

***KENTUCKY HOMEPLACE  
QUARTERLY REPORT  
July 1 – September 30, 2004***



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October 25, 2004

Dear fellow Kentuckians:

The Kentucky Homeplace program is happy to share with you the successes of this past quarter. The central office is settling into the new office space in the UK Center for Rural Health Bailey-Stumbo Building in Hazard (see article, page 4). All of the Kentucky Homeplace staff joined in the Aug. 19 ribbon-cutting and talked with many community partners and dignitaries, which gave us an opportunity to let the public know the real work behind the scenes of Homeplace.

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 Kentucky Homeplace, and then scroll to the bottom of the page and click on (July-September 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,

A handwritten signature in cursive script that reads "Fran Feltner".

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

## *UK Dedicates New Center for Rural Health Building*



**HAZARD, Ky. (Aug. 19, 2004)** – A dedication ceremony was held today for the new University of Kentucky Center for Rural Health (UKCRH) Bailey-Stumbo Building. Located at 750 Morton Boulevard in Hazard, the building is named in honor of two Eastern

Kentuckians who have played significant roles in improving health care within the region: Benny Ray Bailey and Dr. Grady Stumbo of East Kentucky Health Services Center, Inc. The first floor of the center was named in honor of U.S. Rep. Harold "Hal" Rogers, Kentucky-5th Congressional District, for being a tireless advocate for the improved health, education and economic status of his constituents.

Participating in the official ceremony, in addition to Bailey, Stumbo and Rogers were Kentucky Governor Ernie Fletcher, UK President Lee T. Todd Jr., UK Center for Rural Health Director Judy Jones, Hazard Mayor William "Bill" Gorman, Appalachian Regional HealthCare President and CEO Stephen Hanson, and Hazard Community and Technical College President Jay Box. The Presentation of Colors was provided by the Perry County Central Junior ROTC, and the national anthem was played by the Hazard High School Band of Gold.

The \$13.1 million, state-of-the-art facility represents a unique collaboration of university, state, federal, and private funding sources. The new home of the Center for Rural Health is one of the 10 largest capital projects undertaken by the UK Chandler Medical Center in the past decade.

"The University of Kentucky Center for Rural Health acts as a catalyst by using a combination of academic training, policy research, and community outreach to improve the health, education and economies of rural residents, facilities and communities," said UK President Lee T. Todd Jr. "The center is based on the premise that people living in rural Kentucky have the intellectual, civic and emotional capital to solve their own problems. I would like to thank Congressman Rogers and the Kentucky Legislature for securing funds for this center, as well as Benny Ray Bailey and Grady Stumbo for all their support."

The building contains more than 57,000 square feet of space and houses the UK Family Medicine Clinic and its family practice and dental residency programs, nursing

laboratories, a radiographic simulation area, clinical labs, and classrooms with distance-learning capability. Space is also provided for UKCRH and Hazard Community and Technical College's physical therapy and PT assistant programs, a student learning center, as well as office space for UKCRH administrative functions and community outreach programs and office space for Hazard Community and Technical College and UKCRH faculty.

"Effective delivery of health care services is key to making rural economies thrive," said Congressman Rogers. "Facilities such as the UK Center for Rural Health help curb out-migration, which historically has deprived this region of its greatest natural resource: its children. By training health professionals close to home, we are improving the chances that these bright young people will choose to work and live at home. This puts our native ingenuity to work for us in the prosperous medical services sector: high paying jobs as laboratory scientists, nurses, physical therapists and their assistants, and even family practice physicians."

"There are strategies to improve the quality of health care without increasing costs," said Governor Fletcher. "As a physician I have advocated providing affordable, accessible health care for every Kentuckian. The Center for Rural Health has served as a beacon to these ideals by administering such innovative programs as Kentucky Homeplace. This program uses resourceful citizens to help link people who cannot obtain health care with free doctor's visits, prescription medicines, or safe housing."

The new facility represents more than 14 years of planning in order to offer a new opportunity for rural Kentucky. UK and the University of Louisville began discussions about a rural health center in the early 1980s. Former Kentucky Sen. Benny Ray Bailey and Dr. Grady Stumbo worked hard to ensure such a facility would be housed in a rural area.

Today, the center has grown into a successful organization with 129 employees statewide. Because of its growth, it became apparent that the center needed a building to match its innovative staff, with strong roots in the community.

"Key leaders on the local, state, federal and university levels went to work to put together a funding package that would house the academic, outreach and clinical programs that are so vital to the university's mission here and to rural Kentuckians in general," said Judy Jones, UK Center for Rural Health director. "The new building represents that unique collaboration among university, state, federal and private funding sources."

Established in 1990 by the Kentucky General Assembly, the UK Center for Rural Health was created to improve the health of rural Kentuckians and strengthen rural communities. Based in Hazard, the center serves the entire state. By working with a statewide mission from within a rural setting, the center acts as a broker between rural needs, the University of Kentucky, and other urban resources.

Bringing health education to rural residents in their community, the center provides programs in nursing, physical therapy, clinical laboratory sciences, social work, and family practice residency. The programs are based on the model that students are more likely to practice a health profession in the area in which they received training.

The Center for Rural Health has contributed to improving health care services within the region by graduating 125 physical therapists, 105 nursing professionals, 70 clinical laboratory scientists, and 30 family practice physicians. About 75 percent of those graduates currently practice in rural, medically underserved areas of Kentucky.

The center's leaders are aware of the economic contributions quality health care can make in rural communities. They have made it a national leader in developing programs that enable communities to measure the impact and use of health services to assist in community planning. One such example, Rural Health Works, is an assessment model jointly developed by the Center for Rural Health and the UK College of Agriculture to gauge the impact of existing or proposed health services on local economies.

Two nationally recognized lay health worker programs that are part of the center, Kentucky Homeplace and Southeast Kentucky Community Access Program (SKYCAP), are improving access to health care for thousands of rural residents. Last year, SKYCAP was one of seven initial recipients of the U.S. Department of Health and Human Services' Innovation in Prevention Awards. The center also was named Outstanding Rural Health Program by the National Rural Health Association in recognition of its multi-faceted approach to addressing Kentucky's rural health issues.

**Platform Speakers:**

Judy Jones, Director - University of Kentucky Center for Rural Health

Honorable William D. "Bill" Gorman, Mayor - City of Hazard

Lee T. Todd Jr., President - University of Kentucky

Governor Ernie Fletcher - Commonwealth of Kentucky

U.S. Rep. Harold "Hal" Rogers - Kentucky-5th Congressional District

Stephen C. Hanson, President and CEO - Appalachian Regional Healthcare

Jay Box, President - Hazard Community and Technical College

Benny Ray Bailey and Grady Stumbo - East Kentucky Health Services Center, Inc.

**Kentucky Homeplace  
Cost Analysis Per Client  
July – September 2004**

Mean cost per client.....	\$53.89
Mean cost per service.....	\$5.65
Mean value of free medicine per application.....	\$227.15
Total value of free medication accessed this quarter.....	\$4,837,670
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 32.5%  
Cost per service decreased by 29.4%  
Mean value of free medicine per application increased by 6%  
Total value of free medications accessed this quarter 6.5%

\*The average number of services per client was unchanged at 10.

<b>Poverty Levels of Homeplace Clients</b>					
<b>July 1 – September 30, 2004</b>					
Number of people in household	100%	101-150%	151-200%	200+%	TOTAL
1	1,698	1,360	333	69	3,460
2	1,289	1,514	680	189	3,672
3	379	236	81	14	710
4	237	89	12	2	340
5	97	26	7	1	131
6	35	9	2	0	46
7	11	0	1	0	12
8	6	1	0	0	7
9	1	1	0	0	2
10	0	1	0	0	1
12	1	0	0	0	1
<b>TOTAL:</b>	<b>3,754</b>	<b>3,237</b>	<b>1,116</b>	<b>275</b>	<b>8,382</b>
<b>Column %:</b>	<b>44%</b>	<b>39%</b>	<b>14%</b>	<b>3%</b>	<b>100%</b>

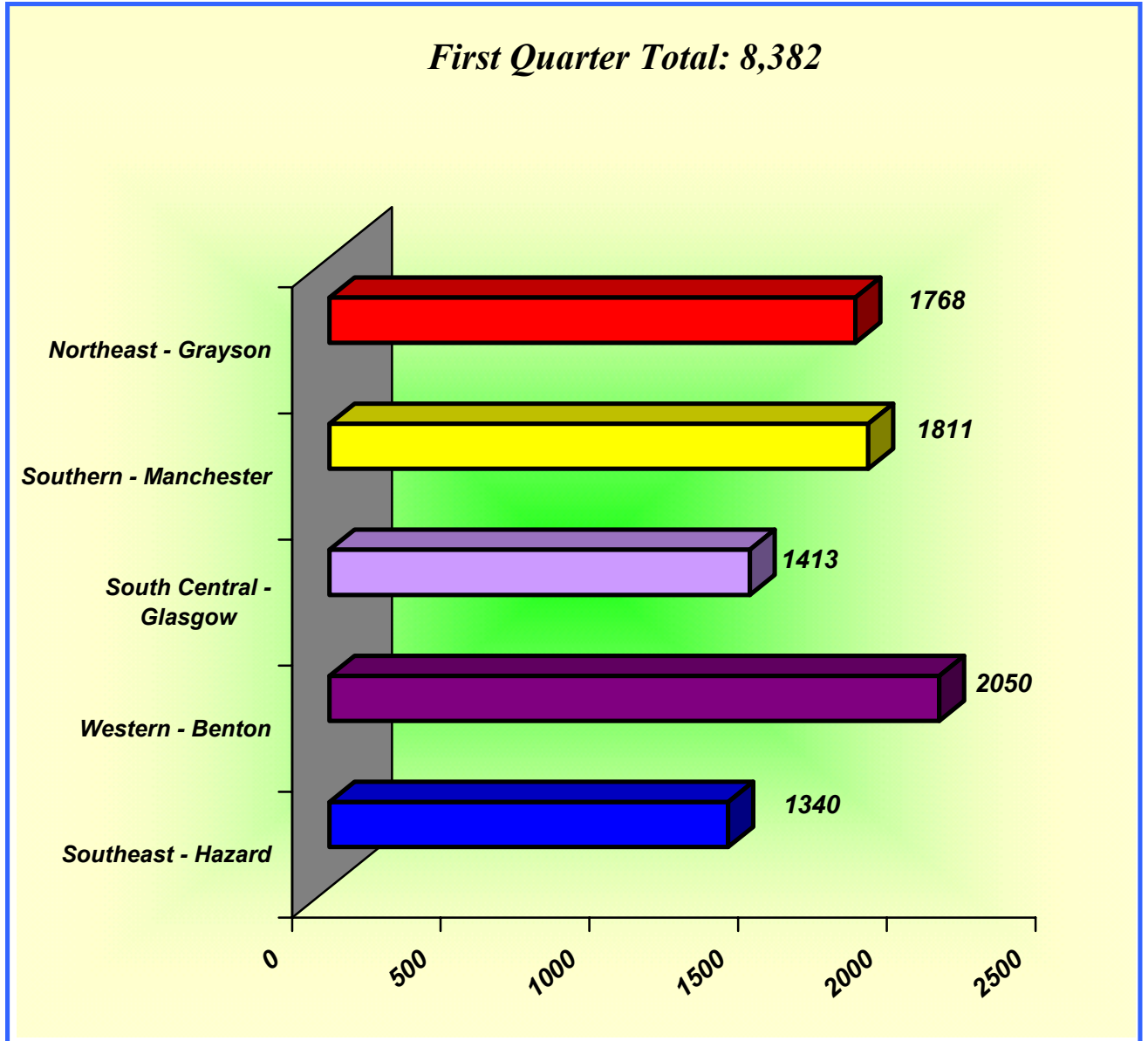
Source: Data extracted from the Kentucky Homeplace Pen Computer Database

<b>Age Distribution of Homeplace Clients</b>		
<b>July 1 – September 30, 2004</b>		
Age Group	Number of Females	Number of Males
Ages 1 to 4	57	30
Ages 5 to 12	12	10
Ages 13 to 14	3	2
Ages 15 to 19	10	11
Ages 20 to 24	37	30
Ages 25 to 44	598	413
Ages 45 to 64	2,280	1,507
Ages 65 to 74	1,291	635
Ages 75 to 84	876	301
Ages 85 and over	223	55
<b>Total:</b>	<b>5,387</b>	<b>2,994</b>
<b>Median Age:</b>	<b>60</b>	<b>57</b>

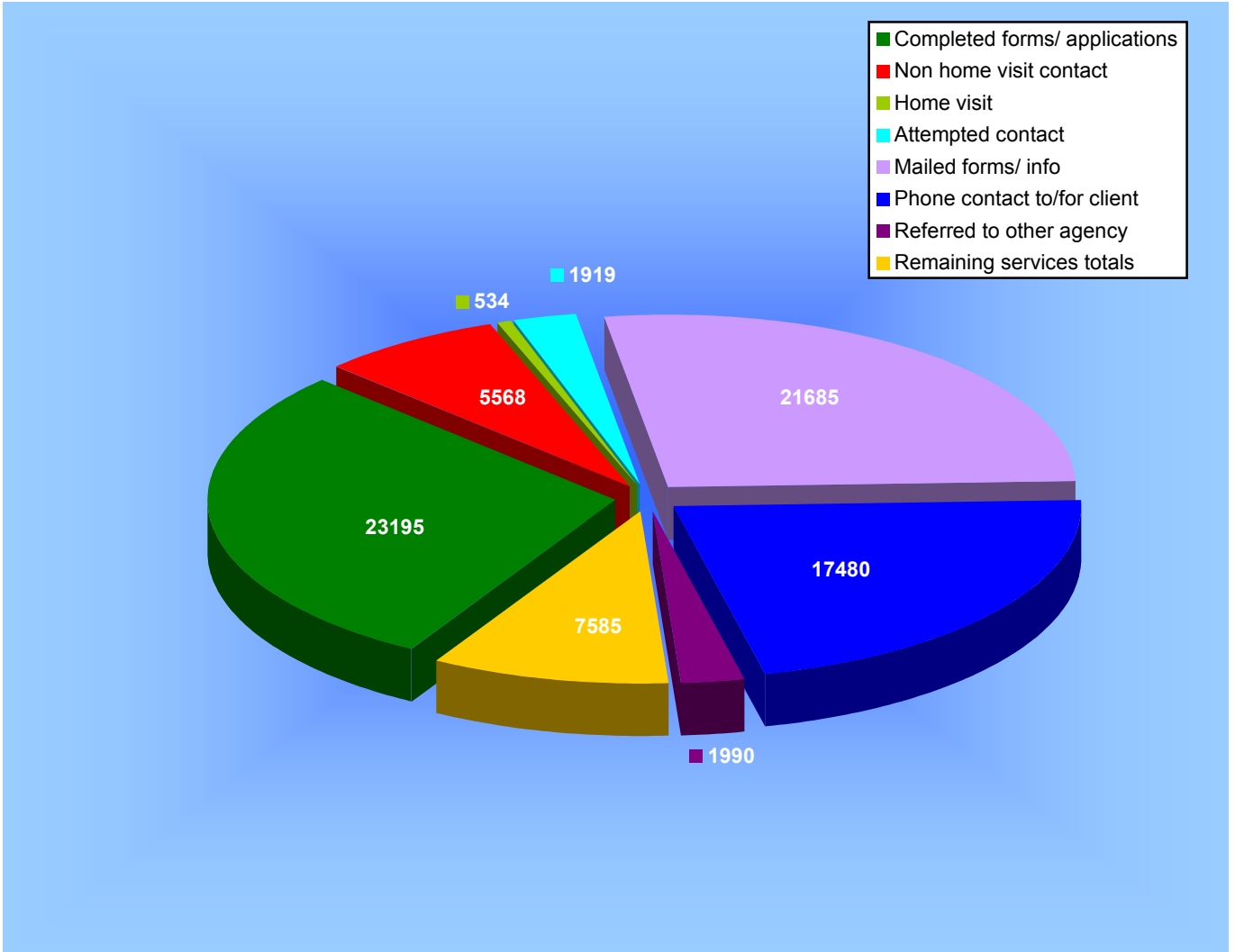
Source: Data extracted from the Kentucky Homeplace Pen Computer Database  
Note: Missing data on 1 client.



# Total Clients Served By Region July 1 – September 30, 2004

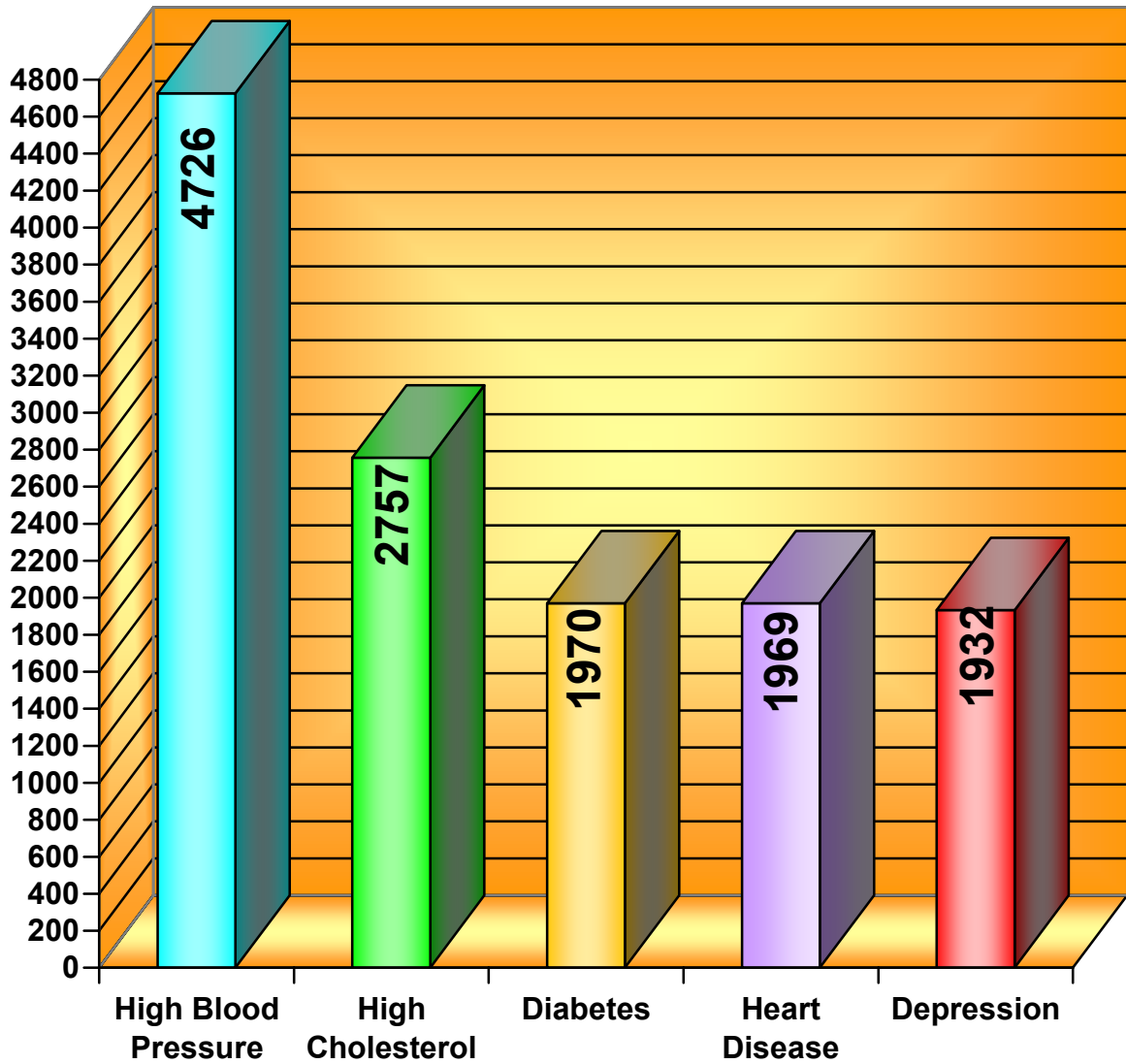


# Client Services July 1 – September 30, 2004



TOTAL FOR THE QUARTER: 79,926

## Top Five Client Problems By Condition July 1 – September 30, 2004



## **REGIONAL SUMMARIES**

### **July 1 – September 30, 2004**

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

This quarter our Family Health Care Advisors served a total of 1,340 clients, performed 195 home visits, 899 client site visits and provided 17,932 services. Medication in the amount of \$824,354 was ordered by the FHCAs in this region.

Everyone participated in the Obesity Conference held at the UKCRH. Everyone was also present for the dedication of our building. FHCAs Paul Vance and Gina Bates were part of the promotional Kentucky Homeplace video that was filmed here on the day of the dedication. Everyone (except Paul) attended the UNITE seminar held at Jenny Wiley State Park. Everyone participated in the Community Health Day held in the Perry County office.

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

Julia Keene had 54 new clients and 1,744 services. She attended an open house at the Jackson Clinic. Pollyanna Shouse and Julia both met with the Community Action Team from Breathitt and Wolfe counties. They attended the interagency meeting with Breathitt County leaders. Both workers were accompanied by Center videographer Jeff Noble on a home visit. The home visit was filmed and will be part of the new Homeplace video.

#### **Floyd**

Gina Bates has held Community Health Days at Dr. Hall's clinic. Gina was also accompanied by Jeff Noble on a home visit. This visit was filmed and will be part of the new Homeplace video. Gina attended Cancer Coalition meetings; she is part of the committee and sub-committee in Floyd County. Gina and Lynn Whitaker presented Homeplace to a KRADD interagency meeting. Gina has been doing diabetic surveys on her clients. Gina had 91 new clients and served 181 clients with a total of 2,689 services.

#### **Knott**

Paul Vance held a Community Health Day for his clients. He also was accompanied by Jeff Noble on a home visit, which was filmed and will be part of the new Homeplace video. Paul has been doing diabetic surveys on his clients. Paul had 53 new clients, served 160 clients and had 3,200 services.

#### **Leslie**

Delana Roberts has been very busy this quarter serving the people of her community. There is a high demand for health care assistance in Leslie County. Due to this high demand, she has scheduled a Community Health Day for next month and each month following. This quarter Delana has served 151 clients with 2,938 services.

**Letcher**

Tammie Holbrook had two Community Health Days for diabetics. She did the diabetic surveys during this time. She also had Community Health Days throughout the quarter.

**Pike**

Barbara Justice and Kristie Childers had a Community Health Day at Elkhorn City. Kristie also sent a written request for Operation UNITE contacts, which she was able to acquire. Kristie also attended a Long-Term Recovery meeting held in Pike County for the flood victims in the area.

**Powell/Wolfe**

The Powell/Wolfe County office had 55 new clients and 1,900 services. Pollyanna Shouse attended the Wolfe County Kiwanis Club meeting and did a presentation.

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

This quarter our Family Health Care Advisors served a total of 1,811 clients, performed 505 home visits, 1,169 client site visits, and provided 18,570 services. Medication in the amount of \$1,135,832 was ordered by the FHCAs in this region.

**Bell**

Nancy Brock attended the obesity forum in Hazard and an Operation UNITE meeting in Prestonsburg. Nancy also attended the dedication ceremony for the new UK Center for Rural Health Building.

**Clay**

Michelle Ledford attended an obesity forum held in Hazard, the dedication ceremony for the new UK Center for Rural Health building and an Operation UNITE meeting in Prestonsburg. Michelle and Regional Coordinator Helen Collett spoke to Dr. Irvin, who is new to the Clay County area, and introduced our program to him. In September we had a yard sale with all proceeds donated to the indigent fund to help our clients. Michelle and Linda Thacker represented us at a Women's Health Fair presented by the UK extension office. In July, the Clay office received a shipment of supplies to be donated to our clients from the American Cancer Society. Items included toothpaste, toothbrushes, soap, toys, mouthwash and various other needed items.

**Harlan**

Shirley Madrey and Helen Collett did a presentation to the Harlan County Works program. After the presentation we received two referrals and were asked to speak again. Shirley attended the obesity forum in Hazard, the UK Center for Rural Health building dedication ceremony and an Operation UNITE meeting in Prestonsburg. She also attended the grand opening of the new Harlan Medical Center and helped with the yard sale in Clay County.

**Knox**

Paul Frederick attended the obesity forum in Hazard, the UK Center for Rural Health building dedication ceremony and an Operation UNITE meeting in Prestonsburg. Paul also helped with the yard sale in Clay County.

**Laurel**

Helen Curry attended the obesity forum in Hazard, the UK Center for Rural Health building dedication ceremony and an Operation UNITE meeting in Prestonsburg. She also helped with the yard sale in Clay County.

**Lee/Owsley**

Linda Thacker was hired to be the Family Health Care Advisor for Lee and Owsley counties. She will be working from the Clay office until we can locate her office space and she is trained. We are pleased to be able to offer services to these areas again.

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

Our Family Health Care Advisors served 1,768 total clients this quarter. A total of 17,930 services, 259 home visits, and 1,176 client site visits were provided to these clients. Outreach was also provided to clients from Bourbon, Bracken, Franklin, Fleming, Jefferson, Kenton, Lewis, Nicholas and Owen counties. Nearly \$1.3 million worth of free medication was provided to our clients in this service area.

**Regional Office**

Deanna Jessie, regional coordinator, attended the Carter County Homeless Meeting and has worked closely with Pathways in finding ways of getting medical treatment for agoraphobia patients. Deanna attended the UK training for conflict management. She met twice this quarter with the Cancer Fund of America to pick up supplies for the 13-county service area. Deanna coordinated with the Traumatic Brain Injury Group for the local representative, Phyllis Poe, to train on the benefits of this program. She met with the Department of Vocational Rehabilitation, Department of Employment Services in the TENCO Area and the Morgan County Technology Center and has been active providing employment opportunities to the temporarily disabled that are assisted by Homeplace. All the staff attended the Get Fit Kentucky Obesity Forum. All the staff attended the dedication of the new Center for Rural Health office in Hazard. The staff participated in the Operation UNITE training. Deanna assisted Constituent Services/Legislative Research Commission with 45 contacts in counties in which Homeplace is not yet located.

**Bath/Menifee/Montgomery**

Teresa Judd participated in Get Fit Kentucky Obesity Forum, the grand opening and dedication of the Bailey-Stumbo Building and new home of the Center for Rural Health, and in Operation UNITE Training. Teresa has open enrollment twice a week for the New Hope Clinic. One day is for all the diabetic clients and another for the free clinic patients. Teresa participated in the Caregivers Alzheimer's training.

**Boyd**

Kim Sansom participated in Get Fit Kentucky Obesity Forum, the grand opening and dedication of the Bailey-Stumbo Building and new home of the Center for Rural Health, and in Operation UNITE Training.

**Carter**

Malana Johnson participated in Get Fit Kentucky Obesity Forum, the grand opening and dedication of the Bailey-Stumbo Building and new home of the Center for Rural Health, and in Operation UNITE training.

**Elliott/Morgan**

Janet Kegley helped sponsor the Caregivers Alzheimer's training hosted by FIVCO. Janet volunteers with the Elliott County Bluebirds to help senior citizens and prevent adult abuse. Janet participated in Get Fit Kentucky Obesity Forum, the grand opening and dedication of the Bailey-Stumbo Building and new home of the Center for Rural Health, and in Operation UNITE training.

**Greenup**

Kelly McCarty participated in Get Fit Kentucky Obesity Forum, the grand opening and dedication of the Bailey-Stumbo Building and new home of the Center for Rural Health, and in Operation UNITE training.

**Johnson/Magoffin**

Judy Bailey assisted with the Low-Income Health Day and the presentation of Kentucky Homeplace to the senior citizens in Salyersville. Judy's office in Salyersville has moved to the Lloyd M. Hall Community Center. Judy participated in Get Fit Kentucky Obesity Forum, the grand opening and dedication of the Bailey-Stumbo Building and new home of the Center for Rural Health, and in Operation UNITE training.

**Lawrence/Martin**

Elizabeth Kelly participated in Get Fit Kentucky Obesity Forum, the grand opening and dedication of the Bailey-Stumbo Building and new home of the Center for Rural Health, and in Operation UNITE training.

**Rowan County**

Family Health Care Advisors from Carter, Elliott and Bath counties are trying to serve the people in this county.

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**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 2,050 clients, performed 222 home visits, 969 client site visits and provided 13,402 services. Medication in the amount of \$944,213 was ordered by the FHCAs in this region.

We attended a Kentucky Rural Health Association board of directors meeting, a Kentucky Public Health Association board of directors meeting, grand opening of the UK Center for Rural Health, a forum on obesity, the West Kentucky Children's Health Coalition meeting and an introduction to the clinical trials of the Four Rivers Research Center.

**Ballard/Carlisle**

Angie Carpenter attended the grand opening of the Center for Rural Health and a program regarding clinical trials by the Four Rivers Clinical and Research Center.

**Calloway**

Carla Gray attended the grand opening of the Rural Health Center, an obesity forum, a CUBS Meeting, and a clinical trials program by Four Rivers Clinical Research Center.

**Christian/Trigg**

Jennifer Walton presented the program at Chelsea Industries in Trigg County, attended a Trigg County Interagency meeting, and the P.A.C.S. annual board meeting dinner.

**Fulton/Hickman**

Shan Roberts attended Delta Project meetings in Hickman and Fulton counties, the grand opening of the Center for Rural Health, a Medicare update meeting and represented the program at the Pontotoc Health Fair in Fulton County.

**Graves**

Mary Beth Rohrer attended Fancy Farm-Wingo FYSC meeting, the grand opening of the Center for Rural Health in Hazard, a cancer coalition meeting, and presented the program at a senior citizens center.

**Livingston/Crittenden**

Sherry Morris attended the opening of the new Center for Rural Health in Hazard, a program presented by Dr. Igelburger from Four Rivers Clinical Research discussing clinical trials, worked with home health agencies in both counties, and helped get donations for one of the local spouse abuse centers.

**Lyon/Caldwell**

Melissa Wynn attended computer training class at Caldwell County Health Department, a Delta Health Council meetings for Caldwell and Lyon counties, a Caldwell County Interagency Meeting, a Lyon County Interagency meeting, a Champions meeting and a KIDS NOW meeting.

**Marshall**

Tessa Turner attended a Marshall County CUBS meeting, the grand opening ceremony at the Center for Rural Health, an obesity forum and a meeting on clinical trials by Four Rivers Clinical Research Program.

**McCracken**



Connie Best agreed to come back to work on temporary status to fill the vacancy left by the resignation of an FHCA.

### **Webster/Union**

Jerrell Rich attended the Webster County Ready Fest for all Webster County students, attended Providence Independent Schools' Back-to-School Blast, the grand opening of the UK Center for Rural Health, and the Clay Community Days Fall Festival, where she set up a booth for Kentucky Homeplace and helped with community services.

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

This quarter our Family Health Care Advisors served a total of 1,413 clients, performed 137 home visits, 529 client site visits and provided 12,092 services. Medication in the amount of \$634,948 was ordered by the FHCAs in this region.

### **Regional Office**

All South Central staff members were in attendance to celebrate the ribbon cutting for the new UK Center for Rural Health building in Hazard. South Central staff also attended the regional forum on obesity to evaluate possible interventions to fight the growing trend of obesity in Kentucky and the annual Social Security update held in Bowling Green. Beth Wells attended conflict resolution training and the regional coordinators meeting in Hazard.

### **Allen/Simpson**

Peggy Gillock attended the asthma forum sponsored by the Barren River District Health Department in Bowling Green. She also attended the Allen County and Simpson County Vision meetings.

### **Barren**

Janeen Williams attended the Barren County Vision meetings and provided a presentation to the staff of Lifeskills Counseling Services.

### **Butler/Logan**

Bettie Phelps attended the Logan County Vision meeting and the Logan County diabetes update educational program sponsored by the health department.

### **Edmonson/Hart**

Sharon Cherry attended the Edmonson County and Hart County Vision meetings and the Edmonson County diabetes update educational program sponsored by the health department.

### **Metcalfe/Monroe**

Janice Compton attended the Metcalfe County Vision meetings and provided a presentation to the staff of Lifeskills Counseling Services.

**Warren**

Velma Koostra provided a presentation about Kentucky Homeplace services to approximately 200 foster grandparents at their annual training. Velma also attended the Warren County Vision meeting and the Edmonson County diabetes update educational program sponsored by the Health Department.

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## CLIENT ENCOUNTERS

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

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I received a phone call from one of my clients concerning an eye surgery that she needed at the UK hospital. She had already lost sight in one eye and wasn't sure how she was going to be able to afford a trip to Lexington for surgery. I contacted the hospitality house at UK and explained the situation. They were happy to help us with a two-night stay, plus meals and transportation to and from the hospital. She was so grateful for Kentucky Homeplace's help in making these arrangements. Without our help she might not have had the surgery and could have completely lost her vision.

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My client is 52 years old and was recently laid off work from the local strip mining company; he was employed with them for 25 years. My client and his wife and family are just beginning to feel the financial hardships of unemployment and the devastating effects of no health care insurance. He has several health conditions and needed medications and his wife also had health issues. I scheduled them both to see doctors at a free clinic and signed them both up for medication assistance programs so they could receive free medication. They both also needed glasses, so I signed them up for New Eyes for the Needy and gave them vouchers to get their glasses and were able to get the prescriptions waived for their eye exam. I also informed them of KCHIP for their children; they told me they had never heard of this program.

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A mother came into the office this month. She explained to me that her family had just moved here and that the school system required an eye exam for them to be entered into school. She told me they made too much money to receive Medicaid. She stated that all her children had glasses anyway and were due to have eye exams and needed new eyeglasses. She explained that they had no vision insurance and did not make enough to afford the cost of each. There are five children in the household under 18. I explained to her about the Vision Service Plan. I was able to get all five children signed up for the program. I was also able to call the eye doctor and get all five exams the same day so she would not have to take the children out of school different days of the week and she could have it all done on one day. She was very appreciative of this service and she explained that she did not know what she would have done without us. She explained that they had already thought that they would have had to do one child a month and did not think that was fair to the children. Thanks to the Vision Service Plan for this great service.

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I had a client this quarter that had been referred to me by her physician. She has just recently been diagnosed with diabetes, high cholesterol, and hypertension. She is employed by a small factory, which does not offer health insurance to its employees. She came to me for help with her prescription medications to treat her newly diagnosed health conditions. I was able to access her medications via patient assistance programs. During

the course of the initial interview, I determined that she had some other needs I could address. For example, she did not have a glucose monitor to help manage her diabetes. She also was given very limited information from her physician on how to manage her diet. I was able to help her meet these needs. I had a glucose monitor that had been donated, which I gave to her. I instructed her to go to the local pharmacy where there was a diabetic specialist if she needed help learning to operate the machine. I gave her a hotline number to the American Diabetes Association and referred her to the health department for an appointment with the dietician on staff to help her learn how to eat appropriately in order to maintain her sugar levels and lower her cholesterol.

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I received a phone call from the local food pantry. The person from the food pantry had two referrals for eyeglasses, which were a husband and wife. She gave me their name and phone numbers to make contact. I called to make an appointment and they requested a home visit. I went to their home and did the assessment. When I started doing the interview I discovered that neither of them could read very well. The man was blind in one eye and the wife was very sick, too. I did their applications for glasses. They were not aware that they were also eligible for home health. I called home health and referred them to that program. Since then they have been approved for their glasses and they were also approved for home health.

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A grandmother came into our office one afternoon to see if there was anything that could be done for her 14-year-old grandson who was living with her. He had missed two days of school with a toothache and was begging her to do something. He had a medical card, but had lost it while living with his biological mother during the summer. It would be reinstated on Sept. 1. In the meantime, the grandmother did not have the means to obtain the care that he needed. An FHCA immediately assessed the situation, made a phone call to a local dental clinic and was able to get the child in the next day on a sliding fee. She then contacted another local faith-based resource and was able to obtain the funds necessary for the office visit, in addition to money to buy the gasoline to go to the doctor. The grandmother called the next day to let me know that they had gone to the dentist and the client's tooth was extracted. He was looking forward to going to school the next day.

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I had a phone call from a lady who was needing help with hearing aids. She stated that she had gotten help from Hear Now in the past but wasn't sure if she could get help again. I e-mailed the lady that is over Hear Now and asked her about help for this client. She stated that she was eligible for more help because it had been three years since her last assistance. I went out to see this client and got her signed up for hearing aids. While I was there she stated that she was on some very expensive heart medications. I informed her about the indigent medication programs and got her signed up for them also. After she went for her hearing aid test she stated that she needed two hearing aids. She stated that she needed two but couldn't afford them in the past. She stated that with the money she saved on her medications that she could afford to get two now instead of one. She later sent me a thank-you card for all the help that Kentucky Homeplace had given her.

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I recently encountered a young lady who came to me for assistance obtaining her medication. She had been diagnosed with uterine cancer and was depressed as a result.

She had previously been diagnosed with breast cancer and had a mastectomy. She is currently undergoing more diagnostic tests. We discussed her eligibility for disability. She informed me that she had been denied and was in the process of reapplying. I linked her to Lifeskills for financial and emotional support. She is currently without housing and is living with friends.

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A 35-year-old single mother of three called. She was referred by our local hospital for help with medication. She just found out that she is diabetic. I scheduled a visit. I found a program for her diabetic medication. She said she is supposed to check her sugar level twice a day, but could not afford a glucose meter. I gave her a meter that was donated to me; it had only a few strips with it. She said the strips are so high that she would have a hard time buying them. I called the company that manufactured the meter. They are sending her some strips and some coupons to help pay on strips. I called the local pharmacies to find the cheapest place for her to buy them.

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I have a client who has diabetes and diabetic neuropathy in his feet and legs. His glucometer was not working and he could not afford to get one. I was able to get a donated glucometer and a supply of strips. He also needed a cane because he was having trouble walking. I was able to get him a cane that was donated also. I have been working with this client for several years and have gotten his medications through the patient assistance programs, but this is the first time he needed help with medical equipment and supplies. It was nice to be able to assist him with these also. He is always so grateful for anything you do for him.

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My story for this quarter is about a client and her husband. My client has been enrolled in the Kentucky Homeplace program for several years. This client is blind and lives with her husband who tries to take care of her needs. The husband has had prostate cancer and he also has arthritis in his knees very bad. My client has a hard time calling in for her refills. I asked her if she would like me to make a home visit to find some solution to the problem. I went for the home visit and we counted all of her medications so I would know when to reorder her medicine for her. As I talked to her husband I discovered that they had been sharing medication. If he ran out of his, then he would take hers until they were able to get his. I inquired what medications he was taking to see if I would be able to get them for him. Almost all of his medications were available through the pharmaceutical companies. I did an assessment and enrolled him into the program. As I talked to this proud couple I realized that each one was only concerned with taking care of the other. Both are now receiving their medication on time. They will call me now when they get concerned with their medication and I will make a home visit to ensure them that I am there to help. Doing home visits through the Kentucky Homeplace program is an important part of my job. By doing this home visit, both clients are now getting the medication they need and this has improved the quality of life for them.

## KENTUCKY HOMEPLACE SITE INFORMATION

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	Barb Justice  <a href="mailto:bajust0@uky.edu">bajust0@uky.edu</a>	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
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<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 <a href="mailto:collett@uky.edu">collett@uky.edu</a>  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
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	Paul Frederick <a href="mailto:pfred2@uky.edu">pfred2@uky.edu</a>	Knox	606-546-4175 Ext. 4065	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

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	Judy Bailey <a href="mailto:jbail2@uky.edu">jbail2@uky.edu</a>	Johnson	606-789-4232	Johnson Co. Health Dept 630 James Trimble Blvd Paintsville, KY 41240
	Judy Bailey <a href="mailto:jbail2@uky.edu">jbail2@uky.edu</a>	Magoffin	606-349-8842 Fax: 606-349-8841	Lloyd M. Hall Community Center Church Street Salyersville, KY 41465

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	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
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	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>
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# Kentucky Homeplace Statewide Service Area September 2004

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

