

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**July 1 – September 30, 2019
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.

Picture was taken at Gabe's Branch in Leslie County, Kentucky

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
Kentucky Homeplace Staff Photos.....	14-15
Kentucky Homeplace Regional Map.....	16
Client Encounters.....	17
Client Satisfaction Survey Results.....	26
Kentucky Homeplace Contact Info	28



Kentucky Homeplace

My Fellow Kentuckians:

This quarter saw an overall increase in service and medication values produced by Kentucky Homeplace CHWs of nearly one-million dollars in comparison to the previous quarter. The program is currently fully staffed with 22 CHW in the 30 county service area. The CHWs have been actively recruiting participants for the fall round of Chronic Disease Self-Management, Diabetes Self-Management workshops and several Walk with Ease sessions.

Kentucky Homeplace CHWs have had the opportunity to present the program at two large venues this quarter. A panel of four CHWs presented *Health Disparities in Hard to Reach Populations: A Community Health Worker Perspective* in a panel presentation at Appalachian Research Day. Kentucky Homeplace CHWs presented at the Kentucky Association of Community Health Workers (KYACHW) conference the topic of “Diabetes Management and CHWs” and “CHWs and Mental Health”. It is indeed an honor to hear the stories of how they help improve the lives of their clients told from their perspective.

Quarterly Summary

For the period July 1, 2019 – September 30, 2019, the CHWs provided services for 1,829 clients. CHWs logged 4,078 hours on care coordination activities with a service value of \$97,097, amount of medication accessed \$2,831,178 and other service values (not medications) accessed were \$1,045,200 for a combined total of \$3,973,475.

The entire quarterly report is posted on the UK Center of Excellence in Rural Health’s web page at <http://kyruralhealth.org/homeplace>. The report is found under the Kentucky Homeplace tab, Quarterly Reports and then click on July-September. If you wish to have a printed copy, please call 1-855-859-2374 or email me at mace.baker@uky.edu.

New to this report are the results of the satisfaction survey mailed to clients, which provides actual statements from clients who have utilized the services of Kentucky Homeplace (see page 26). I encourage readers to view this section as this provides consumer feedback on the services provided and the ways in which our CHWs interact with their clients.

Sincerely,

William Mace Baker

William Mace Baker, RN



Director, Kentucky Homeplace Program



Program Activities

July 1, 2019 – September 30, 2019

Community Engagement Activities

Kentucky Homeplace CHWs attended the UK CERH Staff Appreciation Day and several CHWs received “Years of Service Awards” for their work at Kentucky Homeplace.

Several CHWs assisted with Remote Area Medical (RAM) in Elkhorn, Pike County. They assisted participants with a variety of services offered by Kentucky Homeplace Program (KHP).

Kentucky Homeplace showcased program services at the Shaping Our Appalachian Region (SOAR) Summit in Pikeville.

The majority of KHP CHWS attended the Fourth Annual Kentucky Association of Community Health Workers (KYACHW) Conference held in Lexington.

Kentucky Homeplace CHWs attended back to school events, health fairs, diabetic coalitions, interagency meetings and a variety of other meetings in their counties to both promote Homeplace and find new resources for their clients.

Professional Development/CHW training

Kentucky Homeplace held a four-day CHW training in July and a four-day Chronic Disease Self-Management Lay Leader training in August.

Several CHWs attended CPR certification.

Two new CHWs attended the CARE Collaborative training provided by Lonna Boisseau and Bonita Bobo.

Other News

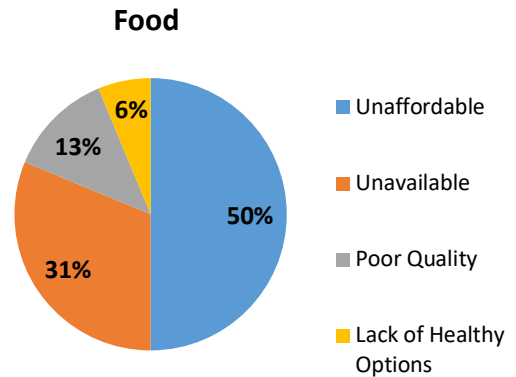
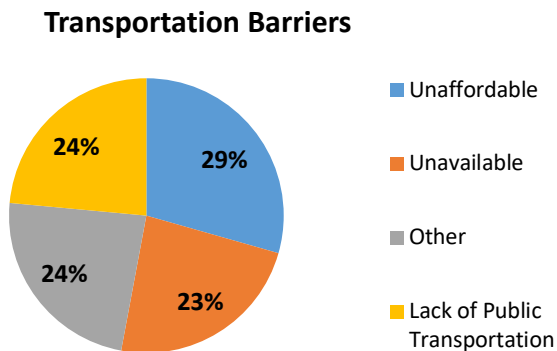
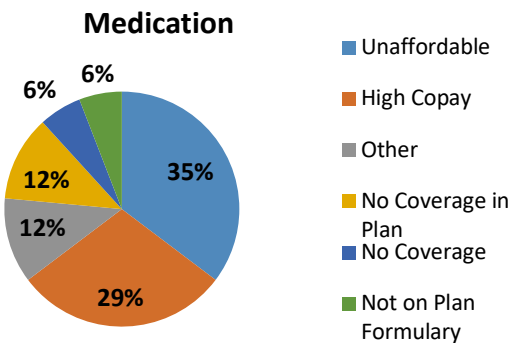
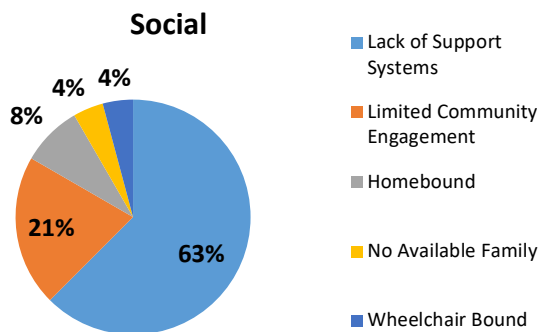
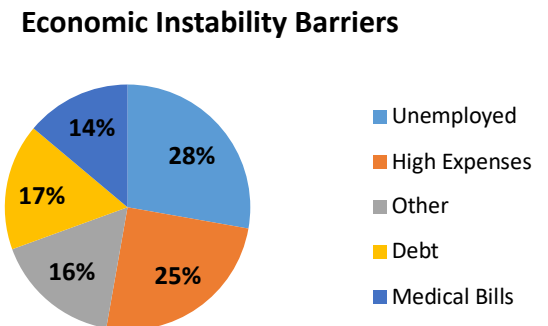
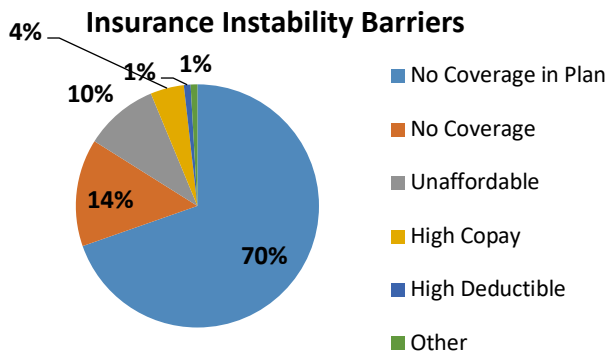
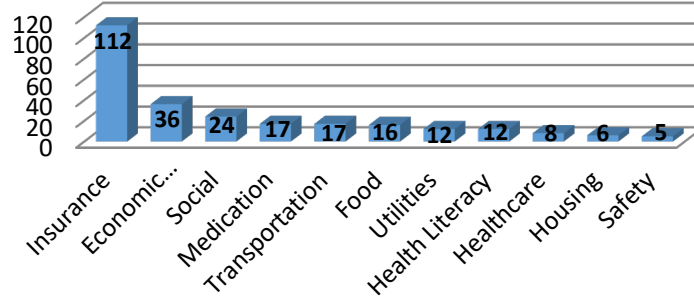
Michaela Williams accepted the CHW position in Knott County. Her office is located in the UK-June Buchanan Clinic in Hindman.

Kimberly N. Smith accepted her former CHW position in Knox County. Her office is located 320 High Street in Barbourville.

Kentucky Homeplace presented *Health Disparities in Hard to Reach Populations: A Community Health Worker Perspective* in a panel presentation.

Kentucky Homeplace presented at the KYACHW conference with Elizabeth Smith and Shirley Prater topic of “Diabetes Management and CHWs” and Carole Frazier presented “CHWs and Mental Health” with UK CERH employee Keisha Hudson.

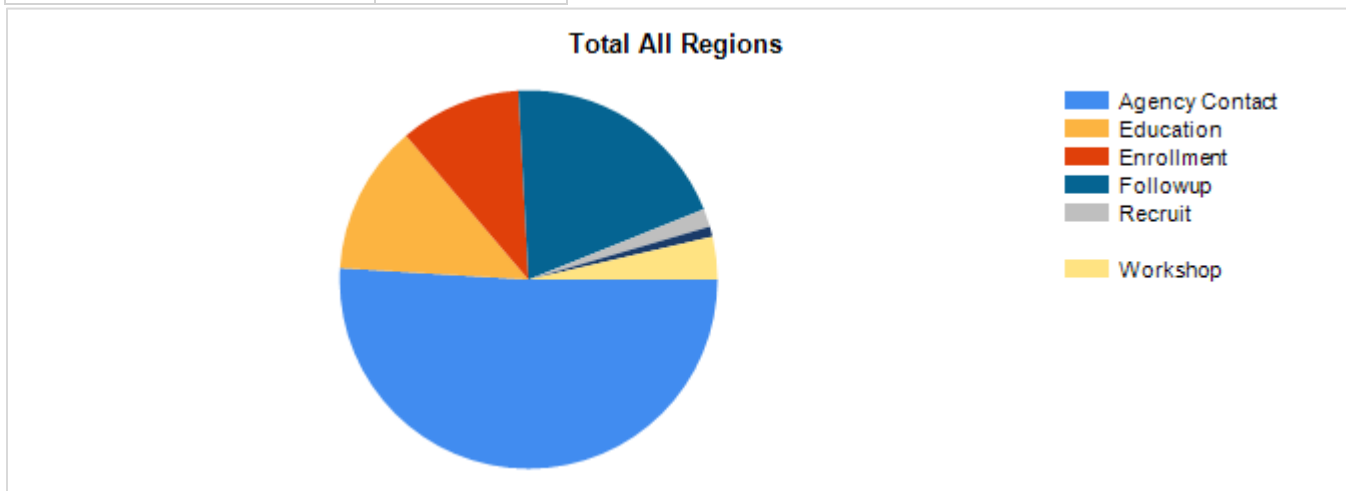
SOCIAL DETERMINANTS OF HEALTH BARRIERS TO CARE 7/01/2019 - 9/30/2019



Activity Summary

(Clients visited: 07/01/2019 – 09/30/2019)

Activity	CHW Hours
Agency Contact	2,078.98
Education	521.78
Enrollment	423.08
Followup	806.35
Recruit	63.25
Travel	35.92
Workshop	148.83
Grand Total:	4,078.20

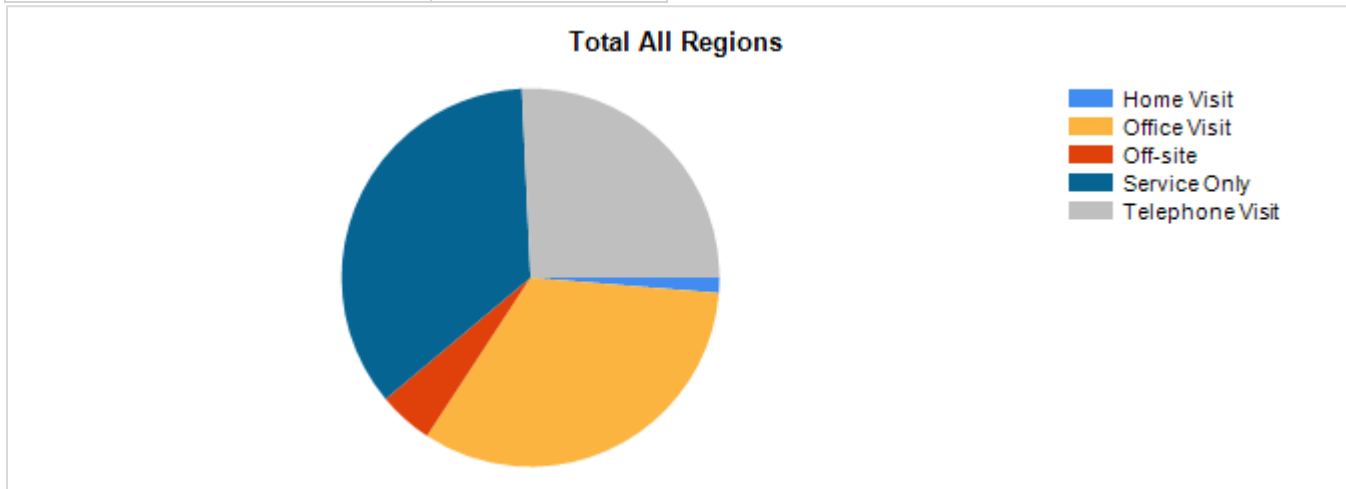


Total service value for 4,078 hours equals \$97,097.18.

Visit Summary

(Clients visited: 07/01/2019 – 09/30/2019)

Visit Type	Client Visits
Home Visit	64
Office Visit	1,626
Off-site	231
Service Only	1,745
Telephone Visit	1,271
Grand Total:	4,937

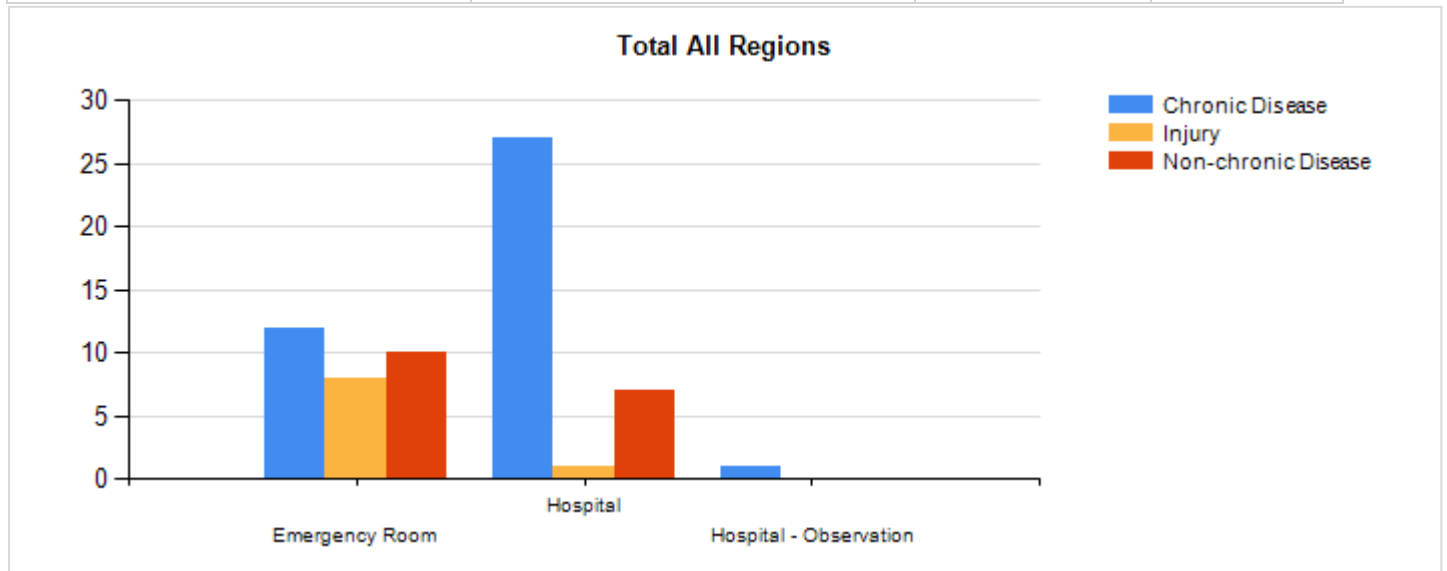


* Service only involves any actions taken on behalf of the client while the client is not present.

Hospital-ER Summary

(Clients visited: 07/01/2019 – 09/30/2019)

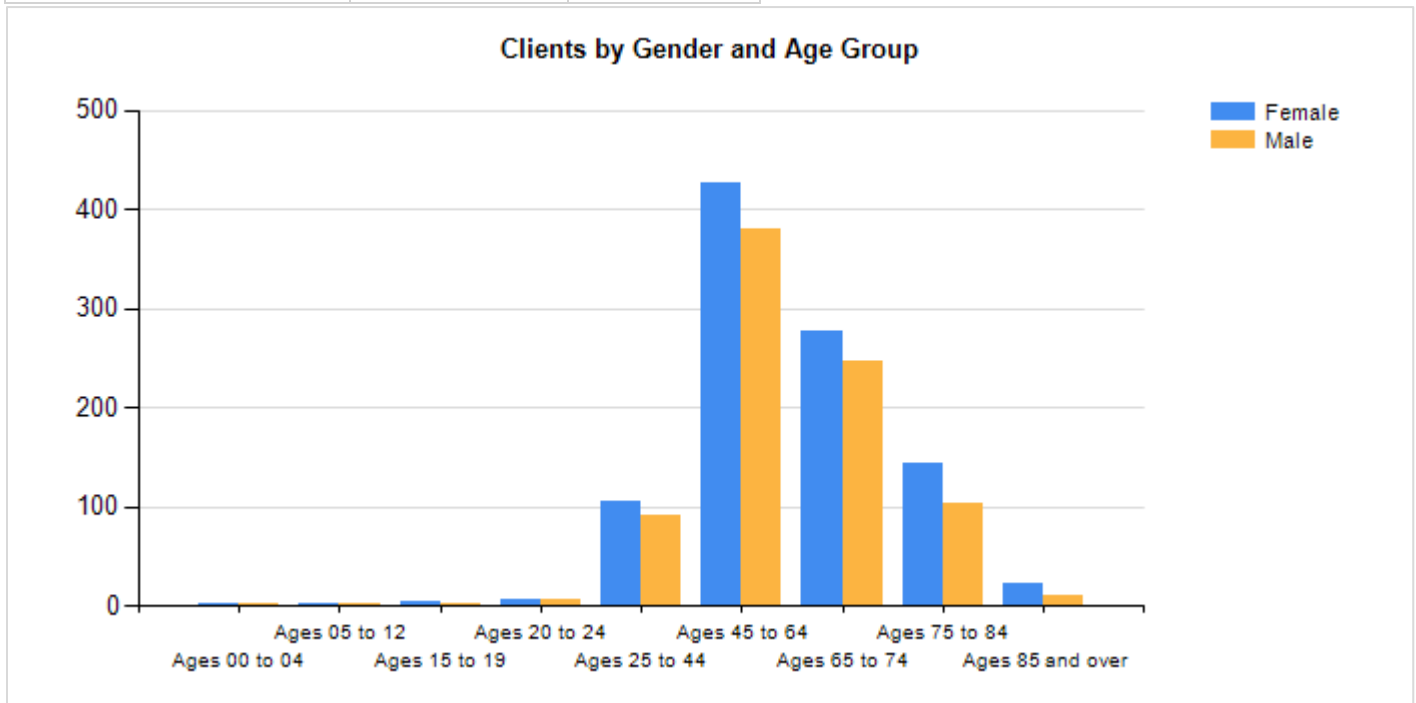
Episode Type	Reason	Episodes	Days Stay
Emergency Room	Chronic Disease	12	0
Hospital	Chronic Disease	27	120
Hospital - Observation	Chronic Disease	1	0
Emergency Room	Injury	8	0
Hospital	Injury	1	1
Emergency Room	Non-chronic Disease	10	0
Hospital	Non-chronic Disease	7	39
Grand Total:		66	160



Age Gender Summary

(Clients visited: 07/01/2019 – 09/30/2019)

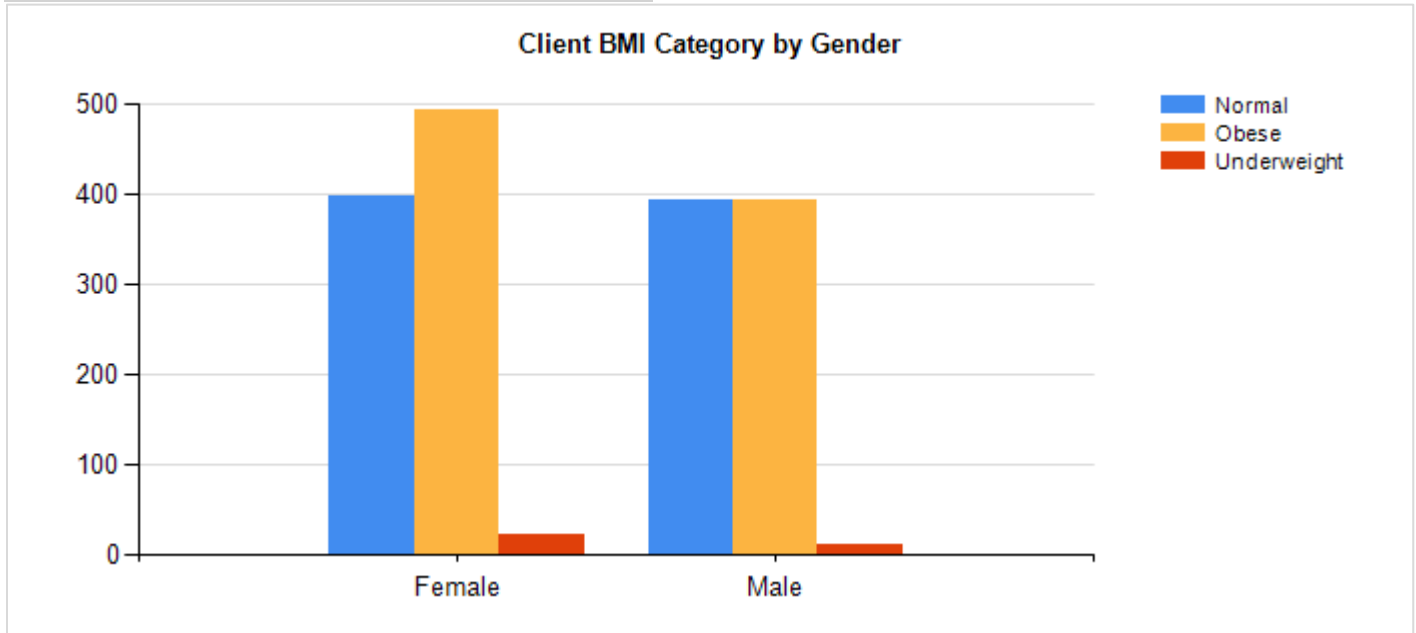
Age Group	Female	Male
Ages 00 to 04	2	1
Ages 05 to 12	1	1
Ages 15 to 19	4	3
Ages 20 to 24	6	7
Ages 25 to 44	106	90
Ages 45 to 64	426	380
Ages 65 to 74	276	246
Ages 75 to 84	143	104
Ages 85 and over	23	10



BMI Category Summary

(Clients visited: 07/01/2019 – 09/30/2019)

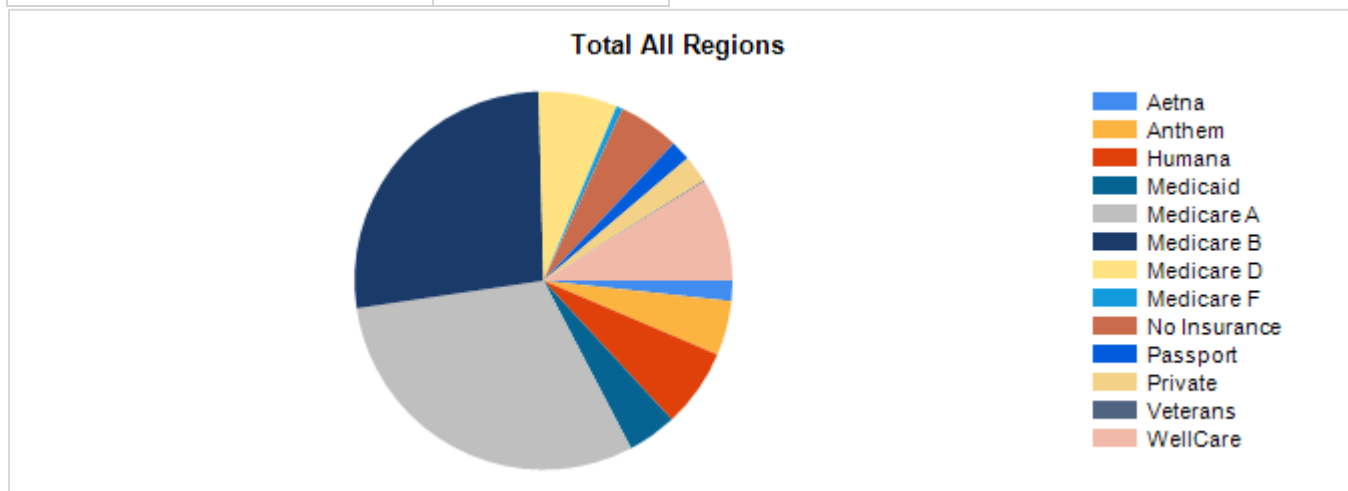
Gender	Bmi Category	Clients
Female	Normal	398
	Obese	493
	Underweight	23
	Total:	914
Male	Normal	393
	Obese	394
	Underweight	12
	Total:	799
	Grand Total:	1,713



Insurance Summary

(Clients visited: 07/01/2019 – 09/30/2019)

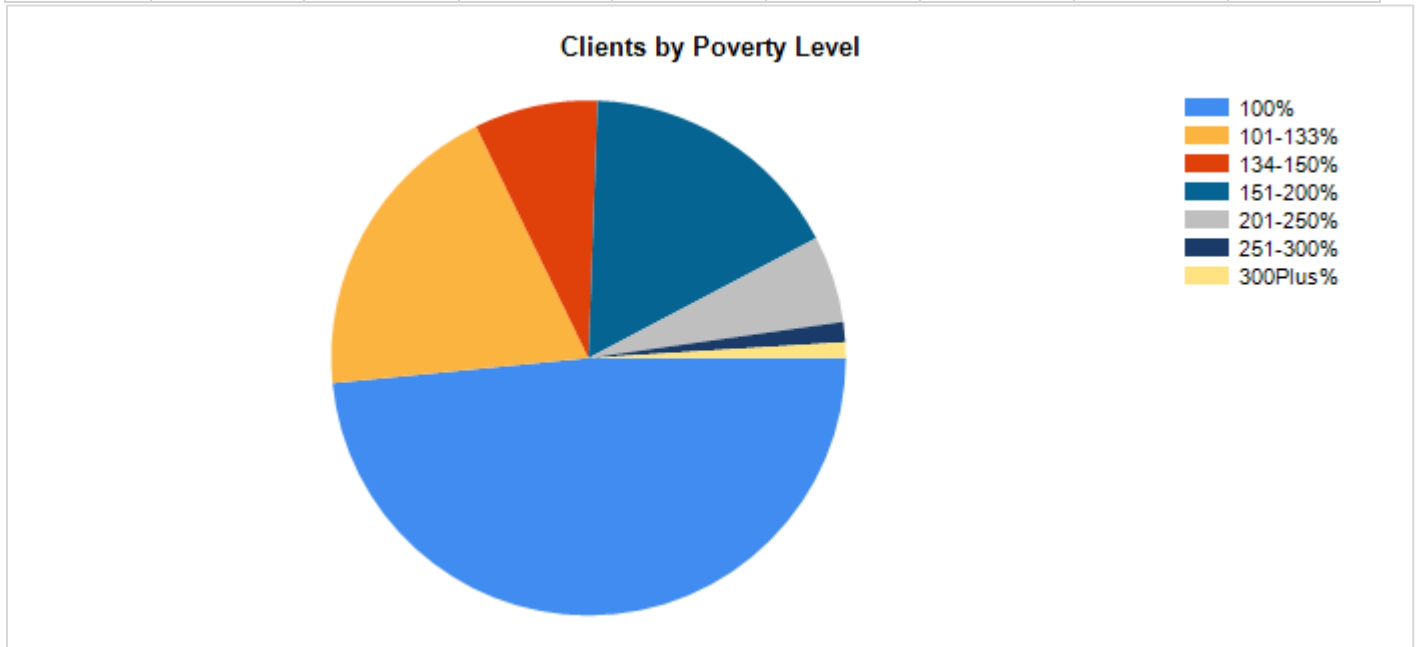
Insurance Type	Clients
Medicare A	999
Medicare B	887
WellCare	289
Medicare D	222
Humana	221
No Insurance	172
Anthem	154
Medicaid	139
Private	77
Aetna	57
Passport	56
Medicare F	18
Veterans	3



Poverty Level Summary

(Clients visited: 07/01/2019 – 09/30/2019)

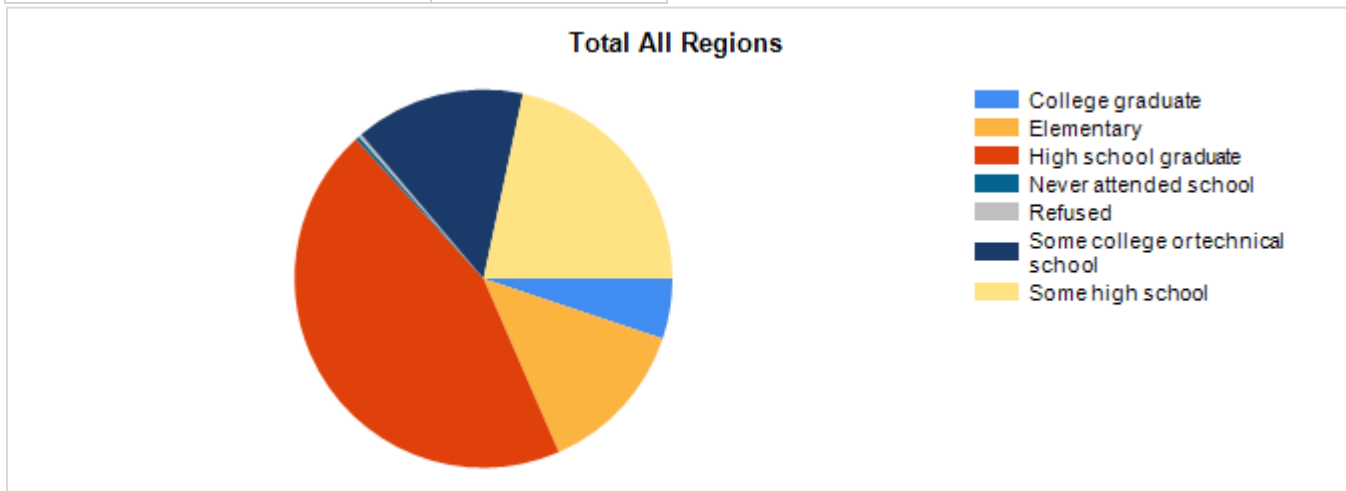
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	886	354	142	306	100	23	18	1,829



Education Level Summary

(Clients visited: 07/01/2019 – 09/30/2019)

Education Level	Clients
Never attended school	6
Elementary	244
Some high school	396
High school graduate	818
Some college or technical school	266
College graduate	94
Refused	5
Grand Total:	1,829



CDSMP (Chronic Disease Self Management Program) Training
at
UK Center for Excellence in Rural Health – August 2019



Front to back: Michaela Williams, Courtney Charles, Katie Dampier, Shelly Menix, Janet Kegley and Mace Baker

Annual Kentucky Association of CHW Conference
Lexington, Kentucky
September 2019



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

July 1, 2019 - September 30, 2019

- ✚ While filling in for another CHW while she was on sick leave. I met a lady, a client like I had never encountered before. I did the usual enrollment, asking questions, sharing stories back and forth as usual. The difference with this client was, that she once was a provider herself, she was a healthcare provider. Now retired she sat across the desk on the other side. Looking for help. She has several college degrees, has traveled the world, been in a lot of exotic places but now she has settled down in a small town in Eastern Ky. One month after she retired she was diagnosed with breast cancer, all her yearly exams done on time each year, then she found a lump, after she had done the mammogram. So now after a lumpectomy, radiation and chemotherapy she is cancer free. She has a long list of other health issues, one being extremely high cholesterol and cannot take the oral medications available for her condition because of other problems, she came to me for help with treatment injections. These injections are given twice a month are very expensive and her co-pay with her Medicare part D plan is very high. I explained about the patient assistance programs, which she already knew about. She did say that going through this process for herself helped her to understand how valuable Kentucky Homeplace is to a lot of people. I was able to access help for her medication although she has a very good income compared to what our other clients have.
- ✚ I received a call from the local Senior Citizens Center director. She could barely talk, I could tell she was upset. She told me she was delivering food boxes to the people on the waiting list for Meals on Wheels. Every month she tries to take a box of donated food items to people waiting to receive meals daily on the other senior program. She told me she was in the parking lot of one of the apartment complexes here in town. She said I am so upset, she said she had gone to a lady's home and knocked on the door with the food box in her hands. The door opened and she was welcomed in of course, the service provider told her she had to go because she had other people to go see. The lady insisted that she walk thru the small but clean apartment to the kitchen. She said to the worker, "I want you to see" ... she opened the refrigerator door, there were 2 sticks of butter and a ½ glass of milk, she said that's all I have. No wonder the worker was so upset. She told me she was going to the store to buy what she could for the lady and wanted to know if I would help get the community involved in starting a food pantry for the seniors. My new mission is to help each month with the food pantry and to encourage others to help monthly also. One of our county magistrates has stepped up to help and several community members have also donated food and made monetary donations.
- ✚ I was contacted by a client's wife who was inquiring about chux for her husband's bed. After speaking with her for a while and asking some questions I uncovered that he is a double amputee and is bed ridden. As she was unable to lift him in order for him to sit on a bedpan, they had no choice but to have him soil the bed and then change the bedclothes after or use chux underneath him and change those. After correspondence with my coworkers I was advised his insurance may pay for a lift to assist his wife with getting him onto a bedpan. I did a home visit with the client, got all his insurance information I needed, contacted his doctor for prescriptions, and sent it to our local homecare store. I am thrilled to say that his lift was delivered 3 days after I sent the prescriptions in with no copays for him and they are getting used to using it for him now! This was my first "big win" as a new employee of Kentucky Homeplace and I am ecstatic! I would like to thank everyone who helped with this client so much!
- ✚ I recently had a married couple come into my office seeking advice and guidance regarding retirement. Both individuals had worked their entire life and were unsure where to start or which way to turn since making the decision to retire. I began by assisting them with finding the right type of insurance coverage

for their needs and then went over their list of medications in detail to see which ones I could assist them in receiving for free or low cost.

Not only did they receive help with insurances and medications but I also helped them in finding a primary care medical home and they are both receiving preventive services that they had put off for years because of their work schedule. This couple was so very grateful for the guidance that they received from Kentucky Homeplace and stated that we helped them ease into retirement better than they ever expected.

🌈 A few months ago I had a woman and her husband to come to the office needing help with medical bills. He is currently working as a driver and has had really bad vision for the last year or so. So bad that it was affecting his ability to do his work effectively. He does have insurance but the deductible is so large they knew they couldn't get much done. Knowing this they still choose to see an Optometrist. They then were referred to an eye surgeon/specialist. After many appointments, test and scans the office of the specialist called them and asked him to come in to speak to Doctor about surgery. They did and upon appointment arrival, he was told he owed the Office \$3000 for past test/scans and he would have to pay an additional \$3000 up front for his surgery before they will do it or he could be seen. Needless to say they were both mad and stressed to the max. He got in a confrontation with the office staff and was asked to leave.

I personally know this couple and have known them for 30 plus years. They are very common, hardworking and respectful people. When he was telling me this, of course he was embarrassed for not only having to ask for help but because of his behavior when told he owed so much money. All of his hopes of continuing to work were coming to a close. He was not able to retire, against applying for disability and just at "wits end". I told them I would see what we could do on bills and possibly a foundation that could help him. I personally called a local hospital over twelve times, leaving a voice mail message and even talking with some in financial administration and got ZERO help. I was told that the foundation I was asking about hadn't even existed for years now. I reached out to fellow CHW's and had others on this to help this client. One CHW had a contact with the foundation that was in question and little did the hospital representative know, that foundation was still in process and good standing but by this time I had remembered that the Ky Careers Center/Vocational Rehabilitations Blind Services may be able to be of an assistance. I contacted them and right away got a response. They came to our county and met with this client. It had been a few days since I knew of this meeting. Yesterday, I received a call from the wife of this client. She said, "I don't know what you did or how you did it, but the Vocational Rehabilitation Program is going to pay 100% of her husband's eye surgery". She continued on just thanking and praising me and KY Homeplace and what we had done for them. She asked if I would be in the office the following day, I said yes, but what do you need. She said I have to bring you something, I told her I didn't need any gifts, I was just so thankful there was someone out there that could help them. I was just trying to find the right agency to do this and apologized for taking so long in getting this done. She was crying on the other line and said no one has ever helped them like this and she so appreciated all that we did.

One of the most important things about being a CHW is knowing what is out there that can help your people in your community. Each area is different, you just constantly have to look, listen and learn! This is one of the many blessings I personally receive as a CHW, clients calling me back and thanking me and praising our program. I am so thankful to be a part of this program. So many people are being assisted in just basic life barriers, sometimes just a little guidance makes a world of difference.

I personally called the above stated organization and thanked them and they thanked me and let them know what a difference they have made in someone's life including mine.

I had a client that was seen on a home visit. She didn't have a vehicle and her blood pressure was out of control. 190/110 for long periods of time. She was told by her doctor that she had to monitor her blood pressure hourly. She told him that she didn't have anyone that could properly use the pump blood pressure cuff and was unable to pay someone daily to take her to the local health department several times a day to get checked. I told her I would try to get an automatic blood pressure device so her family could read and help her with numbers. I called a local civic organization and told them of this situation and they said after meeting that they had decided as a community partner they would take care of the cost of 6 battery operated blood pressure machines for my client in need. I recently was able to deliver this client her machine and she was just so grateful. Her health is failing her in so many ways and I really don't know how she will get through all of it but I do know that she is able to monitor her blood pressure without the stress of money and aggravation of getting to a facility to be monitored. I am so lucky to live in such a giving area where people help people when they can.

Sometimes we are presented with problems of understanding with foreign languages. I had a new client this week that came to my office in need. He is in his 70's and was laid off from our local Walmart due to shortening store hours from 24 hours to 19 hours of being open. The whole 3rd shift was pink slipped. This gentleman is Hispanic and can speak English but not too clearly. He doesn't understand English that well either. He had applied for his Social Security and he received it. He was also to apply for unemployment since he was laid off and was able to draw payment for 6 months. When dialing in on phone every week for unemployment benefits, he was not requesting checks he was opening case up. He came to me needing help finding out why he was unable to receive a check. I saw him as a walk in since I didn't have anyone scheduled for an appointment at that time. I listened to all that he had to say and I figured we were going to have to have someone from the Unemployment benefits to help explain this to us. After several calls and some time spent relaying what he said, she said, we were able to get it all straightened out and he should start receiving unemployment benefits. Due to the new enrollment for these monies, the man was without money for over a month. He stated he had no food and no money to pay his electric bill that was being cut off this week. I wrote a letter to our local food bank asking them to help this family in need and explained the special circumstances. He was able to go to food bank the next day and get a regular supply of food for the month and an extra supply for his need. We were not able to get all of his electric bill money but we were able to get partial and he was to come up with a certain amount within a few days to stop cut off services. During his visit, he learned of our ability to help purchase his glasses and get dentures at a reduced price. Needless to say he was a very happy man at the end of the visit. He struggled with understanding the process of the way things are done but he was very patient and worked with me graciously.

A health care provider recently referred to me in July, needing help with three very expensive medications. Her Medicare A & B coverage won't go into effect until next year so that left her with no insurance and over the income for any extra help or Medicaid. One of my favorite things about Kentucky Homeplace is that our guidelines are all uniquely designed for so many like my client that happen to fall in the cracks. She became my mission to help! After all, she has spent her life helping others in the healthcare field. We discovered that she could utilize the sliding scale at a local Dr.'s office with a provider there; she could get some of the medications for less than half the cost. One of our pharmacies priced one of the particular medications \$500.00 for a 30 days' supply for one medication. My client takes several expensive medications. My statement is once I see the client and realize all the work that

they need, it is as if we help fight a war on their behalf! The work begins after they leave, after getting applications signed and approved, we were able to help with two of the medications quickly.

The very last one was a battle within itself! Mind you with pharmacy, shopping on her behalf she was paying \$22.50 per month compared to \$500.00 per thirty-day supply. While refusing to give up one of my companies denied her due to a 1040 document where she worked that year. It put her over income drastically. Compared to the statements of income being received, "I was like that can't be right." After all, I am looking at the current income! My client was so patient saying well I can afford it with the 340 B plan so it is fine, if you cannot help. Reassuring that I had been such a blessing already.

I called the company again to plead the case, a woman said I could appeal. So of course! We fight until the battle is won as a Community Health Worker at Kentucky Homeplace! I provided all current income documents and everything suggested, typed a letter of explanation and faxed it right away. So today, we received a letter saying my client was approved! YAY! I called the local pharmacy and provided everything she needed to pick up this medication. Then I called to let my client know she will receive this medication for the next year free with her pharmacy card that will be in the mail soon.

She was beyond thrilled and so was I! Lots of hard work and refusing to give up knowing that I had a chance made it all worthwhile! It is an honor and a reward when you have a particular case like this one. My client worked for many years as a nurse and it was the least I could do to help make retirement a little less stressful until her insurance rolls into effect.

🌈 I had the pleasure of meeting a returning client at my office this past month. He had come to the office for help with medication last fall. He had used our program before and was in need again to help pay for his diabetes medication. It was great to know that even though it had been a little while he still knew he had a place to turn to for help, Kentucky Homeplace. When he first came to my office I was the new CHW to him, and he seemed quiet and on edge. You could tell he was nervous and was needing to build that trust with me as a new face to him. I immediately was able to connect with him and break down that barrier to help him understand I would do whatever it took to help him through this time of need. As we talked and went over his barriers and needs, we were able to work together and help him get his medications. He was also eligible for the Low Income Subsidy, which was great, because it will help him even more with medications in the future. As this client was diabetic, I had asked for him to come to my Diabetic Shoe Clinic that was coming up. He agreed and the day of the clinic he showed up. He is such a bright person and a great friend to speak to when he stops by, he even showed up 30 minutes early just to catch up. I could tell that I had built that trust with him and was able to gain him as a repeating customer.

🌈 My story this quarter is about a client that I access many prescription drugs for through pharmaceutical companies. The client is a woman who recently lost her husband to cancer. This client had become very depressed and was beginning to take anti-depressants for her condition that just did not seem to work. While talking with this client one day in the office I had suggested that maybe she would like being out in the work force. The client had never worked outside the home and felt that she would not be qualified for any kind of position. I made a call to our local Community Action program and talked with the lady that was over the senior citizen job training. The director was very encouraging and wanted to meet with her. My client was nervous about meeting with them alone so I went with her for support. The Senior Citizen Job Training Program was able to place my client in a job. She is very happy and feels

that she has a purpose in life now. Being able to access and network with local organizations helped my client be able to get back to living.

- ✚ My client called for an appointment to get help with his Parkinson's medication. He had gone into the doughnut hole in March and had been buying the medication. His doctor had recently added another medicine to his medication regimen to help his original medication last longer. These medications together was \$292 every three months once he went into the doughnut hole.

I looked up the new medication and it was on one of the foundations instead of the typical patient assistance programs. I called the foundation and we completed the application over the phone. He was approved instantly for a grant for both medication without sending any forms to the doctor for signatures or prescriptions. He was awarded a \$4200 grant to pay for these medications for one year. Needless to say, he was very happy, all they have to do is go to his local pharmacy and pick up the medications.

- ✚ There are so many stories that a community health worker can tell of things they have seen in our areas that many wouldn't believe. In most cases, we see how health and social barriers go hand in hand. I was recently called to our local hospital to talk to a man who had been admitted due to complications with his diabetes. He was in his very early forties, in the last three years went through a triple bypass heart surgery, and was a newly diagnosed diabetic. He had been admitted or seen in the ER 2-3 times a month for the last year. Case management felt as though it was because he was properly educated on management of his health condition.

I quickly learned that there were many things that he needed other than education, which is often the case. I noticed immediately that his glasses were simply just the center frames and lens, no earpieces attached. The center section was held together by scotch tape. From a car injury, he has damage to one leg that makes walking difficult and uses a makeshift cane. By the time I finished talking to him I realized that a lot of the reason he kept struggling with his diabetes was simply because he didn't have transportation or telephone to sign up on food stamps and very little family and friends. His glucose numbers were dangerously low without food for days at a time. When he attempted to walk up and down the road just to stop someone for help he would often find a kind passerby that would grab him a candy bar or soda from a nearby store, which would quickly elevate his readings. He was often either too low, or too high.

I knew that we were going to need a major plan to get him back on track with his health and his life. First thing first, food because the following day he was scheduled to leave the hospital and I knew that when he left there would be nothing to eat again for a few days. Food is one of the most difficult things to get in my county and I very rarely can find a food box for anyone because our only options are for seniors over 65. Occasionally food giveaways happen at local churches but most of my clients have no transportation to get the things they need. Only having an address for my client and not knowing where exactly I would find him or what to expect I was prepared to at least get him a dinner. I made a few calls to business owners in my small community that I know enjoy helping out in our area. As soon as I told them I need a food donation for someone with no groceries, with no questions asked, the food began to pour in. Within hours every free table in the office was covered with bags of groceries, the office refrigerator was full, and I had quickly accumulated well over a months' worth of groceries valued at nearly 500 dollars.

I planned a home visit with an open mind, despite being lost for about 15 minutes; I was able to find where he lived. A small portable building up a driveway full of rocks was where he called home. He had a small refrigerator and a microwave as a kitchen. A bed, chair, and TV took up the rest of the space. I told him I had some food for him and a plan and he was excited to see me but said, "Everywhere you go around here people say they have an idea or a solution to get you lined out but when things are really tough they never show up." I was heartbroken to hear that he had experienced this in our area and was happy at the same time to tell him Community Health Workers from Kentucky Homeplace always show up when times get tough. He slowly made his way with me to the bottom of the driveway likely expecting to pick up a loaf of bread and a pack of bologna. When I opened the trunk of my car in a split second, I thought he almost hit the ground with one look. He sat almost crouched down in the grass sobbing in tears. For a minute, we cried together. Once he recovered from the shock of things he assumed that I was simply making grocery runs for all of my clients until I told him it's all for him. I helped him pack the bags slowly up the hill. Gave him a log to help monitor his blood sugar for me and keep a food log. I offered to help put away the groceries but he said since it was the best day in his adult life and felt like Christmas to him that he wanted to put every single item away on his own and neatly organize it so he can plan out what he will eat for the next month. The entire time I was there he still continued to cry. As our visit ended, he assumed that since he just received such a huge and unexpected donation that he likely wouldn't see me again. I told him I won't go away and until he no longer needs me, next we are working on eyeglasses, dentures, and diabetic shoes while we continue learning to manage his diabetes. The hospital case managers promised to call me every single time he goes to the ER but he and I committed to each other that staying out of the ER is his ultimate goal. It looks like another long lasting relationship with a client who I am happy to serve and be in their life. On a personal note, it has been two weeks of the most difficult days of my life but seeing him so happy and appreciative for things that we so often take for granted made me so very happy. Before I left he wished for me to win the lottery soon, or for whatever blessings I need in my life that day. I'm looking forward to continue to work with him.

- ✚ I have two clients, husband & wife. He has no prescription coverage and though she has Medicare D, she is currently in the donut hole. The husband recently had a heart attack and was needing a new medication, thankfully we were able to access that for him. They both have diabetes, along with other issues. So, not only am I able to access the medications and insulin that he needs, I am also able to access them for his wife for the rest of the year as well. I guess these two stand out to me at the moment because I have been in close contact with them over the past few weeks and they are just very humble and thankful people and are grateful for the help they are receiving.
- ✚ I had a couple come in as into the office as walk-ins one day. They had moved from another state and they had lost their insurance, were completely lost on what to do to get the coverage back, and had no idea where to start. I was able to enroll both into the program, get both signed back up for insurance and switch everything over the same day. After talking with them, they realized that they were also eligible for other services we offer. Both are getting glasses and help with medications.
- ✚ During the past several months, I have received many referrals from a social worker that works inside a hospital. I received a referral on one the hottest days we had this year about an elderly woman (87) being released from the hospital with major health problems with no air conditioner's at home. It was going to be very hot that weekend as well and I knew she had to have something. I made several calls and with the help, our community coming together we were able to get her a new air conditioner to keep her cool.

I had a client referred to me by the local Addiction Center and she needed dental work and dentures. After speaking with the client I found out that she had not had her eyes examined in many years. I was able to get help for her through an eye care program and was able to get her an eye exam and glasses. She was able to get the remaining teeth pulled and get her dentures. The person that brought her to my office was shocked with the help we did for her and asked if they could get dentures also. I was able to set them up with an appointment on the same day so they could ride together.

Client came into my office for assistance with her insulin as the cost was unaffordable due to the household being on a fixed income. Upon assessing her needs and medication list, I was able to get her five different medication through Patient assistance programs saving her hundreds of dollars each month. She was so pleased to have the extra income to get her kids the things they needed for school. She thanked me several times with tears in her eyes. Stories like this make being a community health worker more rewarding and so very thankful to help those in need.

I had the privilege of helping a middle-aged client who is basically homeless get a pair of glasses through a free eyeglass program. The client has no income but thanks to the generosity of family, is living in a room over a local gas station here in town. His daughter helps with food and other daily living expenses.

I entered him into the Kentucky Homeplace database and he signed a self-declaration of income. He currently has Medicaid that will pay for his exam but not his glasses. I called the local eye care center here in town and set an appointment for him. He went to the optometrist and brought back his prescription for eyeglasses. We applied for an eyeglass voucher.

The client also stated that he is looking for employment. The career advisor for our county is located here in the same building as my office so we walked down the hall and he were able to get the information he needs to apply for employment.

We then called the local food pantry and he has an appointment with them to come fill out necessary paper work to receive commodities from them the each month.

He was very thankful and appreciative for the help Homeplace was able to give him. He thanked me several times for the help.

One day a lady came into my office after having been referred to me by the local DCBS office. She was in a particularly rough situation, because her Medicaid had ended but it was going to be another full month and a half until her Medicare would start. On top of all of this she is physically disabled and had numerous bills adding up, and her electricity was about to be disconnected. I was able to work with her to get her Medicaid restored for the month and a half until her Medicaid would begin, as well as started the process for the Medicare Savings program and Extra Help programs. I was able to work with another agency in the community to help her out on paying her electricity bill (they were able to help her pay \$230 of a \$260 bill). She also had not been utilizing the local food pantry, so we were able to get her signed up there to receive a monthly food box. It was also discovered in the interview that she was having trouble with a leaky roof. I was able to call another agency and got her an appointment to speak with someone there to start the grant application to get her home repairs.

I got a call from a woman out of state one afternoon; she wanted to get help for her sister who lives in my county of service and is in desperate need for hearing aids. She had found out about Kentucky

Homeplace from her sisters doctor. I explained a little more about how the Kentucky Homeplace program works. She made an appointment for her sister to come in so that I could help her get a hearing exam and do the application for hearing aids through one of the agencies we work with.

- ✚ This quarter I got a referral that a woman needed some help with housing. She had been living with family and friends and needed to get into housing to be able to continue through the program she was working with. After several calls and a local church helping, she was able to move into a one-bedroom apartment, got first month rent, and utilities' paid, still helping her with furniture and household goods.
- ✚ I got a phone call from a clinic that had a patient that needed help with getting dentures. I scheduled an appointment and the patient came and in and told me that she was having dental surgery and they were supposed to only pull her back teeth , but when she woke up they had pulled all her teeth. Therefore, she was without any teeth and needed help with getting full-set of dentures. She handed me a paper with a name and number and said I was to call and talk to the person's name on the paper. Right off I knew the person and made the phone call, after speaking with the person she let me know that Untied Way will pay for her dentures, and to just setup the appointment. The woman had no idea that was going to happen, she just cried and said "I didn't know what I was going to do."
- ✚ A man came to see me that had been laid off from his job. He did not have any insurance and he could not get medicare for two more years. I was able to get him Medicaid so that he would have insurance coverage. I also assisted him with some more issues that he had with his retirement. He was so appreciative because he didn't know where to start with it all. He didn't even know that he could possibly get Medicaid.
- ✚ An established client came in for help with medication that had not been delivery to doctor's office like it should have. I told him to have seat – it was no problem and I could check on it. I contacted the company they said the medication had shipped – then contacted his doctor's office, told them med shipped and dr. office said they had not received it yet. So, while looking over client's medication I asked him if he had heard about the local pharmacy savings plan, he said he had not so we started comparing the cost from the company he had been using and the local pharmacies he uses. It was unreal the money he would save by using the new program. Yes it had a sign-up fee but the fee was the cost of 1 month of medication anyway.

I enrolled him in the program and he received his card. We sent scripts to doctor for new program and nurse did the rest. Client went to the pharmacy when it was ready. The sales lady first quoted him an outrageous amount and he said he looked at her like this has to be wrong I was told I was in a program... Then he remember the pharmacy card I printed for him, he gave that to her and she said \$18.00. This is for four medications and one being free. He about jumped for joy. So the program he was using cost him \$84.00 every 90 days, he thought that was a saving. Some of his medication if he was to buy in town for instance one was \$45.00 at pharmacy A then at pharmacy B it was \$14.95 for 30 day supply – mail order was \$45.00 for 90 days' supply, but just with this one medication it is \$6.00 for 90 day supply. He just could not believe the savings. Sad part about this is this client has Part D insurance and his co-pays are so high it is cheaper to find programs then to pay the co-pays, so before he buys any medications he checks to see what is available first. Between free meds on programs and low cost pharmacy card this client saves total \$3843.37 every 90 days with the help of KHP.

🚦 It's that time of year – expos is what I call it. They pop up everywhere... At least a 2 to 3 hour drive from my county. Some are offered by the Military and others are private run facilities, it doesn't matter who offers them it's what they offer and who goes!

Many of my clients have needs that can't be met in our little county, we don't have the funds or the programs or the money to help the people so we rely on programs outside our county and sometime it has to be outside out state... They don't have money for gas but I start educating them where this expos are going to be a year in advance so when it does come close to the area they are ready to go they have made arrangements for the travel so they can get the help needed for the dental work, eye exams, glasses, and hearing aids. Let me stress these are much needed hearing aids and eye exams –and much need glasses, dental work – full mouth extractions on some and some end up going to 2 or 3 expos to get all of their dental needs met. Several travel to get help and some did not get the help they expected. One said when she got there the doctor sent her straight to medical triage her blood glucose was so high that they kept her there 4 hours before they released her. While she was in their care the doctor inquired about her swollen leg. She told the doctor it was because of her diabetes. The doctor told her to go to her family doctor when she got home for follow-up visit not just for her diabetes where he had put her on another insulin to control her sugar but to check her leg. He told her that if the swollen leg was from diabetes both would be swollen and she needed to follow up with her doctor. Another had to have his ears cleaned before they could do a hearing test. They said they were so bad that they couldn't see anything. So during the procedure his blood pressure went up and he about passed out and he had to go to triage before he could finish his hearing test. He said if his family doctor would have checked his ears and did a cleaning before he went maybe this could have been prevented. He finished and they told him yes he needed the hearing aids, and no it just wasn't clogged up ears - he really did have hearing loss 60%. He was really happy they were the hearing aids he had been looking at and wanted but knew he would never be able to get but with the help of KHP and a lot of directions on how to get there he went and after everything was done it only cost \$130.00 for a \$6000.00 pair of hearing aids. He said he knew if it was not for KHP he would have never been able to get a pair of hearing aids.

Client Satisfaction Survey Results

Each quarter clients who receive services from Kentucky Homeplace are randomly selected and mailed a satisfaction survey with a stamped, return addressed envelope. Five surveys per CHW are mailed to clients. Below are some of the comments received this quarter.

-Judy was so helpful she treats you like a person not a number. She's an encouraging person. Thank you all so much for helping.

-Samantha, She was very helpful she is very good at her job. Thank you all very much. She really cares about you & that's rare.

-Courtney does a wonderful job!! She explained everything really well. She was able to quickly answer any & every question I had. She was amazing. Thank You!!

-Carole was very helpful in every way and if I need any more assistance, I would like for Carole to help me.

-Yes, Ashley did help me. And made me understand the fact about how the program work and all the help I would be getting and said I can call her anytime on the phone she said that what she there for to help out the question I didn't understand just call her or come in and we will go over anything I didn't understand.

-Ashley was very knowledgeable-very caring, went above & beyond trying to help. Friendly-didn't rush-made time no matter what. Ashley is a wonderful person all heart. We need more of her to help people in need. I give her more than 100%.

-I love Polly.

-Amanda was very helpful in all questions very nice and helpful in every way her help is very much need in our area.

-Amanda is always pleasant, professional and extremely helpful, not to mention very caring. She goes above and beyond to help me and get the cooperation of any pharmacies or healthcare providers involved.

-Love Kathy! She has helped me many times through the years. Very nice and helpful.

-I am so very thankful for Barbara's help. The only thing that could have been better was how long it took to get a response to application, over a month. This program is wonderful & I have told many people about it. I now have glasses ordered!

-Very nice Lady and very helpful. Thank you Shelly.

-Darla-She is very helpful and very friendly. She is always willing to help with all my needs. We need more people like her.

-Treated the best I have ever been treated, very professional. No complaints at all. Thank you all for your help.

-Beth went above & beyond the services we needed. She contacted doctors so we could benefit from free or reduced cost, even to receive my most expensive RX free of charge to me. This is a great thing since the only income is Medicare for me & disability for my wife. She has told us about clinics available for eyeglasses, dental services, hearing aids should we need them, food pantry, etc. Beth has even stopped by our house to check on us. We love her!!

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	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
Shelly Menix	CHW	606-327-0020 606-327-0024 (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)	Elliott	Senior Citizens Building 101 S. KY 7 P. O. Box 67 Sandy Hook, KY 41171
Charles, Courtney courtney.charles@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

Shelly Menix	CHW	606-327-0020 606-327-0024 (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
Katie Dampier	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
Michaela Williams	CHW	606-785-9884 606-785-0270 (fax)	Knott	Kentucky Homeplace 59 Cowtown Road Hindman, KY 41822
Kimberly N. Smith	CHW	606-277-0018	Knox	Kentucky Homeplace

		606-277-0078 (fax)		320 High Street P. O. Box 1029 Barbourville, KY 40906
Katie Dampier	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

