

**UNIVERSITY OF KENTUCKY**

*Kentucky Homeplace*

**QUARTERLY REPORT**

**October 1, 2009 – December 31, 2009**



*Kentucky Homeplace*  
**2008 National Rural Health Association Program of the Year**  
<http://www.mc.uky.edu/ruralhealth/homeplace.asp>

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Front page photo: Eight new employees completed their intensive week-long FHCA training in Hazard. Pictured left to right, front row: Lela Adkins serves Bath, Rowan, Montgomery, and Menifee counties; Beth Smith serves Carter County; Rhonda Wadsworth serves Lyon and Caldwell counties. Second row: Ralph Smith, Southeast Regional Coordinator, Angela McGuire serves Lawrence and Martin counties; Shirley Prater serves Elliott and Morgan counties; Glenna Hampton serves Bell County; and Vanessa Creek serves Allen and Simpson counties.

December 2009

Dear fellow Kentuckians:

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, October 1, 2009 – December 31, 2009: the number of unduplicated clients served was 5,157; the amount of medications accessed were \$5,180,616; other services values accessed totaled \$676,978; and number of services was 104,599. 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 October – December 2009. 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,

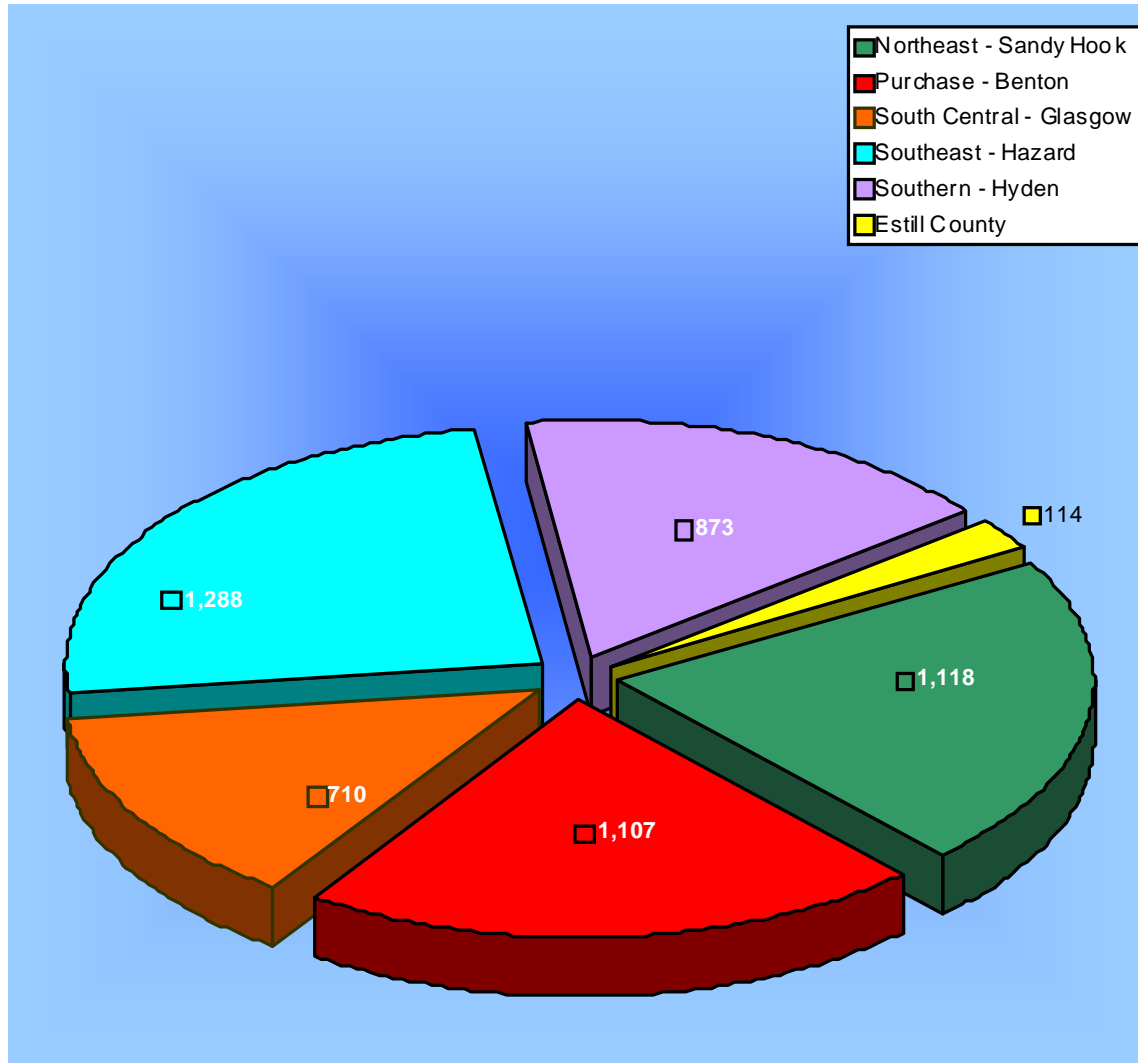
A handwritten signature in black ink that reads "Francis J. Feltner". The signature is written in a cursive style with a large, prominent initial "F".

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

<b>Poverty Levels of Homeplace Clients</b>						
<b>October 1, 2009 – December 31, 2009</b>						
Number of People in Household	100%	101-133%	134-150%	151-200%	201-250%	Totals
1	1,676	0	0	0	0	1,676
2	2,139	0	0	0	0	2,139
3	721	0	0	0	0	721
4	349	0	0	0	0	349
5	142	0	0	0	0	142
6	38	0	0	0	0	38
7	24	0	0	0	0	24
8	6	0	0	0	0	6
9	3	0	0	0	0	3
11	1	0	0	0	0	1
13	1	0	0	0	0	1
<b>TOTALS</b>	<b>5,100</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5,100</b>
Column %	100%	0%	0%	0%	0%	100%
Source: Data extracted from the Kentucky Homeplace database						
*Total Clients 5,157 - Incomplete income data on 57 clients						

<b>Age Distribution of Homeplace Clients</b>		
<b>October 1, 2009 – December 31, 2009</b>		
Age Group	Number of Females	Number of Males
Under Age 1	1	0
Ages 1 to 4	3	7
Ages 5 to 12	13	16
Ages 13 to 14	1	1
Ages 15 to 19	24	20
Ages 20 to 24	94	57
Ages 25 to 44	628	393
Ages 45 to 64	1830	1,116
Ages 65 to 74	353	243
Ages 75 to 84	179	97
Ages 85 and over	57	20
<b>Total:</b>	<b>3,183</b>	<b>1,970</b>
<b>Median Age:</b>	<b>53.05</b>	<b>55.15</b>
Source: Data extracted from the Kentucky Homeplace database		
*Total Clients 5,157; incomplete data on 4 clients		

## Total Clients Served By Region October 1, 2009 – December 31, 2009

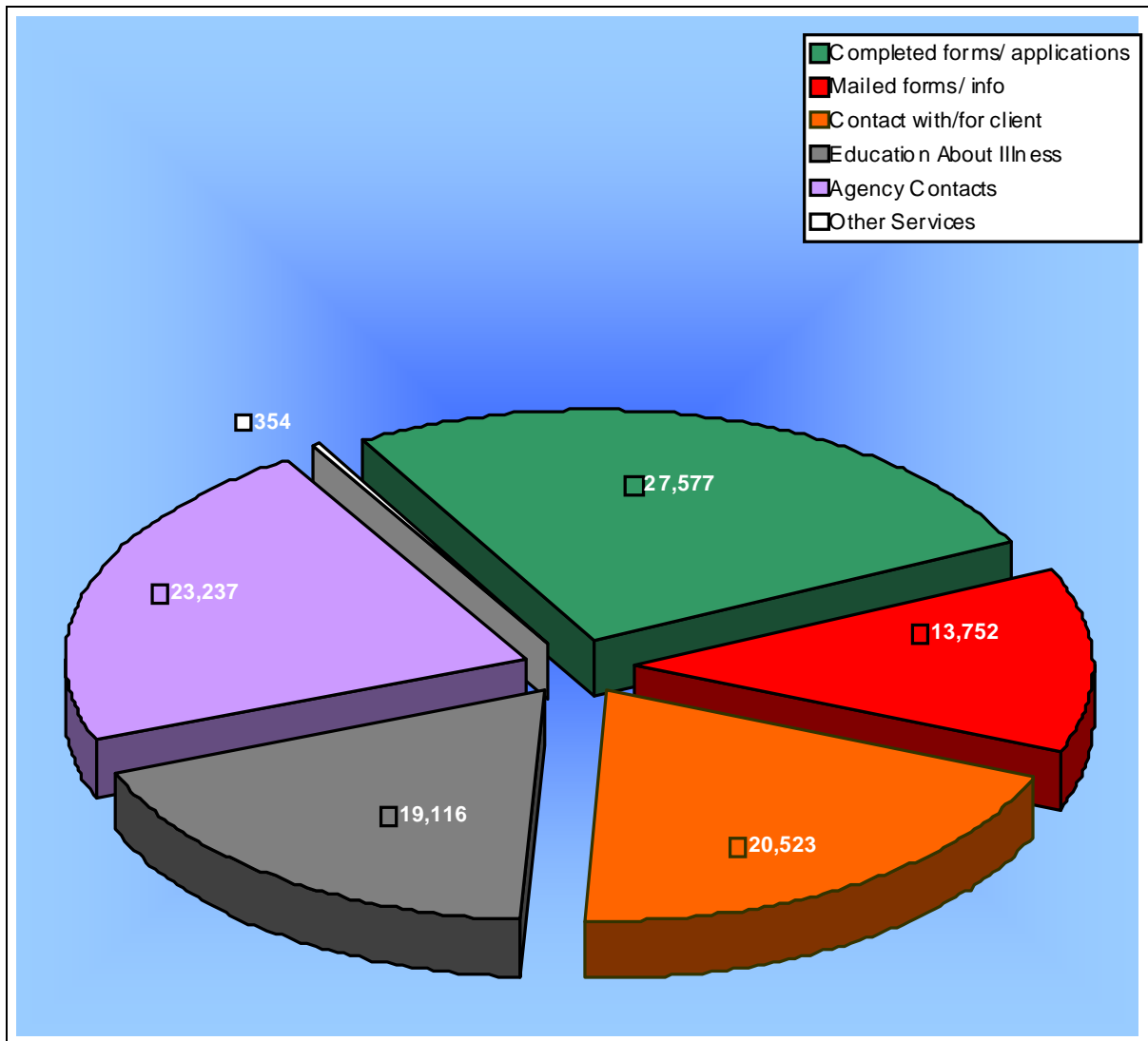


**TOTAL UNDUPLICATED CLIENTS FOR QUARTER: 5,157\***

\*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. The graph above totals 5,210; this number reflects that one or more FHCA's assisted the same client(s) this quarter.

# Client Services

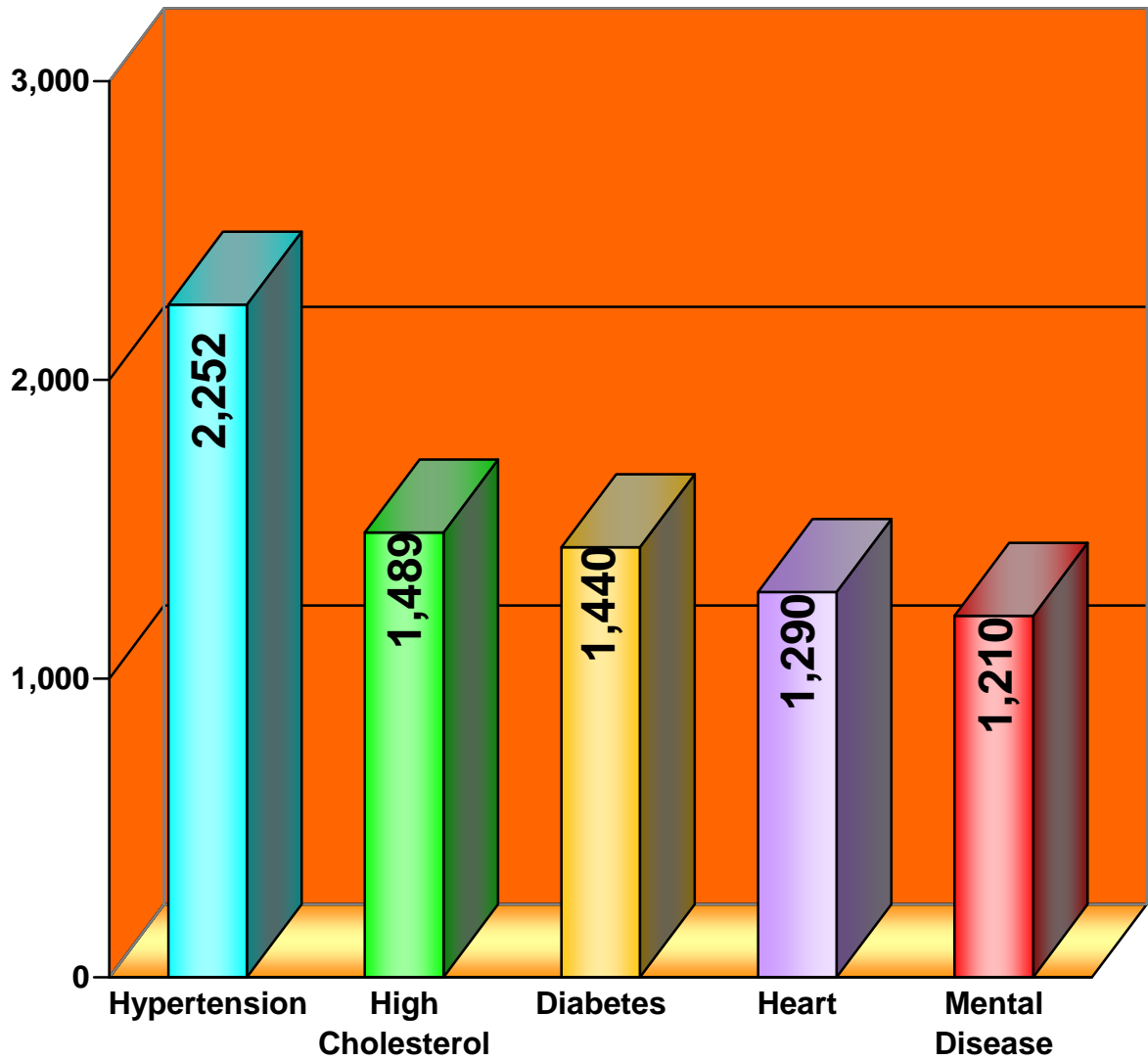
## October 1, 2009 – December 31, 2009



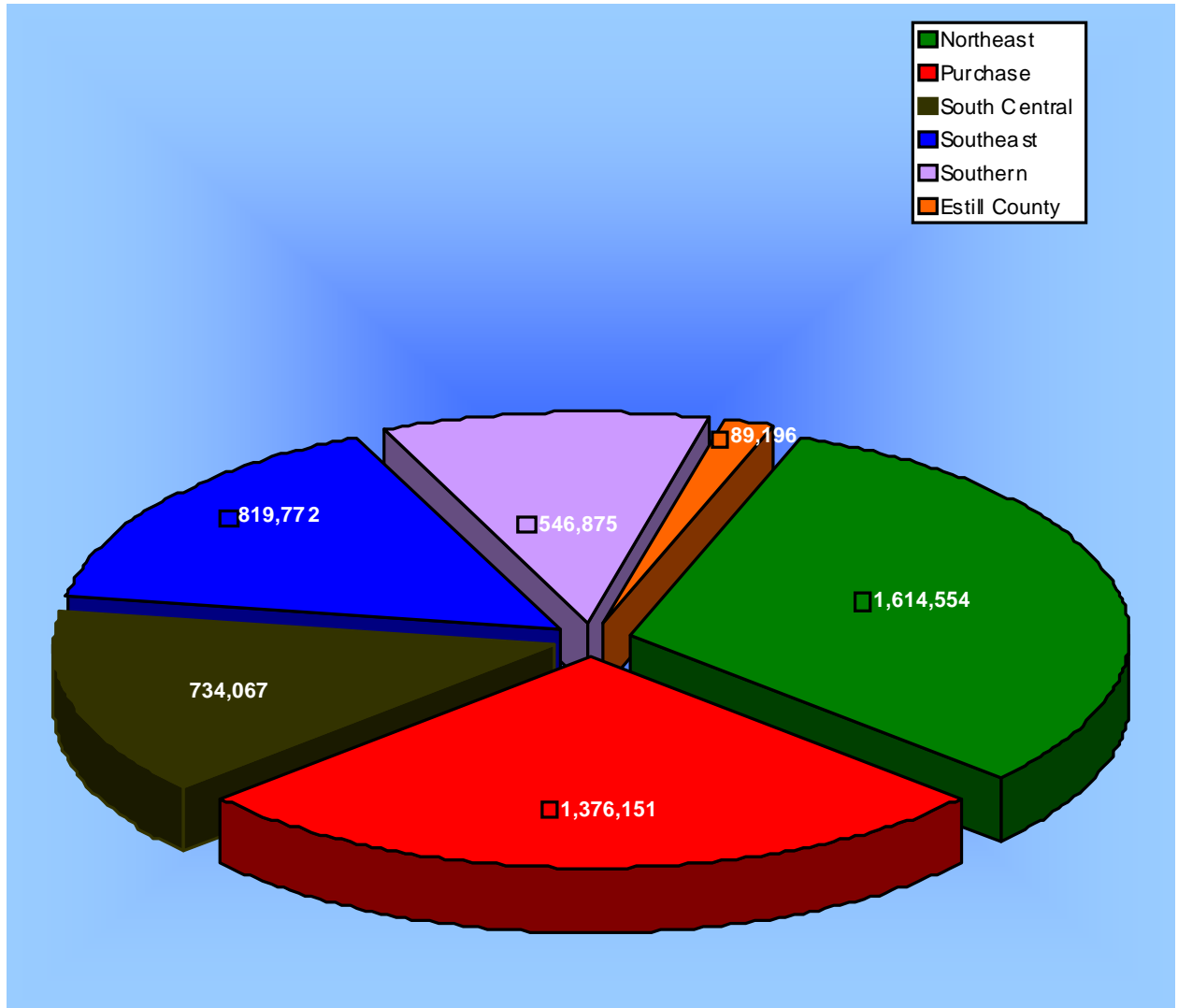
**TOTAL FOR THE QUARTER: 104,559**

There were 973 home visits made this quarter; this number is included with the client contact numbers shown above.

## Top Five Client Problems By Condition October 1, 2009 – December 31, 2009



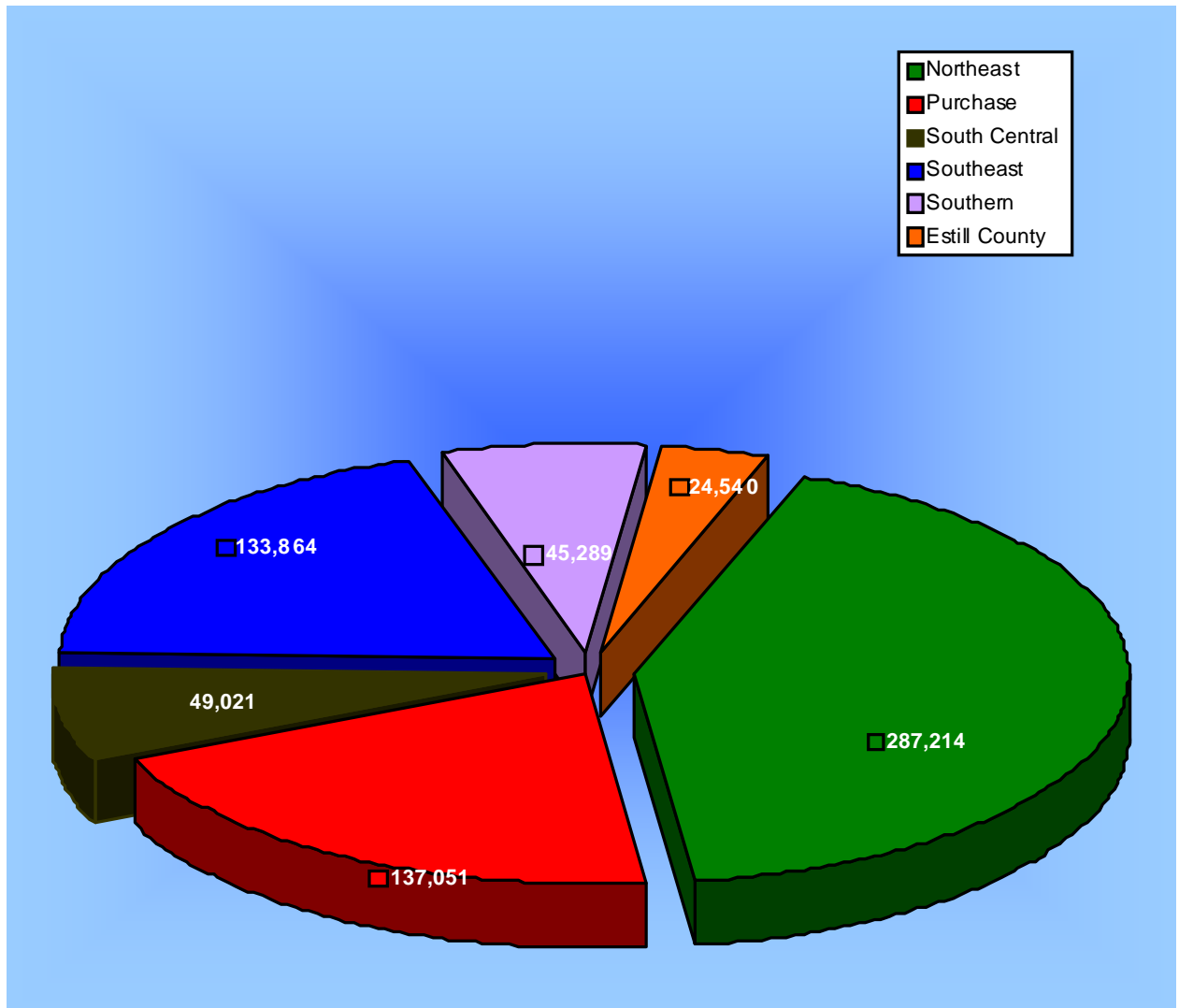
# Client Medications Value October 1, 2009 – December 31, 2009



**TOTAL MEDICATION VALUE: \$5,180,615**



# Client Services Value October 1, 2009 – December 31, 2009



**TOTAL SERVICES VALUE: \$676,979\***

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

## REGIONAL SUMMARIES

### South Central Region

**Beth Wells**

**Janice Compton**

**Sharon Cherry**

**Lisa Lack**

**Jeaneen Williams**

**TBH**

**Regional Coordinator**

**FHCA (Monroe, Metcalfe)**

**FHCA (Edmonson, Hart)**

**FHCA (Logan, Butler)**

**FHCA (Barren, Warren)**

**FHCA (Allen, Simpson)**

This quarter our FHCAs served 710 clients. A total of 13,369 services were provided to these clients, with service values of \$49,021, and \$734,067 worth of free medication was provided in this service area.

All South Central Kentucky Homeplace staff received additional Kentucky Prescription Assistance Program (KPAP) training in December provided by the Cabinet for Health and Family Services. We have attended interagency and coalition meetings in Barren, Hart, Metcalfe and Monroe counties and the health fair at Logan Memorial Hospital. We participated in the Monroe County Diabetes Coalition Health Fair at the Monroe County Medical Center where 58 people received a free A1C test, educational material and information from a dietician and certified diabetes educator.

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### 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 1,118 clients. A total of 25,560 services were provided to these clients, with service values of \$287,214 and \$1,614,554 worth of free medication was provided in this service area.

The Northeast Region worked with the Northeastern Kentucky Care Clinic, who are hoping to open their doors on March 2, 2010. Our region attended Greenup County Mobilizing Action through Partnerships and Planning (MAPP) Health Summit. We completed the KPAP training in Sandy Hook at the regional office.

Lana Bailey attended the following meetings: Interagency meetings in Greenup County; Helping Hands Meeting; the Shelter of Hope Tour; Greenup Schools Resource Centers' Grandparents as Parents (GAP) Conference; Russell High School Community Fair, and the Boyd/Greenup County Free Clinic Meetings.

Kimberley Sansom attended the Interagency Meetings in her county and the Fall District Cancer Conference at Our Lady of Bellefonte Centre in Boyd County.

Lela Adkins attended the Rowan County Free Health Screening at St. Claire Medical Supply. She attended both the Rowan & Bath County Interagency Meetings and the Rowan County Health fair at Rowan County Senior High School to let the families of students know about the services that Homeplace offers.

Shirley Prater attended Interagency Meetings in Elliott and Morgan counties. She helped serve lunch to the Senior Citizens in Elliott County.

Angela McGuire attended Interagency Meetings in Lawrence and Martin counties. She attended the grand opening of the Louisa Public Library, and helped to serve Christmas dinner for children and their families at the Department for Community Based Services (DCBS) office.

Beth Smith attended the Carter County Vision Meeting and the Fall District Cancer Conference in Ashland.

Judy Bailey attended Interagency Meetings in both Magoffin and Johnson counties. She worked at the Magoffin County Health Department Clinic Day, assisted with packing food baskets for the Senior Citizens, attended the Tri-County Diabetes Partnership Health Fair, attended the Friedell Committee Meeting and gave a presentation of Homeplace at the High Rise Building in Johnson County.

### **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)**

This quarter our Family Health Care Advisors served 1,288 clients. A total of 21,466 services were provided to these clients, with service values of \$133,864. In addition, \$819,772 worth of medication was accessed on their behalf.

As a region, we have participated in the new drug assistant training (KPAP), as well as attended interagency meetings and health fairs held throughout our regional area. Also, we have worked with area hospitals and instituted a new hospital referral system in which patients are referred to Kentucky Homeplace and our FHCA's follow through with needed services for each particular referral.

### **Southern Region**

**Helen Collett**

**Michelle Ledford**

**Regional Coordinator**

**FHCA (Clay)**

**Glenna Hampton**  
**Linda Thacker**  
**Shirley Madrey**  
**Paul Frederick**  
**TBH**  
**Kendall Morgan**  
**Lucinda Blair**

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

This quarter our family health care advisors served 873 clients. A total of 12,621 services were provided to these clients, with service values of \$45,289, and \$546,875 worth of free medication was provided in this service area.

In November, the Southern region hosted a community-wide pig roast in Leslie County. The roast was in conjunction with the Rural Cancer Prevention Center (RCPC) who provided the meat and refreshments. The RCPC serves the eight-county Kentucky River Area Development District (Breathitt, Knott, Lee, Leslie, Letcher, Owsley, Perry and Wolfe counties). They are hosting these events to promote awareness about cervical, breast and colon cancers.

The UK College of Public Health students had held a clothing drive called Wildcat Warmth across the Lexington campus. The clothing was distributed the day of the pig roast. The day was very successful and more are planned across the eight county area.

As a group this quarter, we had State Health Insurance Assistance Program (SHIP) training. This program educates seniors on health insurance coverage benefits and rights. We also were re-certified in CPR.

Paul Frederick, Knox County FHCA, attended the Knox County Health Department Cancer Awareness day. He also attended the Cancer Survivor Banquet in Corbin, Ky.

Linda Thacker worked with Red Cross to distribute food during Thanksgiving and Christmas.

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### **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)**

The Western Region has experienced growth in clients served during the past three months. This quarter our Family Health Care Advisors served 1,107 clients. A total of

29,082 services were provided to these clients for a value of \$137,051, and \$1,376,151 of free medication was provided in this service area.

The Western region took part in the Kentucky Prescription Assistance Program (KPAP) internet meeting training. Our staff had perfect attendance at all of our monthly staff meetings and trainings. We finished our year off right with a Christmas lunch at Patti's.

The Western region had representatives at Domestic Violence Task Force Meetings, Interagency Meetings, Head-Start Meetings, various Cancer Coalitions, Health Fairs, Senior Centers, Family Resource Centers, American Cancer Society Meetings across the Western Region, Health Departments and at the fourth quarter Homeplace Coordinator's Meeting held in Hazard, Ky.

During the holiday season, Western Region FHCA's have worked with various agencies helping with toy drives and holiday food baskets.

**Estill County Initiative**

**Samantha Bowman**

**FHCA (Estill County)**

This quarter Samantha served 114 clients. A total of 2,461 services were provided to these clients for a value of \$24,540 and \$89,196 of free medication was provided in this service area.

## **Client Encounters**

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

I have been a FHCA for almost three years. During these three years, I realized that my county is in need of not only medications, but dental, transportation, housing and other necessities of life. As a FHCA, I feel that my job is to help them find and receive the resources to meet their need. FHCAs don't just fill out forms, we educate on preventive care, risk factors, and medical screening. Kentucky Homeplace plays a major roll in assisting individuals with medication, eyeglasses, hearing aids, medical equipment supplies and whatever each individual needs are.

Kentucky Homeplace lost partial funding in January 2009. This was a major upset for the people of my county. From January to May, I received calls at my home from clients needing help; they told me that nobody else would help them, or that they didn't have the time to help them. The FHCAs returned to work in mid-May, 2009. Since then, my office has been busier than ever before. In addition to my former clients, I have signed up many new clients who need assistance. The news about our restored funding helped spread the word about all that we do, and other needy clients have sought us out.

---

I received a phone call from a gentleman that had been diagnosed with Hepatitis C. His family physician had referred him to a kidney specialist. The doctor believed his kidneys were shutting down, since his condition had gone so long without treatment. He had zero income, but is applying for disability. The kidney specialist told him his first visit would be \$100, but they would work out payment arrangements for any follow-up visits he might have. I contacted the doctor's office to see if I could get this amount lowered but they said they couldn't accept a discounted fee. I then contacted one of the local churches in his area and they donated the \$100 for his visit, so he could obtain treatment.

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I was referred by a family member to help a 25-year-old female with an eye exam and in getting eyeglasses. She has three children and they live on her husband's disability and Kentucky Transitional Assistance Program (K-TAP). She is starting back to school and really wants to improve herself. Her glasses were several years old and she needed a new prescription. I arranged an appointment with Lens Crafters and she received an eye exam and glasses through their Gift of Sight Program.

---

I saw a client that needed surgery to have gallstones removed. She was uninsured and had no idea where to turn for help. I first contacted a local hospital and had them send an application to her for the indigent program and then I located a surgeon that would see her and let her make payments. She has had the surgery and is now doing well.

---

A 57-year-old male came to my office for help with a hearing aid. He had lost most of his hearing when he was a child. He wore hearing aids, but they no longer worked for him. I was able to get him a hearing aid at a great price reduction. He was very happy and called to let me know how much he appreciated my help.

---

This is a follow-up on my client from last quarter. The client had gone to the emergency room several times and was finally diagnosed with a mass on his bladder. He was

referred to me for assistance. I immediately made an appointment for him at a local clinic that bases payment on your income. This clinic was able to find a surgeon in Lexington that would help. He had his first surgery in December and they were able to remove up to 85% of the tumor. He will have another surgery in January to try and remove the rest of it and then they will discuss the next step of his treatment.

---

I received a call from the staff at the Southern Kentucky Radiation Therapy Associates concerning a patient who was being treated for pancreatic cancer. Due to his illness, he had missed quite a bit of work and was terminated from a job he had held for years. The termination left him with no insurance. Prior to his getting sick, he had weighed around 300 pounds. The doctor prescribed Zofran ODT for him because he had been unable to keep any food down due to his treatments. (Zofran is used for the prevention of nausea and vomiting caused by radiation therapy and chemotherapy for cancer and certain other conditions.) He had already lost down to 150 pounds, or 50% of his former weight. I was able to get a month's supply of Zofran ODT that same day. I was also able to obtain two other medications for him, as well. The doctor, patient and his family were extremely grateful for the service I provided to them.

---

I recently had a client who needed new glasses and couldn't afford them. He had broken his old pair and had glued them back together. When I told him that we had a program that could help him, he couldn't believe that we would help him free of charge. Although he was hesitant, he signed up for the program. I got his paperwork completed, and he now has new eyeglasses. He is so thankful, that every time I run into him he makes it a point to thank me for what we have done for him.

---

This quarter the Eye Care Center called me and said that they had a 29-year-old female that needed glasses very badly. Her vision was a +6.00 and her glasses were broken and were held together by tape. I told them to send her up to my office and that I would do everything I could to help.

When she arrived, I explained our program and signed her up as a client. I told her I would try the local Lions Club, but I didn't know if they were currently taking applications. While completing her application, she said that she was worried that she wouldn't be able to get the glasses and that there was no way she could afford them. Her vision is so poor that she is almost blind. She's a single mother of a four-year-old and is the sole support for her family.

Along with the application to the Lions Club, I also include a note stating what the doctors' office had said and that she honestly needed new eyeglasses. I also called the president of the Lions Club and left a message to call me. He called me a couple days later and I explained the client's situation to him and he told me he would see if he could help me. The next day, he called me back and told me that he had discussed my client's applications with the other members, and they had decided that they were going to pay for her glasses. I thanked him for his help and I told him that I would notify my client. I called and told her that the Lions Club was paying for her glasses and she could go pick them up. She was so grateful for our program and Lion's Club for helping her.

---

I had a young lady in my office yesterday needing money to help pay her deposit for water. She had tried everywhere to get help, but had no luck. A clerk at the Dollar General told her about Homeplace and that we might be able to help. I told her that we couldn't help with funds, but I would check and see what I could come up with.

I called several departments of the same agency in surrounding counties; all said that they couldn't help. Then, the first department I had contacted called back and wanted to know who all I had contacted. She said that any of the other offices could have taken care of this matter. Then she said that the client would need to come in with their proof of proof of income and identification; she would make sure this matter was taken care of.

I called the client and she and her husband went to the office and did their paperwork. They came by the office and thanked me for my help. She said when she left the office yesterday and I told that I would do what I could, she thought, "ya right;" and thought that I really wouldn't help her.

I feel wonderful; I feel like I made a difference in somebody's life today. The family I helped with the water deposit has a 22-month-old baby. She was worried that if they moved into the new home and had no water, children's services would take her child. She said she would be able to sleep tonight without that worry.

---

Last week I dropped off a flyer to a friend at Kentucky Christian University (KCU), who said she would spread the word that we help people with different programs. Then, another KCU employee called wanting additional information on our program because she had received the flyer. She has several students that needs dental care and eyeglasses and needs our help. The students have insurance, but no prescription or dental coverage or dental coverage. She was very pleased to discover our program and will make referrals to us.

---

In October, I received a called from an individual who was looking for assistance with eyeglasses. He had just been laid off from his job and was going to be losing his health insurance. I informed my client that I could also help with his medication. He was a diabetic and was paying for his insulin. After losing his health insurance, he took his medication only every other day. He was starting to feel the effects of not taking his medication as needed. I filled out the forms and sent them to his doctor, and within a few weeks he started receiving his medication.

---

I received a phone call from a 20-year-old female. She needed assistance with medical care. After enrolling her in the Kentucky Homeplace and completing the necessary paper work, we began searching for medical assistance. She was enrolled in college and worked during a semester break. Then, she began experiencing back pain while in class. She attributed this pain to walking to class with a heavy backpack and traveling several flights of stairs to her dorm room. She went to a medical clinic and the doctor suggested rest and medication. She thought that no further tests were ordered, because she had no insurance. However, the pain continued and she made several more trips to doctors and emergency rooms without getting the problem solved.



I suggested a local clinic that works on a sliding fee scale and we scheduled an appointment. Once the doctor gathered all her medical records, a test was ordered at a local hospital. The test revealed a cyst and surgery was performed to remove it. The surgery was covered on the hospital charity program.

This young lady had been in a medical nightmare, because she had no insurance. I do follow-up calls and see her often. She is very thankful for Homeplace.

---

I received a call from a man that suffers with diabetes and hypertension and needed eye surgery. He has no insurance and a small monthly income. I contacted the Kentucky Department for the Blind and obtained an application for him. After several calls between the client, his doctor, me and the Department for the Blind, he was approved for Supplemental Security Income (SSI) benefits and for his surgery.

---

The number of clients requesting home visit was above normal for me this quarter. One visit stands out in my mind was an elderly couple that needed help with hearing aids. When I got off the elevator to go to their apartment, I could hear the most beautiful gospel music playing. The couple played the music so loud to be able to hear it, that they had to leave their door open so that visitors would not have to knock. The sweet lady would cry when she talked about not being able to hear the voices of her children on the phone. She said that she was afraid something would happen in the night and she wouldn't be able to hear. I was able to access hearing aids through the Hear Now Program for these wonderful people.

---

I had an eight-year-old boy in much need of eye drops. His parents have insurance and made too much for a K-CHIP card to help cover the rest of what the insurance did not cover. The parents had to pay \$60 for their part. I contacted a pharmaceutical company to see if there was any assistance or coupons for this medicine. There wasn't any, but they said they would send a four-month supply of drops to the doctor's office. They couldn't guarantee further assistance; but we will continue to look for other options.

---

I had a family of seven in need of a refrigerator. They were fairly new clients and didn't know where to go for help. She said she could make payments but did not have the cash for such an expensive item at this time. She had checked with the Catholic Church here in town, but they couldn't help.

I called several local used furniture stores requesting help on their behalf without success. Finally, I reached one who asked if the client was the one the Catholic Church had been trying to help. When I said yes, he agreed to sell her a nice side-by-side. The Catholic Church helped with the down payment and he agreed to let her make payments on the balance.

---

I had a seventy-five-year old man who came into my office with a big bandage on his nose. He had surgery on his nose three years ago to have a tumor removed. The surgeon that did the surgery said he did not want to rebuild his nose because he was afraid that the tumor would come back.

He said it was now been three years now since the surgery, and he wanted his dignity back, He only has a small part of the bridge of his nose left, and he wears glasses. It's hard to keep his glasses on his face. He said he was tired of trying to cover it up and people staring at him.

I called all his doctors and Medicare for any advice on what to do for the client. Medicare said they could not guarantee payment because sit has to be billed medical necessary; her advice was to have it done and pay as he could or let it go to collection and don't worry about the bill. I told her he was afraid of losing everything.

As of right now, my client has not returned my phone call. His surgeon has said for him to make an appointment to be re-evaluated. I will continue to work hard on this case.

---

It was a Monday when a man came into my office needing help getting his medications. This gentleman couldn't sit for a long period of time due to back pain. After he signed the papers, he got up and walked around as I finished his Homeplace enrollment. His doctors had told him that surgery wouldn't help him; in fact, surgery wasn't even an option. I was able to get the medications they needed and they were so grateful. This man had worked many years at a school and is now unable to work. Their only income is what his wife earns. He is currently waiting to hear from disability, but it could still take a while yet. I am so grateful to be able to help a family like this one in their time of need.

---

My client came in the office looking for help in obtaining new dentures. He had not had new dentures for many years and his last set was very troublesome for him. I made an appointment for him at a local dentist who works with Homeplace and helps our clients. Several weeks went by and I hadn't heard from him till he called to make an appointment for one of his daughters to get dentures. I asked him how everything went at his appointment. He was so happy and said that the dentures were the best he ever had. He was very grateful for Kentucky Homeplace in helping him.

---

As I was serving food to the families at the Christmas Dinner, a cheerful young woman keep looking at me and smiling. After a few moments she said, "You didn't say anything about my teeth." She was a client of mine and had just gotten her dentures. She was so excited. She kept on thanking me and Homeplace for helping her get her dentures. She said she didn't know what she would have done without our help. She had been so embarrassed before with her bad teeth; and, then with no teeth, but now she feels confident and better about herself. She told me how wonderful and dentist and his staff had treated her.

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A lady called to say that she was referred to me by a local doctor. They told her that if anyone would know or could help, it would be Homeplace. She said that she was a single, unemployed parent of a five-year-old. She said she had lost her job, didn't have any transportation, and needed a warm coat for her son. She had walked to every store in our town, but couldn't find a coat. (We only have dollar stores and they don't carry children's coats.) She said that they have to walk everywhere and the child gets very tired. She said that she pays a neighbor to take her to Wal-Mart once a month; but, it will be a couple weeks before she can go again; the weather is turning cold; and, his sweatshirt wasn't warm enough.

I suggested she call the Family Resource Center at the local school. I gave her the phone number and ask her to call me back if they couldn't help her. When I referred her, I didn't know that the Resource Center doesn't help kindergarten age children. Then, when I didn't hear back from her in an hour I followed up with the school and discovered that the Center hadn't been able to help her. However, the person who answered the phone had just moved here from Denver and has a five-year-old. The client had told her needing a coat and the lady told her about the policy. But then, she went on to tell her that she had an almost new coat that her son had outgrown and offered it to her. The woman went home at lunch time and got the snowsuit, coat, pants, hat, and gloves. Later that afternoon, she put the clothing on the school bus that went by their home. The bus driver stopped by and gave the bag to the mother. The next day she called me to thank me, and said she had her son try on everything and it all fit. She said she didn't know what she would have done without our assistance.

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I had the opportunity to open a case on my youngest client ever this past quarter; a six-month-old child who was born with cystic fibrosis. She spent the first three months of her life in intensive care at UK Hospital, while the parents alternated traveling back and forth to Lexington. They had a six-year-old daughter at home and were dealing with being separated from her also.

The parents had signed up for the Women's, Infant, and Children (WIC) program in order to get assistance with a special type of formula the infant had to have. Unfortunately, WIC only covered a limited supply of the formula, and the parents couldn't afford the rest, so community based services referred the family to Kentucky Homeplace. I signed them up for Kentucky Homeplace; and, have since been able to access a pharmaceutical company that offers the formula on their patient assistance program.

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## KENTUCKY HOMEPLACE SITE INFORMATION

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Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701 606-439-3557, Ext 83654 1-800-851-7512 Fax: 606-435-0427	<b>Fran Feltner, M.S.N., R.N.</b>  <a href="mailto:fjfeltn@uky.edu">fjfeltn@uky.edu</a>	Director of Lay Health Workers Division	606-439-3557, Ext. 83654	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701
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	<b>Dana Smith</b>	Staff Support Associate	606-439-3557, Ext. 83533	Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701

SOUTHEAST REGION	FHCA	COUNTY	TELEPHONE	ADDRESS
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	Pollyanna Gilbert  <a href="mailto:pshou1@uky.edu">pshou1@uky.edu</a>	Wolfe	606-668-7900 Fax: 606-668-3539 877-213-7165	Kentucky Homeplace Wolfe County Courthouse 10 Court Street PO Box 236 Campton, KY 41301
	Pollyanna Gilbert  <a href="mailto:pshoul@uky.edu">pshoul@uky.edu</a>	Powell	606-663-8000 Fax: 606-663-8001 877-213-7165	Kentucky Homeplace 68 East Elkins Street Stanton, KY 41301

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	Lucinda Blair <a href="mailto:ljbldr2@uky.edu">ljbldr2@uky.edu</a>	Clay Jackson	606-599-1242 Fax: 606-599-1240 1-877-660-3757	Kentucky Homeplace 105 Main Street P.O. Box 725 Manchester, KY 40962
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Judy Bailey  <a href="mailto:jbail2@uky.edu">jbail2@uky.edu</a>	Magoffin	606-349-8842 Fax: 606-349-8841	Kentucky Homeplace Magoffin Co. Health Dept 132 East Mountain Pkwy P.O. Box 1569 Salyersville, KY 41465	

<b>SOUTH CENTRAL REGION</b>	<b>FHCA</b>	<b>COUNTY</b>	<b>TELEPHONE</b>	<b>ADDRESS</b>
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	TBH  <b>New location</b>	Allen Simpson	270-237-3168 Fax: 270-237-3179 1-877-661-6959	Kentucky Homeplace 225 N 6 <sup>th</sup> Street Scottsville, KY 42164
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	Janice Compton  <a href="mailto:jcomp2@uky.edu">jcomp2@uky.edu</a>	Monroe Metcalf	270-487-9354 Fax: 270-487-1357 1-877-284-1272	Kentucky Homeplace 512 West 4th Street PO Box 1088 Tompkinsville, KY 42167
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	Lisa Lack  <a href="mailto:lisa.lack@uky.edu">lisa.lack@uky.edu</a>	Butler	270-526-6267 Fax: 270-526-4512	Kentucky Homeplace Ashley Plaza, Suite D9 811 Main Street Morgantown, KY 42261

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	Angelic Carpenter  <a href="mailto:angelic.carpenter@uky.edu">angelic.carpenter@uky.edu</a>	Ballard	270-335-3358 Fax: 270-335-3382 1-877-213-7164	Kentucky Homeplace Ballard County Courthouse P.O. Box 318 132 North 4 <sup>th</sup> Street Wickliffe, KY 42087
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	Jerrell Rich  <a href="mailto:jmcco2@uky.edu">jmcco2@uky.edu</a> <b>New location</b>	Webster Union	270-667-7696 Fax 270-667-7866	Kentucky Homeplace Trover Clinic 215 East Main Street Providence, KY 42450
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