

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

Quarterly Report July 1, 2010 – September 30, 2010



★ 2009 - 2010 Million Dollar Club Stars ★

Judy Bailey - \$1,424,842

Donna Hooper - \$1,296,848

Lana Bailey - \$1,241,073



Jackie Anderson - \$1,162,390 Shirley Prater - \$1,138.94

Mary Beth Rohrer - \$1,073,421



Angela McGuire - \$1,046,724 Angelic Carpenter - \$1,023,427



★ 2009 - 2010 ★
**Million Dollar
Club Stars**

*These FHCAs each
accessed over
\$1,000,000
in medication and
service values on
behalf of their clients*



★ *2009 – 2010 Stars Honorable Mention Club* ★

*These FHCAs each accessed between \$800,000 - \$900,000
in medication and service values on behalf of their clients*

Elizabeth Smith – \$971,016 Pollyanna Gilbert – \$949,633 Barbara Justice – \$895,826



Glenna Hampton – \$878,123 Jeaneen Williams – \$841,199 Tessa Vail – \$835,249

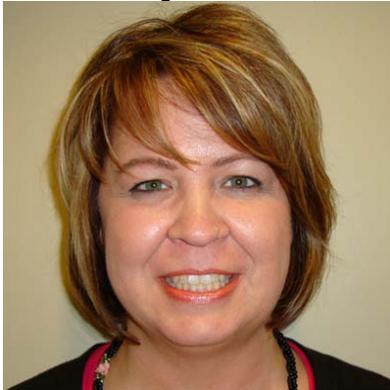


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Kentucky Homeplace 2009 - 2010 Stars

Family Health Care Advisors (FHCAs) work within their communities acting as a liaison between clients and their families in accessing health and human services, providing education on chronic disease management and working with community resources to empower their clients to have a healthier quality of life.

FHCAs are front-line soldiers who are daily presented with clients who have come to them after exhausting all known avenues of assistance. Their clients are varied and come from all walks of life. But they have one thing in common: they need assistance navigating the health care and social care system. But why they come through the door doesn't matter; the FHCA sees a person who desperately needs help and they meet the challenge. Homeplace doesn't have funding to financially assist clients through the program itself; but, FHCAs work with community, state and national resources to access medications, medical supplies, eyeglasses, hearing aids, food, clothing, environmental needs such as heating assistance, reduced or free medical services, and preventive care such as pap smears and mammograms, on behalf of their clients.

This past year, Kentucky Homeplace has eight FHCA Stars who have gone above and beyond on behalf of their clients. This group of Stars has each accessed over \$1,000,000 on behalf of clients in their service area and we wanted to acknowledge their outstanding effort in caring for Kentucky's most vulnerable citizens. In addition, there were six FHCAs who accessed from \$800,000 to over \$900,000 and are "Honorable Mention" Stars.

In order of dollar value accessed for medications and service values, here are the July 1, 2009 – June 30, 2010 Stars:

1. **Judy Bailey**, Magoffin and Johnson counties FHCA, accessed \$1,424,842 on behalf of her clients. Judy, whose primary office is located inside the Magoffin County Health Department, joined Homeplace in November 2003. She is quiet, efficient and doesn't take no for an answer. Judy is the model FHCA: competent, knowledgeable, caring, hard-working, and dedicated.
2. **Donna Hooper**, Fulton, Hickman and Carlisle counties FHCA, accessed \$1,299,848. Donna joined Homeplace in July 2007. During her week of initial training in Hazard, Donna couldn't believe the scope of work required for an FHCA. In a role-playing skit, she threw her hands up and declared it wasn't possible to take care of all the needs of her problem client. It seems that Donna has now mastered her job.
3. **Lana Bailey**, Greenup County FHCA, accessed \$1,241,073. Lana joined Homeplace in August 2007. While being a Kentucky native, Lana had moved to Florida and lived there until she retired. She then returned home and is working toward her second retirement with Homeplace. Lana is well-known as being competitive and a workaholic; retirement just didn't suit her! Lana is also well-known for having a kind heart and an ear for listening to her clients.
4. **Jackie Anderson**, Christian and Trigg counties FHCA, accessed \$1,163,390. Jackie joined Homeplace in April 2007. Jackie's works tirelessly for her clients and always does whatever it takes to get the job done. She is well-respected in her community and by her peers.
5. **Shirley Prater**, Elliott and Morgan counties FHCA, accessed \$1,138,984. Shirley joined Homeplace in May 2009 as the Elliott County FHCA; since then, she has been

assigned to also cover Morgan County. Shirley is a hardworking FHCA with a big compassionate heart for others.

6. **Mary Beth Rohrer**, Graves County FHCA, accessed \$1,073,421. Mary Beth joined Homeplace in December 1998 and is considered to be one of the best peer trainers of FHCAs in the field. A quick sense of humor and a take no prisoners' attitude accounts for her success.
7. **Angela McGuire**, Martin and Lawrence counties FHCA, accessed \$1,046,724. Angela joined Homeplace in July 2009. Since that time Angela has worked hard for the people in her community. When help is needed, Angela will not give up until she has solved the problem. You always find her door open and a big welcoming smile on her face.
8. **Angelic Carpenter**, Ballard and McCracken counties FHCA, accessed \$1,023,427. Angie joined Homeplace in August 1999. This year, Angelic's primary office moved from the Ballard County Courthouse to the Margaret Hank Presbyterian Church in McCracken County. Angie made the transition smoothly and although her client load continues to increase, her quality of service remains excellent.
9. **Elizabeth Smith**, Carter County FHCA, accessed \$971,016. Beth became an FHCA in June 2009 and has worked extremely hard on expanding services in her county, especially dental services. Beth's clients praise her for her hard work on their behalf.
10. **Pollyanna Gilbert**, Wolfe and Powell counties FHCA, accessed \$949,633. She has been an FHCA since December 1998. Polly works with the Wolfe Fiscal Court and assists with disaster emergency planning and also with the Wolfe Senior Citizens group. She was instrumental in bringing food commodities distribution back into Wolfe County. Polly takes everything in stride, does outstanding work, and always has a huge smile on her face.
11. **Barbara Justice**, Pike County FHCA, accessed \$895,826. Barb has been with Homeplace since September 1995 and is an excellent field trainer for new FHCAs. Barb was recognized this past year for her excellent work with the Remote Area Medical (RAM) for Pike County.
12. **Glenna Hampton**, Bell County FHCA, accessed \$878,123. Glenna joined Homeplace in June 2009 and assumed a huge caseload. She met the challenge and works hard to take care of her clients.
13. **Jeanen Williams**, Barren and Warren counties FHCA, accessed \$841,199. Jeanen has been employed with Homeplace since May 2003. She is best known for her ability to find humor in any situation and her non-judgmental attitude
14. **Tessa Vail**, Marshall and Livingston counties FHCA, accessed \$835,249. Tessa joined Homeplace in April 2001. She is well-liked by her clients and her co-workers. Tessa does whatever is needed to get the job done.

Kentucky Homeplace

My Fellow Kentuckians:

Kentucky Homeplace Family Health Care Advisors work diligently educating clients on chronic disease management and healthier lifestyles. We stress preventative care through timely medical screenings, nutrition, exercise and lifestyle changes. While we can't show the impact of educating and changing behaviors in the summaries, longevity and quality of life will be enhanced through our efforts and presence in communities.

This quarter we are featuring our Star FHCAs who went above and beyond for their clients for 2009 - 2010. We want to particularly thank them for their outstanding work for both the number of clients they served, and for the dollar amount accessed for medications and services. In July, our program took a budget cut; however, our client numbers continue to increase quarterly. While we are featuring our stars, we also want to thank every employee who has contributed to make Homeplace a program that our clients can trust. Our employees are the reason that Homeplace is recognized nationally as a successful program. So, we sincerely thank and salute our Homeplace employees, for their hard work and dedication.

Quarterly Summary

Here's a summary of services for this quarter, July 1, 2010 – September 30, 2010: the number of unduplicated clients served was 5,347; the amount of medications accessed was \$6,859,343; other services values accessed totaled \$800,124; and number of services was 131,637. The top client medical conditions included hypertension, diabetes, high cholesterol, heart disease and mental health.

Budget Cuts for Fiscal Year

This fiscal year our budget was reduced by 20%. In August, our program offices began a four-day workweek, Monday - Thursday; we laid off seven FHCAs and did not fill one vacant position; and, we reduced our coverage area from 58 to 49 counties. However, the clients continue to pour in on the days we are open. We are seeing more clients now in four days than last year in five days. The economic and job situations in our rural areas continue to decline and Homeplace is more important than ever in our rural communities.

The entire quarterly report is posted on the UK Center for Excellence in Rural Health's Web page for your review at <http://www.mc.uky.edu/ruralhealth/>. The report is found on the left side of the page; click on Kentucky Homeplace, scroll to the bottom of the page and click on Quarterly Reports and then click on July - September 2010. If you still wish to have a printed copy, please call 1-800-851-7512 or email me at fjfeltn@uky.edu.

Sincerely,

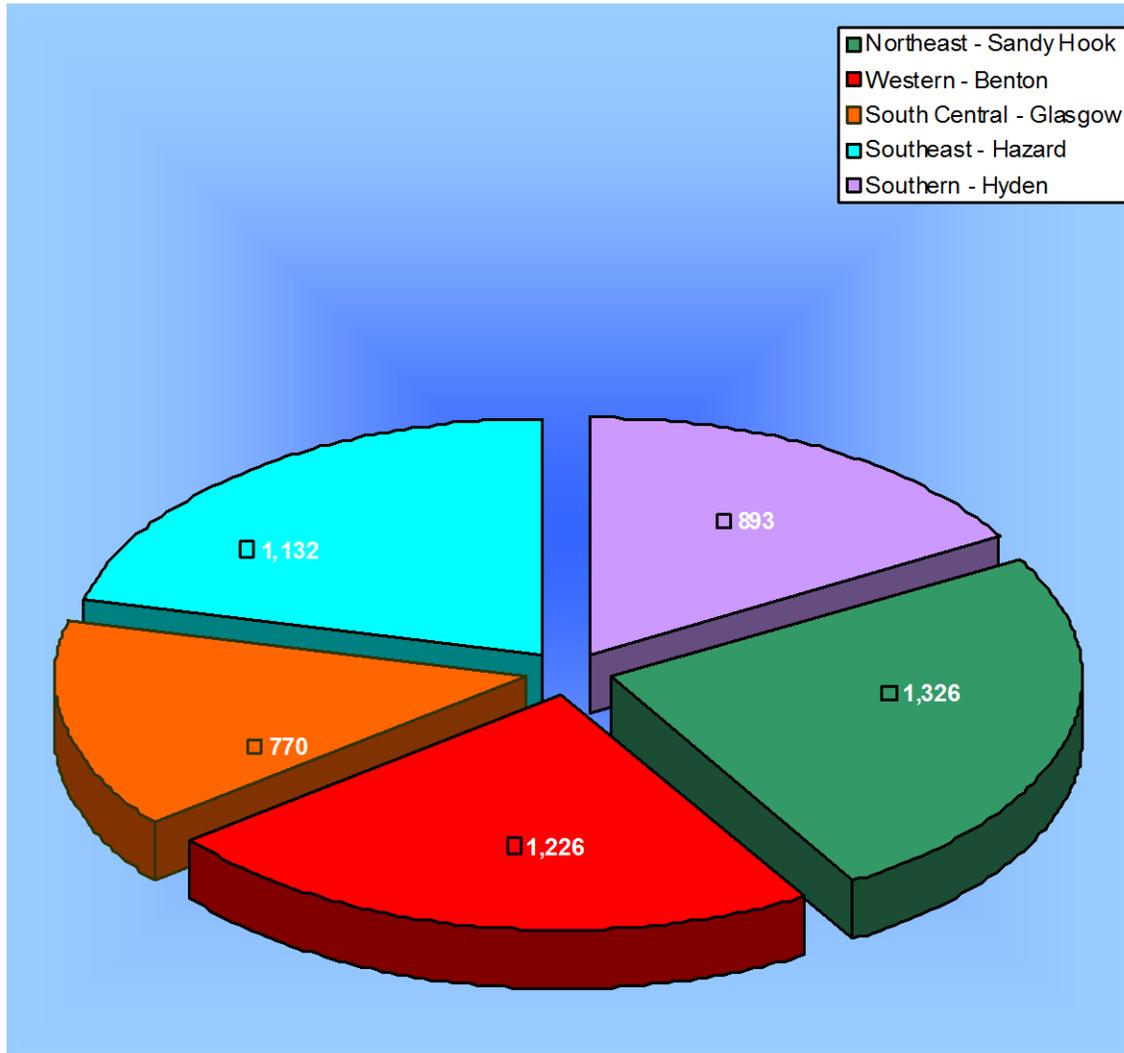


Fran Feltner, MSN, RN
Director, Lay Health Workers Division
Interim Director, UK Center for Excellence in Rural Health

POVERTY LEVELS OF HOMEPLACE CLIENTS								
JULY 1, 2010 - SEPTEMBER 30, 2010								
Members	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300+%	Totals
1	1,040	322	126	201	65	17	18	1,789
2	884	430	230	430	177	42	26	2,219
3	389	139	33	84	27	6	1	679
4	230	61	16	29	4	4	1	345
5	117	22	8	8	0	0	0	155
6	42	7	1	2	0	0	0	52
7	19	1	0	0	0	0	0	20
8	6	0	0	0	0	0	0	6
9	6	2	0	0	0	0	0	8
10	1	0	0	0	0	0	0	1
11	0	1	0	0	0	0	0	1
13	0	1	0	0	0	0	0	1
TOTALS	2,734	986	414	754	273	69	46	5,276
Column %	51.8%	18.7%	7.8%	14.3%	5.2%	1.3%	0.9%	100.0%
Source: Data extracted from the Kentucky Homeplace database								
*Total Clients 5,347 - Incomplete income data on 71 clients								

AGE DISTRIBUTION OF HOMEPLACE CLIENTS		
JULY 1, 2010 - SEPTEMBER 30, 2010		
CATEGORY	FEMALE	MALE
UNDER AGE 1	1	1
AGES 1 TO 4	2	0
AGES 5 TO 12	9	13
AGES 13 TO 14	3	5
AGES 15 TO 19	14	13
AGES 20 TO 24	83	62
AGES 25 TO 44	618	373
AGES 45 TO 64	1,878	1,138
AGES 65 TO 74	430	310
AGES 75 TO 84	193	115
AGE 85 AND OVER	50	26
TOTALS	3,281	2,056
Median Age:	53.7	53.9
Source: Data extracted from the Kentucky Homeplace database		
*Total Clients 5,347; incomplete data on 10 clients		

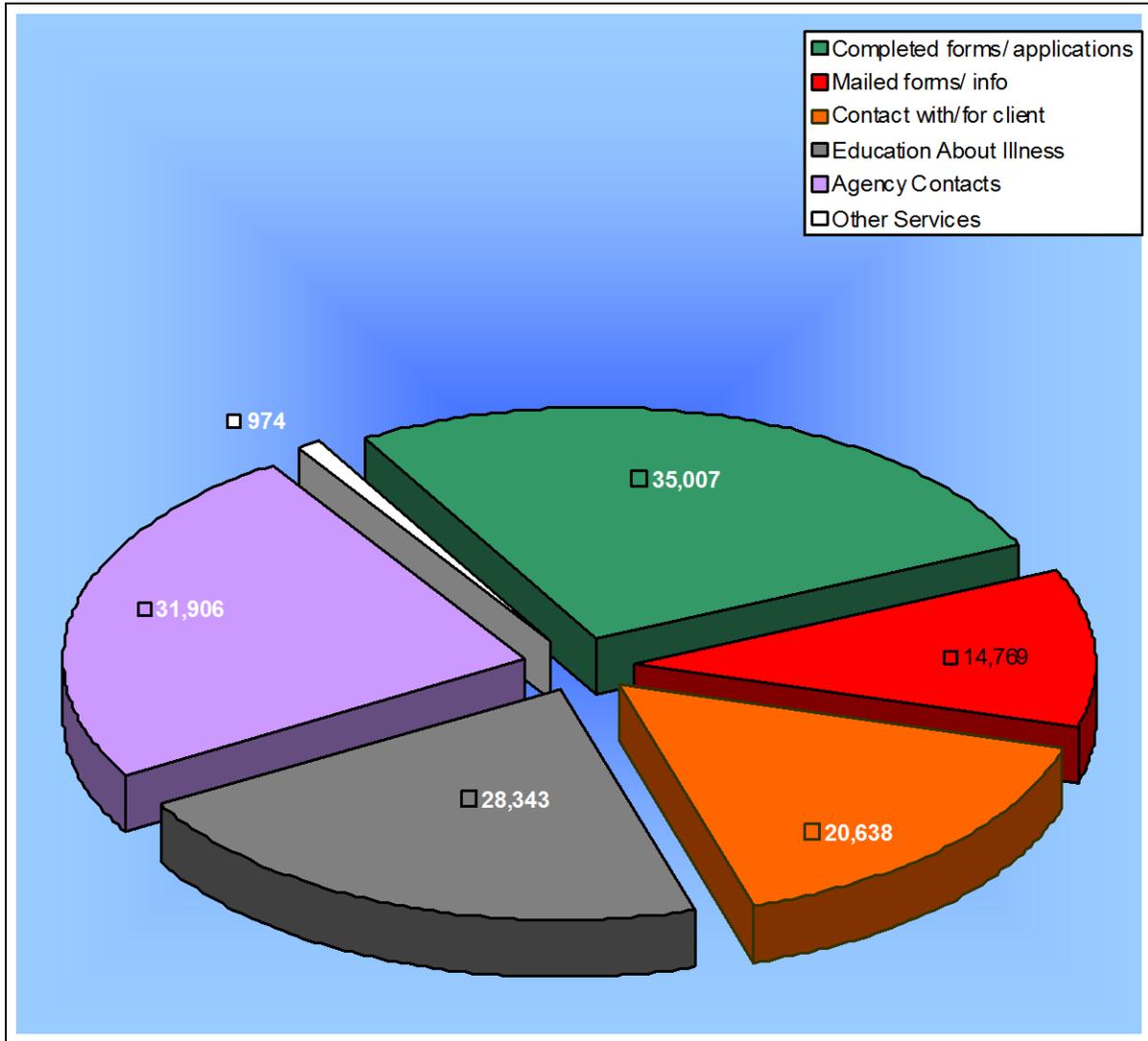
Total Clients Served By Region July 1, 2010 – September 30, 2010



TOTAL UNDUPLICATED CLIENTS FOR QUARTER: 5,347*

*This total represents unduplicated clients seen this quarter– in the regional summaries, some clients are seen more than once each quarter or are seen by multiple FHCAs and that duplicated number is reflected in their summaries.

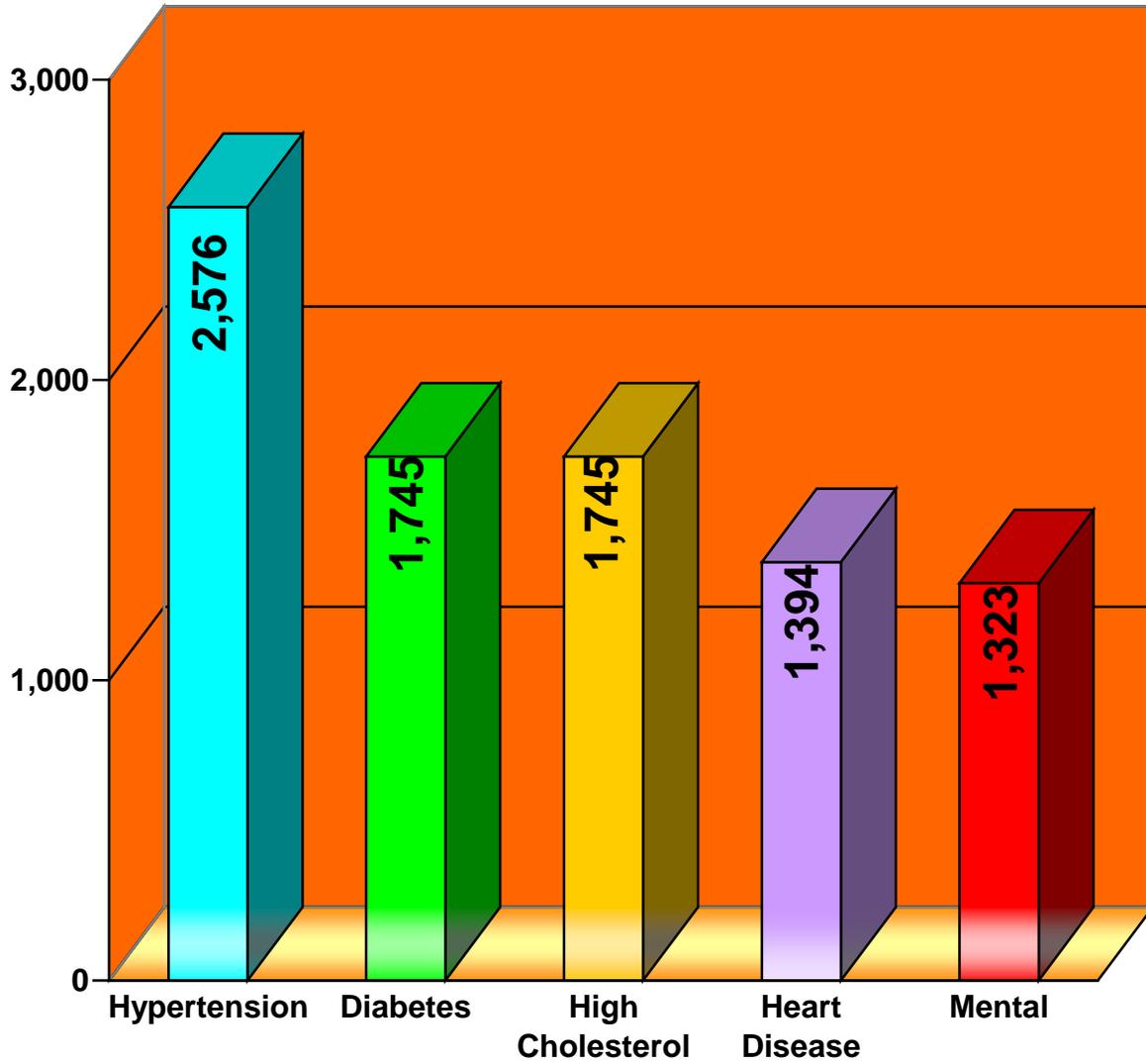
Client Services July 1, 2010 – September 30, 2010



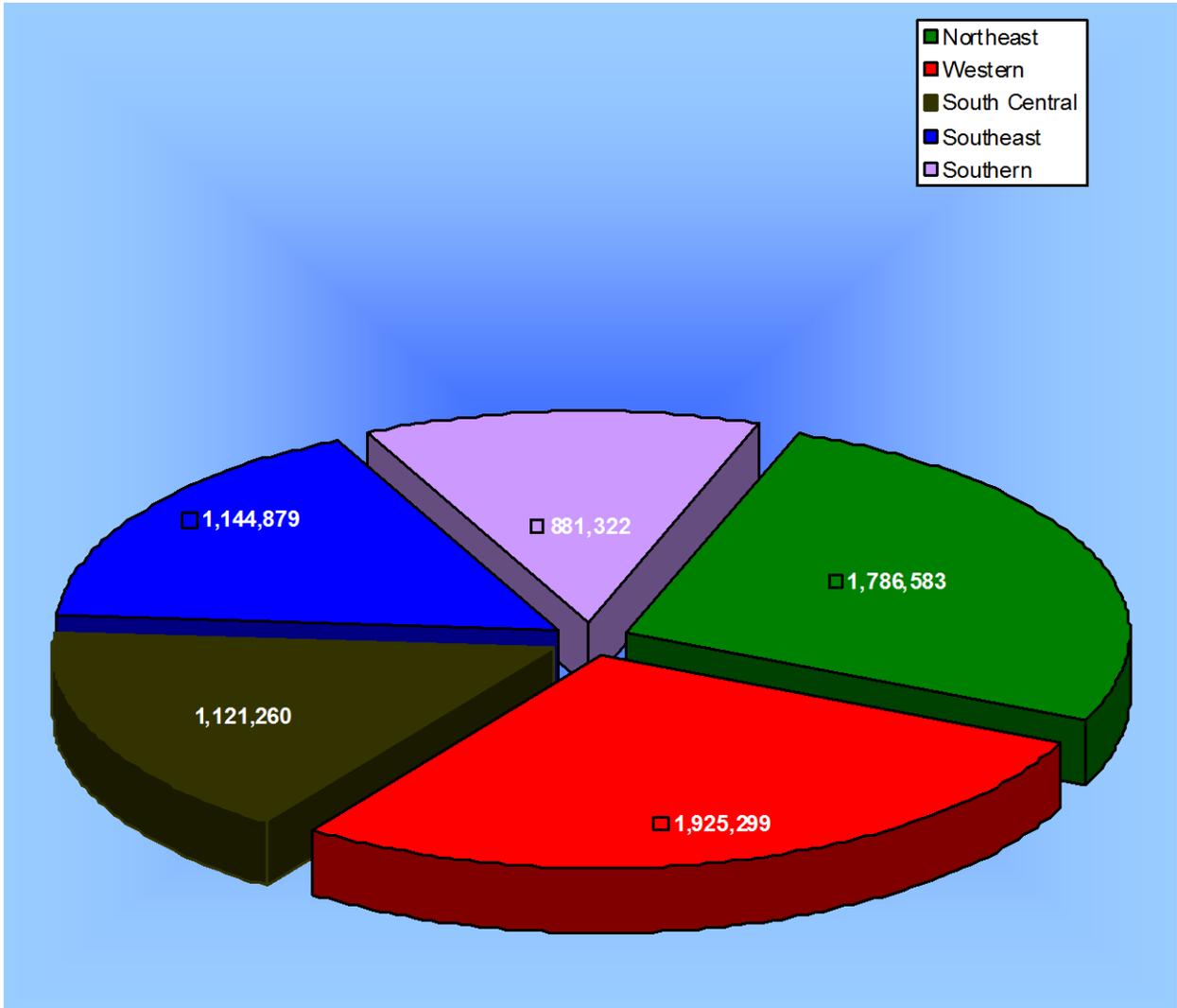
TOTAL FOR THE QUARTER: 131,637

There were 252 home visits made this quarter; this number is included with the client contact numbers shown above.

Top Five Client Problems By Condition July 1, 2010 – September 30, 2010

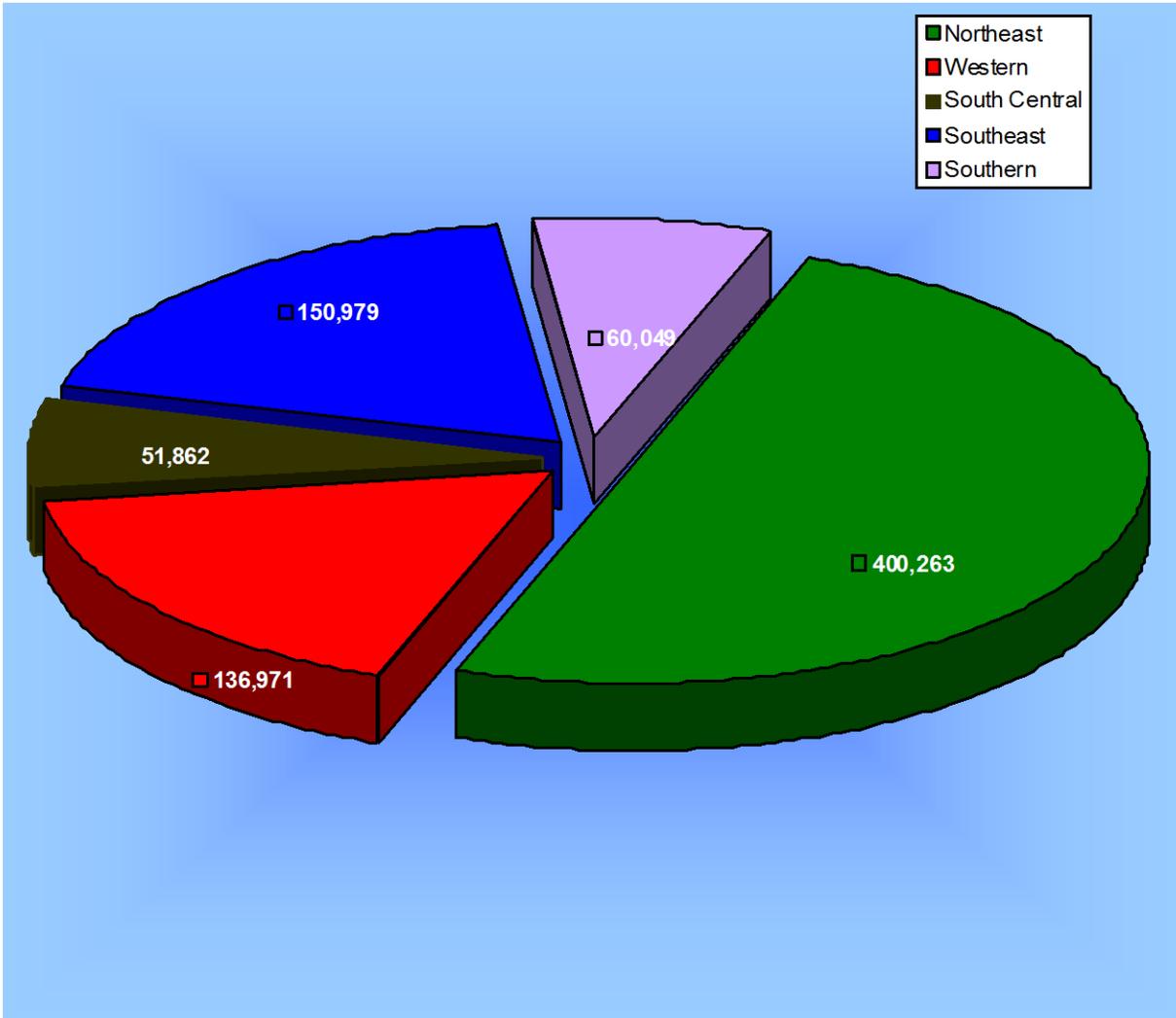


**Client Medications Value
July 1, 2010 – September 30, 2010**



TOTAL MEDICATION VALUE: \$6,859,343

Client Services Value July 1, 2010 – September 30, 2010



TOTAL SERVICES VALUE: \$800,124*

*Services Value represents any services and supplies other than medications.

REGIONAL SUMMARIES

Northeast Region

Janet Kegley

Lana Bailey

Lela Adkins

Angela McGuire

Elizabeth Smith

Shirley Prater

Judy Bailey

TBA

Regional Coordinator

FHCA (Greenup)

FHCA (Bath, Round)

FHCA (Lawrence, Martin)

FHCA (Carter)

FHCA (Elliott, Morgan)

FHCA (Johnson, Magoffin)

FHCA (Menifee, Montgomery)*

*Lela Adkins currently covers these counties

This quarter our Family Health Care Advisors served 1,331 clients. A total of 36,534 services were provided to these clients, with service values of \$400,263. In addition, \$1,786,583 worth of medication was accessed on their behalf. Due to Homeplace's budget cut, we were forced to close our office in Boyd County this quarter. We wish to recognize and thank Kim Sansom for her work with Homeplace in Boyd County and wish her the best in her future endeavors.

Judy Bailey assisted with closing the Boyd County office. She attended the Focus on Health Workshop in Johnson County and Under the Big Top at the Magoffin County Health Department this quarter. She is on the Friedell Committee, and the **SAFE Coalition** in Magoffin County. Judy assists with the free clinic located in the Magoffin County Health Department. She attends the Interagency Meetings in Johnson and Magoffin counties. Lela Adkins moved into her new office at the Center for Health, Education and Research Building (CHER) in Rowan County. Lela attends the Interagency Meeting in all her counties.

Lana Bailey attends the Greenup County Interagency meeting each month. She is on the Helping Hands Work Ethics Committee and works each Tuesday night at the North East Kentucky Care Clinic for both Greenup and Boyd counties. Angela McGuire was guest speaker at the Lawrence County Rotary Club and helped access fans for her clients through the hot weather this summer. She had a Diabetic Shoe Day and set-up an educational booth at the September Fest in Louisa. Angela attends the interagency meetings in Lawrence and Martin counties.

Shirley Prater attended a Food Pantry Meeting in Morgan County, the Vendors Trade Day at King's Daughter's Medical Center in Ashland, Gateway Health Fair, and the Elliott County Redi-Fest. Shirley attends the interagency meetings in Elliott and Morgan counties. Beth Smith now goes to Carter Family Pharmacy in Olive Hill every two weeks to see clients who live on the other side of the county. This will be a great service to those who have transportation problems.

Southeast Region

Ralph Fugate

Paul Vance

Julia Keene

Barbara Justice

Regional Coordinator

FHCA (Knott)

FHCA (Breathitt)

FHCA (Pike)

Pollyanna Shouse
Kathy Hamilton

FHCA (Wolfe, Powell)
FHCA (Floyd)

This quarter our Family Health Care Advisors served 1,133 clients. A total of 20,617 services were provided to these clients, with service values of \$150,979. In addition, \$1,144,879 worth of medication was accessed on their behalf.

Our region closed Perry and Letcher counties this quarter, due to the budget cut. Nancy Combs and Tammie Holbrook have been long-time employees of Homeplace and we wish to thank them for their service over the years and wish them the best in the future.

Southeast FHCAs represented Homeplace in meetings with Community Action Centers, UK Extension offices and various health departments. They participated in health workshops and conferences, and hosted several Diabetic Health and Community Health days across the region.

Southern Region

Helen Collett
Michelle Ledford
TBH
Linda Thacker
Shirley Madrey
Paul Frederick
TBH

Regional Coordinator
FHCA (Clay)
FHCA (Bell)
FHCA (Lee, Owsley)
FHCA (Harlan)
FHCA (Knox)
FHCA (Laurel)

This quarter our family health care advisors served 899 clients. A total of 15,473 services were provided to these clients, with service values of \$60,049, and \$881,322 worth of free medication was provided in this service area.

Our region closed offices in Leslie, Estill and Jackson counties this quarter. We want to recognize and thank the FHCAs who worked these counties: Nicole Ritchie, Samantha Bowman and Lucinda Blair. It is with deep regret that we close these counties; and, we wish our FHCAs the very best in the future.

As a region, various interagency meetings have been attended by the FHCAs. Linda Thacker in Lee County has worked with the community food bank to distribute food to local residents and she also attended a FEMA homeless meeting. Regional Coordinator Helen Collett attended a coordinator's meeting in Hazard this quarter.

Western Region

Sherry Morris
Donna Hooper
Angelic Carpenter
Mary Beth Rohrer
Tessa Vail
Carla Gray

Regional Coordinator
FHCA (Fulton, Hickman and Carlisle)
FHCA (McCracken, Ballard)
FHCA (Graves)
FHCA (Marshall, Livingston)
FHCA (Calloway)

Rhonda Wadsworth
Jerrell Rich
Jacqueline Anderson

FHCA (Lyon, Caldwell)
FHCA (Webster, Union and Crittenden)
FHCA (Christian, Trigg)

The Western Region provided 37,798 services to 1,231 clients. They accessed \$925,299 in medications and \$136,971 in other services. FHCAs represented Kentucky Homeplace at a wide variety of events in their areas. We attended interagency meetings, Domestic Violence and Child Abuse Coalition meetings, Relay for Life events, and Breast Cancer Coalition meetings. Sherry Morris attended the Regional Coordinator's meeting in Hazard.

We look forward to continue working with regional Head Start and Family Resource agencies to help with immunization education and eye exams for our younger clients in local schools. FHCAs worked with Head Start organizations, Family Resource Centers, and presented at diabetes education classes and area health fairs.

Due to budget cuts, we closed the Webster, Union and Crittenden offices in our region at the end of July. We want to thank Jerrell Rich, FHCA for her years of service with our program and wish her the very best in her future.

During the month of October we look forward to helping our female clients understand the importance of mammograms; and working with local agencies to help get mammograms scheduled for our clients. We are also working on educational ideas for the month of November to promote diabetes.

We would like to welcome the newest member of the Western Region, Miss Ivie Hope Vail, to our Homeplace family. Ivie is the daughter of Marshall and Livingston counties FHCA Tessa Vail, and her husband, Andy.

South Central Region

Beth Wells
Janice Compton
Sharon Cherry
Lisa Lack
Jeanee Williams
Mary Poole

Regional Coordinator
FHCA (Monroe, Metcalfe)
FHCA (Edmonson, Hart)
FHCA (Logan, Butler)
FHCA (Barren, Warren)
FHCA (Allen, Simpson)

This quarter our FHCAs served 777 clients. A total of 21,215 services were provided to these clients, with service values of \$51,862 and \$1,121,260 of free medication provided in this service area.

Mary Poole, new FHCA in Allen/Simpson Counties has worked hard to establish new relationships and build referral sources in both Allen and Simpson Counties. Lisa Lack continues to provide outreach at Good Samaritan and Janice Compton attended the Monroe County Diabetes Coalition meeting. Beth Wells attended a Homeplace coordinators meeting in Hazard.

Client Encounters
Actual situations encountered by
Family Health Care Advisors July - September 2010

A client was referred to me by her family physician because she needed to see a gynecologist for excessive bleeding. I located a doctor who agreed to see her but they required a cash payment in advance because she didn't have insurance. The doctor also said that they would be unable to schedule any necessary surgeries if the client didn't have a way to pay for them.

I located a program through the University of Louisville (UofL) that would see low income, uninsured patients. They required that all reports and demographics be faxed to them and they would contact the doctor of an appointment date, and time. I then called her family doctor and relayed the fax number and information that would be needed to send the referral information to UL. I then called the client back and informed her that UofL would notify the doctor of a date and time she would be seen. At this time, my client is waiting for an appointment.

I have a 72-year-old female that came to my office for help with her medications. She had reached the gap in her Medicare D coverage. I was able to get one of her medications through a prescription assistance program. I was also able to help her get approved for Low Income Subsidy, which added \$10 per month to her Social Security check and also got approved for Medicare Qualified Individuals (QI1) which pays the monthly premium for her Medicare A & B (\$96.50). The Department for Community Based Services (DCBS) office backed the QI1 coverage up five months so my client will get a refund for \$482.50; and she will get \$106.50 added to her check every month.

A physician referred his 31-year-old female patient to me for assistance with getting her medications for epilepsy. Her seizures had been under control with a cocktail of medications and her doctor told her to be sure to remain on these medications. However, she had recently lost her job and insurance and couldn't afford the medications. She and her mother came to my office very distraught. I was able to get three of the four medications through patient assistance programs for her.

I had an elderly client come into my office and was in the coverage gap portion of their Medicare Part D coverage. He said that he wasn't even going to keep taking his "expensive medications," Plavix and his medications for Alzheimer's because he wouldn't be able to afford both his medicine and groceries. I filled out applications for these medications and he was approved for help. He is now receiving his medications from prescription assistance programs and that frees up enough money to buy groceries and pay his monthly bills.

I conducted a home visit with a 71-year-old woman who is widowed. She was in the Medicare D "donut hole" and having problems affording her medications for a life-threatening disease. We applied to the drug companies on 6/10/2010. I received her completed applications in July and mailed to the drug companies. We received denials in August 2010 and appealed on 9/14/2010. Later, while doing follow-up calls, I learned that she had received all of her medications except one. She was very appreciative and stated that she didn't know what she would have done without Kentucky Homeplace.

I had an elderly couple show up at my office this quarter to ask about the programs we offer. I could tell they had little or no expectations of getting help with their medications. They had been to several agencies in the area and had been told that they made too much money for assistance. We did a quick tally of their household expenses and I found that just normal utilities took over half of their monthly income.

After speaking to them, I realized that they didn't have any food in the house and had been doing without most of their medications. I asked them about going to the area food bank, but they said that they made \$20 a month too much for assistance there. So I called another food bank and explained the couple's situation and they agreed to provide them with groceries. They are now receiving all but one of their medications through the Patient Assistance Programs. The couple stops by or calls on a regular basis, telling me how much they appreciate what Kentucky Homeplace has done for them and that we have no idea how much better their lives are now, with our help.

I had a 56-year-old gentleman come to my office for assistance with his medications. He stated he is having trouble buying his medications. He has filed for his disability, but in the meantime, his family's only income is his wife's wages of \$1,530 per month.

While doing his initial enrollment and assessment, I learned he has many health problems including Type I diabetes, heart disease, neuropathy, and high cholesterol. He could not seem to get his diabetes under control. He said his mother had died from diabetes and heart problems. They were having a diabetes learning session in his county and I asked him if he would be interested in attending. He agreed to attend, and I called to get him registered for the class. I gave him educational information on A1c (A1c test measures your average blood glucose control for the past two to three months), the power to Control Diabetes, and living with Stress and Diabetes, and information on cholesterol.

He didn't have a glucometer to check his blood sugar. I contacted a local agency to see if they would purchase the machine for him, and they did. I also enrolled him in the patient assistance program for all his medications which would have cost him \$2,500 per month. He said that if he wasn't eligible for the assistance, he wouldn't know what he to do, since his medications cost more than what his wife brings home each month.

He told me he was having problems with his eyes and had not had new glasses for more than five years. I called the local Lions Club to see if they would pay for him an eye exam and glasses. They agreed to take care of this for him. I called and scheduled him an appointment with the eye doctor for the exam and glasses.

Later, my client called to say he had received his glasses and some of his medications. He was so appreciative for all my help. He had also started attending the Diabetes Learning Sessions and stated they have been so helpful and have motivated him so much. He said he's learned how to start exercising in different ways without walking and without it hurting so much. He said he's thankful for Kentucky Homeplace and all my hard work.

This quarter gave me the opportunity to work with a group of students from a program through Morehead State University. This program provides low-income individuals, ages 16-24, an opportunity to work toward their General Education Diploma (GED) or high school diploma while learning job skills by building affordable housing for homeless and low-income people. Strong emphasis is placed on leadership development and community service. All students from this program live below the federal poverty guidelines and may either have experience with foster care, juvenile justice, welfare, and homelessness.

I have been able to enroll thirteen of these students into Kentucky Homeplace. I was able to help them with getting eye exams and free eyeglasses; and getting them into dental and medical services on a sliding scale fee. I enrolled several of them into a program to help access their medication. I plan on continuing to work in my counties and finding more services that might help these students in achieving their goals to have a better life.

I received a phone call from a lady needing help with several very expensive medications. This lady was physically not able to come into my office. She had been referred to us because we do home visits if they are needed. After arriving at the ladies home, I was just heartbroken about the condition of her front steps and kitchen. The kitchen floor was completely falling through and the rest of the home was not much better. We talked, and she told me about all the things she would like to have done but would never be able to afford them. I took all her information and went back to my office with a mission. I called the Christian Appalachian Project and talked with them about my client's needs. My client was put on a list for the much needed home repairs. The outreach workers came out right away to check and see what was needed for the repairs. Then, a wonderful group of volunteers were sent out to work on her home. Knowing my client is unable to leave her home, I am working on getting Meals on Wheels and local churches to deliver food baskets. In a poverty stricken area, it takes all different agencies working together to help our people in need. My client is so happy with her new porch and kitchen.

In early August, a 47-year-old client was referred to me. She had been to a local discount store's Vision Center, and, was told that she had cataracts that needed to be removed soon or she would be blind within six months. The optometrist was so concerned that he called a doctor that specializes in cataract surgery to schedule her appointment, letting that office know how vital it was to get her in for an evaluation. They scheduled an appointment for her in late August.

When the lady came into my office, she explained to me they had no insurance; her husband had lost his job; and she had tried to work, but her vision was so bad that she couldn't see well enough to drive. The couple was behind on their mortgage payments and ready to lose their home. Now, she was faced with losing her sight if she didn't have the cataracts removed. She had called the doctor's office and was told the cost of her first office visit would be \$350. She said she was going to cancel the appointment because she couldn't pay for the visit.

I contacted the Gussler-Lobach Eye Foundation and let them know that I had a possible candidate who needed assistance. After explaining the situation, I was told to complete the application and submit to them for processing. I told my now client not to cancel the eye appointment and I would get back with her. I was able to get the appointment approved free of charge. I called to let her know and she was excited and filled with hope. The foundation

approved her and on September 13th, she had her first cataract surgery removal. The second removal is scheduled for October. She qualified for the hospital indigent program and the doctor's fee of \$6,500, per eye, is taken care of through the foundation.

After her first surgery, I spoke with her and she had done fine with the surgery. She told me again that the doctor said that if the cataracts hadn't been removed, she would have been blind in six months. The doctor is now expecting her to make a full recovery.

My client came in for assistance in obtaining a full set of dentures. She had been having several medical problems and had visited different specialists trying to find out why she was having difficulties swallowing and choking on food, and having an ongoing upset stomach. Finally, the doctors ruled out everything and told her that she needed to get her a set of dentures so she could chew her food. Several years ago, her now ex-husband had insisted she get all of her teeth pulled while they had a medical card. She had the teeth pulled, but had never had any dentures. She was ecstatic when I told her how much they would cost through our program. She sat in my office with tears in her eyes. She said she had overheard the workers at the food stamp office talking about Kentucky Homeplace and asked them for more information; they in turn gave her one of the fliers for my counties. She had no idea a program like Homeplace existed.

One of my clients attended the diabetic shoe clinic that was held here at the office. She had been in a severe car wreck and had to use a walker. While she was being fitted for diabetic shoes, she found out that she may also be eligible for an electric wheelchair.

My client stopped by the office yesterday to show me her new shoes and said she just loved them and so glad she had heard about us. She said Kentucky Homeplace had made such a difference in her life. She had not had insurance in years and purchasing all of her daily medications had really been a struggle for her family. We have been able to access the majority of her medications and she has new diabetic shoes. She will soon be receiving her new wheelchair.

I am so glad I am part of this great organization that gives relief to so many families. The daily rewards are just overwhelming.

Recently, I had a new client who had just diagnosed with Type I diabetes. Her symptoms were dizziness, weakness, and being tired all the time. Her mother suggested that they check her sugar and it was over 400. Her mother took her immediately to the hospital and she was put on insulin. She is 22-years-old and scared to death. She doesn't understand anything about her disease, other than don't eat sugar. I talked to her about not being stressed, and told her that the doctors would educate her on her condition. I also told her that I had educational material that would help explain her condition in more detail. I'm now working on assisting her with her medications and other needs for her condition.

My clients' family includes the parents and a grown son. The son had to quit college and move back home to take care of his sick parents who can no longer care for themselves. The son makes just enough money to pay the water and electrical bill. This family had been self-sufficient and now they are really struggling. They can barely afford food, and medication was out of the question. The husband cried when I told him I could help get the major part of their

medicine through the prescription assistance programs and the rest was available on a \$4 co-pay. This will give the family some money now for food and necessities.

I received a referral from a physician who had a patient with leukemia. The patient needed a very expensive drug that cost over \$13,000 for a six-month supply. I enrolled the client and was able to access the medication for them. I also referred the client to the Leukemia and Lymphoma Society chapter in Lexington and they reimbursed the client for their medically-related travel expenses and other needs.

I received a referral from the hospital for a young man who had been involved in an off-road vehicle accident. He didn't have medical insurance and had several severe injuries. He had been in the hospital for several days and had undergone numerous surgeries for a broken jaw. He couldn't speak and was in need of liquid nutritional supplements. When I enrolled him, he also needed a family physician. After completing the necessary paperwork, I made several phone calls and was able to schedule him an appointment with a local physician. The clinic worked with him on a sliding fee scale and completed the paperwork for his supplements. His mom called to tell me how thankful she was for Kentucky Homeplace.

I received a referral from a church group that was willing to pay for dentures for a client. After enrolling the client into our program, I referred her to a dental office that makes dentures. She was able to obtain dentures for \$360 and the church group paid for them. During enrollment into our program, she mentioned she also needed glasses, so I also applied for a voucher through the New Eyes for the Needy program and she received glasses as well. This client was so thankful. She said she now feels so much better about herself and her appearance. She commented she would never forget Homeplace and her friends at church.

My client is a 61-year-old male who lives with his wife and 11-year-old son. He farms for a living and his wife works at a local factory. They have no health insurance, and they struggle financially. I have been helping him with his medications for hypertension for approximately five years.

My client had complained about having pain in his legs, his feet hurting and burning, and not feeling well when he came into my office. I encouraged him to mention this to his doctor. He did and was treated for gout and arthritis and I started helping him get those medications. He couldn't afford to have his blood work done when needed, so he never suspected he was actually as sick as he was. He became seriously ill in July and went to the emergency room. He was diagnosed with diabetes and had to have several toes amputated before he left the hospital.

At this point, he is waiting on a decision for disability. I am helping him receive insulin for his diabetes and medicine for other ailments. His sugar is normal and he tells me he feels good. We are hoping for a good outcome with his disability.

KENTUCKY HOMEPLACE SITE INFORMATION

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