

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

QUARTERLY REPORT

July 1, 2009 – September 30, 2009



Kentucky Homeplace

2008 National Rural Health Association Program of the Year

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

TABLE OF CONTENTS

Table of Contents	02
Letter from Homeplace Director	03
July – September 2009, Poverty Level and Age Distribution.....	04
July – September 2009, Total Clients Served By Region.....	05
July – September 2009, Client Services.....	06
July – September 2009, Top 5 Client Problems By Condition	07
July – September 2009, Client Medications Value	08
July – September 2009, Client Services Value	09
Regional Summaries	10
Client Encounters.....	13
Homeplace Directory	16

Front page photo of bull elk taken by John Paul Stidham, UK Center for Rural Health employee, at Lost Mountain, Ky.

September 2009

Dear fellow Kentuckians:

Kentucky Homeplace has completed the first quarter of the new fiscal year. I am happy to report that the Family Health Care Advisors are back in place and are serving the uninsured, underinsured and underserved citizens in their communities. In Homeplace counties across the state, the climbing unemployment rates reached as high as 15.9% in April of this year. Basic needs of everyday life such as food, shelter, just keeping their lights on and providing heat for their home is a struggle. This has resulted in more and more people in need of Homeplace services.

Family health care advisors continue to assist clients with these needs as well as access to medical care, medications and supplies to manage their conditions. The FHCAs are providing information and encouragement - along with access to preventive care services, participating in community service projects and local events in addition to their regular assignment – assisting clients with their needs.

Here's a summary of services for this quarter, July 1, 2009 – September 30, 2009: the number of unduplicated clients served was 4,680; the amount of medications accessed were \$5,184,957; other services values accessed totaled \$748,872; and number of services was 95,471. The top client medical conditions included hypertension, high cholesterol, diabetes, heart disease, and mental health.

The entire quarterly report is posted on the UK Center for Excellence in Rural Health's Web page for your review at <http://www.mc.uky.edu/ruralhealth/>. The report is found on the left side of the page; click on Kentucky Homeplace, scroll to the bottom of the page and click on Quarterly Reports and then click on July – September 2009. If you still wish to have a printed copy, please call 1-800-851-7512 or email me at fjfeltn@uky.edu.

Sincerely,

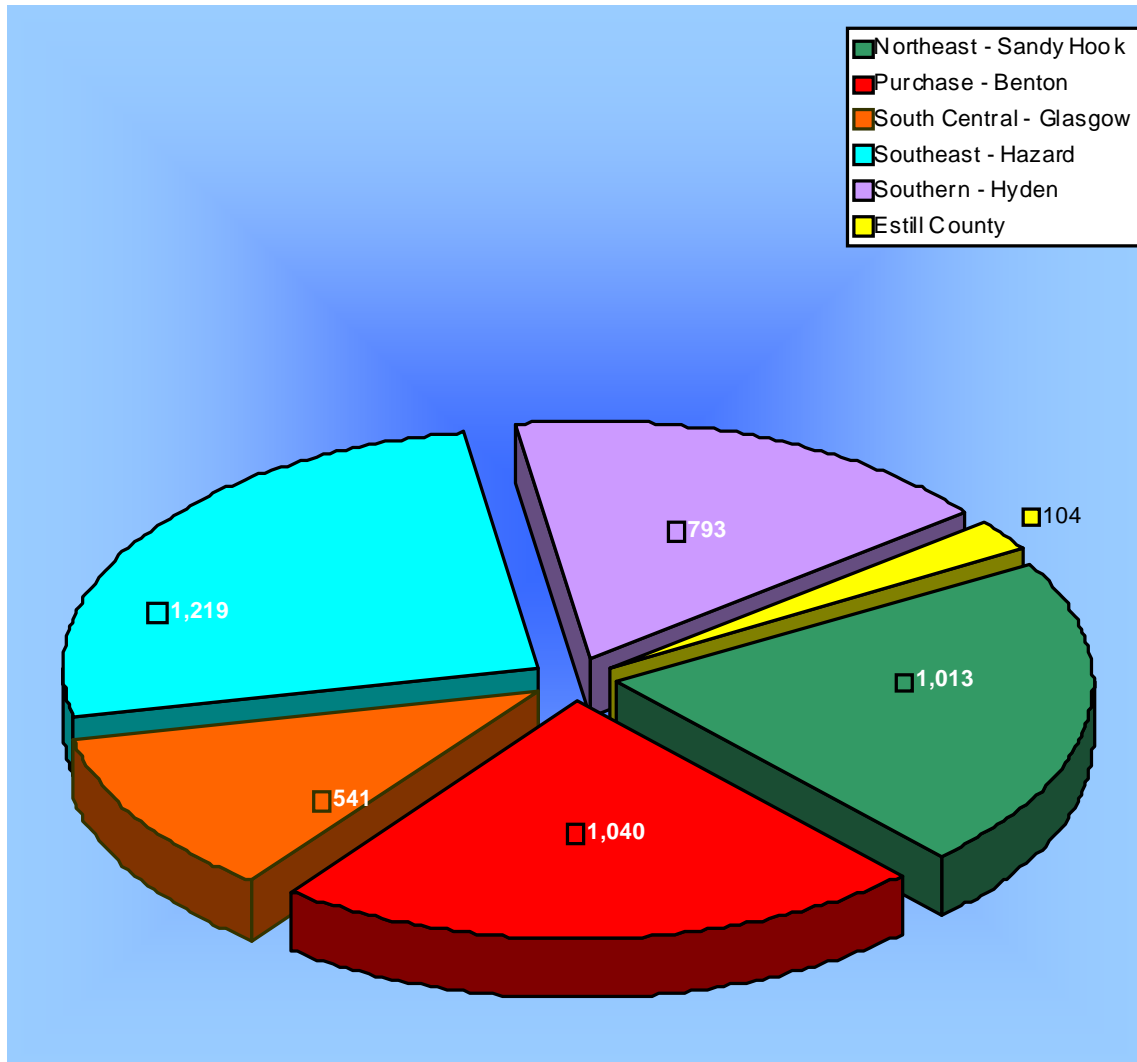
A handwritten signature in black ink that reads "Francis J. Feltner". The signature is written in a cursive style with a small flourish at the end.

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

Poverty Levels of Homeplace Clients						
July 1, 2009 – September 30, 2009						
Number of People in Household	100%	101-133%	134-150%	151-200%	201-250%	Totals
1	1,541	0	0	0	0	1,541
2	1,929	0	0	0	1	1,930
3	616	0	0	0	0	616
4	344	0	0	0	1	345
5	141	0	0	0	0	141
6	32	0	0	0	0	32
7	14	0	0	0	0	14
8	2	0	0	0	0	2
9	4	0	0	0	0	4
10	0	0	0	0	0	0
11	1	0	0	0	0	1
Totals	4,624	0	0	0	2	4,626
Column %	0.9995675%	0.00%	0.00%	0.00%	0.04325%	100%
Source: Data extracted from the Kentucky Homeplace database						
*Total Clients 4,680 - Incomplete income data on 54 clients						

Age Distribution of Homeplace Clients		
July 1, 2009 – September 30, 2009		
Age Group	Number of Females	Number of Males
Under Age 1	0	0
Ages 1 to 4	2	6
Ages 5 to 12	9	10
Ages 13 to 14	3	1
Ages 15 to 19	14	9
Ages 20 to 24	71	51
Ages 25 to 44	536	336
Ages 45 to 64	1,696	1,003
Ages 65 to 74	352	263
Ages 75 to 84	163	77
Ages 85 and over	51	19
Total:	2,897	1,775
Median Age:	54.6	54.5
Source: Data extracted from the Kentucky Homeplace database		
*Total Clients 4,680; incomplete data on 8 clients		

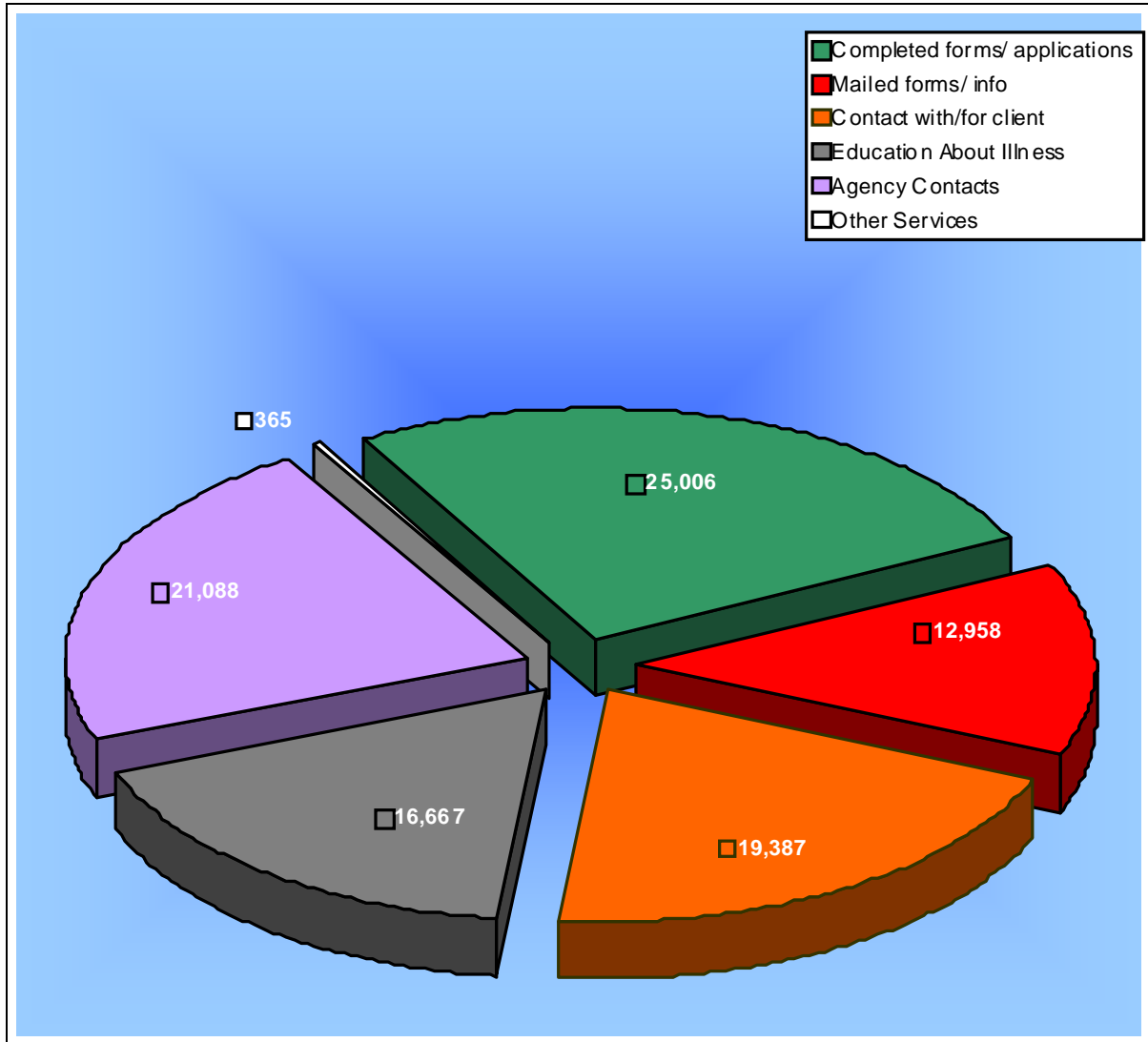
Total Clients Served By Region July 1, 2009 – September 30, 2009



TOTAL CLIENTS FOR QUARTER: 4,680*

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

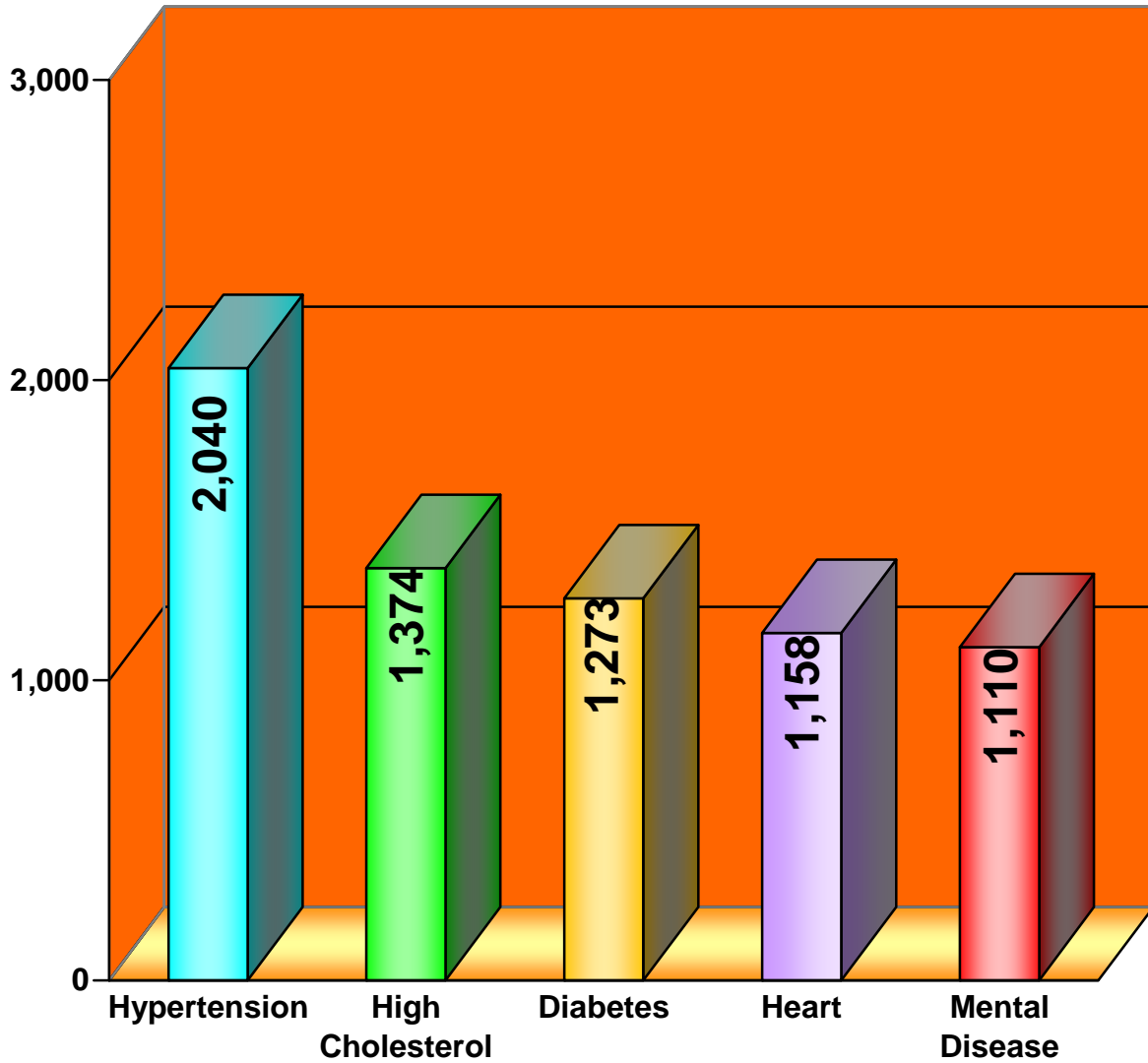
**Client Services
July 1, 2009 – September 30, 2009**



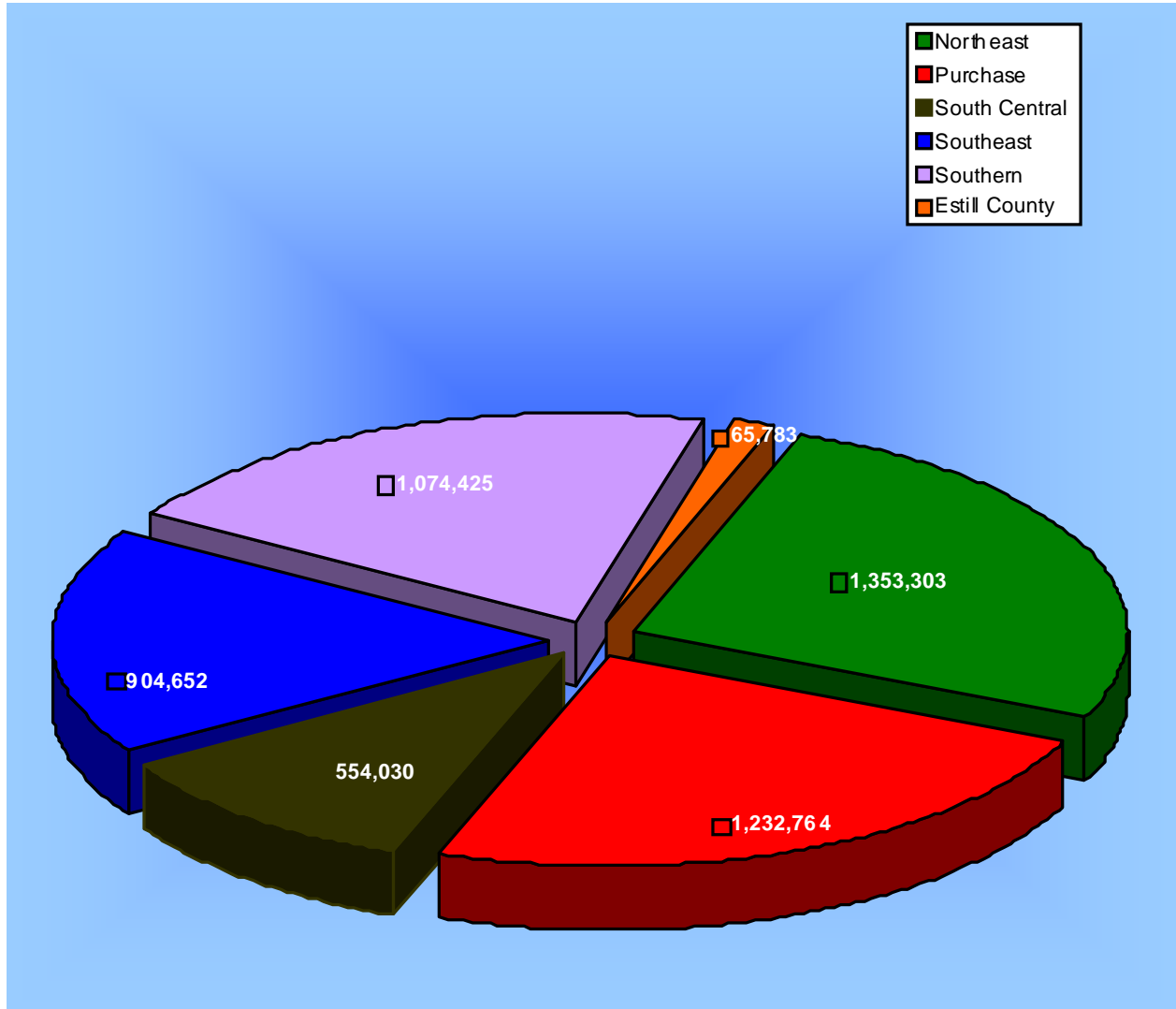
TOTAL FOR THE QUARTER: 95,471

There were 714 home visits made this quarter; this number is included with the client contact numbers shown above.

Top Five Client Problems By Condition July 1, 2009 – September 30, 2009

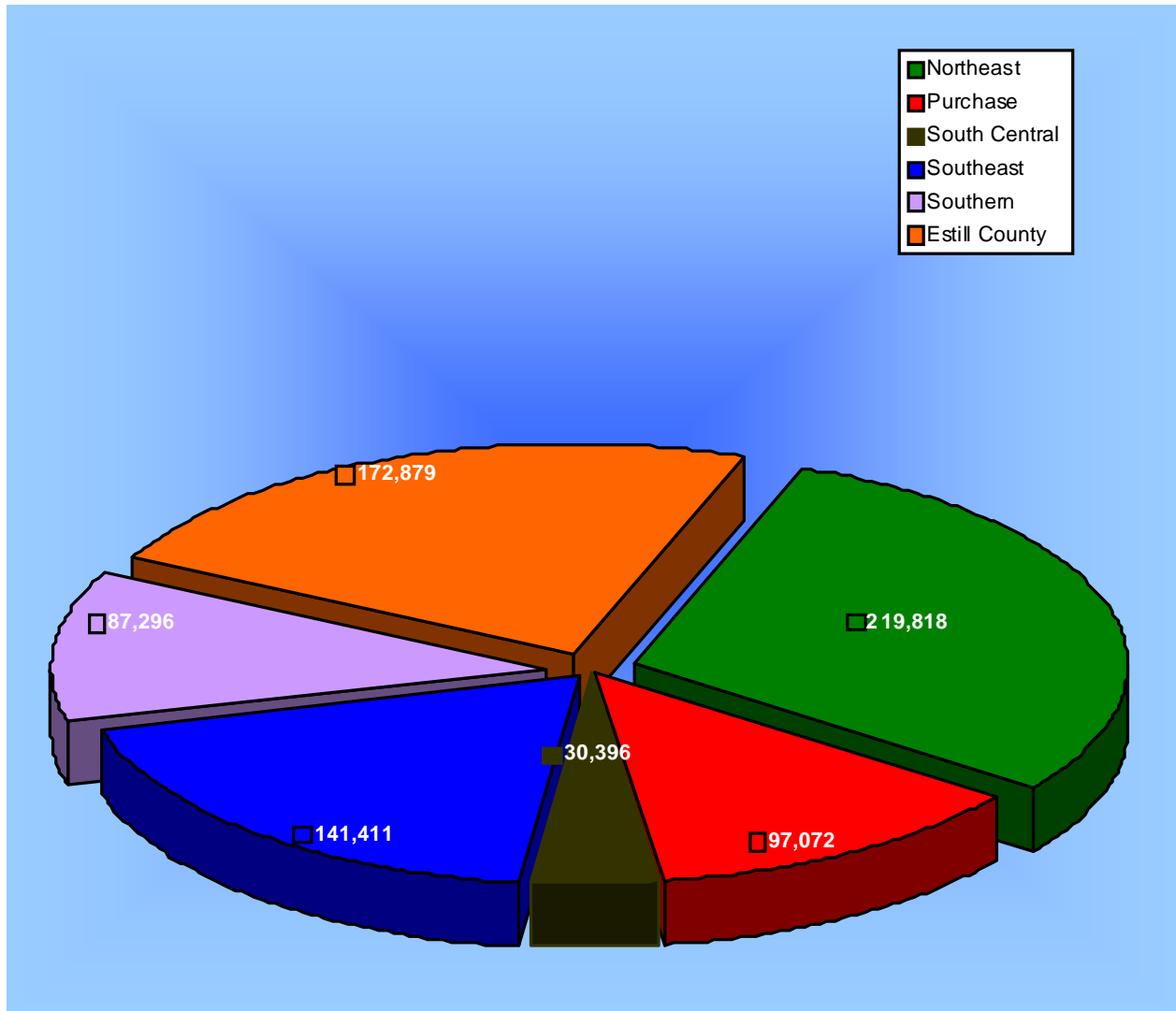


Client Medications Value July 1, 2009 – September 30, 2009



TOTAL MEDICATION VALUE: \$5,184,957

Client Services Value July 1, 2009 – September 30, 2009



TOTAL SERVICES VALUE: \$748,872

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

REGIONAL SUMMARIES

South Central Region

Beth Wells

Vanessa Creek

Janice Compton

Sharon Cherry

Lisa Lack

Jeaneen Williams

Regional Coordinator

FHCA (Allen, Simpson)

FHCA (Monroe, Metcalfe)

FHCA (Edmonson, Hart)

FHCA (Logan, Butler)

FHCA (Barren, Warren)

This quarter our FHCAs served 541 clients. A total of 10,038 services were provided to these clients, with service values of \$30,396, and \$554,030 worth of free medication was provided in this service area.

South Central Kentucky Homeplace staff attended interagency and coalition meetings in Barren, Hart, Metcalfe and Monroe counties and a Community Needs Assessment meeting in Edmonson County. We participated in multiple health fairs, including two coordinated by United Way in Logan and Warren Counties to provide information regarding available services to those who are unemployed. All staff participated in KCHIP and KPAP training and the yearly Kentucky Homeplace update training. We are very pleased to welcome Vanessa Creek as the new FHCA in Allen County.

South Central Kentucky Homeplace staff attended interagency and coalition meetings in Barren, Hart, Metcalfe and Monroe Counties and a Community Needs Assessment meeting in Edmonson County. We have participated in multiple health fairs, including two coordinated by United Way in Logan and Warren counties to provide information regarding available services to those who are unemployed. All staff have participated in KCHIP and KPAP training and the yearly Kentucky Homeplace update training. We are very pleased to welcome Vanessa Creek as the new FHCA in Allen County.

Northeast Region

Janet Kegley

Lana Bailey

Lela Adkins

Angela McGuire

Elizabeth Smith

Shirley Prater

Kim Sansom

Judy Bailey

TBA

Regional Coordinator

FHCA (Greenup)

FHCA (Bath, Round)

FHCA (Lawrence, Martin)

FHCA (Carter)

FHCA (Elliott, Morgan)

FHCA (Boyd)

FHCA (Johnson, Magoffin)

FHCA (Menifee, Montgomery)*

*Lela Adkins currently covers these counties

This quarter our FHCAs served 1,013 clients. A total of 21,253 services were provided to these clients, with service values of \$219,828, and \$1,353,306 worth of free medication was provided in this service area.

The Northeast Region has been a busy place this past quarter with getting the offices back up and running after being recalled to work in mid-May. Through all the commotion, the region managed to attend several trainings: KPAP Training in Sandy Hook, the KCHIP Training in Hazard, Community Health Day in Sandy Hook and Diabetes and Heart Training in Morgan County with Homeplace director, Fran Feltner.

Our new FHCA, Angela McGuire has been active in Lawrence and Martin counties. Angela visited and introduced herself to folks at the Riverview Clinic, Louisa Medical Clinic, Lawrence County Health Department, Pathways, Louisa Cash Express, Louisa Pawn Shop, Lawrence County Senior Citizens, offices of Dr. McCreay, Dr. Don Chaffin, Dr. Lon Lafferty. Angela has attended interagency meetings in Lawrence and Martin counties. She attended the Septemberfest in Louisa and hosted an information booth for Homeplace.

Judy Bailey in Johnson and Magoffin counties has been extremely busy seeing 229 clients this quarter. Clients in these counties have been affected by many layoffs in local industries and businesses. Judy attended interagency meetings in Johnson and Magoffin counties. She worked with the Big Sandy Community Action Program, the Long Term Recovery Program for both counties, the Magoffin County Health Department in the Free Clinic, and the Senior Citizens Food Basket Giveaway Program. Judy also assisted with training the new Lawrence and Martin counties FHCA.

Kimberly Sansom participated in many projects this quarter. Kim attended interagency meetings for Boyd County. She worked close with the Northeastern Kentucky Care Clinic (NKCC) Task Force Committee to get the free clinic up and running and was appointed secretary of the committee. Kim attended the Boyd County Verity Middle School Redifest – Health Fair. She assisted Angela McGuire with the Septemberfest in Lawrence County. Kim also attended a meeting at Kings Daughter’s Medical Center about the Procedures/Protocols of home visiting safety. Kim was guest speaker at the Safe Harbor- Breakfast Club Meeting and presented an overview of Kentucky Homeplace.

Shirley Prater attended the interagency meetings for Morgan and Elliott counties. Shirley attended the Gateway Health Fair in Morehead with the counties of the Gateways Area. A new office was established in Rowan County and Lela Adkins has let the community know that Kentucky Homeplace is back in the county. She attended interagency meetings for both Rowan and Bath counties.

You will always find Beth Smith busy educating her clients on disease prevention. Beth assisted in covering as FHCA for Lawrence County this quarter. Beth is always looking for resources that will help her clients. She works with the Lions Club in Carter County to assist her clients with eyeglasses and with local dentists for dental coverage.

Lana Bailey in Greenup County office is working with the Northeastern Kentucky Care Clinic (NKCC) Task Force Committee for the Free Clinic. Lana took the time to let her community know that she was back in her office and introduced herself to the new doctors in the county. Many of them expressed their gladness about Kentucky Homeplace being back. Lana works with the Greenup County Health Department to let clients know what resources are available.

Southeast Region

Ralph Fugate
Tammie Holbrook
Nancy Combs
Paul Vance
Julia Keene
Barbara Justice
Kristie Childers
Pollyanna Shouse
Billie Johnson

Regional Coordinator
FHCA (Letcher)
FHCA (Perry)
FHCA (Knott)
FHCA (Breathitt)
FHCA (Pike)
FHCA (Pike)
FHCA (Wolfe, Powell)
FHCA (Floyd)

FHCAs in the Southeast Region provided 20,894 services to 1,219 clients for a total service value of \$141,411 and free medication valued at \$904,652.

This quarter the Southeast Region welcomed new regional coordinator, Ralph Fugate. Ralph is from Jackson, Kentucky, and has been happily married to his wife, LeeAnn, for 14 years. They have two beautiful children, Abbey, age 10, and Jack, age 8.

The regional staff attended the KCHIP and KPAP training this quarter, as well as a one day mini-retreat in West Liberty where staff received updated Kentucky Homeplace training. FHCAs participated in meetings with Community Action Centers, Kentucky River Community Care, as well as community resource fairs, health workshops, and an H1N1 summit.

Six FHCAs attended RAM (Remote Area Medical) at Jenkins High School on Sept. 26 and 27th. Our staff served by doing exit interviews after clients received dental, vision, and medical care. They are following up with clients who need additional assistance. This was a tremendous resource for referrals, meeting new providers, as well as giving Kentucky Homeplace an opportunity to share in a community event.

Southern Region

Helen Collett
Michelle Ledford
Glenna Hampton
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 793 clients. A total of 16,194 services were provided to these clients, with service values of \$87,296, and \$1,074,425 worth of free medication was provided in this service area.

The Southern, Northeast and Southeast regions met in Hazard to complete KCHIP and KPAP training this quarter. The three regions attended a one day mini-retreat held in Morgan County. Everyone was excited to once again come together as a group and receive updates concerning

our program. Glenna Hampton, our new FHCA for Bell County, also attended training in Hazard for new FHCAs and University employees. This training is provided for all new employees and offers them a glimpse of how our program functions, policies and procedures, and safety training.

Family HealthCare Advisors are establishing themselves in the communities once again by attending interagency meetings. The Laurel County office co-sponsored a health fair for diabetic and heart clients this quarter. Staff with St. Joseph East Hospital provided information to our clients about how to care for their diabetes and heart conditions by improving their lifestyle with diet and exercise. Meters, scales and brochures were given to those in attendance. We will attempt to hold these community days monthly, if schedules permit.

Western Region

Sherry Morris

Donna Hooper

Angelic Carpenter

Mary Beth Rohrer

Tessa Vail

Carla Gray

Rhonda Wadsworth

Jerrell Rich

Jacqueline Anderson

Regional Coordinator

FHCA (Fulton, Hickman and Carlisle)

FHCA (McCracken, Ballard)

FHCA (Graves)

FHCA (Marshall, Livingston)

FHCA (Calloway)

FHCA (Lyon, Caldwell)

FHCA (Webster, Union and Crittenden)

FHCA (Christian, Trigg)

This quarter our Family Health Care Advisors served 1,040 clients. A total of 24,556 services were provided to these clients for a value of \$97,072 and \$1,232,764 of free medication was provided in this service area. With the word of Homeplace's return still spreading in some areas and the current economic situation, we expect that number to grow as we look into the next quarter.

Finally, we have things back to normal here in the Western Region! First, we would like to welcome our newest FHCA, Rhonda Wadsworth. Rhonda is working in Caldwell and Trigg counties. The Western Region attended the KCHIP teleconference training at the Marshall County Health Department; a joint regional Homeplace training held in Glasgow; as well as had perfect attendance at all of our monthly staff meetings. FHCAs participated in meetings with the Domestic Violence Task Force, regional interagencies, various cancer coalitions and American Cancer Society and at the third quarter Homeplace coordinator's meeting held in Hazard.

We have had FHCAs present Kentucky Homeplace at area senior Citizens centers, diabetes learning classes and women's shelters. Western Region FHCAs have worked with blood drives, prostate-specific antigen (PSA) screenings and community events.

Estill County Initiative

Samantha Bowman

FHCA (Estill County)

This quarter Samantha served 104 clients. A total of 5,536 services were provided to these clients for a value of \$172,879 and \$65,783 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 a hospital requesting medication assistance for a patient who was low-income and without insurance. He was fifty-six-years old, self-employed and had suffered a heart attack a few weeks earlier. He had prescriptions for several medications that he was doing without because he could not afford them. After enrolling him in Kentucky Homeplace and completing the paper work for the patient assistance program, he began receiving free life-saving medications.

During the initial enrollment, I discovered that he could possibly benefit from the Charity Disproportionate Share Hospital (DSH) Program. After contacting several hospitals, doctors, and financial counselors, we completed all the necessary applications. We later contacted these agencies and my client was informed that he had been approved for over \$100,000 in medical assistance that would no longer be charged to him. Since that time, my client has gone back to work on maintenance medications.

I received a referral from a welfare office case worker about a woman who had no insurance that had just been discharged from the hospital. This sweet lady came into my office in a wheelchair and was very emotional. She had worked all her life and was very humbled and embarrassed by having to ask for help. She had had surgery and was now wearing a colostomy bag. She had no income and needed colostomy bags, supplies and medicines. I was able to access her medications through an emergency medical fund along with her colostomy supplies. A local medical supply store also gave her seven extra bags. She was very grateful for the assistance.

I received a referral on a 70-year-old cancer client. The client has thyroid cancer and had extensive surgery on his thyroid area and is dependent on an external trachea to breathe through and a gastric tube to eat and receive medications through.

The client has Medicare coverage including the prescription D coverage. It had not taken long to exhaust all of his Medicare D coverage due to the high co-pays and medical expenses he had incurred. He is now responsible for 100 % of his medications.

Beginning the first week of October of 2009, he will undergo aggressive treatments that will try to keep the cancer tumor at bay. The doctor ordered Nexavar to be administered along with the cancer treatment. This medication is \$6,000 for a 30-day supply. He will have to have this medication for four months. In working with the Resources for Expert Assistance for Care and Health (REACH) program that supplies assistance for this medication, the client received the medication by mail before his treatment will begin in Lexington. The client also had several other medications that would have been unaffordable except for assistance through the patient assistance programs. I worked and communicated with his physicians to be certain they were aware he had his medications for the treatment process ahead.

Through a local agency, I received a referral for a fifty-four-year old female that had been diagnosed recently with thyroid cancer and was need of a nuclear radioactive iodine medication. She was low-income, without insurance and could not pay for this medical treatment.

I met with the client, enrolled her in Kentucky Homeplace and completed the paper work. We began looking for patient assistance programs, cancer agencies, and many other resources; but could not find financial resources that could purchase this medication.

After speaking again with the diagnostic center, I found that the maker of the medication was Cardinal Health. The diagnostic center also said that there was not a patient assistance program available for this type of medication. However, we contacted the chief executive officer of Cardinal Health who took over pursuing care for my client. Within two days, he had contacted us and said that my client was scheduled for her treatment free of charge.

A former client referred a family member to me for assistance. He was a 47-year-old who had been flown to Nashville following a heart attack and had open heart surgery. His glasses were lost in the process. I called Lens Crafters and scheduled him for an eye appointment. He received a free eye exam and eyeglasses within a week, after I explained the circumstances to them.

I have a client who was recently released from a correctional facility. He has no insurance and is unemployed. I referred him to a clinic that provides services based on your income. He had already gone to the emergency room several times due to lack of insurance. After having several different screenings done, the doctors found he had a mass on his bladder. I referred him to a local clinic, who in turn found him a doctor in Lexington that will see him for a greatly reduced fee. He is currently waiting to go to Lexington for his appointment.

I saw a client that had health insurance, however, her prescription plan would not cover the drug Cymbalta, which she needed for fibromyalgia. I obtained a 30-day supply free for her and provided her with information for the Kentucky RX card. The card later saved her over \$100 on medication.

I had a 57-year-old female that had been accidently stuck with a used hypodermic needle while cleaning her car at a local car wash. She needed the medication, Combivir, which the doctor had prescribed as an HIV prophylaxis for a needle stick. The medication cost \$1,600 for a one-month supply. Through a prescription assistance program, I was able to get this medicine for the client.

On July 27th, I went on a home visit to a lady that is almost blind; everything is just a blur to her. When I got there, she explained to me how much she loved to read but was unable to now because she can't see well enough. I signed her up for Kentucky Homeplace and was able to get some of her medications free for her. I sat with her a few moments longer and learned that she had recently lost her husband. After leaving, I thought about how much she seems to enjoy having someone to talk to and how much I enjoyed talking with her.

When I got back to my office, I got everything ready for the doctor and sent it on its way. A week and a half went by before I received her completed applications and prescriptions back

from the doctor's office. They were soaking wet, with a little note from the post office saying "I hope this didn't cause a problem for you." Well, in fact it did because it meant that it would take that much longer to get her medications for her.

I immediately called the doctors office and explained the situation to them and ask them if I could send new ones to get resigned. I then made another home visit to her house to get her signatures on the forms once more. Again, I returned to my office where I got the forms ready and sent them on their way to the doctor, hoping that they didn't return back to me the same way. A few days later, her forms came back and I was able to send them on to the prescription assistance programs. I now have everything with her medications straightened out and I feel at ease knowing that this is one thing that my client will not have to worry about.

This quarter has been a very busy one for me. The number of clients calling and coming into the office with the same condition, heart disease, has been outstanding. There is no age discrimination for this disease - the young, the middle-aged and the elderly have all suffered from it. Many of my clients are recently unemployed having lost their health insurance along with their jobs. One client that stands out in my mind is a young man that is a single father raising a six-year-old daughter by himself.

This young man lost his job and had a heart attack in the same day. He found out that he has a very rare heart condition. I was able to talk with the social workers at Kings Daughters and provide them with the information they needed to help with his hospital costs. I also talked with the Community Based Services about a Spendown card to help with the doctor's cost. By accessing pharmaceutical companies, I was able to help him receive his medications at no cost.

While doing the physical assessment, I discovered that he had never had an eye exam or a dental cleaning. I used Kentucky Vision and Mud Creek Dental Clinic to access these services for him. Kentucky Homeplace was able to get him the help he needed to live a normal daily life.

There are so many people in my county that have voiced how happy they are that Kentucky Homeplace is open again. It had gotten to the point where they had to choose which was more important – medicine or food. Their income is not low enough for food stamps, so they could not afford both. Most of my clients can't afford a phone much less a computer; so, even if they knew how to go about getting the forms, they had no means of being able to get the forms printed. My clients were being told that Kentucky Homeplace would never open again and they were being charged a fee to have their forms filled out, so some were not getting their medication at all. Now that we have reopened our offices, this has taken a huge burden off of them.

While out posting flyers at local businesses, I stopped in at a quick check cash place. They posted one of Kentucky Homeplace flyers on their front desk, and within an hour after I got back to my office I had six new people call for appointments. They explained that they had to use places like this so they could buy their medicine and this would then make them short on paying their bills. I was able to help them access most of their medications and also assisted in other areas.

There was one man that could not afford his insulin, strips and lancets. After doing an assessment, he met all the guidelines to receive help for his medical supplies. He said the money he saved from getting help from Kentucky Homeplace allowed him to buy the syringes for his insulin and more food.

My client was a severe diabetic and he had either scratched or punctured his foot. It got infected so badly that he had to have antibiotic infusions daily for five weeks. The doctors told him if it did not get better, he might lose his foot. This man had Medicaid so Kentucky Homeplace could not help with his medications, but I was able to find a resource to assist with gas and food money for him and his driver so that he could get treatments.

My client was in need of expensive dental care. He had a broken tooth which already had a root canal done on it, but still needed a crown. He couldn't afford to have the crown done at that time, and the tooth started breaking off in pieces. He thought it was a lost cause and wanted it extracted. I referred my client to Remote Area Medical (RAM). They rebuilt the tooth, and the tooth was saved. My client called and was very pleased with RAM. He said he had to drive a couple of hours and spent about for \$40 in gas, but it was worth it.

A nurse at the health department called and asked if she could bring a lady down to the office to get help with a scheduling a doctor's visit and with medications. They had referred her to us last year, but the woman had not followed through and contacted us.

The client had visited the health department to have her blood pressure checked; they found it was 192/120. She lost her job fourteen weeks ago, after being employed thirteen years by a small, independent dairy bar. She was denied unemployment and had no income except for \$200 of food stamps. She had just gotten a new job working seventeen hours a week at a restaurant and started the day before she visited the health department.

I called Bellefonte Primary Care to get the cost on a sliding scale fee for her first visit. The cost would be \$25 to \$30 on the sliding scale fee instead of \$245 for the first visit. I then called Helping Hands to see if they would pay \$30 for this visit, and they agreed to do so. After talking with her more in depth, she revealed that she owed over \$2,000 to the hospital. I called someone I knew in the finance department there and got that credited and got her approved for 100% of any testing and lab work that will follow her from her doctor appointment.

I also noticed she had difficulty in trying to sign the forms. I then found out that she had not had her eyes examined in over thirty years, so I completed the paper work for Kentucky Vision. They will assist her with the exam and eyeglasses. Next, we discussed her living situation and I explained about the Department of Housing and Urban Development (HUD) and asked her to go and check with Appalachian Foothills for assistance through their department.

When she left the office she was smiling and thanking me for all the assistance and information I provided. After her doctor appointment, she called to say they gave her a prescription for medicine that she can get for \$4. I'm sure she will be telling everyone about Homeplace and what a difference we made in her life.

I made a first home visit to a client whom I knew to be a difficult person to deal with. He lived in his mother's yard in a camper, was unemployed and had no insurance. As I pulled in the driveway of his mother's home, I sensed a different man sitting on the front porch than what I had remembered. As I got out of my vehicle he yelled, "Come on up sister, let's talk". We conducted the interview on his porch and I noticed such a difference in his attitude. Now, he was being very polite and was very appreciative of me coming and trying to help with getting his new medications.

During the interview, he told me how he had "died" just weeks before and God spared him that day and brought him back to this world. He had had a massive heart attack, was flown out to have emergency surgery and had lived to tell about it. I told him that was a whole lot to take in and think about. He said he knew that, and he had already taken care of it, and started to weep. He said he was so blessed to have been taken care of that day. And, now today, to have someone like me to help him get his needed medicines, was just indescribable. He had lived without an income for several years and just had received his disability when he had the heart attack. He had been a long-time client of Homeplace but he said he never really knew what a good service it was until this past incident.

This visit really touched me; first, for seeing such a change in this person's life, and, second for being a part of this service that has helped him so much. I never had such a gratifying experience from a workday as I did that day. I was able to go to client's home, since he had no way of getting to the office, get the needed medicines for him and formed friendship bonds between two entirely different people. Since that day, my client has recovered well and has stopped by the office a few times just to say hello.

My client came in for assistance with their medication since she was in the "doughnut hole" in their Medicare D plan. We completed all the necessary forms for her medications that were accessible through the programs. We also completed a Low Income Subsidy for her and her husband. They were approved for 75%, which was great. Her monthly Medicare premium was reduced from \$48.50 to \$24.60, plus for her co-payments on medications so that she only has to pay 15%. She was very happy. She didn't want to continue with the patient assistance programs, she said, "now with the 75% deduction from the Low Income Subsidy she and her husband could afford to pay for them." She left a happy client.

I received a referral from the hospital's emergency room social worker. The social worker stated that she had encountered a woman who had been using the emergency room frequently due to excruciating pain in her legs and feet. After examining the patient, they found her blood sugar level to be extreme. The sharp pains that have affected her ability to walk are due to lack of circulation in her feet. The diabetes had become so extreme that several of her toes are now cold and black. The social worker contacted me for any help we could offer in order to get this patient in to see a vascular surgeon and assist in getting her established with a physician for on-going care.

I called the client immediately and scheduled her to come in the following week. Upon assessment, I discovered many things this person needed to follow up on. I discovered she is living in her van – she is homeless. She also hasn't had an eye exam in fifteen years, and she

could barely see out of one eye. She had never seen a dentist and her teeth, as she put it, were just falling out of her mouth. She has no way of checking her sugar, and she had not been on her diabetic medicine in close to a year.

I am still working with this client. I am working with the homeless shelter to get her on a list for emergency housing, I have completed the application for Kentucky Vision to get her eyes examined and get her some glasses. I have assisted her in the establishment of a family physician in order to order her a glucometer, testing supplies, and medication for her diabetes. I have utilized vocational rehabilitation in order to work with her about finding a job, and assisting with getting her established with a vascular surgeon, and, finally, I am working with two local dental clinics to get her in as soon as possible to see a doctor about her dental needs.

The client is very grateful for what Kentucky Homeplace does, and she said she was more grateful for that fact that Family Health Care Advisors takes the time to evaluate her entire medical situation in order to get to the source of the problem and to teach her what steps to take to get back on track with a good quality of life.

I had the privilege to meet one of the sweetest and most gracious women in the world this quarter. She was referred to me through a local lawyer that works with disability cases. When she came to me, she was so grateful and thankful because I could get all her medicine for free. Later, she called again and said the doctor put her on a new medicine and asked if could I come out to her house and assist with getting the new medication. I checked on the prescription and although it was very expensive, it was available through the prescription assistance program. She was shocked when she found out that we could get this medicine free as well.

During the home visit, she told me that she had to move and needed \$25 to hold the apartment. However, for her, it might as well been a million because she didn't have any money and no other way to pay for it. I didn't say anything to her, but when I left her house I went to an area church where, on Thursdays, they provide services to people who are in need that live in their community. I was fortunate enough to not only get her \$25 to hold the apartment, but they said they would turn on her electricity, water, gas, and also gave a basket of food. I was even shocked and surprised they gave so much. I went back to this woman's house to tell her what I had gotten arranged for her. She started crying and then I started crying. Later as I got into my car, I was both thankful and humbled by the experience; because that's what this job is about - helping people who have nowhere to turn and no one to help them.

This quarter I had a grandmother contact me. She was getting custody of her two small grandchildren and was in need of assistance to get the supplies needed to bring them into her home. She had no beds, sheets, blankets, diapers, etc. to get ready for their arrival. I contacted the local food bank and they were able to assist them in getting diapers, wipes and enough food to hold them over until they could come in and register with their food bank for regular service. I then contacted the local garment shelter which was able to help provide bedding and other supplies as well. The grandmother was very thankful for this service and I was very glad I could help her.

During this quarter I received a call from our local Adult General Educational Development (GED) Learning Center. The instructor there had a client in need of an eye exam and I arranged to see him. Later that day, when the man came into my office to enroll for assistance, I got the whole story. He was currently enrolled in a local drug rehabilitation program and was in need of glasses because he could not see the print in books. As we went on with the interview, he finally told me that he was taking classes to learn to read and write. He also went on to tell me that he was trying very hard to change his life and now understands that he was to look to the future and quit living in the past.

I was able to get a local agency to pay for his eye exam. After his exam he returned to my office, glass prescription in hand, and we completed his application for Prevent Blindness. About a week after his application was faxed to the agency, he came back into the office with his voucher to pick up the script that he had left with me for safe keeping. He was so proud that we would be getting his glasses. Now, we are looking for resources to help with his dental problems.

My story is about a very rewarding experience with a client who needed diabetic medications and supplies. After accessing the ones that were available through the pharmaceutical companies, the client still had many that were not available. Working with local resources in my county, I was able to access an additional \$4,280 in medications and diabetic supplies on their behalf.

A client called my office, in desperate need of help for her husband. He had retired from a company with what he thought was the best insurance possible. He has always had medication coverage with co-pays of only \$3 for anything he needed.

This spring after attending a local auction, he drove himself home as usual. His wife was waiting up for him and he opened the door, stepped in the house and fell over in his chair. Six days later, he regained consciousness. He thought his wife and one of his children was his mother-in-law, who has been dead for years and a brother, who drowned in a car accident ten years ago. As days passed, test after test was run, with no explanation as to what had happened. Then the doctor ordered one more MRI and this one with contrast. Hidden deep in the brain tissue, they discovered a tumor the size of a 50-cent piece. He was taken to UK immediately, where two days later he was scheduled for and had brain surgery to remove the tumor. Tests confirmed that it was malignant, with the diagnosis of glioblastoma. The best case scenario was life expectancy of 45-60 weeks. The family thought that all hospitalization, tests and therapy would be covered as they had been in the past. He left the hospital and continued with radiation and chemotherapy.

For two months, the medication was sent via home delivery without notification of any bills. In June, the package was left out on the porch by the deliveryman and was later discovered by the grandson who found it in a ditch while cutting weeds. That's when they discovered just how expensive the drug is. His wife called my office and told me she had a bill for \$3,700 for co-pays owed for the past two months and until this bill is paid they will not ship more medication. I tried to comfort her as best I could and told her I would do everything I could to help.

I contacted Schering-Plough, the makers of Temodar, the medication the client needed. I explained the situation. The assistant there told me of a program available to clients with this

diagnosis; she told me they help people with insurance and they pay the co-pay that the insurance does not pay. She told me to call her back if they were unable to help and she would get him on the patient assistance program, but there was nothing she could do about the money already owed.

I contacted Co-Pay.org via email, and was answered almost as soon as I hit send on the computer. They asked me for information on the client and on the doctor. They faxed the forms to the doctor that day and I sent copies of proof of income. My client was approved for \$4,000 assistance. This amount is for one year for each client they enroll. The client is still taking Temodar, however for only five days out of each month. He will have to continue taking it for the rest of his life. His insurance is working with Medicare to pay the co-pay for this amount of medication which is a lot less than the amount he was taking to begin with. This is still pending, but I have been assured it will be approved. I have also contacted a physician at Cedars-Sinai about a clinical trial they are conducting on this cancer.

This quarter I assisted 111 clients. I have several stories that I could write about, but the one that stands out the most concerns a 70-year-old lady. She has no transportation and no family that lives around her. After I received her phone call, I sent up an appointment for a home visit. During that visit, I found that she had her glasses taped together with white tape. I gathered her information and gave her education material on diabetes, heart, exercise, and smoking. She started to cry, stating that she had no one to help her and that I was the first one to come around and try to assist her with any need that she might have had.

I was able to assist her with glasses and to get her transportation back and forth to the doctor's office. She has started attending senior citizens three days a week. My client was so pleased that I was able not just assist her glasses but that I was able to get her transportation for her doctor's visits and to the Senior Citizen's Center where she enjoys just being with other people.

KENTUCKY HOMEPLACE SITE INFORMATION

ADMINISTRATION	PERSONNEL	TITLE	TELEPHONE	ADDRESS
Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701 606-439-3557, Ext 83654 1-800-851-7512 Fax: 606-435-0427	Fran Feltner, M.S.N., R.N. fjfeltn@uky.edu	Director of Lay Health Workers Division	606-439-3557, Ext. 83654	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701
	Margaret Russell marussel@email.uky.edu	Administrative Coordinator II	606-439-3557, Ext. 83656	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701
	Dana Smith ardana.smith@uky.edu	Staff Support Associate	606-439-3557, Ext. 83533	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701

SOUTHEAST REGION	FHCA	COUNTY	TELEPHONE	ADDRESS
Ralph Fugate Regional Coordinator 750 Morton Blvd Hazard, KY 41701 606-439-3557, Ext 83684 800-851-7512 rfu222@uky.edu	Tammie Holbrook tdholb0@uky.edu New location	Letcher	606-632-0993 Fax: 606-632-0893	Kentucky Homeplace Letcher County Senior Citizens Building 2145 Hwy 119N Whitesburg, KY 41858
	Nancy Combs never0@uky.edu	Perry	606-439-3557 1-800-851-7512 Fax: 606-435-0427	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701
	Paul Vance pvanc2@uky.edu	Knott	606-785-9884 Fax: 606-785-0270	Kentucky Homeplace 59 Cowtown Rd Hindman, KY 41822
	Julia Keene jkeen0@uky.edu	Breathitt	606-666-7106 Fax: 606-666-5984	Kentucky Homeplace 1137 Main Street Jackson, KY 41339
	Barb Justice bajust0@uky.edu	Pike	606-433-0327 fax: 606-433-0440	Kentucky Homeplace P.O. Box 2243 Pikeville, KY 41502 478 Town Mtn Road Pikeville, KY 41501
	Kristie Childers kchil2@uky.edu New location	Pike	606-433-9671 Fax: 606-437-4132	Kentucky Homeplace P.O. Box 2243 Pikeville, KY 41502 Pikeville Med. Ctr., 911 Bypass Road Suite 400, Elliott Bldg. Pikeville, KY 41501
	Billie Newsome bajohn7@uky.edu	Floyd	606-377-6463 Fax: 606-377-7862	Kentucky Homeplace McDowell ARH Hospital 9879 Rt. 122 PO Box 237 McDowell, KY 41647
	Pollyanna Gilbert pshoul1@uky.edu	Wolfe	606-668-7900 Fax: 606-668-3539 877-213-7165	Kentucky Homeplace Wolfe County Courthouse PO Box 236 Campton, KY 41301
	Pollyanna Gilbert pshoul@uky.edu	Powell	606-663-8000 Fax: 606-663-8001 877-213-7165	Kentucky Homeplace 68 East Elkins Street Stanton, KY 41301

SOUTHERN REGION	FHCA	COUNTY	TELEPHONE	ADDRESS
Helen Collett Regional Coordinator 22728 Hwy 421 Suite 107 Hyden, KY 41749 606-672-2827 1-888-220-3783 Fax: 606-672-2741 collett@uky.edu	Michelle Ledford kmledf2@uky.edu New location	Clay	606-599-1039 Fax: 606-598-4315	Kentucky Homeplace 105 Main Street Manchester, KY 40962
	Michelle Ledford kmledf2@uky.edu New location	Jackson	606-599-1039 Fax: 606-598-4315	Kentucky Homeplace 105 Main Street P.O. Box 725 Manchester, KY 40962
	Lucinda Blair ljbclair2@uky.edu New location	Clay	606-599-1242 Fax: 606-599-1240 1-877-660-3757	Kentucky Homeplace 105 Main Street P.O. Box 725 Manchester, KY 40962
	Lucinda Blair ljbclair2@uky.edu New location	Jackson	606-599-1242 Fax: 606-599-1240 1-877-660-3757	Kentucky Homeplace 105 Main Street P.O. Box 725 Manchester, KY 40962
	Glenna Hampton gha223@email.uky.edu	Bell	606-337-6886 Fax: 606-337-7183	Kentucky Homeplace Total Care 121 Virginia Ave Pineville, KY 40977
	Linda Thacker linda.thacker@uky.edu New location	Lee	606-464-2156 Fax: 606-464-9420	Kentucky Homeplace 1970 Old Highway 11 PO Box 1540 Beattyville, KY 41311
	Linda Thacker linda.thacker@uky.edu New location	Owsley	606-464-2156 Fax: 606-464-9420	Kentucky Homeplace 1970 Old Highway 11 PO Box 1540 Beattyville, KY 41311
	Samantha Bowman New location	Estill	606-723-0214	Kentucky Homeplace C/O West Care 108 Main Street Irvine, KY 40336
	Shirley Madrey smadr2@uky.edu	Harlan	606-574-0239 Fax: 606-574-9268	Kentucky Homeplace 313 Central Street Harlan, KY 40831
	Paul Frederick pfred2@uky.edu	Knox	606-546-4175 Ext. 4065 Fax: 606-545-5511	Kentucky Homeplace 80 Hospital Way Box 10 Barbourville, KY 40906
	Helen Curry hcurr2@uky.edu	Laurel	606-878-1950 Fax: 606-878-1598	Kentucky Homeplace 188 Dog Patch Trading Ctr London, KY 40741
	Kendall Morgan kendall.morgan@uky.edu	Leslie	606-672-2262 Fax: 606-672-3209	Kentucky Homeplace 22728 Hwy 421 Suite 107 Hyden, KY 41749

NORTHEAST REGION	FHCA	COUNTY	TELEPHONE	ADDRESS
Janet Kegley Regional Coordinator Senior Citizens Center Main Street PO Box 67 Sandy Hook, KY 41171 606-738-4729 1-888-223-2910 Fax: 606-738-6315 jkegl2@uky.edu	Bailey, Lana lbail3@email.uky.edu	Greenup	606-473-6496 Fax: 606-473-1039	Kentucky Homeplace Greenup Co. Health Dept US Highway 23 PO Box 916 Greenup, KY 41144
	TBH	Menifee	606-674-2728 Fax: 606-674-2729	Kentucky Homeplace Owingsville, KY 40360
	TBH	Montgomery	606-674-2728 Fax: 606-674-2729	Kentucky Homeplace Owingsville, KY 40360
	Lela Hickman Adkins lnhi222@uky.edu New location	Bath	606-674-2728 Fax: 606-674-2729 1-877-660-3750	Kentucky Homeplace 44 Miller Drive Box 6 Owingsville, KY 40360
	Lela Hickman Adkins lnhi222@uky.edu New location	Rowan	606-783-1084 Fax: 606-783-1079	Kentucky Homeplace SCR Outreach Building 135 N. Hargis Ave. PO Box 605 Morehead, KY 40351
	Angela McGuire amc224@email.uky.edu	Lawrence	606-638-1079 Fax: 606-638-4941	Kentucky Homeplace 108 Bulldog Lane, Rm. 161 Louisa, KY 41230
	Angela McGuire amc224@email.uky.edu	Martin	606-638-1079 Fax: 606-638-4941	Kentucky Homeplace 108 Building Lane Rm. 161 Louisa, KY 41230
	Beth Smith easmith123@uky.edu New location	Carter	Phone: 606-474-2742 Fax: 606-474-2592	Kentucky Homeplace 210 S. Carol Malone Blvd. PO Box 546 Grayson, KY 41143
	Shirley Prater sdpr223@ukyu.edu	Elliott	606-738-5927 Fax: 606-738-6078	Kentucky Homeplace Senior Citizens Center Main Street PO Box 67 Sandy Hook, KY 41171
	Shirley Prater sdpr223@ukyu.edu	Morgan	606-743-4005 Ex: 312 Fax: 606-743-4002	Kentucky Homeplace 151 University Drive West Liberty, KY 41472
	Kim Sansom ksans2@uky.edu	Boyd	606-931-0765 Fax: 606-931-0020	Kentucky Homeplace Boyd Catlettsburg Sr. Ctr. 3015 Louisa Street Catlettsburg, KY 41129
	Judy Bailey jbail2@uky.edu	Johnson	606-789-4232 Fax: 606-789-3937	Kentucky Homeplace Johnson County Recreation /Community Center 232 Preston Street Paintsville, KY 41240
	Judy Bailey jbail2@uky.edu	Magoffin	606-349-8842 Fax: 606-349-8841	Kentucky Homeplace Lloyd M. Hall Community Center Church Street P.O. Box 1569 Salyersville, KY 41465

SOUTH CENTRAL REGION	FHCA	COUNTY	TELEPHONE	ADDRESS
Beth Wells Regional Coordinator 119 Park Ave. Glasgow, KY 42141 270-659-2893 1-800-890-6368 Fax: 270-659-0456 bwell2@uky.edu	Sharon Cherry scer2@uky.edu	Edmonson	270-597-2246 1-800-507-2132 Fax:270-597-2317	Kentucky Homeplace Edmonson Health Dept 221 Mammoth Cave Rd Brownsville, KY 42210
	Sharon Cherry scer2@uky.edu	Hart	270-597-2246 1-800-507-2132 Fax:270-597-2317	Kentucky Homeplace Edmonson Health Dept 221 Mammoth Cave Rd Brownsville, KY 42210
	Vanessa Creek vanessa.creek@uky.edu New location	Allen	270-237-3168 Fax: 260-237-3179	Kentucky Homeplace 225 N 6 th Street Scottsville, KY 42164
	Vanessa Creek vanessa.creek@uky.edu New location	Simpson	270-237-3168 Fax: 260-237-3179	Kentucky Homeplace 225 N 6 th Street Scottsville, KY 42164
	Jeaneen Williams jwill6@uky.edu	Barren	270-659-2053 Fax: 270-659-0046	Kentucky Homeplace 119 Park Ave Glasgow, KY 42141
	Jeaneen Williams jwill6@uky.edu	Warren	270-659-2053 Fax: 270-659-0046	Kentucky Homeplace 119 Park Ave Glasgow, KY 42141
	Janice Compton jcomp2@uky.edu	Monroe	270-487-9354 Fax: 270-487-1357	Kentucky Homeplace 512 West 4th Street PO Box 1088 Tompkinsville, KY 42167
	Janice Compton jcomp2@uky.edu	Metcalfe	270-487-9354 Fax: 270-487-1357	Kentucky Homeplace 512 West 4th Street PO Box 1088 Tompkinsville, KY 42167
	Lisa Lack lisa.lack@uky.edu	Logan	270-726-8350 Fax: 270-726-8027	Kentucky Homeplace Logan Health Dept 151 South Franklin Russellville, KY 42276
Lisa Lack lisa.lack@uky.edu	Butler	270-526-6267 Fax: 270-526-4512	Kentucky Homeplace Ashley Plaza, Suite D9 811 Main Street Morgantown, KY 42261	

WESTERN REGION	FHCA	COUNTY	TELEPHONE	ADDRESS
Sherry Morris Regional Coordinator Marshall Co Courthouse 1101 Main Street P.O. Box 378 Benton, KY 42025 270-527-4350 1-800-862-0603 Fax: 270-527-4352 smorr5@uky.edu	Donna Hooper dkhoop2@email.uky.edu	Fulton	270-472-3674 Fax: 270-472-6804 1-877-213-7162	Kentucky Homeplace 510 Mears Street PO Box 1198 Fulton, KY 42041
	Donna Hooper dkhoop2@email.uky.edu	Hickman	270-472-3674 Fax: 270-472-6804 1-877-213-7162	Kentucky Homeplace 510 Mears Street PO Box 1198 Fulton, KY 42041
	Donna Hooper dkhoop2@email.uky.edu	Carlisle	270-472-3674 Fax: 270-472-6804 1-877-213-7162	Kentucky Homeplace 510 Mears Street PO Box 1198 Fulton, KY 42041
	Angelic Carpenter angelic.carpenter@uky.edu	McCracken	270-443-9576 Fax: 270-442-0839	Kentucky Homeplace 1524 Park Ave Paducah, KY 42003
	Angelic Carpenter angelic.carpenter@uky.edu	Ballard	270-335-3358 Fax: 270-335-3382 1-877-213-7164	Kentucky Homeplace Ballard County Courthouse P.O. Box 318 132 North 4 th Street Wickliffe, KY 42087
	Mary Beth Rohrer mbrohr2@uky.edu	Graves	270-251-0153 Fax: 270-247-7865	Kentucky Homeplace Annie Gardner Foundation 620 South 6 th Street PO Box 575 Mayfield, KY 42066
	Tessa Vail tcturn2@uky.edu	Marshall	270-527-4351 Fax: 270-527-3563	Kentucky Homeplace P.O. Box 378 1101 Main Street Benton, KY 42025
	Tessa Vail tcturn2@uky.edu New location	Livingston	270-527-4351	Kentucky Homeplace 509 Mill Street Smithland, KY 42081
	Carla Gray cgray0@uky.edu	Calloway	270-767-9829	Kentucky Homeplace 602 Memory Lane Murray, KY 42071
	Jacqueline Anderson jackie.anderson@uky.edu	Christian	270-885-8826 Fax: 270-885-8850	Kentucky Homeplace St. Luke Free Clinic 408 W. 17th Street Hopkinsville, KY 42240
	Jacqueline Anderson jackie.anderson@uky.edu	Trigg	270-885-8826 Fax: 270-885-8850	Kentucky Homeplace St. Luke Free Clinic 408 W. 17 th Street Hopkinsville, KY 42240
	Rhonda Wadsworth New location needed	Lyon	Contact Reg. Office 1-800-862-0603	Kentucky Homeplace
	Rhonda Wadsworth New location needed	Caldwell	Contact Reg. Office 1-800-862-0603	Kentucky Homeplace
	Jerrell Rich jmcco2@uky.edu New location	Webster	270-667-7696 Fax 270-667-7866	Kentucky Homeplace Trover Clinic 215 East Main Street Providence, KY 42450
Jerrell Rich jmcco2@uky.edu New location	Union	270-667-7696 Fax 270-667-7866	Kentucky Homeplace Trover Clinic 215 East Main Street Providence, KY 42450	
Jerrell Rich jmcco2@uky.edu	Crittenden	270-667-7696 Fax 270-667-7866	Kentucky Homeplace Crittenden Co. Hospital 520 West Gum Street Marion, KY 42064	