

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**October 1, 2015 – December 31, 2015
Quarterly Report**



Kentucky Homeplace <http://www.kyruralhealth.org/homeplace>

Funding for this program is made possible in part by the Kentucky Cabinet for Health and Family Services.



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Front page photograph taken in Letcher County Kentucky, courtesy of Karen Pratt.



Kentucky Homeplace

My Fellow Kentuckians:

Kentucky Homeplace emphasizes education for clients on chronic disease management, healthier lifestyles and stressing preventative care. Kentucky Homeplace serves 30 counties in the eastern portion of the state. During this quarter all of the Kentucky Homeplace CHWs were trained as lay leaders in the Chronic Disease Self-Management Program. Our CHWs will be conducting six week workshops across the region helping participants of the workshop learn how to manage their chronic diseases. KHP also has a continued focus on preventative care and reducing risk factors by providing health coaching and care coordination to the residents of the service area. The following report reflects the CHWs activities regarding care coordination, number of services, service values and medication values and also collective information on the health status of our clients.

Quarterly Summary

For the period October 1, 2015 – December 31, 2015 the number of Community Health Workers (CHW) provided services for **1,830** clients. Of these clients, **1,524** were involved in care coordination activities. Excluding administrative time and time spent on trainings, the CHWs logged **2,614** hours on care coordination activities hours with a service value of **\$65,533**, amount of medication accessed totaled **\$1,467,362** and other service values (not medications) accessed totaled **\$274,714** for a combined total of **\$1,807,609**.

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 Reports tab, Quarterly Reports and then click on October-December 2015. If you wish to have a printed copy, please call 1-855-859-2374 or email me at mace.baker@uky.edu.

Sincerely,

William Mace Baker

William Mace Baker, RN
Director, Kentucky Homeplace Program



Activity Summary

(Clients visited: 10/01/2015 – 12/31/2015)

Activity	CHW Hours
Agency contact	1,169.60
Follow-up	459.20
Homeplace enrollment	435.67
Care coordination	323.80
Education	184.02
Travel	39.70
Group session	1.67
Survey	0.10
Grand Total:	2,613.76

Total All Regions

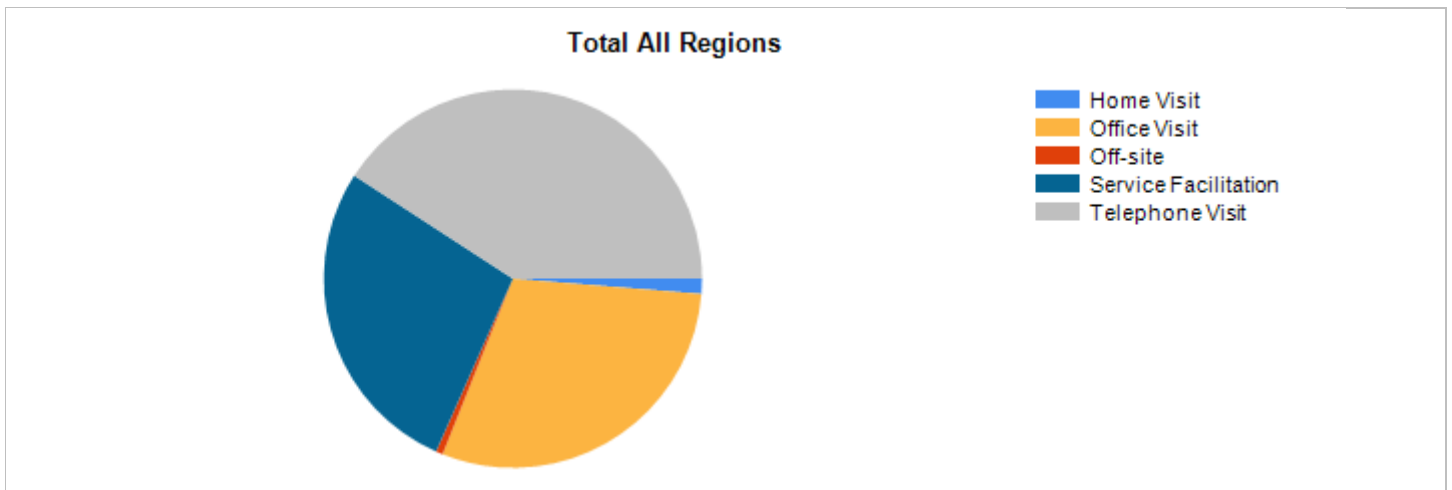


Total service value for 2,614 hours equals \$65,533.

Visit Summary

(Clients visited: 10/01/2015 – 12/31/2015)

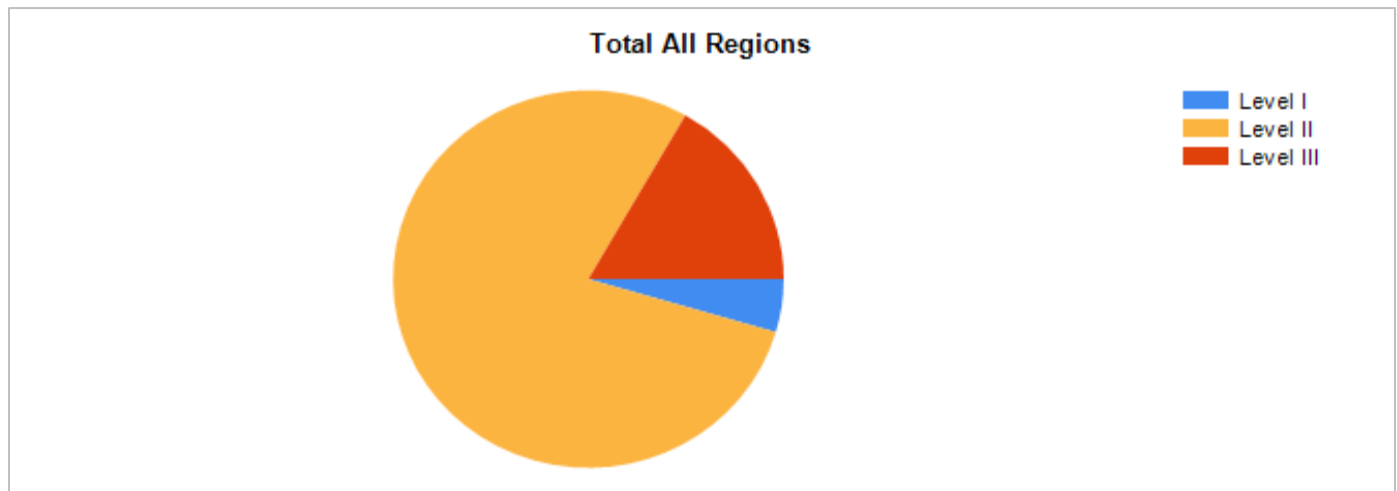
Visit Type	Client Visits
Telephone Visit	2,053
Office Visit	1,497
Service Facilitation	1,383
Home Visit	65
Off-site	30
Grand Total:	5,028



Care Level Summary

(Clients visited: 10/01/2015 – 12/31/2015)

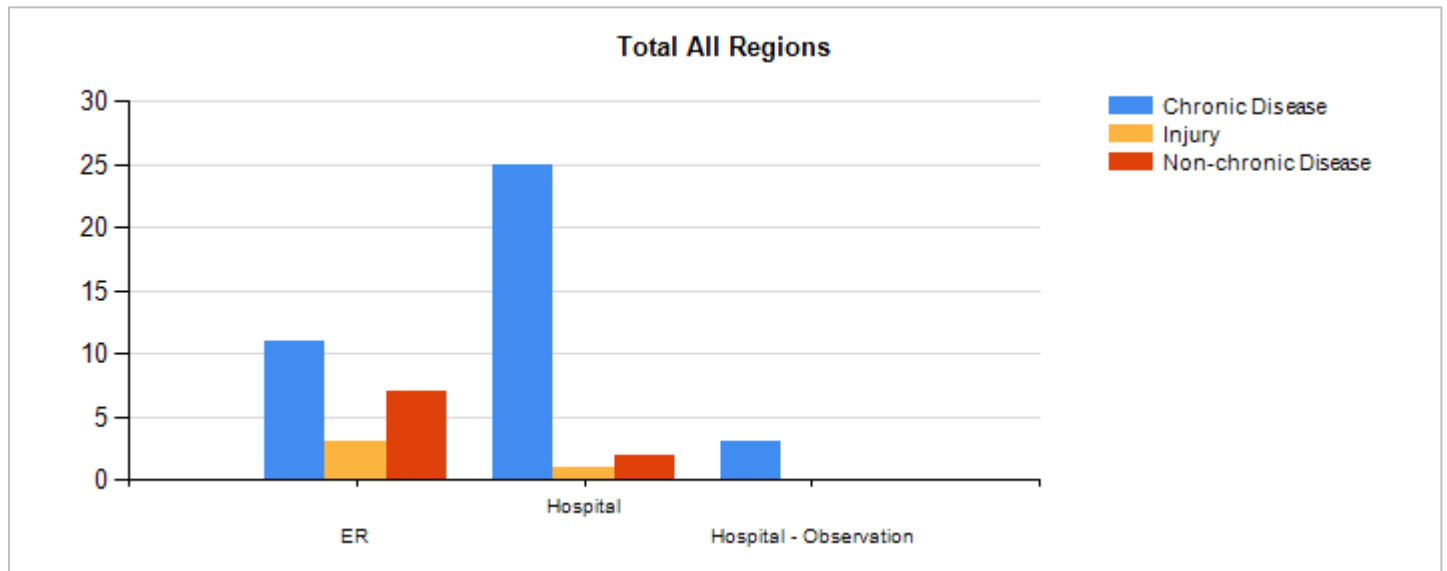
Care Level	Clients
Level I	83
Level II	1,441
Level III	306
Grand Total:	1,830



Hospital-ER Summary

(Clients visited: 10/01/2015 – 12/31/2015)

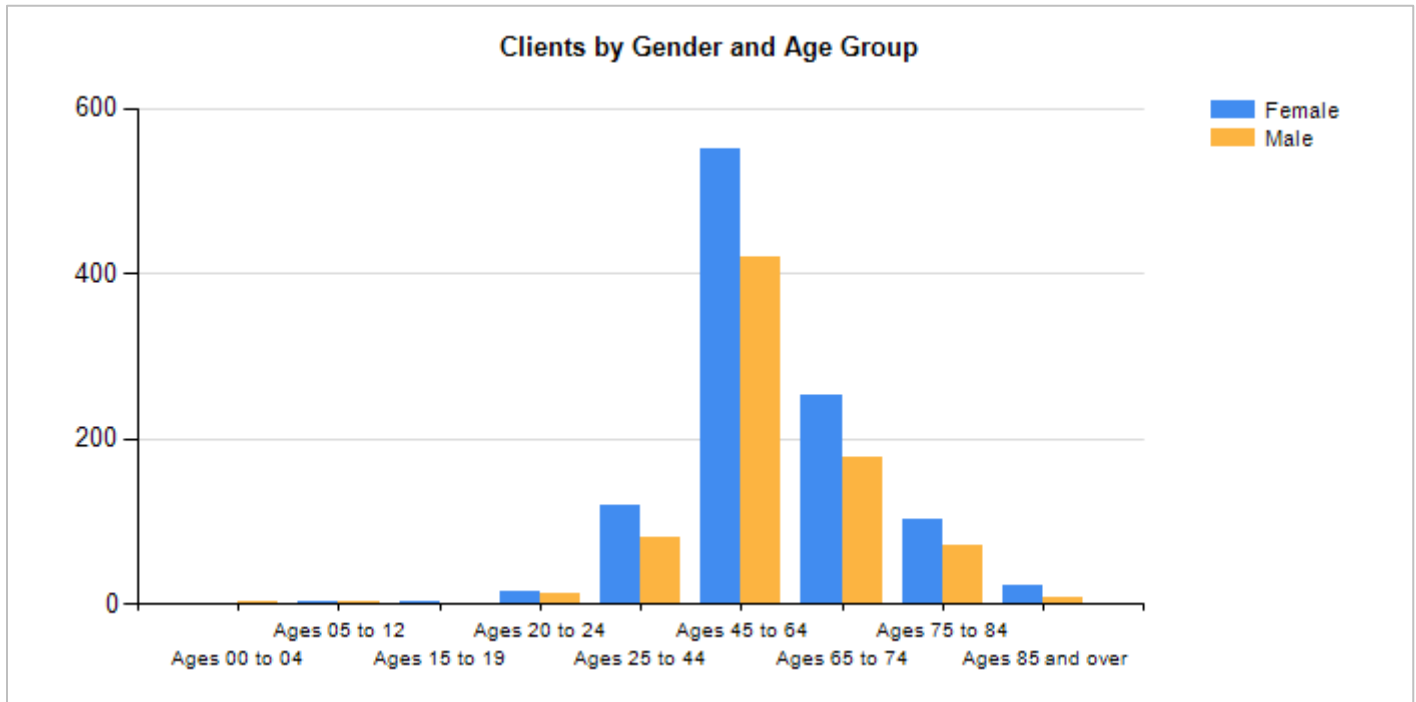
Episode Type	Reason	Episodes	Days Stay
ER	Chronic Disease	11	0
ER	Injury	3	0
ER	Non-chronic Disease	7	0
Hospital	Chronic Disease	25	181
Hospital	Injury	1	1
Hospital	Non-chronic Disease	2	12
Hospital - Observation	Chronic Disease	3	0
Grand Total:		52	194



Age Gender Summary

(Clients visited: 10/01/2015 – 12/31/2015)

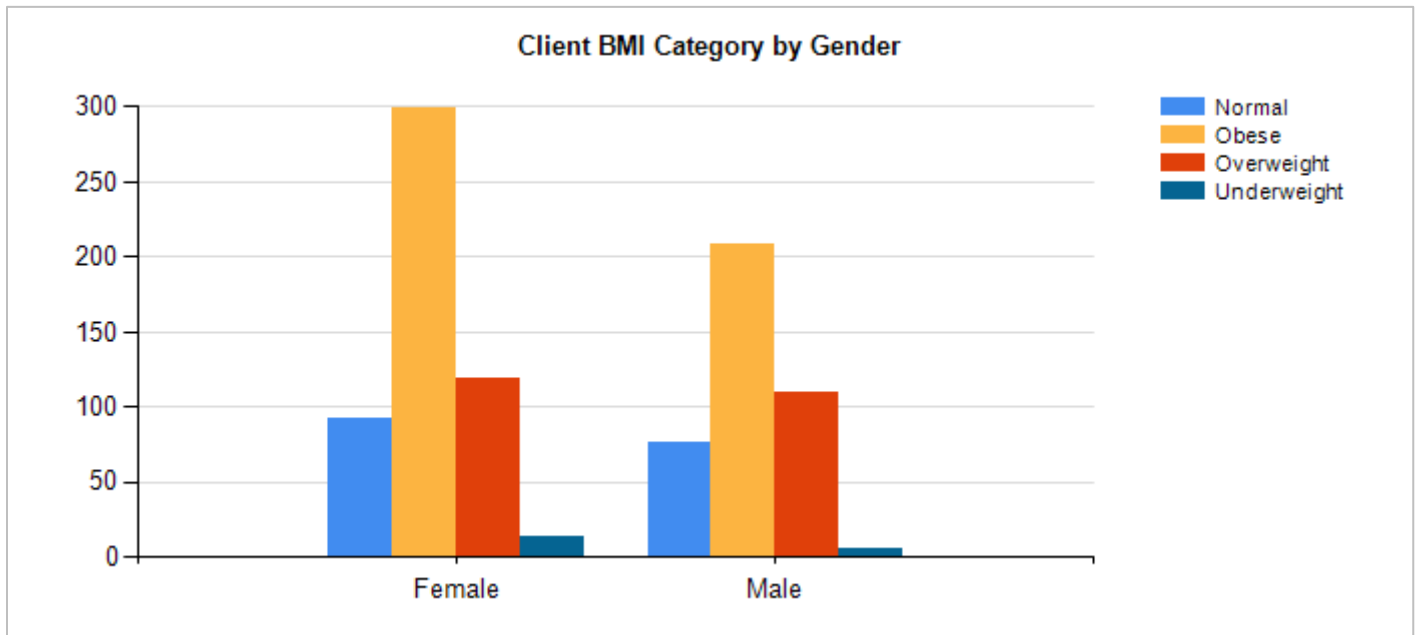
Age Group	Female	Male
Ages 00 to 04	0	1
Ages 05 to 12	1	2
Ages 15 to 19	1	0
Ages 20 to 24	15	11
Ages 25 to 44	118	80
Ages 45 to 64	551	419
Ages 65 to 74	252	178
Ages 75 to 84	101	70
Ages 85 and over	22	8
Totals	1,061	769
Median Age	60	60



BMI Category Summary

(Clients visited: 10/01/2015 – 12/31/2015)

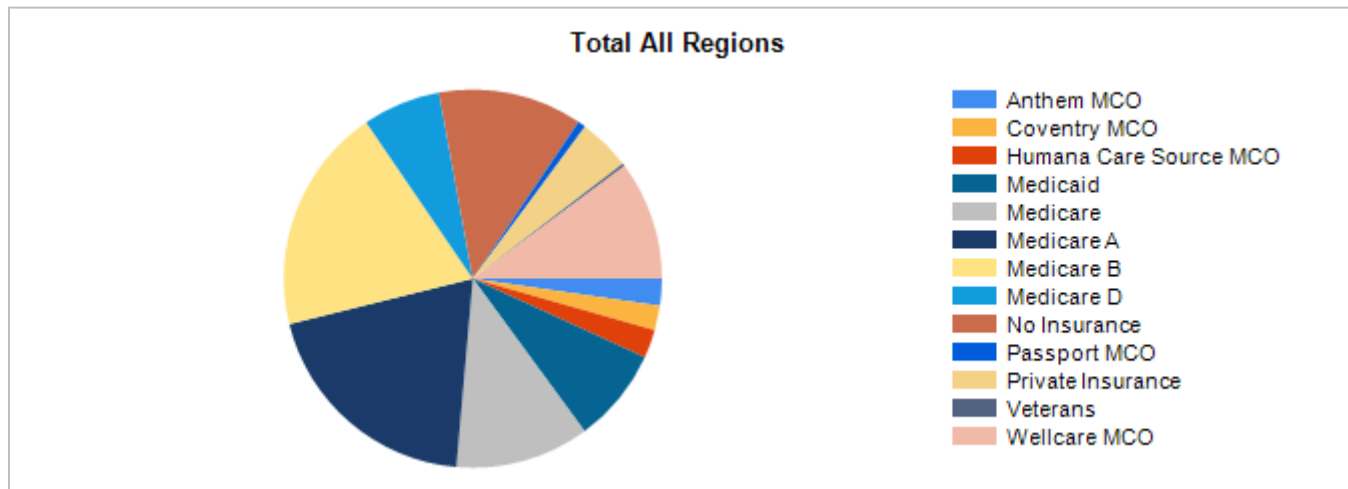
Gender	Bmi Category	Clients
Female	Normal	92
	Obese	299
	Overweight	119
	Underweight	14
	Total:	524
Male	Normal	77
	Obese	208
	Overweight	110
	Underweight	5
	Total:	400
	Grand Total:	924



Insurance Summary

(Clients visited: 10/01/2015 – 12/31/2015)

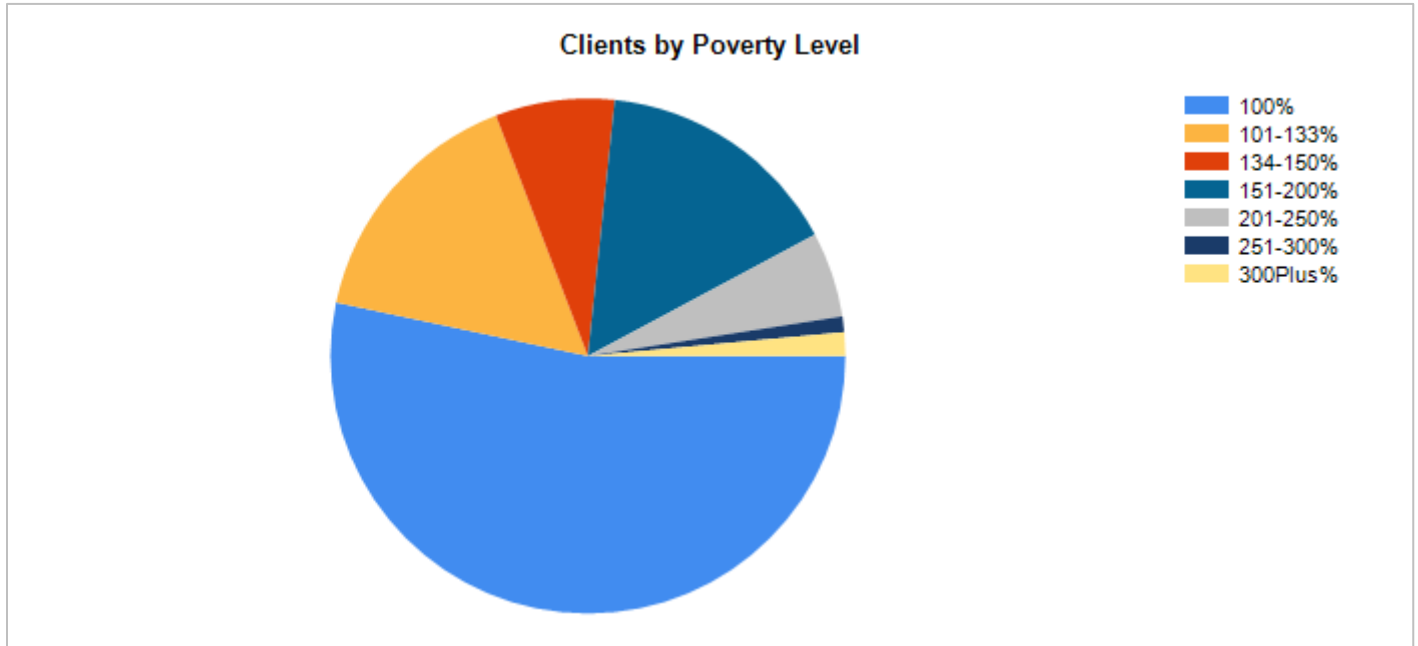
Insurance Type	Clients
Medicare A	575
Medicare B	563
No Insurance	359
Medicare	334
Wellcare MCO	296
Medicaid	236
Medicare D	194
Private Insurance	130
Humana Care Source MCO	71
Anthem MCO	67
Coventry MCO	61
Passport MCO	20
Veterans	7
Grand Total:	2,913



Poverty Level Summary

(Clients visited: 10/01/2015 – 12/31/2015)

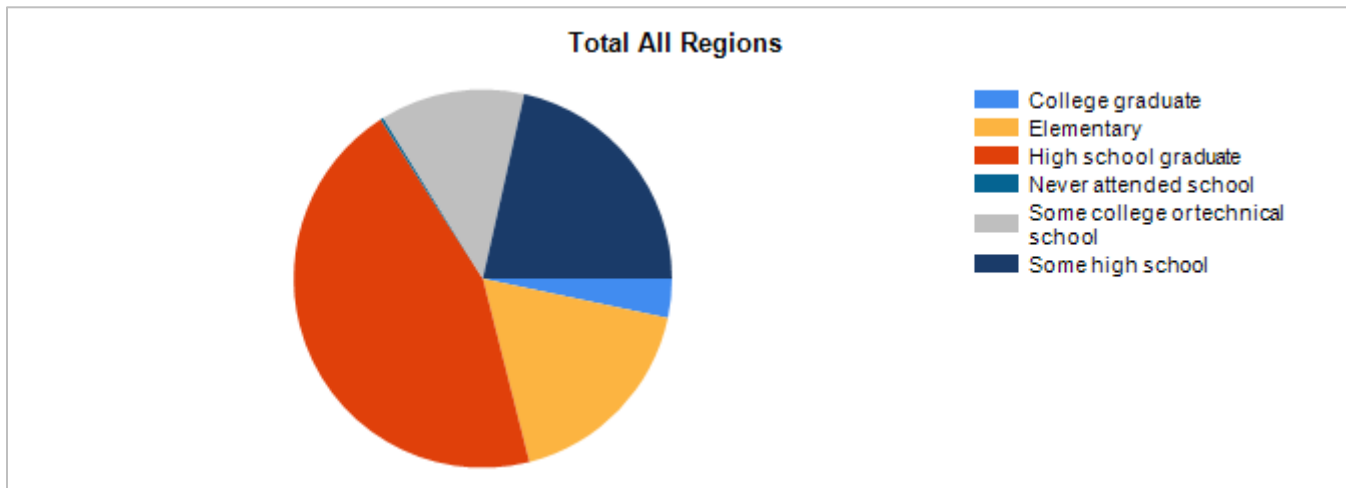
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	976	290	137	284	98	18	27	1,830



Education Level Summary

(Clients visited: 10/01/2015 – 12/31/2015)

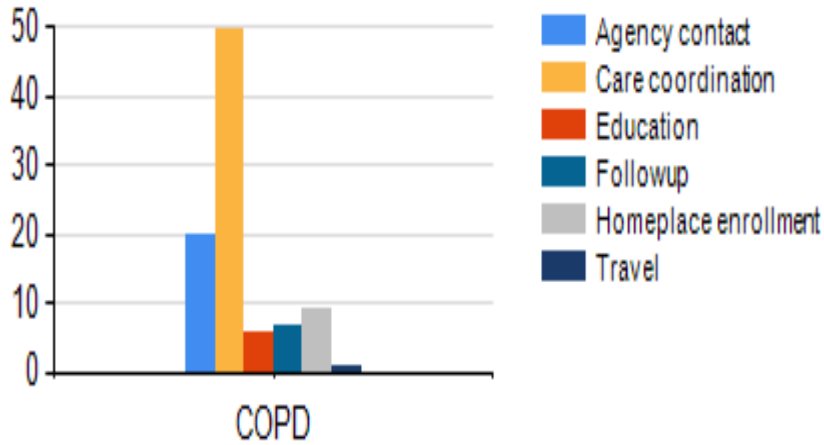
Education Level	Clients
Never attended school	5
Elementary	324
Some high school	393
High school graduate	821
Some college or technical school	226
College graduate	61
Grand Total:	1,830



Need Activity Summary-Disease

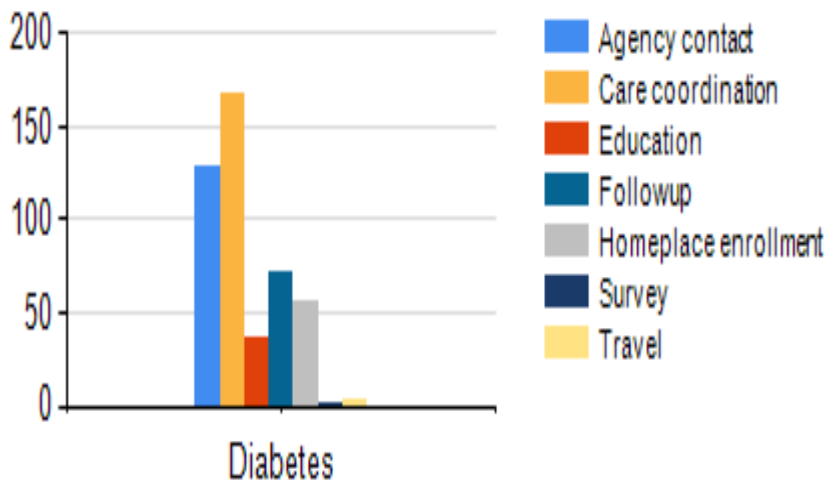
(Clients visited: 10/01/2015 – 12/31/2015)

CHW Hours by Activity



Care coordination	49.57
Agency contact	19.80
Homeplace enrollment	9.08
Follow-up	6.72
Education	5.92
Travel	0.67
Total:	91.76

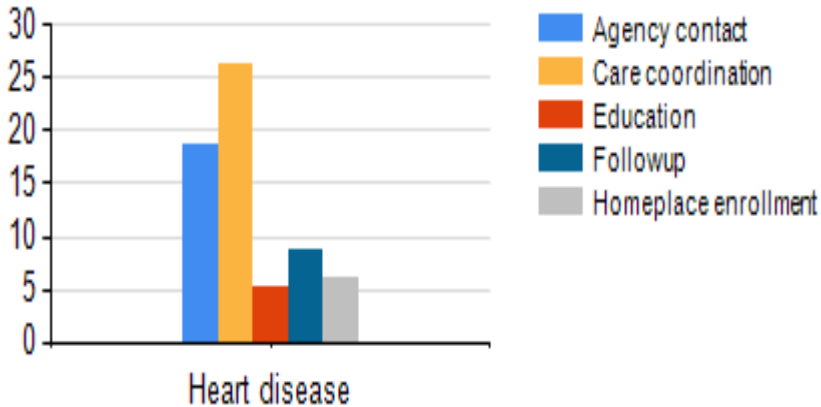
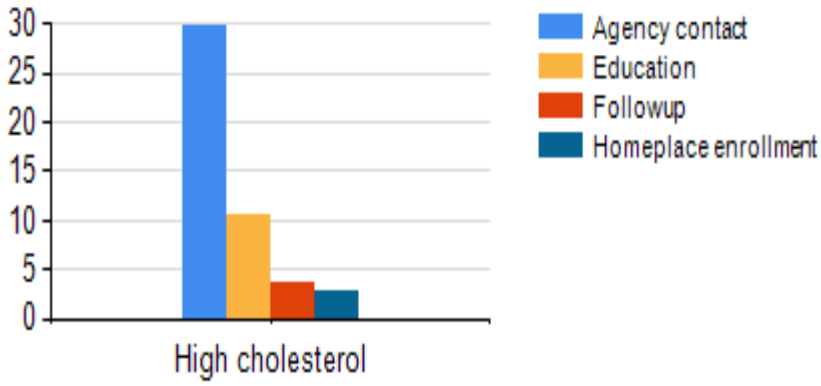
CHW Hours by Activity

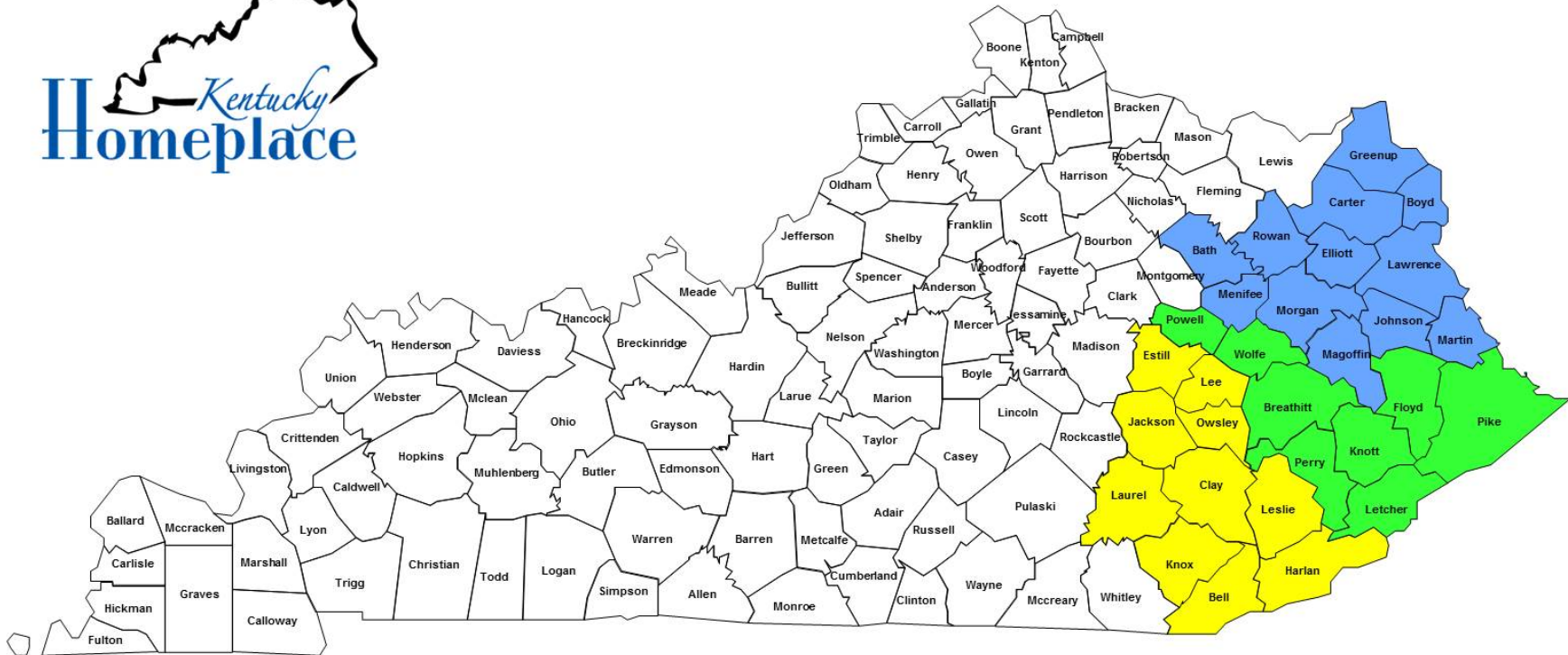


Care coordination	166.67
Agency contact	127.88
Follow-up	70.82
Homeplace enrollment	56.92
Education	37.10
Travel	3.77
Survey	0.10
Total:	463.26

Need Activity Summary-Disease

(Clients visited: 10/01/2015 – 12/31/2015)

<p>CHW Hours by Activity</p>  <p>Heart disease</p>	<table> <tr> <td>Care coordination</td><td>26.22</td></tr> <tr> <td>Agency contact</td><td>18.75</td></tr> <tr> <td>Follow-up</td><td>8.67</td></tr> <tr> <td>Homeplace enrollment</td><td>6.08</td></tr> <tr> <td>Education</td><td>5.08</td></tr> <tr> <td>Total:</td><td>64.80</td></tr> </table>	Care coordination	26.22	Agency contact	18.75	Follow-up	8.67	Homeplace enrollment	6.08	Education	5.08	Total:	64.80
Care coordination	26.22												
Agency contact	18.75												
Follow-up	8.67												
Homeplace enrollment	6.08												
Education	5.08												
Total:	64.80												
<p>CHW Hours by Activity</p>  <p>High cholesterol</p>	<table> <tr> <td>Agency contact</td><td>29.75</td></tr> <tr> <td>Education</td><td>10.58</td></tr> <tr> <td>Follow-up</td><td>3.50</td></tr> <tr> <td>Homeplace enrollment</td><td>2.67</td></tr> <tr> <td>Total:</td><td>46.50</td></tr> </table>	Agency contact	29.75	Education	10.58	Follow-up	3.50	Homeplace enrollment	2.67	Total:	46.50		
Agency contact	29.75												
Education	10.58												
Follow-up	3.50												
Homeplace enrollment	2.67												
Total:	46.50												



30 County Service Area

Southern Region (888) 220-3783

Southeast Region (855) 253-0910

Northeast Region (888) 223-2910



Kentucky Homeplace Program Director, Regional Coordinators & Community Health Workers



During November, Community Health Workers attended a four-day Stanford CDSMP (Chronic Disease Self-Management Program) training held at Jenny Wiley State Park.

During December, Community Health Workers attended a four-day Stanford CDSMP (Chronic Disease Self-Management Program) training held at Natural Bridge State Park.



Regional Summaries

Northeast Region

Janet Kegley	Regional Coordinator
Judy Bailey	CHW (Johnson & Magoffin)
Kala Gilliam	CHW (Rowan)
Terra Kidd	CHW (Boyd)
Angela McGuire	CHW (Lawrence & Martin)
Shirley Prater	CHW (Morgan & Elliott)
Alexandra Robinson	CHW (Greenup)
Elizabeth Smith	CHW (Carter)
Amanda Goolman	CHW (Bath & Menifee)

This quarter the Northeast Region was very busy. They attended the Chronic Disease Self-Management Program Leaders Training and the FIVCO District Cancer Conference in Ashland. The region held their December monthly staff meeting at the Boyd County Homeplace office followed with their annual Christmas luncheon.

Judy Bailey and Angela McGuire attended the Big Sandy Diabetes Coalition meetings at Highlands Regional Hospital in Prestonsburg.

Judy Bailey attends the interagency meetings in both Johnson and Magoffin County. Judy attended the Johnson & Magoffin County Health Fair.

Angela McGuire attends the Diabetes Management Support Group meetings each month at the Lawrence County Extension office. She is a member of the Health Advisory Team and attends the meetings monthly. She attends both the Lawrence and Martin county interagency meetings each month. Angela is a member of the Lawrence County Family and Consumer Science Advisory Committee and she attended the Sullivan College Event/Community Support held at the Lawrence County High School. Angela held her bi-yearly Diabetes Shoe Clinic along with Healthy Way Pharmacy to assist her client in obtaining shoes at no cost to them. Angela attended the Community Health Worker Steering Committee in Hazard. She also volunteered at the Lawrence County Food Bank and was able to deliver the much needed food baskets to our clients.

Alexandra Robinson attended the Greenup County Interagency Meeting. Alex along with co-worker Beth Smith gave a presentation over Kentucky Homeplace to inform the Greenup County seniors of assistance that is available to them. Alex is a member of the Greenup County Diabetes Coalition.

Beth Smith attended the Carter County Council monthly meeting.

Regional Summaries

Southern Region

Helen Collett	Regional Coordinator
Michelle Ledford	CHW (Clay)
Samantha Bowman	CHW (Lee, Owsley)
Paul Frederick	CHW (Knox)
Kathy Slusher	CHW (Bell)
Ratisha Roberts	CHW (Estill)
Vanessa Fields	CHW (Leslie)
Debra Maiden-Hensley	CHW (Harlan)
Tonya Bowling	CHW (Jackson)

The Southern Region gained two new Community Health Workers this quarter. Debra Maiden-Hensley was hired for Harlan County and Tonya Bowling was hired for Jackson County. Along with these two new CHWs, Paul Frederick a thirteen year veteran decided to resign and pursue other employment. We wish him well in his new position.

In October all staff were certified in CPR.

This quarter Ratisha Roberts, CHW for Estill County officially opened her office. She also attended Chronic Disease Self-Management Program (CDSMP) training at Natural Bridge State Park.

Michelle Ledford, CHW for Clay County attended CDSMP training held at Jenny Wiley State Park. She also attended a London interagency council meeting.

Vanessa Fields, CHW for Leslie County attended CDSMP training at Natural Bridge State Park. Vanessa also held a Diabetic Shoe clinic day.

Kathy Slusher, CHW for Bell County, attended CDSMP training at Jenny Wiley State Park. Kathy also attended a Bell County Health Department meeting, a Senior Citizens meeting and a Family Resource meeting at Right Fork School. This quarter Kathy has been training Debra and covering for Knox County.

Samantha Bowman, CHW for Lee and Owsley attended CDSMP training at Natural Bridge State Park, an interagency meeting at the Senior Citizens Center, a health advisory meeting with head start and Helping Hands Senior Commodities Day. Samantha also, held a COPD support group meeting. Rose Shields provided information about COPD to the participants. She also held a Diabetic Shoe clinic.

Debra Maiden-Hensley, CHW for Harlan County and Tonya Bowling, CHW for Jackson County have been shadowing other experienced CHWs gaining valuable instruction about their job duties.

Regional Summaries

Southeast Region

Ralph Fugate	Regional Coordinator
Pollyanna Gilbert	CHW (Wolfe and Powell)
Barb Justice	CHW (Pike)
Katherina Hamilton	CHW (Floyd)
Carole Frazier	CHW (Perry)
Ashley Gilbert	CHW (Letcher)

The final quarter of the 2015 year brought a new addition to our team. Ashley Gilbert joined us in October as our new CHW for Letcher County. She is doing well and we wish her continued success.

This quarter all staff were certified in CPR.

Carole Frazier, CHW for Perry Co, attended the Chronic Disease Self-Management (CDSMP) training held at Jenny Wiley State Park. She also attended the Ky. River Senior Health Expo at HCTC, the Perry County Diabetes Coalition meeting, as well as numerous health fairs throughout Perry County.

Barb Justice, CHW for Pike County, attended the CDSMP training held at Jenny Wiley. She also attended the Big Sandy Interagency and Diabetic Coalition meetings, as well as, conducted several Diabetic Shoe Day events.

Kathy Hamilton, CHW for Floyd County, attended the CDSMP training held at Jenny Wiley State Park. She also attended the Big Sandy Interagency meeting and the Homeplace Clinic open house in Prestonsburg, Ky.

Pollyanna Gilbert, CHW for Powell and Wolfe County, attended the CDSMP training held at Natural Bridge State Park. She also attended the Wolfe County interagency meetings, held several Diabetic Shoe Day events, and attended the health fair held at the UK Extension office in Wolfe County.

Ashley Gilbert, CHW for Letcher County, attended the CDSMP training held at Natural Bridge State Park. She also set up appointments introducing herself at the Whitesburg ARH Hospital, Mountain Instant Care, ARH Home Health and other agencies and organizations in Whitesburg.

Client Encounters

Actual Situations Encountered by Community Health Workers

October 1, 2015 – December 31, 2015

- My story this quarter is about a Johnson County flood victim. A very nice man knocked on my door asking for assistance with dentures. I asked him to take a seat and started explaining to him about Kentucky Homeplace and the IRB and Release of information concerning the survey questions that would be used for research. The man politely signed all forms and said my life has been one big event after the other. He told me about the horror he had seen at war and the many tragedies he had faced having prostate cancer, but the worst thing he had ever experienced was the raging waters of the Flat Gap flood. He told how he had to hold on with all his might just to keep from being washed away. Losing everything he had even his glasses & dentures. I was able to assist him with what he had asked for and he was very grateful for the assurance that he would not be forgotten in a backload of promises.
- My office is in a clinic that serves their patients for no cost. Since working here I have had the opportunity to help people and assist them with their needs. One particular incident that stands out in my mind was when I served a married couple that resides in the county I serve. I had a gentleman to call my office asking if he and his wife could come in and see if they could get some help with her medication. I made them an appointment to come and see me. After coming in and getting her consents with the Kentucky Homeplace signed, I began working up her medicine list that she needed assistance with. Being as that I was new to the database, this couple was very patient and kind. After getting the help the lady needed, both her and her husband was thrilled to get assistance and asked if they could give me a hug. They were very grateful to get assistance with her medications and thankful to have Kentucky Homeplace back in their county. I felt very blessed to be able to assist this couple and the reward of doing so was more than what money could buy. There have been others that I have served that are also grateful to have Kentucky Homeplace back in their county as well.
- My client was referred to me through one of our local hospitals. She was unable to take her medications due to the expense. I called her and asked if I needed to do a home visit and she was more than happy to make arrangements to come into my office. My client is 69 years old and has an education of about 9th grade. She is currently living in a trailer that belongs to a family member and pays for water, electric and gas. When my client came into the office, she was out of several medications including some that were necessary for the health of her heart. She only had an income of \$534 dollars a month, no part D insurance and no other assistance. She is married but has been separated from her husband for over 2.5 years due to his incarceration. I had spoken to my supervisor, and she had mentioned to me that with Social security there was a minimal payment and if they didn't receive the minimal payment that Social Security Disability would come into effect and would bump the payment up to the minimum amount of \$733. When my client came in, I found that I could assist with several medications but her most important needs were to get her insurance under control, because



at this point she couldn't even go back to the doctor, she had copays. My first call was to Social Security who informed me that she had a part D insurance that she was not aware of. She also has prescription coverage that took care of all of her medications or at least most of the copays. I then used the Social Security website to apply for extra help. I also directed her to the local office so that she could apply for QMB and food stamps. At this point, my client stated how wonderful it would be to be able to buy meat again. (She later told me she had been living on pasta, bread and beans for several months because she couldn't afford anything else.) Before my client had left my office, she had applied for Extra help, food stamps and medical assistance as well as spoke with Social Security about her low payment. I explained what all had to be done and the steps she needed to take.

One week later, my client stopped back into my office for me to sort her paperwork she had received from Social Security and for medical and food benefits. I helped her organize her papers and made sure that she had everything she needed. She never realized that she qualified for food stamps or any other help. Currently, we are waiting on a decision from Social Security and approval for medical help and food assistance. If approved she will go from \$430 cash per month to about \$733 plus receive food benefits. She also has part D insurance that is assisting her with her medications.

- I had three really heart felt experiences during this Thanksgivings Food Basket give a way. First I wasn't sure that it was going to be possible to get the food baskets this year due to the church that normally shares this event with me wanted to go in a different direction and help the back pack food program at the local school more this year rather than giving food baskets out. When I was told this, I was just heart sick that the families I knew needed assistance with Thanksgiving dinner wasn't going to be getting any additional help other than the food bank. The calls started coming in and people were asking if I knew of anyone giving out food baskets. I told them that it was looking doubtful. I could hear the hurt in their voices. After several phone calls a church stated that they were only going to give to the local school because they really didn't have a list of people that needed help with food. I told them that I had one and I had had several calls for this need. I was granted 5 food baskets.

I called my first client and told him that I would be at his home the following day; he stated he was so thankful; his wife just had open heart surgery and was having severe complications from this. She was allergic to the wire they used to close her chest up. A second surgery had to be done. She has been unable to work for several months now and money is really tight. My client was so happy when I told him that I was able to get a turkey basket and trimmings for him. He said that he and his wife didn't know if they were going to have a hot meal for their family. When the food had been delivered, he followed me outside and teared up. He said nobody will ever know how much we are appreciated. His family had been hungry a few times and both times we had stepped in and helped them. He will forever be grateful.

- While at the grocery store purchasing some additional items for the food baskets, I had ran into a client that I had just seen a few days prior. During her home visit, she was a re-sign, she had stated that her car had totally quit on her and she lived so far out that she had to have a vehicle. There was no way of survival without help or a vehicle. This past spring water had flooded under her house and got up in the flooring. Since then she had remained sick all of the time. Her house smelled of mildew and felt damp. She had no savings and was at the end of her rope. I even talked with her about assisted living or moving nearer to town. She said the house was all she had and she just couldn't bear to give it up. I had contacted local agencies about the home repair but none of them can do anything until next spring when they have volunteers to come in and do the work. Anyway, while at the store this client had said her only brother had passed and that day was his funeral, she was mentally and physically drained. I told her I was sorry for her loss and asked if she had plans for Thanksgiving dinner. Her reply was, "I am not sure I will have the extra means to buy the food to fix". I asked if it would be ok to help purchase some of the things she needed and she started crying right in the grocery store. I hugged her and she said that was her second blessing of the day. I had mentioned that her car had broken down and a man from her church had been working with her on finding something else for her. He called her that morning and made arrangements to take her to a nearby garage. She argued that she had to find a way to come up with money, but he said lets go look anyway. Upon seeing the vehicle she was given the keys. The man stated that he made arrangements and for her to go ahead and take the car. He would take whatever she got out of her broken down vehicle. It is just amazing how everything just falls in place at the most crucial time in some people's life.
- My next tale is about a man 52 years old but had a mind of a 12 year old. I have helped him with several different barriers the past few years. One being he complained about having pain in his eye. He would sometimes just cry talking about how much it had hurt. His primary doctor had taken an x-ray and CT scans of the area and found suspicious spots and referred him immediately to a specialist at UK. I would find out the appointment time and call the client asking what the doctor had said and he would always have an excuse of why his dad couldn't take him. One because his father was too nervous to drive to Lexington, two they didn't have the money to go and three the Father didn't understand the importance of seeing a specialist. After several conversations with the doctor about this, the Adult Protections/Permanency agency was contacted. I explained to them all the scenario's that were barriers for this client. A case worker was able to arrange transportation to UK and she followed to the office visit and hospital when he was supposed to show up. It was definitely bone cancer behind his eye and had to be removed. He spent over a week in the hospital for surgery. His eye socket was completely removed and a patch of skin from his leg was placed over his eye. He is now pain free and back to normal. He gets stares daily and deals with it the best way he can. But of all of the grateful people, he was the most thankful. He said to me, "tomorrow is Thanksgiving and we have so much to be thankful for don't we" I said we sure do. Then he went on talking about the Indians having dinner and being thankful. I told him that also the Pilgrims were thankful and had the Thanksgiving dinner as well, he stated (with his chest out and standing tall) well, I will just have to be a Pilgrim tomorrow. I left him and his

father's home with laughter but as soon as I got out of view, the laughter turned to cries. This client had so many struggles just on a daily basis, without his mother to care for him and lack of education for his father to truly understand but he felt blessed and was so excited to spend Thanksgiving being thankful.

- This story is about a client that I have known my entire life time. He always was a hardworking man and provided for his family. Things happen to a person's body over time due to wear and tear and that is what happened to him, all of a sudden he couldn't work anymore and found he had to quit his job. Underage for retirement and not approved for disability he was left without any insurance and needed to see a doctor. Meanwhile, his wife was working and had insurance on herself but she got sick and had to have emergency surgery a few weeks ago.

I did a home visit to see about insurance for the husband. Upon interviewing him at home, he informed me that he had previously signed up for one of the insurances through the KHBE program but had never heard anything from them. Since this time, the household income had changed and now they were in Medicaid income guidelines and I went to work on trying to get him approved. Meanwhile, he ended up really sick and his wife made him go to the emergency room, of course no insurance and THE bills started rolling in within a week.

It took a little time to get everything straightened out through the systems until the final approval. I asked if the card could be retroactive to cover the charges from the emergency room and was told it could be done. All in all, husband, wife and son were all approved for Medicaid and the cards were back dated to cover the previous charges. My client and his family were extremely happy when I called them to inform them of the status, especially when I told him that it would cover the charges on both of them that were already made.

- I recently had a client who was an extreme diabetic. He hasn't had an exam or new glasses in over seven years due to lack of money and no insurance. When he first came to see me it was for medication which I was able to get for him; but when I told him that we actually could get glasses and an exam for him he was ecstatic. He thought that he would never get the chance to get glasses or receive the help he needed. He now has a new set of glasses thanks to a program that we work with and he can finally throw away his taped ones that he could no longer see out of. He was extremely thankful for Kentucky Homeplace and for what we do in order to help.
- I had a client that called my office for me to do reorders for some of her medicine and also to make an appointment to update her information with our program. While making notes of what my client needed, she stated that she had never needed help until her husband got sick and they lost everything. They never had to ask for any help in the past but when an illness struck her husband they had to turn to someone for help. She said that she knew without a shadow of a doubt Kentucky Homeplace would do all they could to assist her family. She said without the help of our program her husband would probably be dead. This couple did have insurance but with the cost of copays and ending up in the donut hole each year, they just could not afford their medication and keep utilities and

food for the home. By working with their doctors and the pharmaceutical companies, we were able to get most of the medication at no cost.

- I had assisted one of my clients in getting eyeglasses. When he had received approval and picked up his glasses, he came by my office to show them to me. He stated that he was very happy with them. While enrolling this client into our program, I had asked him the question whether he was a veteran and he told me that he was. Out of curiosity, I asked him how long he had been a veteran. He went on to tell me that he served for many years. He told me that he did not receive a pension for his service. He said that he had been told that he could not receive a pension; therefore he just never tried to apply for the pension again. I informed him that there was an agency next door to my office that could be able to assist him in finding out if he could qualify for benefits from the Veterans Administration. This gentleman had served 9 years and 28 days in the military and received an honorable discharge for his years of services. I spoke to my client sometime later and he informed me that he had visited the agency and after taking in his proof of his service in the military, he will start receiving \$289 each month. He should have been receiving this for many years. They are checking to see if he may qualify for past benefits. He said that if he had not come to Kentucky Homeplace for glasses, he probably would have never known that he was eligible to receive a pension for VA.
- On one afternoon in particular, I had two young people come into my office together both requesting help with glasses. I enrolled them with Kentucky Vision. The young man had expressed that he was really looking forward to getting his glasses because he needed them before he could apply for his CDL license and hopefully start working soon. I was able to get both of them vouchers for their glasses and he did let me know that was able to apply for his CDL license.
- This quarter I had a client come in that needed help with glasses. She had not had a new pair in 15 years. Her glasses were held together with super glue and tape. I took her information, and did the application for Ky. Vision. When she received her letter to get her eye exam and glasses, she called me and informed me that she was now able to get a job since she could see much better. She expressed so much gratitude for Ky Homeplace.
- During the past three months, our local area has had miners being laid off from work. They come in to get help with their medicines and most of the Pharmaceutical companies go by the past years income on their tax returns. This makes it much harder and sometimes it takes a few weeks to get them back on track with their medicines. Miners are used to making good money and when they get cut down to \$415 weekly unemployment checks, they have a hard time adjusting. I have a client who was in this situation. After working with this client, I was finally able to help him with his meds and get him diabetic shoes as well.
- I had a lady call me needing help with glasses. She told me that was raising her great grandkids, who are twins and one has special needs. She said that one of the twins had broken her glasses and she couldn't see without them. I told her to come in and she did. I filled her application out for Kentucky Vision and faxed

Teresa her application. I also called Theresa and told her the situation. She emailed me her voucher on the spot. I called the client and had her come in to pick it up. She sat there and cried for 10 minutes because she was so relieved and happy.

- I started going to the Senior Citizens Center each week to see if anyone needed help with their medicines or eyeglasses. While there I found that most of them had older glucose testers that were worn badly. I tried to find some free but didn't have much luck. I asked an employee of the clinic where my office is located if she knew where I could get glucose monitors for free. The clinic donated 15 monitors for me to distribute to my clients. This allowed every diabetic at the Center to get a new monitor.
- I have an older male client that is widowed and has been raising his six year old grandson since two weeks after birth. He is surviving on very little income and living in poverty. He said that he seen my ad in the school's take home folder and wanted to know if I could help him with glasses. Other than just helping him with glasses, I told him about a group that the school system provides that meets once a month called "grandparents raising grandchildren" and told him that I was going to speak at the meeting later in the week and that he should come. (This is a wonderful group and they also provide a meal at each meeting.) The client did go to the meeting and said he is going to start attending on a monthly basis. At the meeting he got information on heating assistance and/or heaters to heat his house with. I also got him in touch with our food ministry and clothing ministry called 'Helping Hands', and by doing that his grandson will also receive a Christmas gift from the Church that heads Helping Hands. He is a very sweet man that is in need of all the help that he and his grandson can get but just did not know any resources or how to go about finding them. It is clients like these that makes this Job so amazing!
- I have encountered many new clients this past quarter with the coal industry declining even more leaving many families without any income. The client that stands out most to me this quarter is a man that had been a coal miner for nearly 30 years and he found himself needing help paying for some of his medications because he no longer had any health insurance. One breathing medicine that he needed daily was over \$450.00 at the pharmacy without insurance. I contacted a few of the local clinics and was able to get him enough samples of his medicine to last him until he would begin receiving free medications through the prescription assistance programs that I signed him up for. The look on his face was priceless and to hear him say how thankful he was that there are still people like me in the world, was a moment that I will never forget!
- During this quarter I have worked with many individuals with different needs but one client in particular stands out the most, this client came into the office because he needed help choosing a Medicare Prescription Drug Plan. My client could not afford to take out a prescription plan when it became available to him and was not taking his medications. He was experiencing financial hardship and having issues affording his diabetic medications and diabetic supplies.

I helped him apply for low income subsidy, this was something that he has always qualified for but had never received any information about the resource. I was able to get him enough samples from his primary care doctor to last him until he could start receiving low income subsidy assistances through Social Security which helped lower the cost of his monthly medications and cover some of the cost of his premium and copays with his Medicare Prescription Drug Plan.

This client can now afford his medication that was once out of reach all because he was referred to Kentucky Homeplace.