had recommended that he come to this class. He attended three classes but due to hunting season he was not able to come to all six! He had stated at the beginning of our class his A1C was a 14 and blood sugar running around 240 every day. Those were his numbers from August bloodwork. He came for an office visit in December to be signed up on prescription drug coverage and gave me his blood work readings after our classes.

His A1C was an 8 with blood sugar running 147! He was so excited and proud of himself and bragged on how these classes changed his entire perspective! That once he learned, how to take care of yourself you can change! He is proof! It is possible. He says the next time we offer DSMP classes again, he is planning on coming to all six, he is very thankful for Kentucky Homeplace, and all that collaborated to help him get his numbers on target.

✚ Another client attended all six Diabetes Self-Management classes, she started out with her A1C being a 14 and blood sugar running around 535 every day. She was a great participant, one that asked questions, participated in action plans, homework and everything that we asked her to do! The Action plans and homework was to keep check on blood sugar after she exercised. She kept hers the same all six classes. She began to realize that when exercise was implemented her blood sugar came down immediately afterwards! Also when reading food labels, counting carbs, and really paying attention how it helped. She said when her Dr. diagnosed her as being a Diabetic; he simply gave her insulin and sent her on her merry way. Thrown to the wolves, as I like to say! Until our classes, this woman had no idea. After six weeks, she was a completely different woman! I feel like our classes were such an encouragement to help build her self-esteem. She had had the blood work and numbers to prove it! Her A1C number after our classes were over was a 6.7 with blood sugar running at 125! Amazing! She was very thankful for the Well Care gift cards being a little benefit to attending as well. She says a huge thank you to Kentucky Homeplace, our local health department and UK Extension Office for helping her being able to live a healthier life being a Diabetic.

✚ As a Community Health Worker one of the great things we get to do is teach others, we teach them about resources and how to access them and teach them how to make better decisions in regards to their health and social needs. We also get to teach Chronic Disease and Diabetes Self-Management classes which are always rewarding to both the attendees and the CHW teaching it.

Most recently, I completed a Diabetes Self-Management Workshop with a coworker and it was a wonderful class. We heard reasons why people were attending these classes and how that they had hoped it would change their lives and we heard testimonies at the end about how the class actually did help and the things they learned and will continue to practice. This class was particularly important for one family, an entire family serviced by my office for conditions surrounding their diabetes desperately needed this course. Each and every single class I was told how they shared what they had learned with another family member who was not able to attend. The entire family, a grandmother, both parents, and closest family friend all battled diabetes and their son was following closely behind with bad health choices and a major family history and it was his idea to attend the class. He had hoped that it would be a turning point for his family and hopefully save his life from taking the same path when it comes to having diabetes.

As part of the class weekly homework assignments all participants are given an action plan worksheet which encourages them to find something that they want to work on and improve in their life or a goal that they would like to meet as a result of the action plan. For the most part, we hear action plans like eating better, having more veggies, drinking more water, drinking less soda, or even walking more. Each week we remind everyone to include what their plan is, how much they will work on it, how often, and the likely hood that they will achieve their goal and encourage them to share it with the class. The

following week everyone comes back excited to share their goal, if they met their goal and how they adjusted their plan if needed to obtain the goal.

One client in particular, and the one whose overall plan was decrease the odds of diabetes in his life through prevention, made his first weekly action plan to eat better. He reviewed notes taken in class and took out time to review his book provided in the course and made changes to his food choices immediately and in only one week, he lost weight – a whole 15 pounds just from making healthier food choices. He was excited to share his action plan results and each week decided to step it up. On a path to losing weight and feeling better from healthy eating, he was becoming more physically active for the first time in years. By week 3 of the workshop, he had completed 5 years' worth of plans to do repairs needed on his home that had been postponed because of his health. He seen a huge reduction in pain of his knees and back by just the fourth week that he had decided to become physically active again on a regular basis.

By the end of the fourth week he had seen a total change in his life, he went from struggling with the possibility of knee replacement, to struggling to lose weight and get control of his eating habits to avoid a diabetes diagnosis. He set his goal even higher using the action plans provided in the course and in week 5 he decided that he would get his GED. Without even attending a single class, he simply walked in that week to the testing center and walked out a high school graduate. Finally week 6 comes and most others have ran out of ideas with action plans and have decided that they will continue working on the subtle changes made throughout the last 6 weeks but in his eyes, he had one more week to come up with a good action plan and to make it worth it. He had started the class just thinking he would confirm what he already knew which was to have less pop and potatoes. He instead, walked away with a major life change. He won't be having knee surgery now, he is less of a risk for diabetes, and he continues to lose weight and improve his health with what he learned from the class. He also improved his living conditions drastically and even had his GED at this point. Not only did he learn to care for himself but his entire diabetic family as well and he frequently references what he learned in class. For his final 6 week action plan, he decided to go to college having missed the chance by dropping out of high school years ago.

It was an honor to celebrate with everyone of the clients as they reached their goals. I feel like their health is so important. A great lesson was learned here in this course and it was not just about managing their diabetes but how that their health can have such a negative or positive impact on their life. When our health is bad it can often change our whole life outlook – just small changes in your health can make huge changes in your life.

✚ A client called wanting to come in for help with insulin; he was in the doughnut hole. This man was trying to be proactive and had acquired an application from his doctor's office and already had the doctor to sign it.

Once he came in, in reviewing the application, I discovered that it was an older version of the application and had since been updated. I phoned the pharmaceutical company to see if they would allow this application and they said "no". I completed a new application and faxed it along with the required documentation needed to process it to his Endocrinologist in West Virginia to be signed for them to send it on to the company. I had called the doctor's office in advance, so they were expecting it.

This client uses 10 pens of insulin a month with an average cost of \$1000 +/- We were able to access the insulin in a timely fashion which prevented him from having to spend such a significant amount of money.

✚ Among helping people get glasses, reduced dental services, medication, insurance and hearing aids we hold Chronic Disease Self-Management and Diabetes Self-Management classes for our clients. It is a preventative and teaching six-week series that last 2.5 hours once a week. This past month we hosted one that was such a wonderful group. We had 20 in attendance and they were eager and willing to learn all they could about managing their diabetes. During this class, friendships were made, trust was gained and everyone came out with more knowledge than they had about diabetes when they started the class. One of my clients stuck out to me this time. She was already working on getting her A1C down before she started this class but couldn't seem to see results. She exercised, ate right and still no results. She shared good stories, action plans and we problem solved some of her struggles. The last week of class, she reported that her A1C went from a 10 to a 6.5. This was a major accomplishment with her and it was so good to see her better her health and to know I had something to do with it. I randomly hear from her and she has continued to keep up her good daily habits and she has been encouraging others to do the same.

✚ A young lady came to my office recently needing assistance with getting her teeth extracted and then needing dentures. She was a photographer and this was a new business for her. So needless to say, she was struggling through life. She is a single parent trying to raise her teenager and having to cope with her aging mother that is not in good health. I gave her some information about a free dental clinic that was near and she decided to go there since she didn't have the funds to pay out of pocket for these services. She was able to get 12 extractions. During her healing process, I contacted our local Ministerial Association and let them know I had a lady in need of assistance with getting her dentures. Normally I do not ask for the full amount of \$350 but this time I felt it was a need. I received a check for the doctor and mailed it to him prior to setting up her appointment with him. When she came in to talk about money arrangements for her dentures and I told her the cost has been taken care of, she broke down in tears, saying nobody has ever been this kind to her and she wanted me to let my people know that this was the most appreciated gift she had ever received.

✚ Social media (via private message) is one of the ways my clients contact me and one morning before work I had seen a very lengthy post from one of my clients. She was stating how she took her mother to the doctor and they had referred her to a specialist and from one thing to another. She stated an audiology test for hearing was one of the appointments. Her mother has lost most of her hearing and nobody really knew how bad it had gotten. Her mother was living on very limited fixed income and had no means of getting anything "extra" in life. She had spoken of the hearing aids costing a minimum of \$4000.00 and how there was no possible way of getting these needed devices for her. I private messaged her and told her of a program that we knew of that could possibly help her mother with getting these hearing aids. She said she was floored. She had never heard of such help and was so excited to know that her mother had that possibility now. This is not a done case yet, but presently we are working on getting the \$125 cost per ear for her hearing aids taken care of. I cannot wait to see the results of this case. Her mother is now my client and again we are still working on several projects with



her. I just love how so little of my time, can bring such joy to someone else. I am so thankful for the world of Community Health Workers.

✚ I had a gentleman to come in to see me for assistance about getting some help with seeing a specialist for a complication he had for swallowing. After enrolling him, I found that he was already an established client at a free clinic and was getting assistance for medical help. After speaking with him and hearing his story, he was in desperate need to swallow and was confused of where and when his appointment was for the gastroenterologist. After speaking with his regular physician, I was able to find out what hospital he needed to be seen at. I called the hospital and spoke with a receptionist and got his date and time of when he was scheduled to see the specialist. During this time of his sickness, the client was unable to work full time like he had before, but was still over the income for Medicaid insurance. He couldn't afford to purchase insurance through the affordable care act either. I called the hospital where he would be seeing the doctor and they said he would be able to be on the sliding scale to help pay for any medical costs. Together, the client and I were able to have his house payment paid after I contacting his regular physician and had him sign a form saying he was unable to work due to his medical condition. By listening to the client and assisting him, he was gracious of me being able to help with getting his needs met.

✚ I had a lady to come by and see me for assistance with getting help with Medicaid. She was a new resident in the state of Kentucky and needed to have her insurance switched to Kentucky. She had tried to take her son to a doctor and they would not accept her insurance. This was a lengthy process, which consisted of starting a new case here in Kentucky and then calling her previous department in Ohio to cancel her medical and snap benefits. I was able to get both her and her son Medicaid insurance so that they would be able to be seen by a doctor in her community.

✚ I had a gentleman come in to see me for assistance with finding a place to rent. He was completing his rehab from a rehabilitation center in our town and needed a place to go. I was able to assist him in finding a place here in town and help him create a job resume so that he could begin looking for work. My client had nothing for bedding that he could take with him, so I reached out to other community health workers for help. I contacted our local Christian Social services and was able to get him a new blanket, several sheets, pillow and a comforter. He was very thankful for all my help. It wasn't but a few weeks later he stopped back in to follow up with me on job placement. He had found a job working outside but I noticed he was wearing a thin coat and no boots. I asked him if he was staying warm and he replied "If I keep moving I do". I asked him if he had any coveralls to work in and he said no. I got his permission to check at a place in our town to see if they had any coveralls for him. There was a lady there that was very kind that donated a pair of coveralls and two pairs of boots. I followed up with my client and when he came to receive his coveralls, he thanked me and the anonymous person with tears in his eyes. Today, this client is continuing to work outside, but, he is staying warm and dry.

✚ 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 have looked for programs to assist with the Co-Pays and find it difficult to help them with getting hearing aids if they can't pay the 450.00, because

they can save thousands with this programs. I have plans to work with local clubs to try and help with Co-pays. 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 being 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 \$115.00 a month for 4 months (HEART). It really helps them to know some can help a little. I have referred several of them to an agency to get help with Weatherization to help fix problems in the home that will reduce the bills and make it more affordable.

✚ This quarter I have been working with an addiction recovery center helping with various obstacles that they have encountered. Several clients needed help with getting dentures. I have one client that can't afford to get dentures and I have been contacting different agencies to see if there is any funding to help. I have been helping some of them to get their birth certificates so that they can get housing. Many of the clients needed help getting glasses.

✚ I have been trying to help one client get a medicine and everywhere he turned he was told that he had insurance and when he went to use the insurance, he was told that he did not have insurance. After calling several different insurance companies I was finally able to track down his insurance. He was able to get his medicine and was very grateful t hat Kentucky Homeplace was able to help.



## Kentucky Homeplace Administration

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