

***KENTUCKY HOMEPLACE  
QUARTERLY REPORT  
APRIL 1 – JUNE 30, 2004***



***UNIVERSITY OF KENTUCKY  
CENTER FOR RURAL HEALTH  
750 MORTON BLVD  
HAZARD, KY 41701  
(606) 439-3557  
[www.mc.uky.edu/ruralhealth](http://www.mc.uky.edu/ruralhealth)***

# ***TABLE OF CONTENTS***

<b>Letter from the Director .....</b>	<b>03</b>
<b>Awards Recognition.....</b>	<b>04</b>
<b>April – June 2004, Cost Analysis Per Client .....</b>	<b>05</b>
<b>April – June 2004, Poverty Level and Age Distribution.....</b>	<b>06</b>
<b>April – June 2004, Total Clients Served By Region.....</b>	<b>07</b>
<b>April – June 2004, Client Services.....</b>	<b>08</b>
<b>April – June 2004, Top Five Client Problems By Condition.....</b>	<b>09</b>
<b>Regional Summaries.....</b>	<b>10</b>
<b>Client Encounters .....</b>	<b>17</b>
<b>Homeplace Directory .....</b>	<b>21</b>
<b>Regional Service Map.....</b>	<b>25</b>

August 2, 2004

Hello Kentuckians:

The Kentucky Homeplace program has been very successful this quarter at providing access to medical and social services for the residents of rural Kentucky. The need for access to medications has been an especially high priority. During the recently completed quarter, more than \$4.5 million in medications was accessed, an increase of 55 percent over the same quarter a year ago. For the entire 2003-'04 fiscal year, more than \$13.5 million in medications was accessed on clients' behalf – an increase of 17.4 percent from fiscal year 2002-'03.

The entire quarterly report is posted on the UK Center for Rural Health's Web page for your review. Simply click on <http://www.mc.uky.edu/ruralhealth/>, go to the right side of the page and click on KY Homeplace, and then scroll to the bottom of the page and click on (April – June 2004 Quarterly Report). If you still wish to have a printed copy please call 1-800-851-7512 or email me at [fjfeltn@uky.edu](mailto:fjfeltn@uky.edu). These are also found on the Web page.

Sincerely,



Fran Feltner, B.S.N., R.N.  
Director, Lay Health Worker Division



Fran Feltner, director of the University of Kentucky Center for Rural Health's award-winning lay health worker programs, received the university's 2003 A. Paul Nestor Creativity Award. Feltner received the award during a May 14 ceremony in recognition of her oversight of 60 lay health workers, nurses and support staff who serve the neediest of the needy in more than 50 counties across Kentucky. She has supervised the center's Kentucky Homeplace Program and the Southeast Kentucky Community Access Program (SKYCAP), both based in Hazard. "Our team develops partnerships with hospitals, clinics, pharmacies, health departments, drug companies and individual providers to make sure our clients can obtain free or reduced-cost pharmaceuticals and medical supplies," Feltner said. "We focus on access to care, obtaining medicine and medical supplies, and providing education to our clients about their illnesses." Both programs have won national recognition, including SKYCAP's recognition as a national model for patient navigation by the federal Health Resources and Services Administration. Twice during 2003, Feltner testified before Congress on behalf of the American Cancer Society about the benefits of patient navigation. "We are so honored that Fran received this award, not just for her efforts to make Homeplace more efficient and effective, but also for the administrative staff, regional coordinators and lay health workers who make this program the national model it is," said Judy Jones, J.D., director of the UK Center for Rural Health. The A. Paul Nestor Creativity Award recognizes UK employees who demonstrate outstanding initiative and creativity in helping the university fulfill its mission.



Each year at its annual meeting, the Kentucky Public Health Association recognizes individuals in various public health areas with awards and plaques. This year, during the groups May 4 conference, the recipient of the Sara C. Stice Award for outstanding contributions by an individual in the field of health education in the Commonwealth of Kentucky was Ova Pittman. He has served as regional coordinator for the Kentucky Homeplace Programs western region since January 1999, and prior to that spent 30 years working in the field of sexually transmitted disease education.

**Kentucky Homeplace  
Cost Analysis Per Client  
April – June 2004**

Mean cost per client.....	\$79.82
Mean cost per service.....	\$8.00
Mean value of free medicine per application.....	\$241.62
Total value of free medication accessed this quarter.....	\$4,541,964
Average number of services per client.....	10

Assumptions:

1. All appropriate costs and counts of services were generated for the quarter.
2. University of Kentucky administrative overhead cost was calculated at 20% of total program costs for the quarter.
3. Calculations were made using total salary, fringe benefit, capital equipment, and operating costs.

Note: Unit cost trends compared to previous quarter:

\*\*Cost per client decreased by 49.5%

\*\*Cost per service decreased by 6.5%

Mean value of free medicine per application decreased by 20.2%

Total value of free medications accessed this quarter increased by 4.3%

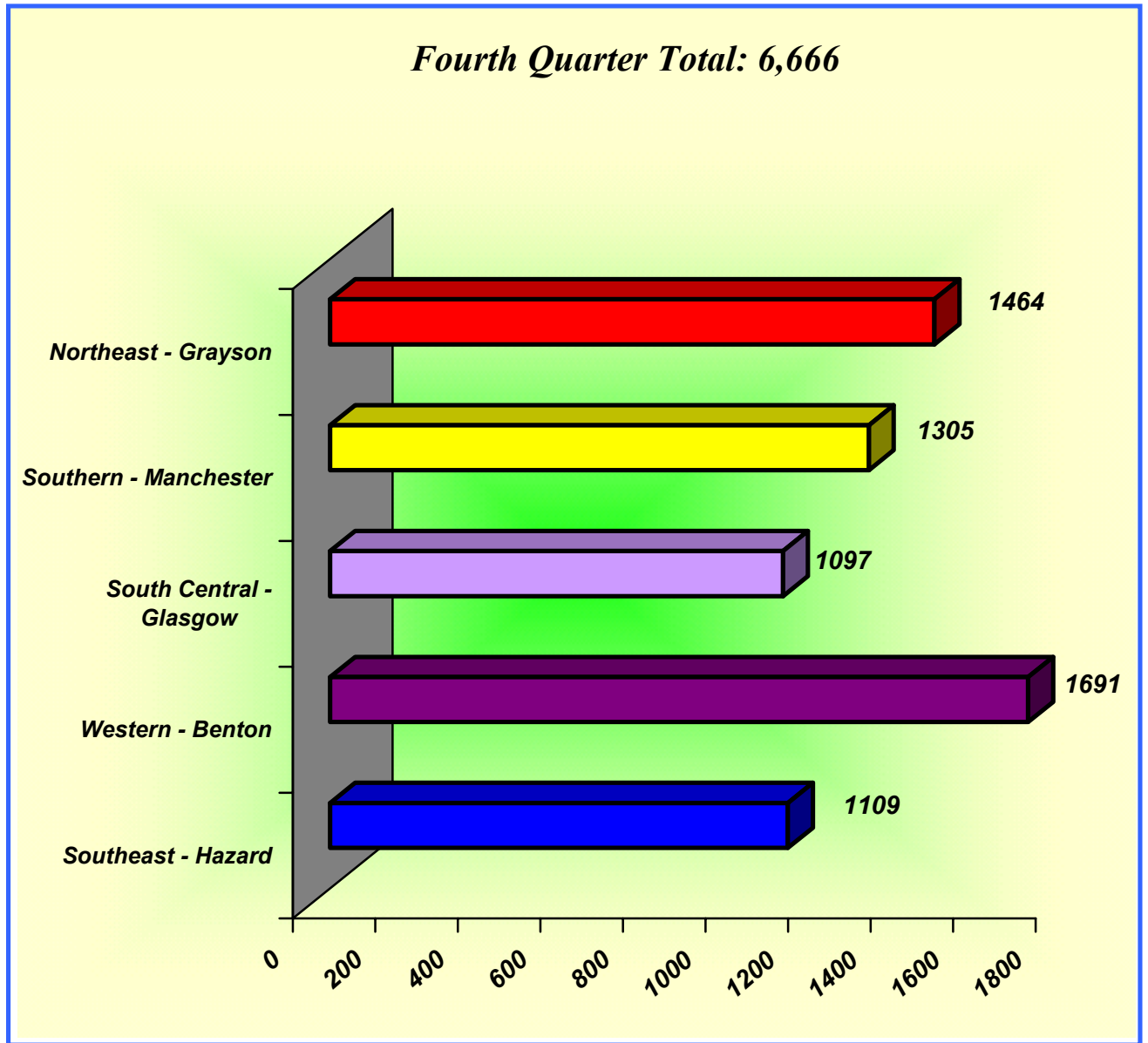
The average number of services per client increased from 8 to 10 (25%)

\*\*The cost per client and cost per service has dramatically decreased due to the reduction in personnel and operating expenses.

<b>Poverty Levels of Homeplace Clients</b>					
<b>April 1, 2004 – June 30, 2004</b>					
Number of people in household	100%	101-150%	151-200%	200+%	TOTAL
1	1,334	1,079	245	46	2,704
2	1,009	1,213	515	134	2,871
3	321	196	71	13	601
4	172	56	13	0	241
5	66	16	2	1	85
6	30	2	0	0	32
7	8	0	0	0	8
8	3	1	0	0	4
9	2	0	0	0	2
10	1	0	0	0	1
<b>TOTAL:</b>	2,946	2,563	846	194	6,549
<b>Column %:</b>	45%	39%	13%	3%	100%
Source: Data extracted from the Kentucky Homeplace Pen Computer Database					
Note: Missing data on 117 clients.					

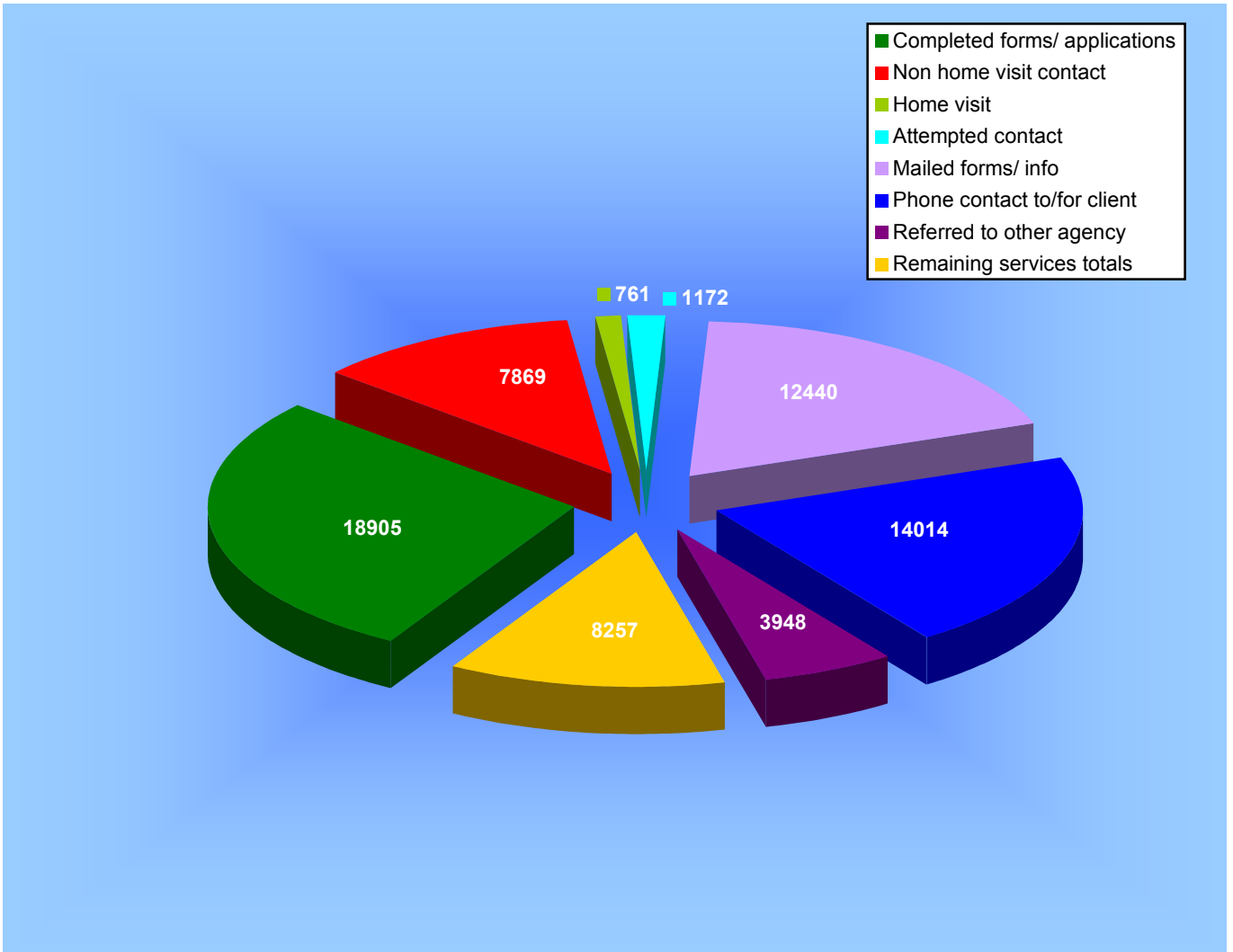
<b>Age Distribution of Homeplace Clients</b>		
<b>April 1, 2004 – June 30, 2004</b>		
Age Group	Number of Females	Number of Males
UNDER Age 1	1	0
Ages 1 to 4	50	29
Ages 5 to 12	9	4
Ages 13 to 14	2	2
Ages 15 to 19	6	5
Ages 20 to 24	29	23
Ages 25 to 44	475	308
Ages 45 to 64	1,741	1,096
Ages 65 to 74	1,064	521
Ages 75 to 84	725	240
Ages 85 and over	181	54
<b>Total:</b>	4,283	2,282
<b>Median Age:</b>	61	57
Source: Data extracted from the Kentucky Homeplace Pen Computer Database		
Note: Missing data on 101 clients.		

# Total Clients Served By Region April 1, 2004 – June 30, 2004



# Client Services

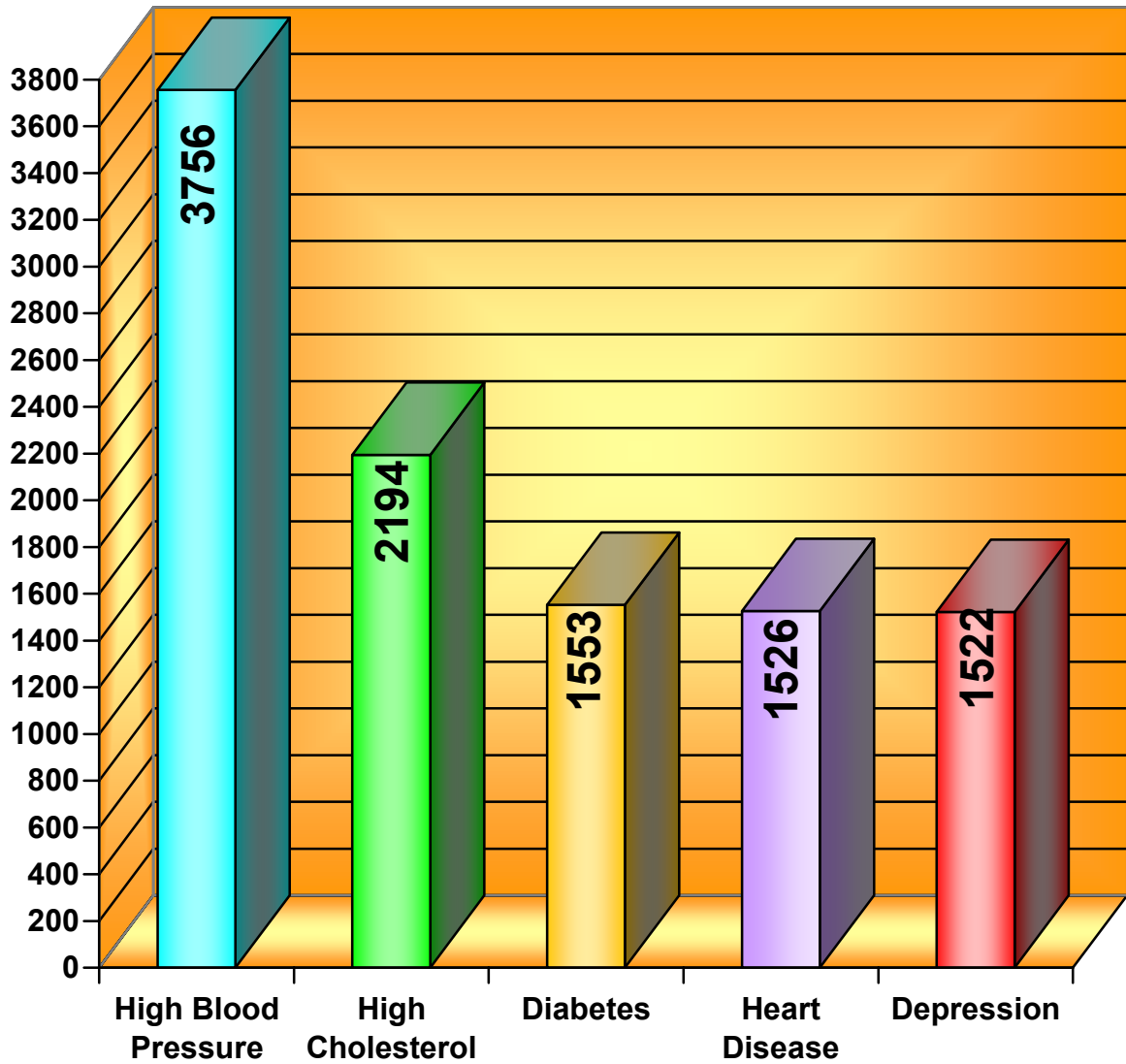
## April 1, 2004 – June 30, 2004



TOTAL FOR THE QUARTER : 67,366



## Top Five Client Problems By Condition April 1, 2004 – June 30, 2004



## **REGIONAL SUMMARIES**

**April 1, 2004 – June 30, 2004**

### **SOUTHEAST REGION – Breathitt, Floyd, Knott, Leslie, Letcher, Perry, Pike, Powell, Wolfe**

This quarter our Family Health Care Advisors served a total of 1,109 clients, performed 329 home visits, 639 client site visits and provided 15,771 services. Medication in the amount of \$760,388 was ordered by the FHCAs in this region.

#### **Breathitt/Powell/Wolfe**

Julia Keene and Pollyanna Shouse have been very busy this quarter. They have worked with the LiHeap for heating and cooling assistance for elderly and ill clients. They have worked with Operation Sharing to gather free goods for their clients. They also participated in the colorectal survey training held here at the UKCRH.

#### **Floyd**

Gina Bates attended the training for the colorectal survey held here at the UKCRH. She conducted a Community Health Day held at the Compassionate Hearts Adult Daycare Center in Hazard. Gina met with the Floyd County Community Programs to make them aware of Kentucky Homeplace Program. Gina worked with Wal-Mart to obtain donations of ensure for a client. Gina gave a presentation to senior citizens at the Ramada Inn in Paintsville for the Big Sandy Area Community Actions Programs. She attended a presentation from a Social Security representative and gave information on Social Security, Social Security Insurance, and Medicare. Gina attended a presentation at the UK Extension Agency in Floyd County for the Cancer Information Network. Gina also meets with the Harold Primary Care Clinic on a regular basis to assist patients with medications and medical supplies.

#### **Knott**

Paul Vance attended a meeting in Hazard at the UKCRH with Data Futures to discuss software programs for Kentucky Homeplace. On June 2, Paul held a Community Health Day at the June Buchanan Clinic in Hindman, KY. On June 3, Paul attended the training for the Colorectal Survey held here at the UKCRH.

#### **Leslie**

Delana Roberts has been busy having had three Community Health Days for the clients in her area. Delana has also met with two drug representatives this quarter to discuss ways to better serve the indigent clients in her area. Delana met with Horizon Adult Day Care Center regarding the process of referrals between the two agencies. Delana also attended the training for the colorectal survey held here at the UKCRH.

#### **Letcher**

Tammie Holbrook held three Community Health Days. She also went to Harmony House on May 4, to do a presentation on the Kentucky Homeplace Program and to enroll new clients to our program. Tammie went to the Neon Community Center to speak with the

senior citizens about our program. On June 3, Tammie attended training in Hazard at the UKCRH for the Colorectal Survey.

### **Perry**

Nancy Combs met with Data Futures to discuss future software. Nancy has been involved in several Community Health Days held at the Compassionate Hearts Adult Day Care Center. Nancy also attended a Health Fair held at the VA Center in Hazard.

### **Pike**

Kristie Childers along with Gina Bates gave a presentation at the Ramada Inn in Paintsville, Kentucky. Kristie attended a presentation given by the Big Sandy Area Social Security Administration and received information regarding critical Medicare changes. Both Kristie and Barbara Justice attended the Colorectal Survey training held at the UKCRH. Kristie researched and found new ways to access certain medications that had been removed from the Patient Assistance Programs. It is called RX Outreach that offers generics at a low cost to the patient with a prescription only, no doctor signatures. Kristie also worked with Cooley Medical to get a recent auto accident victim a shower chair. This client lost his best friend in the same accident and is required to wear a halo. Barb and Kristie have helped paint their office this quarter. They have also been working with Gina Bates rotating a day a week at the Harold Clinic to see indigent patients.

---

## **SOUTHERN REGION – Bell, Clay, Harlan, Jackson, Knox, Laurel, Lee, Owsley, and Whitley.**

This quarter our Family Health Care Advisors served a total of 1,305 clients, performed 277 homevisits, 1,061 client site visits and provided 13,530 services. Medication in the amount of \$1,353,387 was ordered by the FHCAs in this region.

### **Bell**

This quarter the Pineville Hospital donated Nancy Brock a larger office in their Total Care Pharmacy building. We are very appreciative of their support of our program. Nancy held three community health days this quarter and attended the Colorectal Survey training in Hazard and a presentation about the new Medicare Discount cards being offered. She also helped in the Clay County office this quarter.

### **Clay**

With the vacancy of a Family Health Care Advisor position in Clay County, Michelle Ledford has worked extremely hard to meet the demands of our clients. We have plans to hire another Family HealthCare Advisor in July. Michelle attended the Colorectal Survey training in Hazard and a presentation about the new Medicare Discount cards being offered. She also participated in a lay health worker survey conducted by Dr. Hill Goldstein.

### **Harlan**

Shirley Madrey participated in the Colorectal Survey training in Hazard and a presentation about the new Medicare discount cards being offered. She participated in a lay health worker survey conducted by Dr. Hill Goldstein. Shirley also helped in the Clay County office this quarter.

### **Knox**

Paul Fredericks, along with Judy Jones, Director of the Center for Rural Health, gave a presentation of our program at the Chamber of Commerce meeting in Barbourville this quarter. He also attended the Colorectal Survey training in Hazard and a presentation about the new Medicare discount cards being offered. Paul also participated in a lay health worker survey conducted by Dr. Hill Goldstein.

### **Laurel**

Helen Curry moved into office space at the Daniel Boone Development Council. We believe this move will benefit our clients, as well as the clients served by Daniel Boone. Helen attended the Colorectal Survey training in Hazard and a presentation about the new Medicare discount cards being offered. She also participated in a lay health worker survey conducted by Dr. Hill Goldstein.

---

## **NORTHEAST REGION – Bath, Boyd, Carter, Elliott, Greenup, Johnson, Lawrence, Magoffin, Martin, Menifee, Montgomery, Morgan and Rowan Counties**

This quarter our Family Health Care Advisors served a total of 1,464 clients, performed 361 home visits, 1,202 client site visits and provided 15,202 services. \$986,442 of free medications was provided to our clients in this service area. Outreach was also provided to clients from Bourbon, Franklin, Fleming, Jefferson, Kenton, Lewis and Owen Counties.

### **Regional Office**

Deanna Jessie, Regional Coordinator, attended the Annual Kentucky Public Health Association Convention. She visited constituent services in Frankfort to brainstorm ways to help clients referred by legislators. Deanna attended the Annual Mid-South Cancer Information Conference. She arranged educational sessions for the Family Health Care Advisors. Mr. Bernard O’Nan, District Manager of the Social Security office provided brochures and gave an excellent presentation on Social Security, Social Security Disability, and Supplemental Social Security. The FHCA’s received 14 credit hours in the Psychology of Disaster & Terrorism Training provided by the Kentucky Community Crisis Response Board and the Kentucky Department for Public Health. The staff attended Colorectal Cancer Survey Training and completed the CITI Collaborative IRB Training Initiative in the Protection of Human Research Subjects Certification. Mr. Hill Goldstein from the Appalachian Regional Hospital discussed rural mental health and surveyed the FHCA’s for his upcoming doctoral dissertation. Deanna attended the Elliott County Elderly Abuse Council Meeting and Carter County Ministerial Association on behalf of Kentucky Homeplace.

**Bath/Menifee/Montgomery**

Teresa Judd participated in the Carter County Community Health Day and has open enrollment twice a week for the New Hope Clinic. She attended all the trainings this quarter. She participated in the Bath County Elder Abuse Council Meeting, and Legal Aid SHIP Training on Medicare and Medicaid changes.

**Boyd**

Kim Sansom participated in the Community Health Day in Greenup County and Carter County. She attended all of the training sessions.

**Carter**

Malana Johnson hosted a Community Health Day in Carter County. She participated in the Community Health Day in Greenup County. She attended the Carter County Interagency Meeting and assisted in a presentation to the Grayson Ministerial Association. Malana attended all of the training sessions.

**Elliott/Morgan**

Janet Kegley helped with the Carter and Greenup County Community Health Day. She worked with Our Lady of Bellefonte Mobile Unit in scheduling Mammograms. She attended all the Elliott County Elderly Abuse Council Meeting. Janet attended all of the training sessions.

**Greenup**

Kelly McCarty hosted the Greenup County Community Health Day. She attended all the training sessions and visited the South Shore Our Lady of Bellefonte Outreach.

**Johnson/Magoffin**

Judy Bailey assisted with the Carter County Community Health Day. She hosts an open enrollment in Magoffin County Health Department each month for the Low-Income Health Day. Judy participated in all the training sessions. She worked with many of the Disaster Victims from the flooding and the American Red Cross.

**Lawrence/Martin**

Elizabeth Kelly participated in the Greenup County Community Health Day and a Legal Aid Meeting regarding Elder Services. Elizabeth continues to serve Martin countians from the office in Louisa. Elizabeth attended all the training sessions.

**Rowan**

Family Health Care Advisors, Malana Johnson, Teresa Judd, and Janet Kegley are assisting Rowan County clients from each of their county offices.

---

**WESTERN REGION - Ballard, Caldwell, Calloway, Carlisle, Christian, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken, Trigg, Webster and Union**

This quarter our Family Health Care Advisors served a total of 1,691 clients, performed 244 home visits, 847 client site visits and provided 12,996 services. Medication in the amount of \$962,971 was ordered by the FHCA's in this region.

We attended Delta Project Coalition Meetings in Ballard, Fulton, Graves, Lyon and Webster counties. We also attended a Kentucky Public Health Association Board of Directors Meeting and the Kentucky Public Health Association Annual Meeting in Louisville, the National Rural Health Association Meeting in San Diego and a Legislative Retreat in Frankfort. We also had a representative from the Kentucky State Police present a program on Safety Issues involved with home visitation.

**Ballard/Carlisle**

Angie Carpenter, FHCA, attended a Senior Citizens Health Fair at Doctor Robinson's office and a Carlisle County Cancer Coalition Meeting. She also attended the Carlisle County Senior Citizens Health Fair and the Pretty In Pink Ladies Night Out for the Cancer Coalition. She attended the Colorectal Cancer Survey Training.

**Calloway**

Carla Gray, FHCA, attended the Colorectal Cancer Survey Training.

**Christian/Trigg**

Jennifer Walton, FHCA, attended a Trigg County Child Abuse Prevention Open House, a Retired Seniors Volunteer Recognition Luncheon, a Medicare Update Training and the Colorectal Cancer Survey Training.

**Fulton/Hickman**

Shan Roberts, FHCA, attended Delta Project Coalition Meetings in Hickman and Fulton counties and the Colorectal Cancer Survey Training.

**Graves**

Mary Beth Rohrer, FHCA, attended a Cancer Coalition Meeting and the Colorectal Cancer Survey Training.

**Livingston/Crittenden**

Sherry Morris, FHCA, attended the Colorectal Cancer Survey Training and participated in a Prescription Drug Abuse in South Western Kentucky Survey.

**Lyon/Caldwell**

Melissa Wynn, FHCA, attended the Colorectal Cancer Survey Training, a Lyon County Interagency Meeting, a Lyon County Champions Meeting and a Caldwell County Interagency Meeting.

**Marshall**

Tessa Turner, FHCA, attended a Marshall County United Benevolent Society Meeting, the Colorectal Cancer Survey Training and established a Community Day at Lakeland Wesley Village.

**McCracken**

Marrisa Story, FHCA, attended the Colorectal Survey Training.

**Webster/Union**

Jerrell Rich, FHCA, attended the Webster County Health and Safety Fair, a Medicaid/Medicare Meeting, a Webster County Interagency Meeting and a Delta Project Coalition Meeting.

---

**SOUTH CENTRAL REGION – Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren**

This quarter our Family Health Care Advisors served a total of 1,097 clients, performed 184 home visits, 436 client site visits and provided 9,867 services. Medication in the amount of \$478,776 was ordered by the FHCAs in this region.

**Regional Office**

Beth Wells attended the Kentucky Public Health Association meeting in Louisville, the National Rural Health Association conference in San Diego and a Regional Coordinators meeting in Hazard. The South Central Region hosted two community meetings with Judy Jones, Director of the Center for Rural Health and Fran Feltner, Director of the Lay Health Worker Programs to meet with Homeplace community partners. A representative from Glaxo Smith Kline met with all staff about difficulty encountered with the company's indigent drug applications. All staff received special training in Bowling Green to administer the colorectal survey that Kentucky Homeplace will be administering to its clients. Dr. Hill Goldstein met with all staff to administer a survey pertaining to the study of the perception of mental illness among Kentucky's rural population. Beth Wells, Peggy Gillock and Janice Compton provided information at a meeting in Monticello to a group of concerned citizens interested in obtaining more information about resources available for medically indigent in Wayne County.

**Allen/Simpson**

Peggy Gillock attended the Simpson and Allen County Vision meetings. She also attended the Medicare Update seminar in Bowling Green sponsored by Legal Aid.

**Barren**

Jeaneen Williams attended the Barren County Vision meeting. She participated in a health fair at Mayfield Plaza and a car seat check up event sponsored by the Barren County Health Department and the Barren County Safe Kids Coalition. She attended a Medicare Update seminar in Bowling Green sponsored by Legal Aid and the Mini Meth Conference sponsored by the Barren-Hart-Metcalfe ASAP program.

**Butler/Logan**

Bettie Phelps attended the Butler County Vision meeting. Bettie and Beth Wells provided a presentation about Kentucky Homeplace services to the Logan County Vision meeting. Bettie also provided Kentucky Homeplace program information to the Logan County Homemakers Club at their monthly meeting. Bettie attended an educational program sponsored by Community Action entitled *Feeding Our Hungry* and the Medicare Update seminar in Bowling Green sponsored by Legal Aid.

**Edmonson/Hart**

Sharon Cherry attended the Hart County Vision meeting and the Medicare Update seminar in Bowling Green sponsored by Legal Aid. She also participated in the Edmonson County Health Fair and attended the Edmonson County Diabetes Update meeting in April and May.

**Metcalf/Monroe**

Janice Compton attended Medicare Update seminar in Bowling Green sponsored by Legal Aid and the Metcalfe County Vision meeting.

**Warren**

Velma Koostra attended the Medicare Update seminar in Bowling Green sponsored by Legal Aid and the Warren County Vision meeting. She also appeared on a local cable informational program sponsored by Kentucky Legal Aid to discuss Kentucky Homeplace services.



## **CLIENT ENCOUNTERS**

### **“Actual situations encountered by our Family Health Care Advisors (FHCA) this past quarter”**

---

I had a lady call me to say that the Health Dept. had referred her to us for help with her daughter some PediaSure. She stated that her six year old daughter was twenty pounds underweight and that her Dr. had put her on this to help her gain some weight. Although the child had Medicaid it would not cover it unless she was on a feeding tube. The PediaSure brand cost around \$9-\$10 for six cans. Some of the generic brands cost \$7-\$8 for six cans. The child’s physician wanted her to stay on this for at least a month. I informed the mother that I would call some local resources and see if I could come up with some. The mother had SSI and Food Stamps as her income. The mother had one leg amputated and had several health problems herself. The child’s father had just given up parental rights to the child and had not been paying any child support. I called several resources and finally tried Wal-Mart. They gave me a \$25 gift card to get as much as I could. I was able to get three six packs with it. I called the mother and she sent her sister down to pick it up. She had gotten in touch with another organization in the mean time and had gotten some from them also. She said she was so thankful to receive help from us. She stated that there was no way she could afford to buy this on her income. There was about \$1.50 left on the gift card and I sent it to the little girl to take to Wal-Mart and buy her a small toy or whatever she wanted.

---

Recently, I enrolled a 53 year old lady and her 59 year old husband into the program for assistance with medicines. They are living on a fixed income from the husbands SSDI and SSI on two school age children they are raising. Both the husband and wife are on several medicines and while her husband has Medicare, neither have any prescription coverage. The wife has no medical coverage of any kind. The resulting financial burden from medical bills, medicines, and the costs for raising two children forced this couple to prioritize their income and neglect other financial obligations. As a result, they had to file bankruptcy. While I was not able to help with all their money problems, I was able to assist these clients by referring them for a spend down to assist with existing medical bills, a local free clinic for the wife to reduce any new doctor bills, and the patient assistance programs for assistance with their prescription medicines. Additionally, I referred them to a local program for assistance with food, clothes, and home repairs. While they still face difficulties, the protection they receive from bankruptcy along with the assistance through KY Homeplace and the various resources made available through KY Homeplace has given this family hope for the future and just as importantly assured that they receive the medical assistance needed for their continued well being.

I received a call from a client who needed assistance with his medications because he had just gotten out of the hospital after having a heart attack. The client had no way of paying for the medicine. He stated that the hospital had given him enough to last two weeks to give him time to find assistance with getting it on his own. He came to me with only one day of medication left. I immediately called his Cardiologist with whom he was scheduled to see within the month I asked if they could possibly give him samples for his meds until he could get in there to have the Patient Assistance Program forms signed. After speaking to the nurse, she informed me that she in fact had the three crucial medications that he would need. I instructed the client to go directly to the physician's office to pick these meds up to prevent lapse in his dosage. I completed the clients Patient Assistance forms and he will be able to receive his medicines with Kentucky Homeplace's assistance.

---

My Client has been approved for hearing aids through Hear Now. He was told the value was \$2,500 for two. He has been receiving assistance through Kentucky Homeplace with medications through pharmaceutical programs for several years. The household income is eight hundred forty nine dollars a month. My client's medications cost double this amount per month. Without assistance from pharmaceuticals companies offering free medications it would be impossible for my client to obtain his medications for CHF and Diabetes. It would be impossible for him to obtain hearing aids without this assistance also. My client is very happy with all the assistance he has received through Kentucky Homeplace Program.

---

My story for this quarter is about a woman who had just lost her husband to cancer only three weeks prior to our meeting. When her husband died she was completely lost and had no way to buy her medication and even her food. The woman had really not taken care of herself because of attending to the needs of her husband. She had gone to the Community Base Service Office trying to get any help that was available. Because of her age and having no children she was not eligible for anything but food stamps. They referred her to our office. I set up an appointment and enrolled her in the Kentucky Homeplace Program. We were able to fill out forms for all her medications. I referred her on to the Health Department and I called to make the appointment for her. I also referred her on to the Christian Social Center so she could get immediate help with her medication until she received it from the pharmaceutical company. They also helped her with food until she received her food stamps. Through networking with the agencies in the community, we were able to meet her needs.

---

I received a phone call from a woman who was already enrolled into the Kentucky Homeplace Program. She stated that she was calling on behalf of her step-grandson and that he was in need of help with glasses because he had broken his. She wanted to know if she could come in for him. I explained to her that he would have to come into my office so that he could sign papers himself. When he came into the office I was surprised because he was a young man. As I did the assessment I noticed that he didn't look at me

when I was talking to him. The young man was 24 years old and was living in a camper without electric or water, parked in his grandmother's yard. As I went through the assessment I came to the question "What grade of school did you complete?" He stated that he had quit school in his sophomore year. I asked him if he had considered going back to school for his GED and he replied that he would like to as long as it wasn't in the school. He said that it would be hard for him to now because of his broken glasses. I talked to the young man and encouraged him that he was young and had a whole life ahead of him. We finished with the assessment and filled out forms to get an eye exam and glasses. Before he left my office I asked if he would be interested in going to the Learning Center and he asked the location of the office. I gave him a card to the Learning Center and they left my office. I really didn't think that he would go BUT!! To my surprise he stopped by my office a few days later and told me that he was going to try to get his GED. I was truly happy for him. Since then he has taken the test and passed with flying colors. He stopped by my office and you could see the difference in his appearance. He was looking at me and holding up his head. You could see that now he felt more in control of his future. He said he just wanted to stop by and thank me. He received an appointment for an eye exam and glasses. He is now studying for his ACT test for college. As a FHCA I was able to help this young man see a better future for himself.

---

I was referred to a 57-year-old female. She had discovered a lump in her breast. She had gone to her local Health Department, earlier about a lump in the other breast, and was sent to a hospital for a mammogram, with the understanding that they would take care of the cost of the mammogram. She has gotten a letter from a collection agency for the bill from the hospital. She said she could not pay the bill, much less get the lump she has now found checked out. I called the Health Department, and found out the bill was suppose to be taken care of, there was just a misunderstanding. I told them about the lump she has found, they made her an appt. to get it checked. I talked with my client about 3 weeks later, she said the bill had been taken care of and that she got the lump checked, and they want her to have a mammogram every six months, to keep an eye on some nodules they found. She thanked me for helping her get this straightened out.

---

This is about a lady that I have helped with her medicine until she got her Medicaid. She has many health problems, diabetes being one of them. She called needing help with a lift chair so I called different agencies to see what to do about the chair. Every one needed money up front to help the lady. This lady did not have the money so I called a man that works on wheel chairs and asked if he could help with getting a lift chair for this lady. He asked for a doctor's order and said he would go to work on it. He said it may take two or three weeks but he assured me that he would find the lady a lift chair at no cost to her.

I was referred by a psychiatrist to a mother with a severely handicapped child. She was seeing the psychiatrist for depression. She had no help with the child and was just stressed out. She said if she just had someone to stay with the child for a few hours, and let her do her grocery shopping and go to Wal-Mart for supplies, this would really help. After calling several places without any luck, I called the Adult Day Care to see if they knew of anyone willing to sit with this child. There I found two ladies that were willing to help out.

---

I received a phone call from a 49 year old female who was in need of medication assistance. We made the appointment for her to come to the office. On the day of the appointment she did not show and I gave her a call to see if she wanted to re-schedule. She explained that while waiting for the late morning appointment she became anxious and was not able to leave home and wanted to re-schedule as early as possible. Again on the appointment day she did not show. When I called she said she just could not leave her home. I told her I could come to her home and make a visit if she wanted me to. During my visit it was very evident that she was uncomfortable. I sat for a few minutes and talked to her about her lovely home, which she had decorated very well and she became more relaxed. After explaining the program and finishing the applications I prepared to leave. She walked out on the porch with me and we again began to talk about her flowers and how much I appreciated her decorating skills. As we came around the house she invited me in again to see the rest of the house and told me of a baby shower she wanted to have for a daughter that was expecting. She said I was the first company other than family that had been in their home in a long time. The thought of having people around made her very nervous and she hardly ever left the fenced surroundings of her home. The conversation grew very long and when I told her I had to go, she became very emotional. She said usually she did not want anyone around but now she did not want me to leave. After hugs and promises that I would return I left. Several days later there was a knock at my office door and to my surprise it was this client. She told me my visit was such help in getting her out of the house and she had been able to make trips out to run errands. By making a personal home visit I was able to help this client overcome some of her fears. She was not able to have the shower for her daughter but she feels just being able to get out and come to the office was an accomplishment. Our home visit program made a difference in this person's life.

## KENTUCKY HOMEPLACE SITE INFORMATION

ADMINISTRATION	PERSONNEL	TITLE	TELEPHONE	ADDRESS
Kentucky Homeplace 750 Morton Blvd 606-439-3557, Ext 83654 1-800-851-7512 Fax: 606-435-0427	Fran Feltner, R.N. <a href="mailto:ffelttn@uky.edu">ffelttn@uky.edu</a>	Director of Lay Health Workers Division	606-439-3557, Ext 83654	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701
	Ellen Napier <a href="mailto:Ellen.Napier@uky.edu">Ellen.Napier@uky.edu</a>	Administrative Coordinator	606-439-3557, Ext 83656	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701
	Charles Spencer <a href="mailto:cdspen2@uky.edu">cdspen2@uky.edu</a>	Data Coordinator	606-439-3557, Ext 83646	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701

SOUTHEAST REGION	FHCA	COUNTY	TELEPHONE	ADDRESS
Lynn Whitaker 750 Morton Blvd 606-439-3557, Ext 83684 1-800-851-7512 Fax: 606-435-0427  <a href="mailto:lynnma@uky.edu">lynnma@uky.edu</a>	Tammie Holbrook <a href="mailto:tdholb0@uky.edu">tdholb0@uky.edu</a>	Letcher	606-632-0993 Fax: 606-632-0893	Kentucky Homeplace 4 Banks Street, #101 Whitesburg, KY 41858
	Nancy Combs <a href="mailto:never0@uky.edu">never0@uky.edu</a>	Perry	606-439-3557 1-800-851-7512 Fax: 606-435-0427	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701
	Paul Vance <a href="mailto:pvance2@uky.edu">pvance2@uky.edu</a>	Knott	606-785-9884	Kentucky Homeplace 59 Cowtown Rd, STE 3 P.O. Box 1380 Hindman, KY 41822
	Julia Keene <a href="mailto:jkeen0@uky.edu">jkeen0@uky.edu</a>	Breathitt	606-666-7106 Fax: 606-666-4473	Kentucky Homeplace 1137 Main Street Jackson, KY 41339
	Delana Roberts	Leslie	606-672-2262	Kentucky Homeplace 2278 Hwy 421, Apt #24 P.O. Box 1907 Hyden, KY 41749
	Barb Justice	Pike	606-433-0327 1-800-716-7384 fax: 606-433-0440	Kentucky Homeplace P.O. Box 2243 (41502) 478 Town Mtn Road Pikeville, KY 41540
	Kristie Childers	Pike	606-432-1301 1-800-716-7384 fax: 606-433-0440	Kentucky Homeplace P.O. Box 2243 (41502) 478 Town Mtn Road Pikeville, KY 41540
	Gina Bates <a href="mailto:gbates@uky.edu">gbates@uky.edu</a>	Floyd	606-886-3919	Kentucky Homeplace Floyd Co Health Dept 144 North Front Ave Prestonsburg, KY 41653
	Pollyanna Shouse	Wolfe Powell	606-666-7106 Fax: 606-666-4473	Kentucky Homeplace 1137 Main Street Jackson, KY 41339

<b>SOUTHERN REGION</b>	<b>FHCA</b>	<b>COUNTY</b>	<b>TELEPHONE</b>	<b>ADDRESS</b>
Helen Collett 76 Fayette Properties Manchester, KY 40962 1-888-220-3783 606-599-1039 606-599-8189 Fax: 606-599-8619  NOTE:  Estill, Jackson, Lee, McCreary, Owsley, and Whitley Counties please call Regional Coordinator at number listed above.	TBH	Clay	606-599-1039	Kentucky Homeplace 76 Fayette Properties Manchester, KY 40962
	Michelle Ledford <a href="mailto:kmledf2@uky.edu">kmledf2@uky.edu</a>	Clay	606-599-1039	Kentucky Homeplace 76 Fayette Properties Manchester, KY 40962
	Nancy Brock <a href="mailto:nbroc2@uky.edu">nbroc2@uky.edu</a>	Bell	606-337-6886 Fax: 606-337-7183	Kentucky Homeplace Total Care 121 Virginia Ave Pineville, KY 40977
	Shirley Madrey <a href="mailto:smadr2@uky.edu">smadr2@uky.edu</a>	Harlan	606-574-9268 606-574-0239 Fax: 606-574-0384	Kentucky Homeplace P.O. Box 239 313 Central Street Grays Knob, KY 40829
	Paul Frederick <a href="mailto:pfred2@uky.edu">pfred2@uky.edu</a>	Knox	606-546-4175 Ext. 4113	Kentucky Homeplace 1 Hospital Drive P.O. Box 160 Barbourville, KY 40906
	Helen Curry <a href="mailto:hscurr2@uky.edu">hscurr2@uky.edu</a>	Laurel	606-878-1950 Fax: 606-878-1598	Kentucky Homeplace 188 Dog Patch Trading Ctr London, KY 40741

<b>NORTHEAST REGION</b>	<b>FHCA</b>	<b>COUNTY</b>	<b>TELEPHONE</b>	<b>ADDRESS</b>
Deanna Jessie 122 S. Carol Malone Blv Grayson, KY 41143 606-474-2742 1-888-223-2910 Fax: 606-474-2592  <a href="mailto:djess0@uky.edu">djess0@uky.edu</a>  NOTE:  Martin and Rowan Counties please call Regional Coordinator at number listed above.	Kelly McCarty	Greenup	606-473-6496	Kentucky Homeplace Greenup Co. Health Dept Greenup, KY 41144
	Teresa Judd	Bath Menifee Montgomery	606-674-2728 fax: 606-674-2729	Kentucky Homeplace 44 Coyle Street, Unit #2 Owingsville, KY 40360
	Elizabeth Kelly <a href="mailto:ekell2@uky.edu">ekell2@uky.edu</a>	Lawrence	606-638-1079	Kentucky Homeplace 122 Main Cross Ricky Staggs Blvd Louisa, KY 41230
	Malana Johnson <a href="mailto:mgjohn2@uky.edu">mgjohn2@uky.edu</a>	Carter	606-474-2742	Kentucky Homeplace 122 S. Carol Malone Blv Grayson, KY 41143
	Janet Kegley	Elliott Morgan	606-738-5927	Kentucky Homeplace Senior Citizens Building Main Street Sandy Hook, KY 41171
	Kim Sansom <a href="mailto:ksans2@uky.edu">ksans2@uky.edu</a>	Boyd	606-931-0765	Kentucky Homeplace Boyd Catlettsburg Senior Citizens Building 3015 Louisa Street Catlettsburg, KY 41129
	Judy Bailey	Johnson	606-789-4232	Johnson Co. Health Dept 630 James Trimble Blvd Paintsville, KY 41240
	Judy Bailey	Magoffin	606-349-8842 Fax: 606-349-8841	Magoffin Co. Health Dept 723 Parkway Drive Salyersville, KY 41465

<b>WESTERN REGION</b>	<b>FHCA</b>	<b>COUNTY</b>	<b>TELEPHONE</b>	<b>ADDRESS</b>
Ova Pittman Marshall Co Health Dept P.O. Box 378 1101 Main Street Benton, KY 42025 270-527-4350 1-800-862-0603 Fax: 270-527-3922  <a href="mailto:opitt2@uky.edu">opitt2@uky.edu</a>	Shan Roberts  <a href="mailto:srobea@uky.edu">srobea@uky.edu</a>	Fulton Hickman	270-472-3674	Kentucky Homeplace 510 Mear Street Fulton, KY 42041
	TBH	McCracken	270-443-9576	Kentucky Homeplace 1524 Park Ave Paducah, KY 42003
	Mary Beth Rohrer  <a href="mailto:mbrohr2@uky.edu">mbrohr2@uky.edu</a>	Graves	270-251-0153	YMCA Building 915 North 15 <sup>th</sup> Street P.O. Box 575 Mayfield, KY 42066
	Tessa Turner  <a href="mailto:tturn2@uky.edu">tturn2@uky.edu</a>	Marshall	270-527-4351	Marshall Co. Health Dept 307 East Twelfth Street Benton, KY 42025
	Carla Gray  <a href="mailto:cgray0@uky.edu">cgray0@uky.edu</a>	Calloway  Trigg	270-767-9829	Calloway Co Health Center 701 Olive Street P.O. Box 1115 Murray, KY 42071
	Angelic Carpenter  <a href="mailto:astor2@uky.edu">astor2@uky.edu</a>	Ballard  Carlisle	270-335-3358	Ballard County Courthouse P.O. Box 318 132 North 4 <sup>th</sup> Street Wickliffe, KY 42087
	Jennifer Walton  <a href="mailto:hophomplac@vci.net">hophomplac@vci.net</a>	Christian	270-881-1378  Fax: 270-881-1388	Kentucky Homeplace 1100 Liberty Street Hopkinsville, KY 42240
	Sherry Morris  <a href="mailto:smorr5@uky.edu">smorr5@uky.edu</a>	Livingston  Crittenden	270-928-3351  270-965-8993	Livingston Co Health Dept 124 State Street P.O. Box 128 Smithland, KY 42081
	Melissa Wynn  <a href="mailto:mwynn2@uky.edu">mwynn2@uky.edu</a>	Lyon  Caldwell	270-338-0044	Lyon Co Health Dept 211 Fairview Avenue Eddyville, KY 42038
	Jerrell Rich  <a href="mailto:jmcco2@uky.edu">jmcco2@uky.edu</a>	Webster  Union	270-664-2480	Trover Clinic Building 9086 State Rt 132 West Clay, KY 42404

<b>SOUTH CENTRAL REGION</b>	<b>FHCA</b>	<b>COUNTY</b>	<b>TELEPHONE</b>	<b>ADDRESS</b>
Beth Wells P.O. Box 1949 (42142) 1301 North Race Street Glasgow, KY 42141  270-659-2893 1-800-890-6368 Fax: 270-659-0456  <a href="mailto:bwel2@uky.edu">bwel2@uky.edu</a>	Sharon Cherry <a href="mailto:behealthy@vci.net">behealthy@vci.net</a>	Edmonson  Hart	270-597-2246 1-800-507-2132	Kentucky Homeplace 221 Mammoth Cave Rd Brownsville, KY 42210
	Peggy Gillock <a href="mailto:homeplace@nctc.com">homeplace@nctc.com</a>	Allen  Simpson	270-237-3826	Kentucky Homeplace 311 North 3 <sup>rd</sup> Street Scottsville, KY 42164
	Velma Koostra <a href="mailto:ukhomeplace@vci.net">ukhomeplace@vci.net</a>	Warren	270-781-7923	Kentucky Homeplace P.O. Box 70043 177 Graham Avenue Bowling Green, KY 42102
	Janice Compton <a href="mailto:jcompton@monroe.k12.ky.us">jcompton@monroe.k12.ky.us</a>	Monroe  Metcalf	270-487-9354	Kentucky Homeplace P.O. Box 495 401 West Fourth Street Tompkinsville, KY 42167
	Bettie Phelps <a href="mailto:healthcare@vci.net">healthcare@vci.net</a>	Logan	270-726-8350  Fax: 270-726-8027	Kentucky Homeplace Logan Health Dept 151 South Franklin Russellville, KY 42276
	Bettie Phelps <a href="mailto:healthcare@vci.net">healthcare@vci.net</a>	Butler	270-526-6267	Kentucky Homeplace Community Action Bldg 302 West Ohio Street Morgantown, KY
	Jeaneen Williams <a href="mailto:jwill6@uky.edu">jwill6@uky.edu</a>	Barren	270-659-2053	Kentucky Homeplace Barren Co. Health Dept P.O. Box 1949 (42142) 318 West Washington St Glasgow, KY 42141



# Kentucky Homeplace Statewide Service Area June 2004

	Western	16 counties
	South Central	10 counties
	Southern	10 counties
	Southeast	09 counties
	Northeast	13 counties
	Total	58 counties

