

**UNIVERSITY OF KENTUCKY**

*Kentucky Homeplace*

**QUARTERLY REPORT**

**April 1, 2008 – June 30, 2008**



*Kentucky Homeplace*  
*2008 National Rural Health Association Program of the Year*

<http://www.mc.uky.edu/ruralhealth/homeplace.asp>

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## **Kentucky Homeplace Wins National Award**

The National Rural Health Association (NRHA) has presented Kentucky Homeplace, headquartered at the University of Kentucky Center for Excellence in Rural Health in Hazard, with its 2008 Outstanding Rural Health Program Award.

Since 2001, Kentucky Homeplace has linked more than 74,000 rural Kentucky residents with medical, social and environmental services; provided more than 1.5 million services to its clients; and accessed nearly \$106 million worth of medications and supplies on their behalf.

The UK Center for Excellence in Rural Health initially developed the program in 1994 in 14 counties where cancer, diabetes and heart disease rates are unusually high. Because of its success, Kentucky Homeplace has expanded to serve 58 counties across the state.

“Kentucky Homeplace is a unique program that provides access to health and social services for the citizens of the Commonwealth of Kentucky,” said Fran Feltner, program director. “The program’s success comes out of the team effort of the lay health workers and the network of county and state partnerships.”

Kentucky Homeplace lay health workers are selected from within affected communities to help their neighbors access appropriate health services with an emphasis on preventive care, health education and disease management.

“Kentucky Homeplace’s beneficiaries are the neediest of the needy,” said NRHA CEO Alan Morgan. “But this approach of neighbors helping neighbors really has made an impact in rural Kentucky and in spin-off programs throughout rural America.”

The award was presented during the NRHA annual conference in New Orleans, which attracted 900 rural health professionals and students and featured keynote speaker U.S. Surgeon General Steve K. Galson.

The NRHA is a nonprofit organization working to improve the health and well-being of rural Americans and providing leadership on rural health issues through advocacy, communications, education and research. The NRHA membership is made up of 18,000 diverse individuals and organizations, all of whom share the common bond of an interest in rural health.

Front page photo: Kentucky Homeplace was recognized by the National Rural Health Association as the 2008 Program of the year in New Orleans, Louisiana. Left to right: Margaret Russell, administrative coordinator, Fran Feltner, director, Beth Wells, South Central regional coordinator and Sherry Morris, Western regional coordinator.

June 2008

Dear fellow Kentuckians:

The Kentucky Homeplace program has continued serving the uninsured, underinsured and underserved citizens of Kentucky. Family health care advisors have encouraged preventive care services and participated in community service projects and local events in addition to their regular assignment – assisting clients with their needs.

Recapping the past year, July 2007 – June 2008, Kentucky Homeplace received Health Kentucky's Advocacy Award in September 2007. In May, Kentucky Homeplace was honored as the 2008 Outstanding Rural Health Program in the nation by the National Rural Health Association. While several coordinators and I were in New Orleans to accept the award, we were all very aware that our Family Health Care Advisors are the ones who are on the frontlines daily making this program work. We want to personally thank them for their outstanding contribution to the Commonwealth of Kentucky and congratulate them for these awards. They continue to prove that a lay health program provides invaluable service to their communities.

While we were being recognized as program(s) of the year, we were also experiencing financial hardships. Our funding has never increased since 1994 when the program began. We have had reduced funding for several years, which was restored in 2007. During this time, the program has gone from serving 38 counties to 58 counties, and continued as a home visiting program. Our 2008-2009 budget was already facing a \$120,000 deficit and then in May 2008, we received news that our budget had been cut \$80,000. In order to balance the budget this past year, we had not filled three vacant positions. Now, for the coming year, we had to lay off four additional employees, for a total loss of seven FHCAs and coverage of 46 counties. The legislature rallied and worked to restore the \$80,000 cut, but this is only a temporary patch. While we were able to restore three positions based on a reduced work schedule or 30-hour week, this means reduced coverage and services. We are working diligently to try to cover all 58 counties, but we cannot continue to do so as the cost of living continues to rise.

One of the ways our program has survived without funding increases is the generosity of the counties and agencies where our offices are located. The majority of our office spaces are donated space. We pay utilities for some of them, but some also donate utilities. I wish to sincerely thank all those entities that give to our program at every level; obviously, we could not continue without your support.

Here's a summary of services for this quarter, April 1, 2008 – June 30, 2008: the number of unduplicated clients served was 6,481; the amount of medications accessed were \$6,519,434; other services values accessed totaled \$585,833; and number of services was 117,804. The top client medical conditions included hypertension, high cholesterol, diabetes, heart disease and mental health.

Our July 1, 2007 – June 30, 2008 yearly summary of services are as follows: Kentucky Homeplace served 12,883 unduplicated clients this year. We tally our numbers quarterly, so if you add each quarters unduplicated clients they total 26,043; which indicates that we saw most clients approximately two-three times a year. There were 6,123 home visits made to these clients. The number of services accessed on their behalf was 481,193 with a service value of \$2,584,494; and, the amount of medications accessed totaled \$26,872,553. The total amount accessed for services and medications is \$29,457,047. Our funding for the past year was \$1,999,900 which gives a return on investment per dollar of \$14.73.

Our top five conditions for the year were:

1. Hypertension - 5,198 clients had hypertension or 40% of the unduplicated clients
2. High cholesterol - 3,366 clients had high cholesterol or 26% of the unduplicated clients
3. Diabetes - 3,130 clients had diabetes or 24% of the unduplicated clients
4. Heart disease - 3,037 clients had heart disease or 24% of the unduplicated clients
5. Mental disease - 2,926 clients had mental disease or 23% of the unduplicated clients

The entire quarterly report is posted on the UK Center for Excellence in Rural Health's Web page for your review. Simply type in <http://www.mc.uky.edu/ruralhealth/>, go to the left side of the page and click on Kentucky Homeplace, scroll to the bottom of the page and click on Quarterly Reports and then click on April – June 2008. 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).

Sincerely,

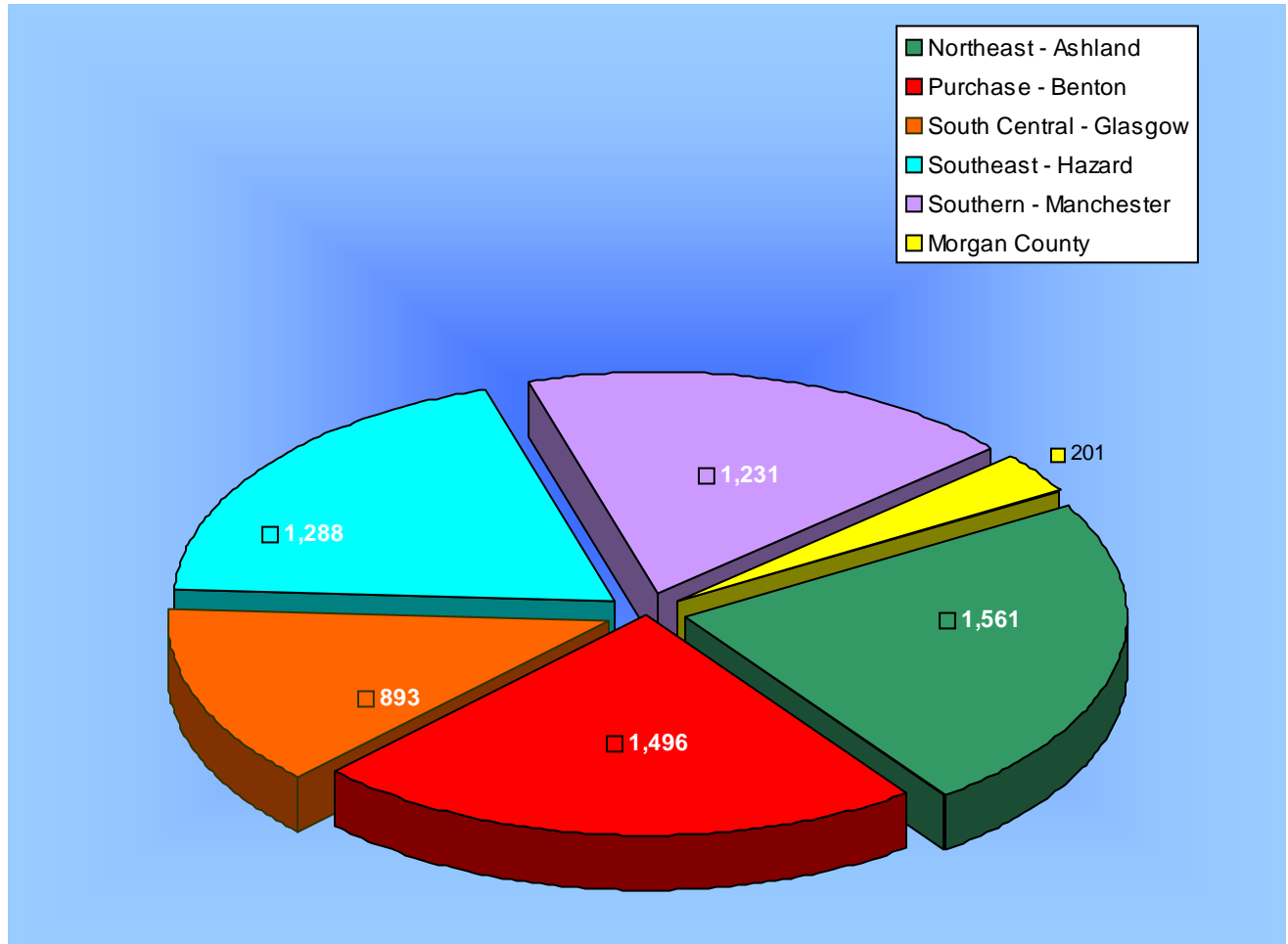


Fran Feltner, MSN, RN  
Director, Lay Health Workers Division

<b>Poverty Levels of Homeplace Clients</b>						
<b>April 1, 2008 - June 30, 2008</b>						
Number of People in Household	100%	101-133%	134-150%	151-200%	251-300%	Totals
1	2,085		1			2,087
2	2,707	2	1		1	2,713
3	882	2				887
4	488	1		1		494
5	194	2				201
6	69	1				76
7	25					32
8	7					15
9	3					12
10	1					11
11	2					13
<b>Totals</b>	<b>6,463</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6,475</b>
<b>Column %</b>	<b>99.81%</b>	<b>0.12%</b>	<b>0.03%</b>	<b>0.02%</b>	<b>0.02%</b>	<b>100.00%</b>
Source: Data extracted from the Kentucky Homeplace database						
*Total Clients 6,481 - Incomplete income data on 6 clients						

<b>Age Distribution of Homeplace Clients</b>		
<b>April 1, 2008 – June 30, 2008</b>		
Age Group	Number of Females	Number of Males
Under Age 1	0	0
Ages 1 to 4	4	4
Ages 5 to 12	22	20
Ages 13 to 14	3	6
Ages 15 to 19	27	21
Ages 20 to 24	95	81
Ages 25 to 44	786	514
Ages 45 to 64	2,360	1,397
Ages 65 to 74	455	270
Ages 75 to 84	220	104
Ages 85 and over	65	26
<b>Total:</b>	<b>4,037</b>	<b>2,443</b>
<b>Median Age:</b>	<b>53.3</b>	<b>52.2</b>
Source: Data extracted from the Kentucky Homeplace database		
*Total Clients 6,481 – Incomplete data on 1 client		

## Total Clients Served By Region

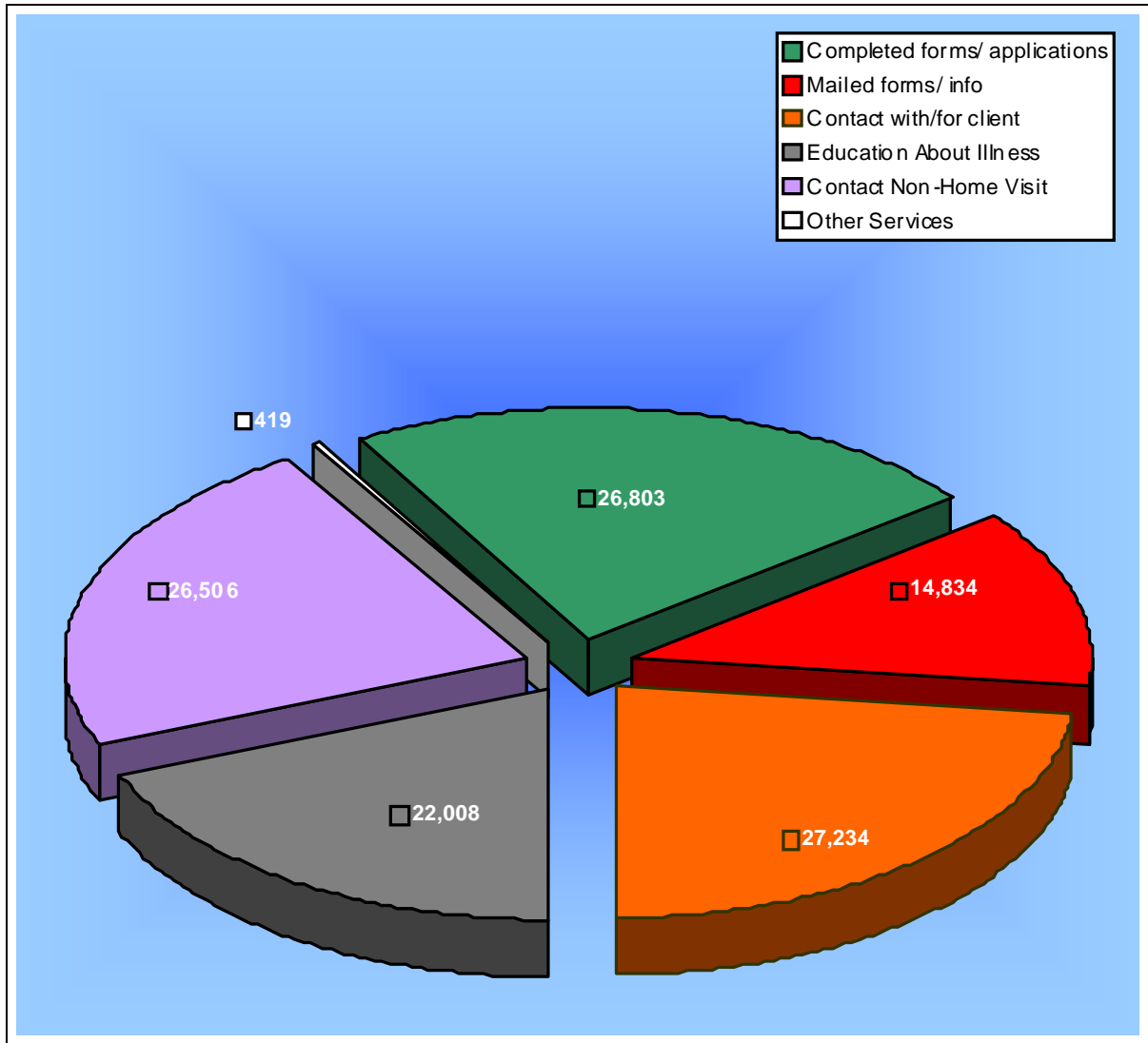


**TOTAL CLIENTS FOR QUARTER: 6,481\***

\*This total represents unduplicated clients – in the regional summaries, some clients are seen more than once each quarter and that duplicated number is reflected in their totals which equals 6,670 as shown in table above).

\*\*Morgan County Initiative Grant

# Client Services

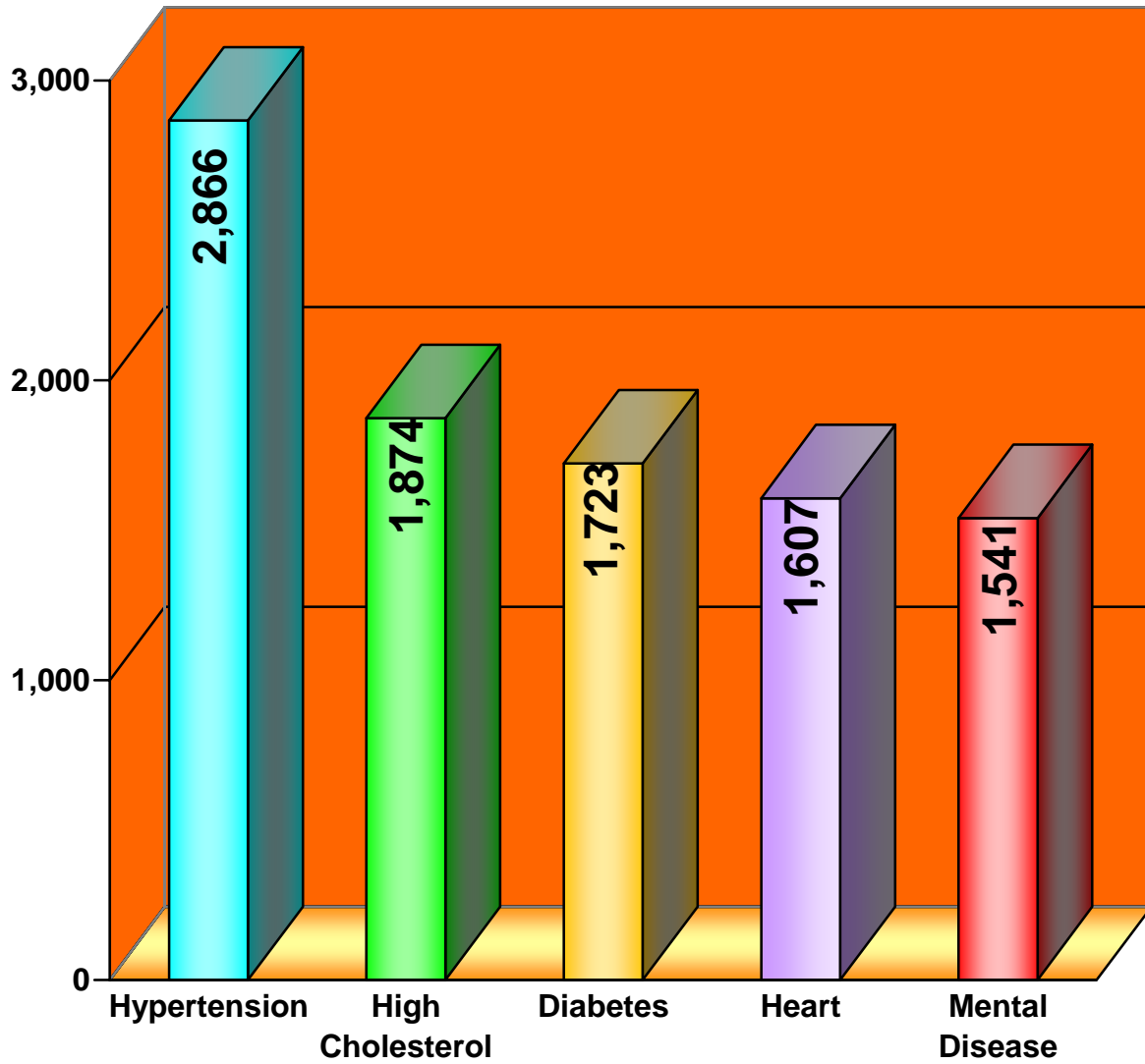


**TOTAL FOR THE QUARTER: 117,804**

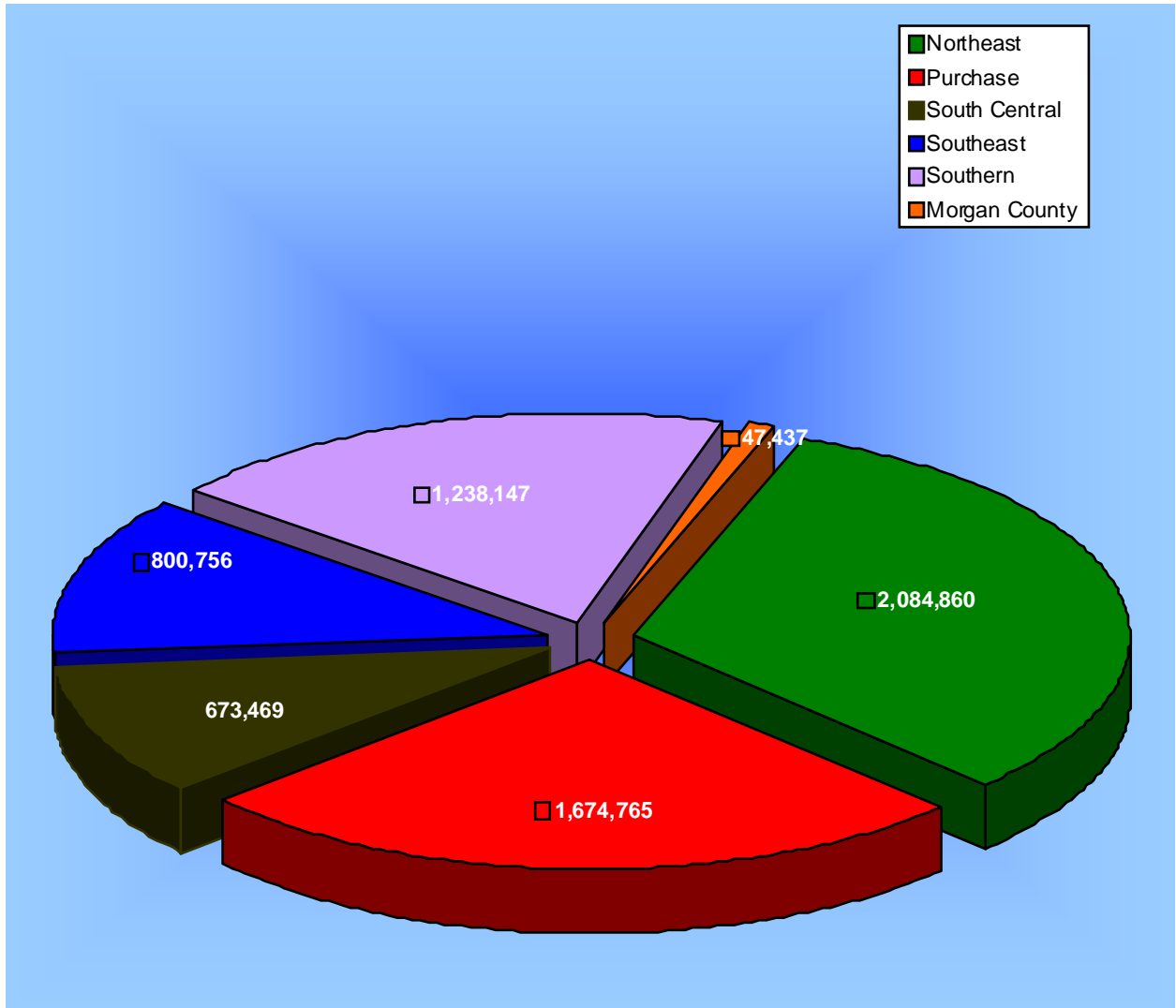
There were 1,149 home visits made this quarter; this number is reflected in the client contact numbers



## Top Five Client Problems By Condition

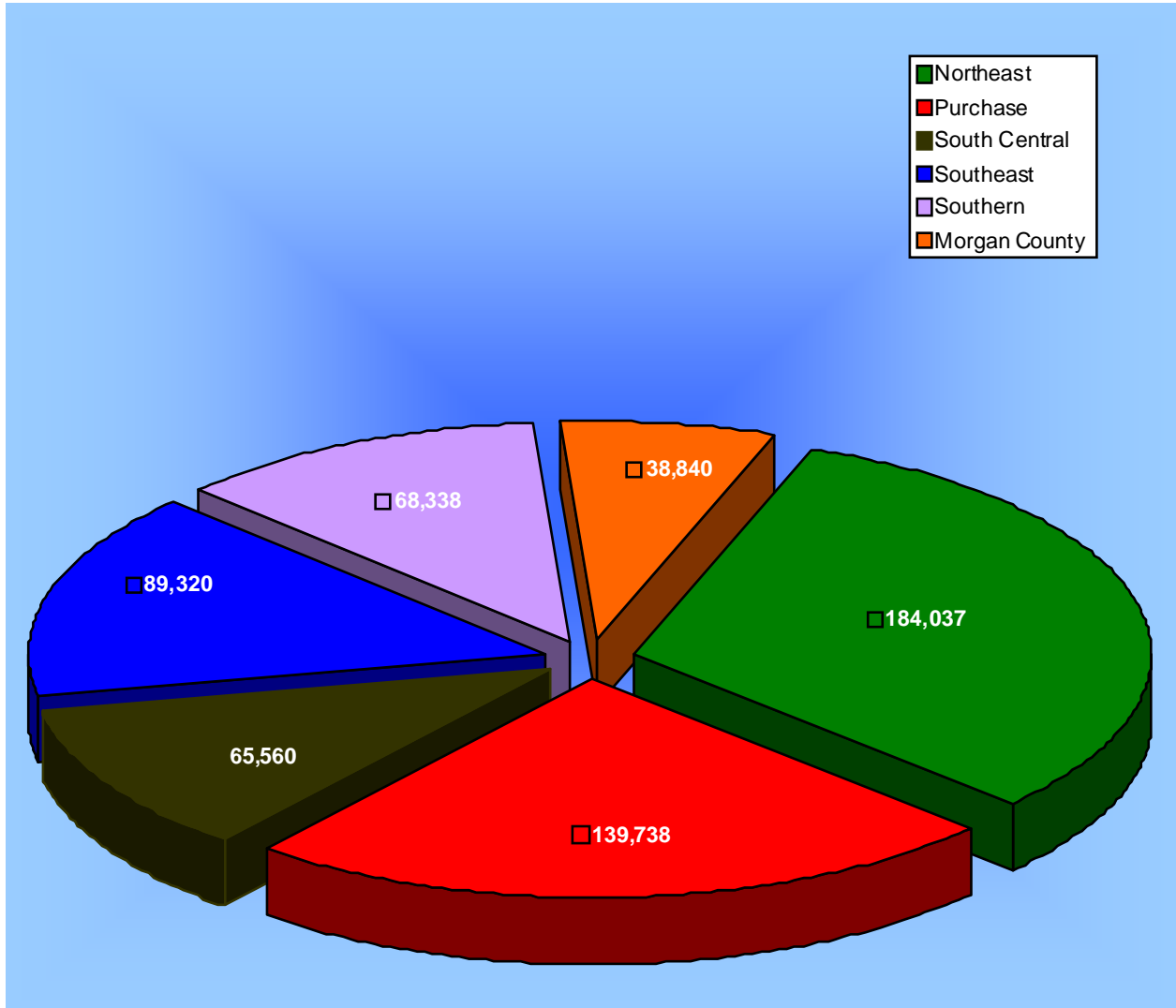


# Client Medications Value



**TOTAL MEDICATION VALUE: \$6,519,434**

# Client Services Value



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**TOTAL SERVICES VALUE: \$585,833**

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

## **REGIONAL SUMMARIES**

Kentucky Homeplace is delighted to announce that Janet Kegley has accepted the position as regional coordinator for the Northeast Region, effective April 14, 2008. Janet was the Elliott and Morgan County FHCA for the past 4½ years. Her name will appear as both a regional coordinator and FHCA in this quarterly, as she did see clients and contributed to the region's totals before starting as a coordinator.

Two mini-retreats were held this quarter and Fran Feltner, director, and special guest speakers spoke on new or evolving topics in the area and job-related trainings.

### **Northeast Region**

**Janet Kegley**

**Lana Bailey**

**Teresa Judd**

**Elizabeth Kelly**

**TBA**

**Janet Kegley**

**Kim Sansom**

**Judy Bailey**

**Regional Coordinator**

**FHCA (Greenup)**

**FHCA (Bath, Menifee, Montgomery)**

**FHCA (Lawrence, Martin)**

**FHCA (Carter)**

**FHCA (Elliott, Morgan)**

**FHCA (Boyd)**

**FHCA (Johnson, Magoffin)**

This quarter our FHCAs served 1,561 clients. A total of 26,506 services were provided to these clients for a value of \$184,037 and \$2,084,860 of free medication was provided in this service area.

The Northeast Region has been very busy this quarter with many changes taking place. Janet Kegley accepted the regional coordinator position and her office is housed in Carter County. Because of budget shortages, the Carter and the Elliott counties offices have been without a permanent FHCA. Other FHCAs of the region have spent one or two days a week helping cover the counties and taking care of clients.

The Northeast region received training from Community Base Services office on Family Medicine. Judy Bailey has been helping with the Free Health Clinic in Magoffin each week and she attends the interagency meetings for both counties. Judy attended the Magoffin County Health Fair and assisted with the Senior Citizen Food Give Away Day.

Lana Bailey assisted with the Greenup County Health Department Community Diabetic Clinic and is a member of the Greenup County Homeless Committee. Lana attends the interagency meetings. Lana has been helping cover the Carter County office this quarter. Liz Kelly has helped cover the Elliott County office and she attended the Elliott County Health Fair. Kim Sansom has taken care of her Boyd County clients and also helped cover the Carter and Elliott counties offices. Teresa Judd attended the interagency meetings in both Bath and Menifee counties, and attended the Mini-Health Fair in Menifee County.

**South Central Region**

**Beth Wells**  
**Peggy Gillock**  
**Janice Compton**  
**Velma Koostra**  
**Sharon Cherry**  
**Lisa Lack**  
**Jeaneen Williams**

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

This quarter our Family Health Care Advisors served 893 clients. A total of 14,891 services were provided to these clients for a value of \$65,560 and \$673,469 of free medication was provided in this service area.

Lisa Lack worked with the Barren River District Health Department to provide a Diabetes education workshop for her clients in Logan County. Janice Compton worked with the Western Kentucky University Mobile Unit to provide bone density, cholesterol screening and blood glucose checks for her clients in Monroe County. Sharon Cherry and Jeaneen Williams participated in a regional health fair for all clients of the Barren River Area Development District Senior Citizen Center. Beth Wells attended the National Rural Health Association National Conference in New Orleans and all staff attended the Regional Retreat held in Hopkinsville.

**Western Region**

**Sherry Morris**  
**Donna Hooper**  
**Pamela Hamilton**  
**Mary Beth Rohrer**  
**Tessa Vail**  
**Carla Gray**  
**Angelic Carpenter**  
**Melissa Wynn**  
**Jerrell Rich**  
**Jacqueline Anderson**

**Regional Coordinator**  
**FHCA (Fulton, Hickman)**  
**FHCA (McCracken, Livingston)**  
**FHCA (Graves)**  
**FHCA (Marshall)**  
**FHCA (Calloway)**  
**FHCA (Ballard, Carlisle)**  
**FHCA (Lyon, Caldwell)**  
**FHCA (Webster, Union, and Crittenden)**  
**FHCA (Christian, Trigg)**

This quarter our Family Health Care Advisors served 1,496 clients. A total of 30,080 services were provided to these clients for a value of \$139,738 and \$1,674,765 of free medication was provided in this service area.

As a region, we attended the joint Mini Retreat which was held in Hopkinsville. The FHCA's of the Western Region have been out in their communities networking with new providers to share what Homeplace can do to help them and their patients. Homeplace has been represented well across the region by FHCA's attending Interagency meetings, Red Cross meetings, Diabetic Education classes and automated external defibrillators (AED) training sessions.

**Southeast Region**

**Lynn Whitaker**  
**Tammie Holbrook**

**Regional Coordinator**  
**FHCA (Letcher)**

**Nancy Combs**  
**Paul Vance**  
**Julia Keene**  
**Barbara Justice**  
**Kristie Childers**  
**Pollyanna Shouse**  
**Billie Johnson**

**FHCA (Perry)**  
**FHCA (Knott)**  
**FHCA (Breathitt)**  
**FHCA (Pike)**  
**FHCA (Pike)**  
**FHCA (Wolfe, Powell)**  
**FHCA (Floyd)**

This quarter our Family Health Care Advisors served 1,288 clients. A total of 21,983 services were provided to these clients for a value of \$89,320 and \$800,756 of free medication was provided in this service area.

Lynn Whitaker attended Kentucky River Area Development District's Coalition meetings to discuss the possibility of Remote Area Medical (RAM) coming to Perry and surrounding counties. She attended the planning meetings for a Mini-RAM held at the Old Dilce Combs High School along with FHCAs Paul Vance, Knott County; Nancy Combs, Perry County; and Tammie Holbrook, Letcher County. They represented Kentucky Homeplace as one of the vendors at the event. The Southeast Region attended the Homeplace's Mini-Retreat held in West Liberty, Ky.

Billie Johnson attended Celebrate Senior's Birthday with a Mammogram event, held in Paintsville. Paul, Nancy, Tammie and Lynn attended the National Alliance on Mental Illness (NAMI) health fair, held at the National Guard Armory, in Hazard.

Barb Justice, Kristie Childers, Paul Vance, Billie Johnson and Lynn Whitaker attended monthly meetings with the Pike County Coalition to discuss and organize the upcoming RAM event in Pike County. Barb and Kristie are participating in the two-day RAM event held at the Pike County Central High School on June 28th and 29th. A speaker from the RAM committee came to the regional staff meeting to tell us a little more about the event.

The Southeast Region has had several Diabetic Health Days in Pike, Letcher, Wolfe and Powell counties. Paul and Lynn attended the Grand Opening of the UK June Buchanan Clinic in Hindman. Barb and Kristie attended a Health Fair for seniors in Pike County. Billie attended the Health Fair for seniors in Floyd County.

In Breathitt County, Julia Keen made presentations to the following agencies; Division of Family Support, Holy Cross Church, Work Force Investment Act (WIA) Office, Social Security Office and the Middle Kentucky Area Development Partnership Office. In Knott County, Paul Vance attended meetings with the Vision 2006 Interagency Committee and also the Knott County Food Bank Committee; Paul gave presentations at each event regarding Homeplace and what we can offer the community. Tammie Holbrook met with Marvin Trapnell with Sharing with Appalachian People (SWAP) to discuss home repairs for clients. Kristie gave presentations at the John's Creek Family Resource Center, and Mullins Elementary Family Resource and participated in the Marrowbone Senior Citizens Center Health Fair.

**Southern Region**

**Helen Collett**  
**Michelle Ledford**  
**Nancy Brock**  
**Linda Thacker**  
**Shirley Madrey**  
**Paul Frederick**  
**Helen Curry**  
**Kendall Morgan**  
**Lucinda Blair**

**Regional Coordinator**  
**FHCA (Clay)**  
**FHCA (Bell)**  
**FHCA (Lee, Owsley, Estill)**  
**FHCA (Harlan)**  
**FHCA (Knox)**  
**FHCA (Laurel)**  
**FHCA (Leslie)**  
**FHCA (Jackson)**

This quarter our family health care advisors served 1,231 clients. A total of 20,899 services were provided to these clients for a value of \$68,338 and \$1,238,147 of free medication was provided in this service area.

The Southern Region staff attended a one day mini-retreat held in Morgan County. We were updated about changes to our program and encouraged to continue the good work we have been producing.

Helen Collett and Kendall Morgan attended the UK Extension office annual baby shower. Attendees of the shower are offered educational material dealing with local resources and pregnancy information. Kendall also attended a health fair sponsored by Mary Breckinridge Hospital. Paul Frederick along with Helen Curry and Helen Collett hosted a community health day at Baptist Regional Hospital in Corbin. This community day allowed individuals in counties where we do not have an office to access our program's services. Michelle Ledford, Lucinda Blair and Helen Collett attended a meeting to form an elder abuse council in Clay County.

At the regional staff meeting guest speaker Joan Scales, with the Leukemia Lymphoma Society from Markey Cancer Center in Lexington, informed us of their many services. Since then, two of our offices have been able to utilize the information provided to assist clients. Ms. Scales personally assisted with one individual's case.

**Morgan County Initiative**

**Amanda Lykins**  
**Samantha Adkins**

**FHCA (Morgan County)**  
**FHCA (Morgan County)**

This quarter the Morgan County Initiative FHCAs served 201 clients. A total of 3,444 services were provided to these clients for a value of \$38,840 and \$47,437 of free medication was provided in this service area.

**CLIENT ENCOUNTERS**  
**Actual situations encountered by our**  
**family health care advisors this past quarter**

I received a referral from the office of my local state representative for a client who was in need of assistance with his medications and financial problems. When doing the initial home visit, I found that he has leukemia and had just completed stem cell transplants at UK Markey Cancer Center.

After accessing their medications, I worked with the local primary physician to obtain their medicine from that office. This saved the client from traveling to and from Lexington for assistance from their physician at Markey Cancer Center. By contacting the local chapter of the Leukemia Lymphoma Society in Lexington, I was able to help the client with the patient assistance application through them for reimbursement of travel and other expenses that were incurred in their trips back and forth to Lexington. This helped the client with over \$500 in reimbursements.

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I spoke with an 84-year-old woman who lives with her daughter and her grandson. Early in January, my client did some housing repairs. These repairs included new windows, doors and a new heating/cooling unit. The house is large and old. My client was unfamiliar with the heating system and since it was during the coldest time of the year it was very hard to keep the house warm. The unit ran continuously. The utility company did an educational walk through with my client and even though she used a wood kitchen stove for most of the cooking and some heating, the electric bill continued to increase. It increased so much she could not pay the bill. When my client called, she had been without electricity for over two weeks.

I did a home visit and even though it was hard to complete the interview with only an oil lamp for light, we completed the necessary paperwork. I began contacting the electric company and discovered they were willing to write off a substantial amount of the bill for energy improving related cost, but this still left a huge amount to be paid. I contacted the housing corporation, gathered receipts, and faxed to the utility company. My client worked out a suitable payment arrangement with the utility company and I contacted several other agencies and was able to get additional financial assistance so the electricity could be restored. Recently my client and her grandson came by the office to say they are changing the air filter monthly and are using the heating/cooling unit more wisely. They also said thanks to Kentucky Homeplace for assisting with getting the electricity restored.

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Kentucky Homeplace played a huge role in the planning, preparation and overall success of the Remote Area Medical (RAM) event. In the beginning stages of RAM, Carol Napier, Social Services Commissioner, contacted us asking if we would attend the Pike County Coalition meeting. Pike County Coalition is a gathering of all the local resources in the area. Carol analyzed each resource and broke them down into different areas of assistance each could offer. In our Health Committee meetings, we spent time discussing the RAM Expedition.



On June 27<sup>th</sup> and 28<sup>th</sup>, the RAM committees met at Pike County Central High School. I was able to meet so many people from the area during this time and discuss what Kentucky Homeplace is all about.

I met one lady in particular who had just moved to Pike County from Arizona. I learned she had not yet established a physician in our area and was interested in quitting smoking. I signed her up on the program and talked with her about the various clinics and physicians in our area. I educated her on the different types of smoking cessation options she can utilize. During our conversation, I learned she was on diabetic medications and I asked her what she was doing to control her diabetes. She said she went to a clinic in the area that had been giving her some samples of Metformin. I then started gathering information on her medical history and found we could help her with several of her prescription medications. My client was so thankful she came to this RAM event; she stated she would tell everyone she knew about our program. I expressed to the client I would do everything I could to get her the help she needed.

Carol Napier will be looking to Kentucky Homeplace now for further assistance with people who were unable to be seen during RAM. Carol mentioned on a local newscast that she would be instilling the help of the Kentucky Homeplace program to work with her on various issues of need for people in the community, i.e. eyeglasses.

RAM was able to provide, in a two-day period, medical services which were valued at \$124,430. Over 722 patients were the unofficial number of people that received those services. There were 123 pairs of glasses made with 66 people receiving the eye exam only. There were 518 adults, plus 2 children who received extractions; 209 adults plus 2 children received fillings; 117 adults plus 5 children received cleanings; 21 adults received the dental exam only; and, 152 people received general medical treatment. All these services were completed in less than a 48-hour period which is impressive by any standards. RAM had 476 volunteers to make this work.

I was proud to be a part of this event; it served to remind me how important our FHCAs jobs are to our communities.

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I attended the first RAM in Pike County on June 28, 2008. When I arrived at 6:00 a.m., there were already several cars in line to enter the parking lot. As I was walked down the hall, people were already being registered.

I saw a young boy with his father and a volunteer. The volunteer told the boy's father he would take care of him and bring him back when they were finished. This young man needed dental assistance badly. I continued down the hall until I reached Homeplace's office. At the door, there were chairs lined up with people waiting to get assistance with eyeglasses. I had been there for an hour when word came saying that there wasn't going to be an optometrist there to perform eye exams. Kentucky state law says that optometrists can't do eye exams outside their offices. We only had one doctor there to do exams. In the two days he was there, he made 120 pairs of eyeglasses. This was disappointing, but Homeplace was there to assist anyone who wanted assistance with glasses.

At lunch time I went to the gym where the dental students from the University of Louisville were set up. It was an overwhelming number of dental chairs and people of all ages were sitting there waiting to get help.

I personally think RAM was a success, and as years go by it will get better and better. I am proud to say I was a volunteer for RAM in Pike County.

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Pike County Social Service Department, through the Judge Executive's office started a coalition of non-profit agencies to work on problems in the county that needed to be addressed. During the coalition meetings it was determined we needed to form groups to address different issues, such as medical, housing, transportation, food, etc. During the meeting for issues regarding medical, a group discussed a clinic in Elkhorn City that help people with medical, dental, vision, and several types of screenings. After our discussion everyone wanted to start a yearly event to allow our community to get services they could not otherwise afford. Carol Napier, with authorization from the Judge Executive of Pike County, contacted Stan Brook from RAM to get it started in our community. The RAM event is for people that are uninsured or underinsured. Stan Brook and Ron Brewer are the RAM coordinators that set up the remotes and report the data on each remote.

Pike Central High School hosted the RAM event, held June 28-29, 2008. People started to line up around midnight, before the event opened on Saturday at 6:00 a.m. According to the information provided, by 9:00 or 10:00 on Saturday, they had to start turning people away because they had more than they could see for the day. The event offered dental, limited vision, medical such as physicals, pap smears, breast exams, limited lab work, diabetic screening, education, and heart screening.

Kentucky Homeplace took part in the event. Patients that couldn't get help with getting eye glasses and medical needs that day came to visit Homeplace for assistance with the services they needed. Homeplace was an important part of the event, because we will offer services to the patients during the year until the next RAM is held. I talked with people during the two days on how Homeplace will be able to help them get their needs met and what is available to them through our program.

I talked with a gentleman in his sixties who was there for help with vision. During the interview with him, I determined he needed help with his medicine and diabetic supplies. He had been getting samples from his doctor when he could and didn't take his medicine when he didn't because he couldn't afford to buy it. I signed him up as a client.

Homeplace has become an important part in the local communities because we can help not only the low-income families, but the working poor. I find that even the ones working have financial difficulties and can't see a doctor regularly. The more I talked with individuals during this event, the more evident it was that most who were working couldn't afford the insurance they needed to be able to get their medicine, dental work, and vision. I was able to assist several people on programs available in their area that could help them take care of themselves and their families. Everyone talked about how much it cost just to exist and have a place live, let alone be able to afford their medical needs.

I spoke with Ron Brewer before he left the event and he said they were excited about the last two days and would be back next year, (June 27-28, 2009) and hoped to be able to help everyone that needed them. He gave me a rough estimate of the amount of services provided during this event.

Total Value of Care	\$124,000	Dentistry	441
Total Services Rendered	722	Cleanings	122
Total Volunteers of event	476	Filings	211
General Medicine	152	Extractions	520
Eye Test only	66		
Eye Test w/glasses	123		

This estimate of care given during the event allows me to see the need for healthcare in the area. People came from as far as Huntington, West Virginia and Harrogate, Tennessee to take part in this event. I was proud we were able to be a part of RAM because it opened my eyes to the importance of Kentucky Homeplace and the impact we make on people lives every day.

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Kentucky Homeplace is so important to the people in my community. Recently, I was able to watch one woman's life change completely through our program. I received a phone call from the local post office. A lady that works there was very concerned about a fellow co-worker, who was the custodian and worked part-time only.

Being a part-time worker, the woman did not receive insurance benefits. She was very sick and could not afford to pay for an office visit to see a doctor. I called the lady, set her up an appointment with me, and then referred her to a doctor that comes to the local health department to see patients free.

After she had been seen by the doctor we met again to see if I would be able to help her with her medications. The doctor told her that a lot of her health problems were caused from her teeth being in such bad condition. I called a local dentist, who gives Homeplace clients a very good discount. The lady saw the dentist, had all her teeth pulled and now has new dentures. The infection from her teeth was her main problem with all her illnesses.

She came in to let me know how grateful she was that our county had a program that would help find services that she just did not know existed. Now she is able to go to work without being in pain. We are also helping her to get the services she needs for an eye exam and eyeglasses. We also set up an appointment for her pap screen and a mammogram. She is a happier and a much healthier person.

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Word of mouth is the best referral, and for this couple it opened up a world of hearing that they had lost over their aging years. Approximately two months ago, a lady came to my office along with her father. She was referred by family and friends to Homeplace and was looking for help with hearing aids for her father. Her father, who is 79, is in good health except for his hearing. I asked them to come in so I could get some information to see if the Hear Now Program would work for him.

The daughter answered the questions, although her father is read lips quite a lot. We determined that he did qualify for the program. The daughter then said that her mother was also hard of hearing and asked if she could she bring her in for an appointment. The daughter explained that her parents live alone and with neither one of them being able to hear, the situation was very frightening for the rest of the family. The parents have become very irritable with each other because they can't hear each other and think that the other one is just ignoring them. We arranged for the mother to come in and she, too, qualified and was excited about getting a hearing aid.

When filling out paperwork, the father understood me saying it would cost \$200. He stood up and said "I can't pay that amount. I don't have it." The daughter said to him "wait a minute and let me talk with (FHCA)". She said that she would get with her brothers and sisters and they would all chip in so that they could get both of them hearing aids. We completed all the paper work and scheduled them for hearing tests.

Last week, the daughter came in with all the information needed for the Sharkey Hear Now Program and the money to get both of her parents' two hearing aides each that they so desperately need.

The daughter said she and her brothers and sisters are happy that they can do this for their parents and that there is a program for hearing that makes it affordable. She said she never knew about the Sharkey Hear Now Program or Kentucky Homeplace and thanks to family and friends for the referral to Homeplace her parents will be able to hear again.

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I was able to assist a client this past quarter with his vision needs. This client is in his late forties and due to on-going medical conditions, he looked as though he were 10-years-older than his actual age.

The day of his appointment, we sat down and talked a bit about what type of assistance this man was looking for. After we talked about services, I took out the IRB/Consent/Release packet and started to go over the first page. After I had explained to this client the information he needed to know regarding the release and he started to sign the forms, he explained to me that he couldn't see the words on the paper due to his vision. He had to lay his head down almost on the paper and literally sign his name letter for letter with his eye as close as he could possibly get it to the line.

The thought that crossed my mind was this man could very well go blind before his 50<sup>th</sup> birthday. Not because of losing his vision; he was going to go blind due to the lack of medical attention. He has suffered many years with this eye problem. His cousin brought him in since there was no other family, no income, and no insurance. He had no idea how he was going to pay for a doctor visit, let alone treatment or glasses. Someone in the community had told him about Homeplace and how we could help him. He said the person that told him had received help from us, so he was very hopeful.

I screened the client for eligibility through an agency here in the community that assists specifically with vision services. I called the eye doctor, scheduled the appointment for the

following week, and completed all paperwork for the client that he needed to take with him. He was approved for services. He will now get his eye exam, medication, and eyeglasses that he has done without for so long. This is why the Kentucky Homeplace needs to be in these counties. Working together with agencies in our community we are able to help the people who cannot help themselves and change lives for the better.

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I recently opened a case to assist a person who had worked all their life. This person had enjoyed a healthy life, and also had health insurance along with prescription coverage through their place of employment. They were a family of five and lived a good life.

Then my client was in a very bad car accident and the person who was responsible for the accident was a diabetic. At the time of the accident, their glucose level dropped and they crossed the center lane and struck my client. He required surgery to repair his knees. The surgery did not help his knees so he applied for Social Security Disability and started receiving it. When he began receiving SSDI, he lost his health insurance and prescription coverage. My client has several medications that he cannot afford to buy. He has to take medication for seizures as a result of the accident and also medication for high blood pressure.

Kentucky Homeplace has been the only place they have been able to get assistance from to help with his medication. He will not be eligible for Medicare for two years, and over-income for Medicaid. If not for Homeplace my client would be unable to have these medications.

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This quarter I was privileged to serve a woman with help in obtaining hearing aids. She had a hearing loss of 85% in one ear and 60% in the other. She was not able to hear the phone ring. Within two months she had received her hearing aids and, answered the phone last week when I called to check in on her. She is very excited about being able to hear. She said it will take a little time to get use to wearing them but well worth the aggravation to be able to hear. She is very grateful that a neighbor told her about Kentucky Homeplace and that we were able to help her live a more normal life.

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I received a referral from a hospital on a 20-year-old male. He has a heart problem and severe sleep apnea. He has no insurance and he needed a continuous positive airways pressure (C-Pap) machine. I filled out an application with the Respironics Company. He qualified for the program they sent a C-Pap machine to him. I delivered the machine to him but it did not come with a mask or headgear. I called the sleep study program at the hospital and they agreed to donate the mask and headgear. They also agreed to set the machine for him at no charge.

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I have a client who recently came in and has Hepatitis C. He has no insurance, unemployed and could not afford the expensive medications his doctor prescribed for him. I found pharmaceutical programs that could help and gave him the information. Now that he has his medications, he says he is feeling better and is now enrolled in General Education Development (GED) classes. He hopes he can maintain his health with his medications and be able to find a job he can do with his limited capabilities.

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A 51-year-old lady came to my office this quarter, after being referred by West Kentucky Allied Services. She needed new glasses; the ones she had were broken and held together with silver

tape. While doing the initial enrollment assessment, I found out she has not had a pap test for the past two years and a mammogram for the past five years. I told her I could access the exams free for her at the local health department. She said as long as she did not have to pay anything she would go, since the only income she has is her husband's disability of \$637/month. I called and scheduled the appointment for her.

She told me she did not have the money to pay for her eye exam. When she was a child, she had German measles to settle in her left eye. Since then she has problems with her vision. She had not had a new pair of glasses for 15 years and cannot see well out of her broken glasses. I called St. Vincent DePaul to see if they would pay for her eye exam. They told me they would pay \$50 on her eye exam. I called Lens Crafters to see if they would pay for her glasses and they agreed to do so. She went the next day to get her eye exam and fitted for her glasses.

She called me after she received her new glasses and was so excited. She said no one has helped her as much as I had. She was so thankful for all my help and especially getting her new glasses, her pap and mammogram tests. She said she does not know how to act to wearing glasses without silver tape, and actually being able to see.

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A client was referred to me by another agency and needed assistance for hearing aids. Once I obtained his information, I determined that he would be eligible for a program called Hear Now. First though, I would need to see if a local hearing specialist would agree to give him a hearing test and complete an audiogram for the Hear Now Program. I called a local provider and he agreed to assist my client and work with Hear Now to obtain all information and I scheduled his appointment. Once we had obtained the audiogram, I completed the Hear Now application. This done, I set upon the task of finding the \$200 fee for the client to send with his application. I contacted a local agency to see if they will assist with the fee and they agreed to pay the application fee. After they received all the needed information, the agency wrote a \$200 check to Hear Now. I called my client and advised him that everything was in order and for him to come my office and pick up his Hear Now application to mail. At last report, Hear Now was processing this client's information and he should be receiving his hearing aides shortly.

## KENTUCKY HOMEPLACE SITE INFORMATION

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