

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**April 1, 2016 – June 30, 2016
Quarterly Report**



Kentucky Homeplace <http://www.kyruralhealth.org/homeplace>

Funding for the program is a joint collaboration of the Kentucky Cabinet for Health and Family Services and the University of Kentucky and the Center of Excellence in Rural Health.



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Front page photograph courtesy of Karen Pratt, UK CERH Business Office Clerk



Kentucky Homeplace

My Fellow Kentuckians:

Kentucky Homeplace emphasizes education/health coaching for clients on chronic disease management, healthier lifestyles and preventative care. Currently all of Kentucky Homeplace CHWs are trained as lay leaders in both Chronic Disease Self-Management and Diabetes Self-Management (Stanford model) and workshops are underway. The program now serves 30 counties in eastern portion of the state. Due to the ever-changing healthcare needs Kentucky Homeplace is adjusting to meet the needs of the clients we serve. The following report reflects the CHWs activities regarding care coordination, number of services, service values and medication values and also collective information on the health status of our clients.

Quarterly Summary

For the period April 1, 2016-June 30, 2016 the number of CHWs provided services for 2,163 clients. Of these clients, 1,829 were involved in care coordination activities. Excluding administrative time and time spent on trainings, the CHWs logged 3,822 hours on care coordination activities with a service value of \$95,819 amount of medication accessed were \$1,566,799 and other service values (not medications) accessed were \$638,023 for a combined total of \$2,204,822.

The entire quarterly report is posted on the UK Center of Excellence in Rural Health's web page at <http://kyruralhealth.org/homeplace>. The report is found under the Reports tab, Quarterly Reports and then click on April-June 2016. If you wish to have a printed copy, please call 1-855-859-2374 or email me at mace.baker@uky.edu.

Sincerely,



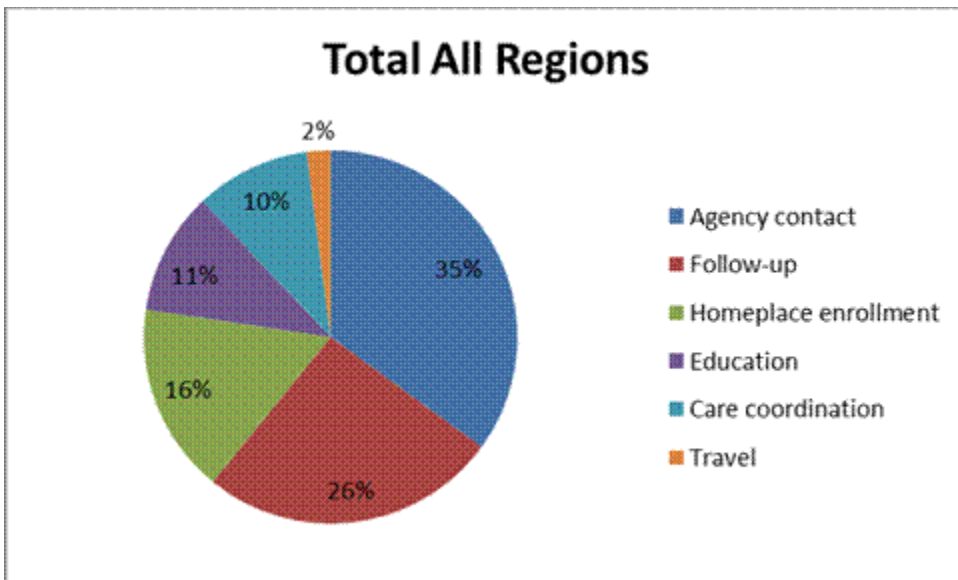
William Mace Baker, RN
Director, Kentucky Homeplace Program



Activity Summary

(Clients visited: 04/01/2016 – 06/30/2016)

Activity	CHW Hours
Agency contact	1,337.85
Follow-up	986.50
Homeplace enrollment	629.67
Education	405.92
Care coordination	380.38
Travel	78.72
Grand Total:	3,822.04

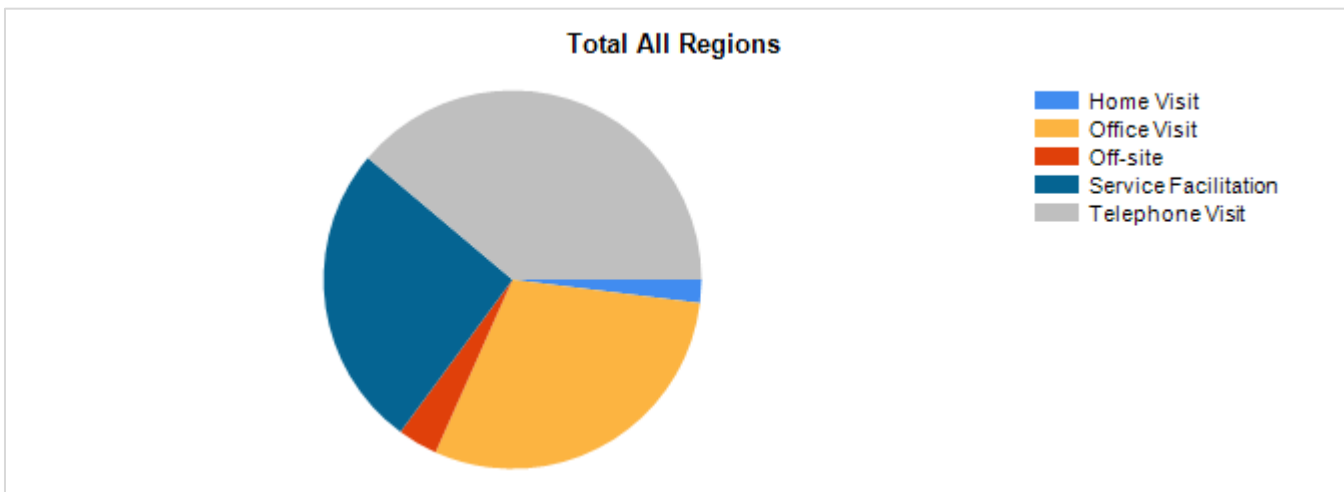


Total service value for 3,822 hours equals \$95,818.54

Visit Summary

(Clients visited: 04/01/2016 – 06/30/2016)

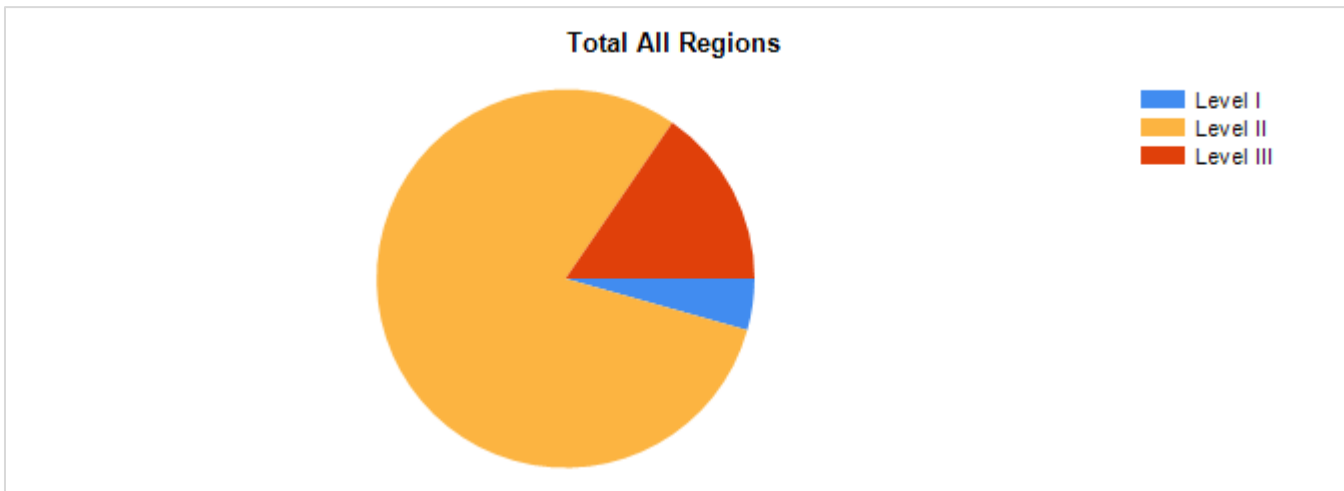
Visit Type	Client Visits
Telephone Visit	2,767
Office Visit	2,114
Service Facilitation	1,851
Off-site	244
Home Visit	141
Grand Total:	7,117



Care Level Summary

(Clients visited: 04/01/2016 – 06/30/2016)

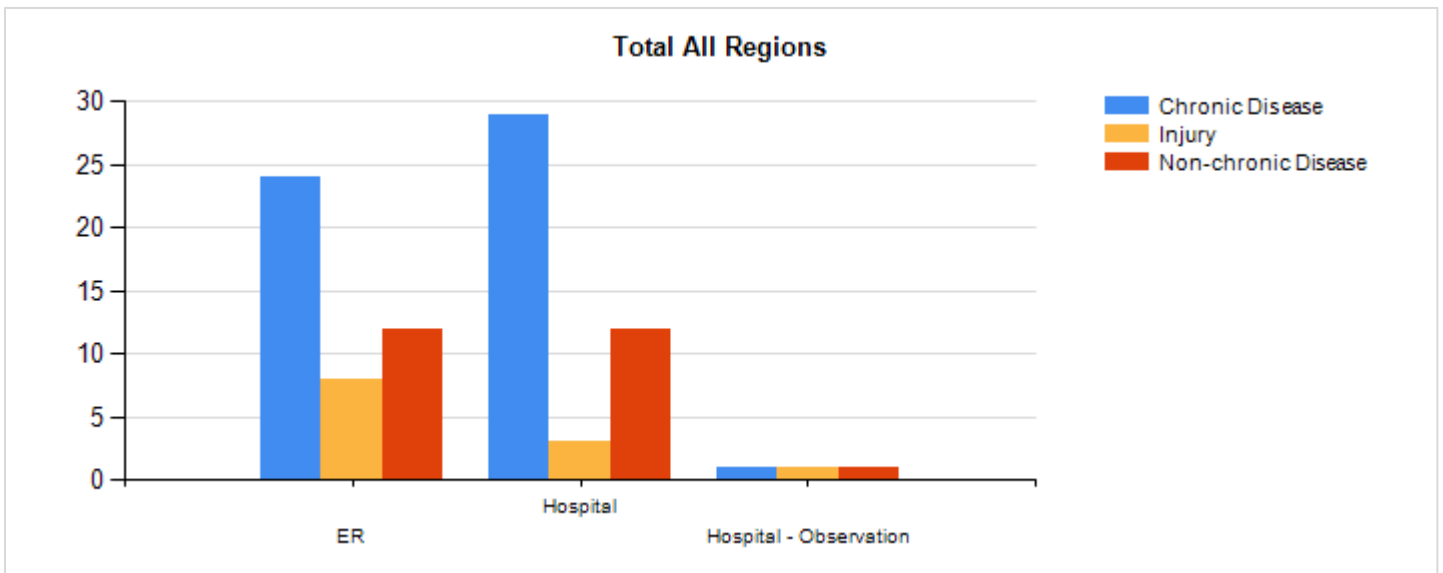
Care Level	Clients
Level I	95
Level II	1,734
Level III	334
Grand Total:	2,163



Hospital-ER Summary

(Clients visited: 04/01/2016 – 06/30/2016)

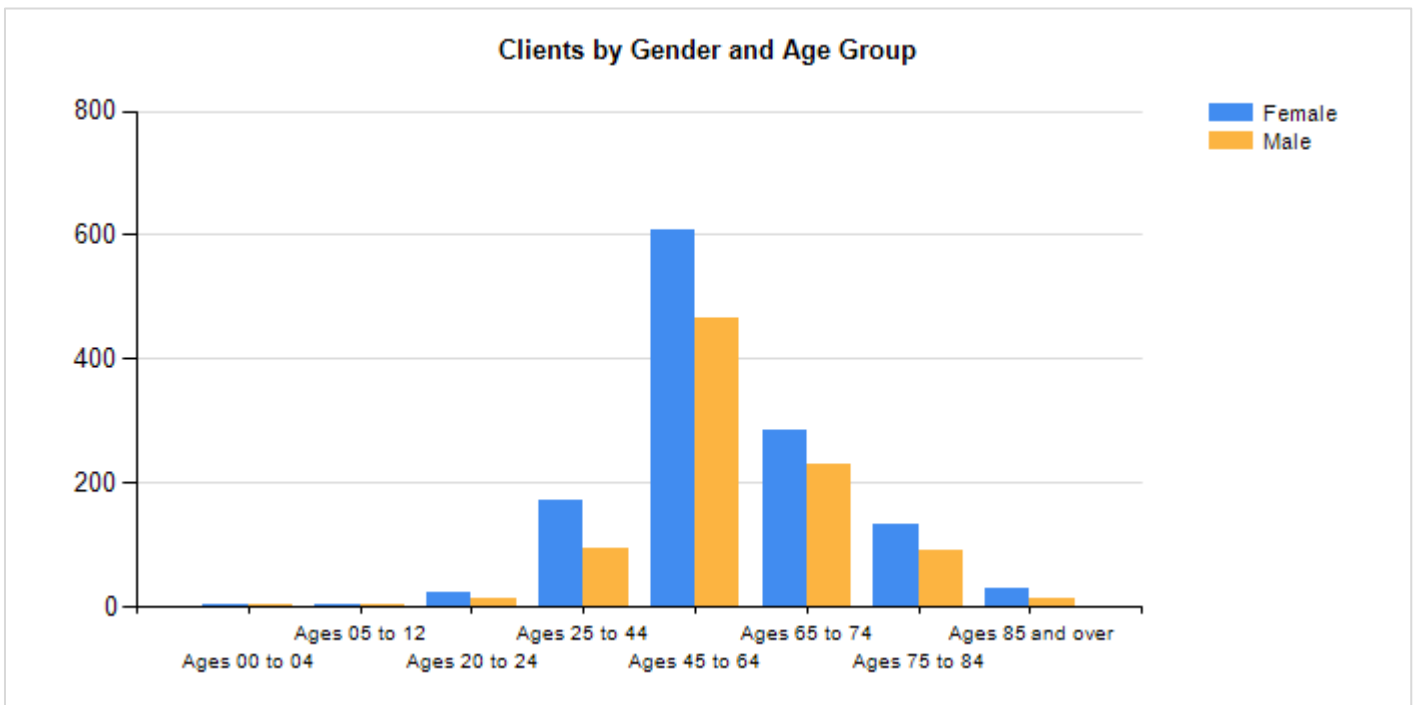
Episode Type	Reason	Episodes	Days Stay
ER	Chronic Disease	24	0
ER	Injury	8	0
ER	Non-chronic Disease	12	0
Hospital	Chronic Disease	29	178
Hospital	Injury	3	30
Hospital	Non-chronic Disease	12	35
Hospital - Observation	Chronic Disease	1	3
Hospital - Observation	Injury	1	0
Hospital - Observation	Non-chronic Disease	1	0
Grand Total:		91	246



Age Gender Summary

(Clients visited: 04/01/2016 – 06/30/2016)

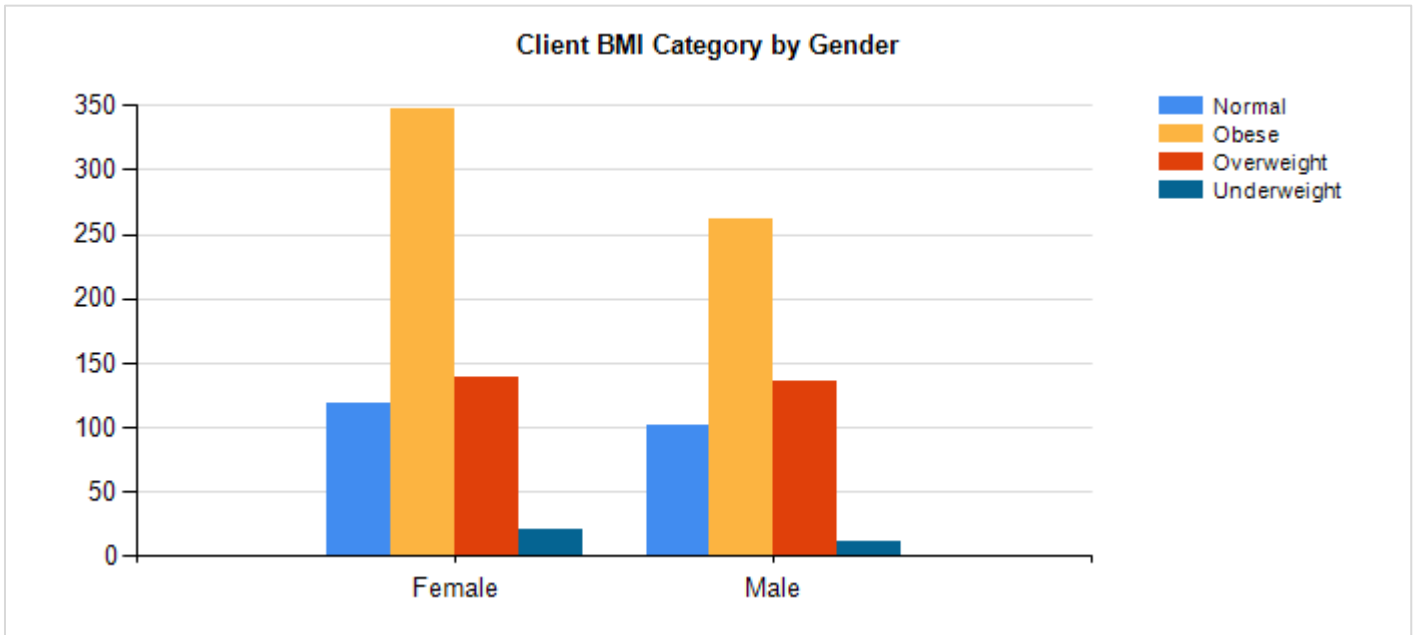
Age Group	Female	Male
Ages 00 to 04	2	2
Ages 05 to 12	1	2
Ages 20 to 24	24	14
Ages 25 to 44	172	94
Ages 45 to 64	608	464
Ages 65 to 74	286	228
Ages 75 to 84	134	91
Ages 85 and over	29	12
Totals	1,256	907
Median Age	59	61



BMI Category Summary

(Clients visited: 04/01/2016 – 06/30/2016)

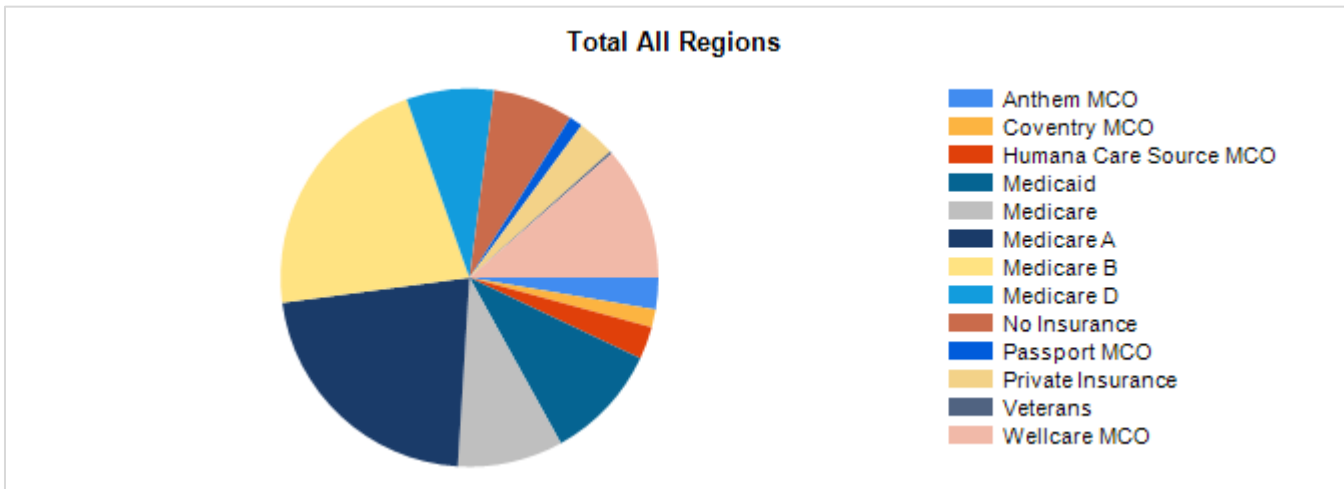
Gender	BMI Category	Clients
Female	Normal	118
	Obese	348
	Overweight	139
	Underweight	20
	Total:	625
Male	Normal	101
	Obese	261
	Overweight	135
	Underweight	12
	Total:	509
Grand Total:		1,134



Insurance Summary

(Clients visited: 04/01/2016 – 06/30/2016)

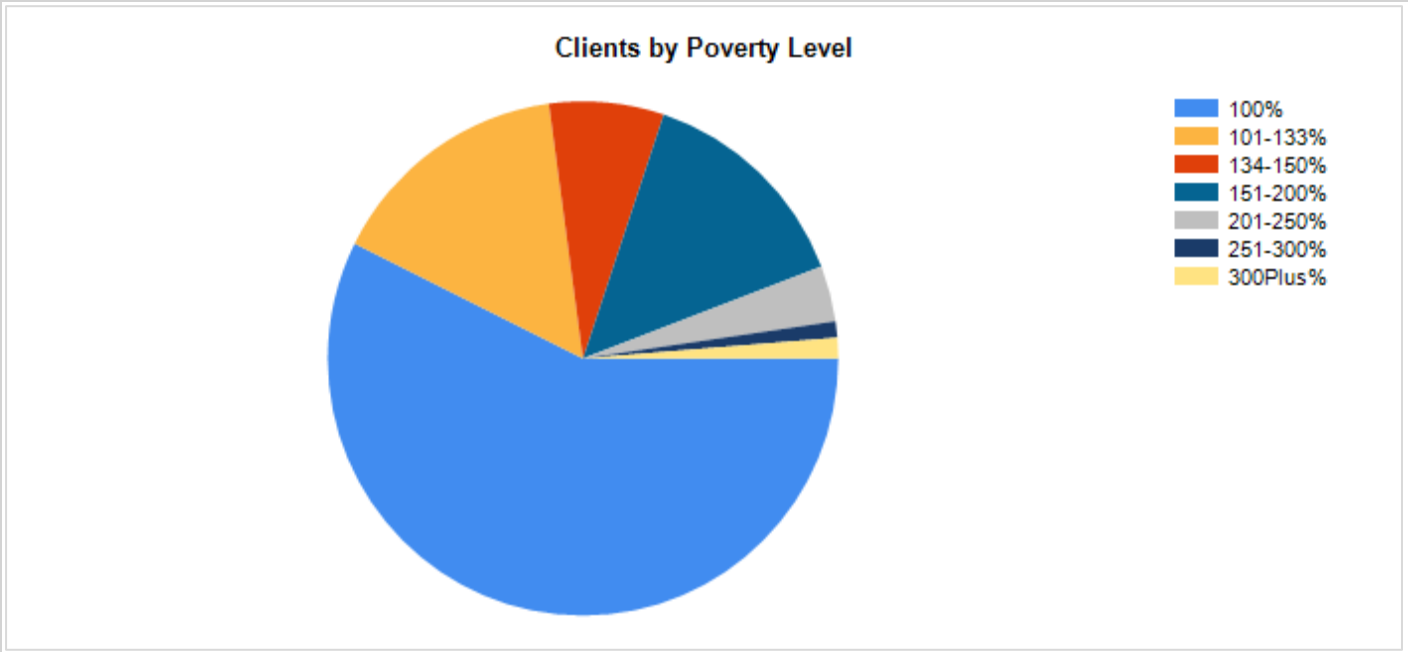
Insurance Type	Clients
Medicare A	811
Medicare B	806
Wellcare MCO	423
Medicaid	369
Medicare	335
Medicaid D	277
No Insurance	255
Private Insurance	121
Humana Care Source MCO	103
Anthem MCO	100
Coventry MCO	57
Passport MCO	43
Veterans	8
Grand Total:	3,708



Poverty Level Summary

(Clients visited: 04/01/2016 – 06/30/2016)

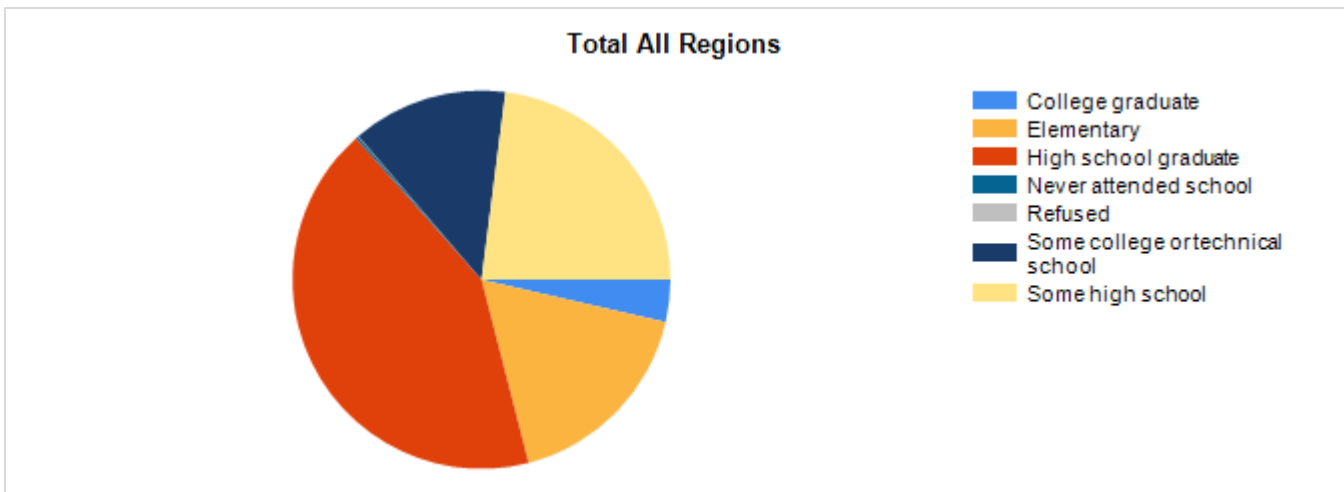
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	1,241	335	157	304	76	22	28	2,163



Education Level Summary

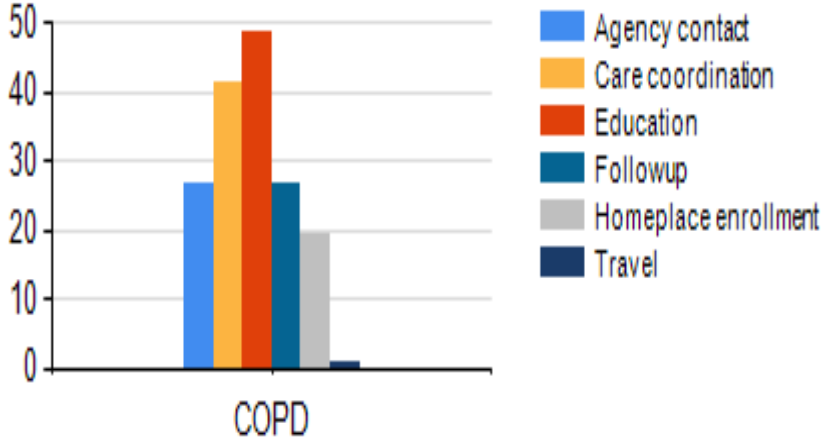
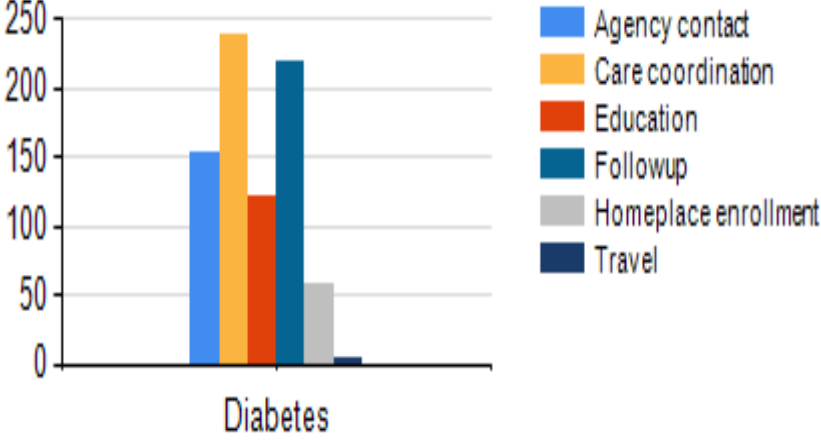
(Clients visited: 04/01/2016 – 06/30/2016)

Education Level	Clients
Never attended school	5
Elementary	376
Some high school	497
High school graduate	918
Some college or technical school	288
College graduate	78
Refused	1
Grand Total:	2,163



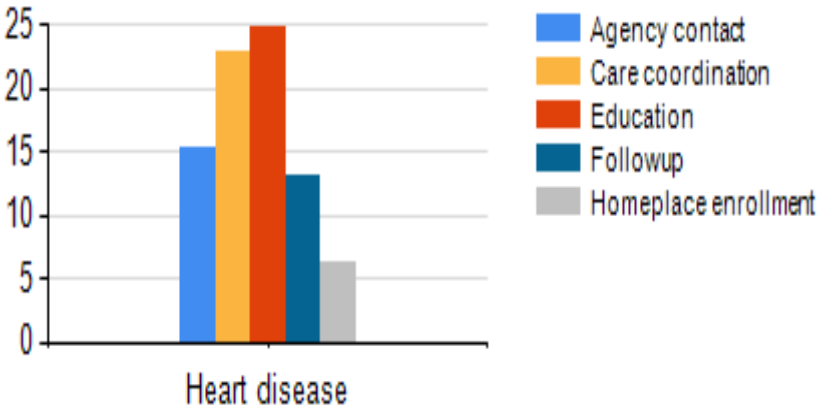
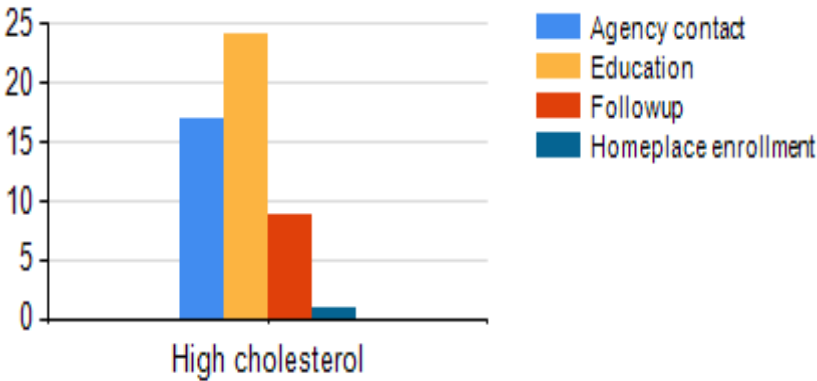
Need Activity Summary-Disease

(Clients visited: 04/01/2016 – 06/30/2016)

<p style="text-align: center;">CHW Hours by Activity</p>  <p style="text-align: center;">COPD</p>	<table border="1"> <tbody> <tr> <td>Education</td> <td style="text-align: right;">48.75</td> </tr> <tr> <td>Care coordination</td> <td style="text-align: right;">41.37</td> </tr> <tr> <td>Follow-up</td> <td style="text-align: right;">26.83</td> </tr> <tr> <td>Agency contact</td> <td style="text-align: right;">26.67</td> </tr> <tr> <td>Homeplace enrollment</td> <td style="text-align: right;">19.50</td> </tr> <tr> <td>Travel</td> <td style="text-align: right;">1.08</td> </tr> <tr> <td style="text-align: right;">Total:</td> <td style="text-align: right;">164.20</td> </tr> </tbody> </table>	Education	48.75	Care coordination	41.37	Follow-up	26.83	Agency contact	26.67	Homeplace enrollment	19.50	Travel	1.08	Total:	164.20
Education	48.75														
Care coordination	41.37														
Follow-up	26.83														
Agency contact	26.67														
Homeplace enrollment	19.50														
Travel	1.08														
Total:	164.20														
<p style="text-align: center;">CHW Hours by Activity</p>  <p style="text-align: center;">Diabetes</p>	<table border="1"> <tbody> <tr> <td>Care coordination</td> <td style="text-align: right;">237.93</td> </tr> <tr> <td>Follow-up</td> <td style="text-align: right;">218.23</td> </tr> <tr> <td>Agency contact</td> <td style="text-align: right;">154.08</td> </tr> <tr> <td>Education</td> <td style="text-align: right;">122.20</td> </tr> <tr> <td>Homeplace enrollment</td> <td style="text-align: right;">57.75</td> </tr> <tr> <td>Travel</td> <td style="text-align: right;">4.12</td> </tr> <tr> <td style="text-align: right;">Total:</td> <td style="text-align: right;">794.31</td> </tr> </tbody> </table>	Care coordination	237.93	Follow-up	218.23	Agency contact	154.08	Education	122.20	Homeplace enrollment	57.75	Travel	4.12	Total:	794.31
Care coordination	237.93														
Follow-up	218.23														
Agency contact	154.08														
Education	122.20														
Homeplace enrollment	57.75														
Travel	4.12														
Total:	794.31														

Need Activity Summary-Disease

(Clients visited: 04/01/2016 – 06/30/2016)

<p style="text-align: center;">CHW Hours by Activity</p>  <p style="text-align: center;">Heart disease</p>	<table border="1"> <tbody> <tr> <td>Education</td> <td style="text-align: right;">24.75</td> </tr> <tr> <td>Care coordination</td> <td style="text-align: right;">22.87</td> </tr> <tr> <td>Agency contact</td> <td style="text-align: right;">15.42</td> </tr> <tr> <td>Follow-up</td> <td style="text-align: right;">13.00</td> </tr> <tr> <td>Homeplace enrollment</td> <td style="text-align: right;">6.33</td> </tr> <tr> <td style="text-align: right;">Total:</td> <td style="text-align: right;">82.37</td> </tr> </tbody> </table>	Education	24.75	Care coordination	22.87	Agency contact	15.42	Follow-up	13.00	Homeplace enrollment	6.33	Total:	82.37
Education	24.75												
Care coordination	22.87												
Agency contact	15.42												
Follow-up	13.00												
Homeplace enrollment	6.33												
Total:	82.37												
<p style="text-align: center;">CHW Hours by Activity</p>  <p style="text-align: center;">High cholesterol</p>	<table border="1"> <tbody> <tr> <td>Education</td> <td style="text-align: right;">24.00</td> </tr> <tr> <td>Agency contact</td> <td style="text-align: right;">16.83</td> </tr> <tr> <td>Follow-up</td> <td style="text-align: right;">8.83</td> </tr> <tr> <td>Homeplace enrollment</td> <td style="text-align: right;">0.75</td> </tr> <tr> <td style="text-align: right;">Total:</td> <td style="text-align: right;">50.41</td> </tr> </tbody> </table>	Education	24.00	Agency contact	16.83	Follow-up	8.83	Homeplace enrollment	0.75	Total:	50.41		
Education	24.00												
Agency contact	16.83												
Follow-up	8.83												
Homeplace enrollment	0.75												
Total:	50.41												

Need Activity Summary-Disease

(Clients visited: 04/01/2016 – 06/30/2016)

<p style="text-align: center;">CHW Hours by Activity</p> <p style="text-align: center;">Hypertension</p>	<table border="1"> <tbody> <tr><td>Care coordination</td><td style="text-align: right;">78.22</td></tr> <tr><td>Education</td><td style="text-align: right;">37.17</td></tr> <tr><td>Agency contact</td><td style="text-align: right;">20.25</td></tr> <tr><td>Follow-up</td><td style="text-align: right;">16.00</td></tr> <tr><td>Homeplace enrollment</td><td style="text-align: right;">12.75</td></tr> <tr><td>Travel</td><td style="text-align: right;">0.75</td></tr> <tr><td style="text-align: right;">Total:</td><td style="text-align: right;">165.14</td></tr> </tbody> </table>	Care coordination	78.22	Education	37.17	Agency contact	20.25	Follow-up	16.00	Homeplace enrollment	12.75	Travel	0.75	Total:	165.14
Care coordination	78.22														
Education	37.17														
Agency contact	20.25														
Follow-up	16.00														
Homeplace enrollment	12.75														
Travel	0.75														
Total:	165.14														
<p style="text-align: center;">CHW Hours by Activity</p> <p style="text-align: center;">Smoking</p>	<table border="1"> <tbody> <tr><td>Education</td><td style="text-align: right;">11.38</td></tr> <tr><td>Agency contact</td><td style="text-align: right;">6.00</td></tr> <tr><td>Homeplace enrollment</td><td style="text-align: right;">2.00</td></tr> <tr><td>Follow-up</td><td style="text-align: right;">0.33</td></tr> <tr><td style="text-align: right;">Total:</td><td style="text-align: right;">19.71</td></tr> </tbody> </table>	Education	11.38	Agency contact	6.00	Homeplace enrollment	2.00	Follow-up	0.33	Total:	19.71				
Education	11.38														
Agency contact	6.00														
Homeplace enrollment	2.00														
Follow-up	0.33														
Total:	19.71														



30 County Service Area

Southern Region (888) 220-3783
Southeast Region (855) 253-0910
Northeast Region (888) 223-2910



Community Health Workers and Coordinators

Attending

Appalachian Research Day at UKCERH 2016



Southeast Region

Carole Frazier, Pollyana Gilbert, Ashley Gilbert, Deana George, Ralph Fugate (Coordinator)
Katherina Hamilton and Barb Justice



Southern Region

Debra Maiden-Hensley, Tonya Bowling, Kathy Slusher
Helen Collett (Coordinator), Kim Patterson, and Ratisha Roberts



Northeast Region

Terra Kidd, Judy Bailey, Elizabeth Smith, Shirley Prater, Angela McGuire
Amanda Goolman, Kayla Gilliam, and Janet Kegley (Coordinator)



Regional Summaries

Northeast Region

Janet Kegley	Regional Coordinator
Judy Bailey	CHW (Johnson & Magoffin)
Kala Gilliam	CHW (Rowan)
Terra Kidd	CHW (Boyd)
Angela McGuire	CHW (Lawrence & Martin)
Shirley Prater	CHW (Morgan & Elliott)
Elizabeth Smith	CHW (Carter)

This quarter our Community Health Workers (CHWs) became part of the development of the Kentucky Community Health Worker's Association, (KYACHW). This is a big step for the future of the CHWs in Kentucky. Our region attended Appalachian Research Day at the Center of Excellence in Hazard. Our region completed a Diabetes Self-Management Program (DSMP) Leaders Cross-Training to better assist our diabetic clients in learning how to better manage their diabetes. The region also completed a DSMP workshop. The CHWs have been training for the Homeplace's new database which will be ready to go live July 1. Kentucky Homeplace attended a meeting with Passport at the UK Center in Hazard.

Judy Bailey attended the Big Sandy Diabetes Coalition and the interagency meetings in both Johnson and Magoffin counties. Judy also attended the Shaping Our Appalachian Region (SOAR) Summit 2016 event in Pikeville. Judy attended a DSMP workshop and she along with co-worker Angela McGuire completed their Chronic Disease Self-Management Program (CDSMP) workshop. Judy became a member of the new Magoffin County Diabetes Coalition being held at the Magoffin County Health Department.

Kala Gilliam attended the Rowan County interagency meetings. Kala attended the Gateway Area Head Start Health Fair at the Morehead Convention Center. Kala along with co-worker Amanda Goolman completed their first CDSMP workshop and with great success. Kala attended the St. Claire Regional Hospital Board Meeting and informed the doctors and nurses about Kentucky Homeplace.

Amanda Goolman attended the Bath and Menifee County interagency meetings and was the guest speaker at the Menifee meeting. Amanda attended the St. Claire Regional Hospital Board Meeting and assisted Kala Gilliam in presenting Kentucky Homeplace to the doctors and nurses. She attended the Gateway Head Start Health Fair, and she and co-worker Kala Gilliam completed their first CDSMP workshop in Bath County. Amanda attended Gateway Community Action event in Menifee County and became a member of the Gateway Wellness Coalition at the Bath County Health Department.

Terra Kidd attended the interagency meetings in both Boyd and Greenup counties. She is a member of the Healthy Choice Healthy Community Coalition and attends the monthly meetings. Terra is also a member of the Greenup County Diabetes Coalition at the Greenup County Health Department and attends the monthly meeting there. Terra along with co-worker Beth Smith attended the Women's Health Expo at the Bellefonte Center in



Ashland. Beth and Terra handed out educational material to many people. They met with patients as well with several doctors and other agencies to inform them about the services offered by Kentucky Homeplace.

Angela McGuire attended the interagency meeting in both Lawrence and Martin counties. She attended the Big Sandy Diabetes Coalition meeting at the Highlands Regional Hospital. Angela is a member of the Lawrence County Diabetes Support Group and the Lawrence County Rotary Club. Angela along with co-worker Judy Bailey completed their first CDSMP workshop. She attended the Rural Health Summit and the Woman's Health Tea event at the UK Extension office. Angela attended the Lawrence County Home Farm Field Day Committee meeting along with the UK Extension office. Angela attended the Rural Health Conference Summit in Richmond along with other co-workers.

Shirley Prater attended the interagency meetings in both Morgan and Elliott counties. She is a member of the Morgan County Diabetes Coalition and the Partnership for a Healthy Elliott County. She attends the meeting for both of these coalitions each month. Shirley completed the DSMP workshop. Shirley along with co-worker Beth Smith completed their first CDSMP workshop in Carter County. Shirley attended the CHW Strategic Planning and Technical Assistance meeting in Frankfort along with the Homeplace director. Shirley assisted the UK Extension office in putting on the "Fun in the Golden Years" and teaching the "Taking Ownership of Your Diabetes" program. She attended the Ribbon Cutting Ceremony for the new Fit Trail in Elliott County at the extension office and the Gateway Head Start Health Fair in Rowan County.

Beth Smith along with co-worker Shirley Prater completed the CDSMP workshop. Beth attended the Carter County interagency meetings and the Women's Health Expo at the Bellefonte Center in Ashland. Beth is a member of the Carter County Family and Consumer Advisory Council. Beth attended the CHW Strategic Planning/Technical Assistance meeting in Frankfort along with the Homeplace Director Mace Baker.

Southeast Region

Ralph Fugate	Regional Coordinator
Pollyanna Gilbert	CHW (Wolfe, Powell)
Barb Justice	CHW (Pike)
Katherina Hamilton	CHW (Floyd)
Carole Frazier	CHW (Perry)
Ashley Gilbert	CHW (Letcher)
Rita Owsley	CHW (Knott)
Deana George	CHW (Breathitt)

The second quarter of the 2016 year was another very busy and productive time for our Southeast Region. This quarter all our staff attended both the Chronic Disease Self-Management Program (CDSMP) and Diabetes Self-Management Program (DSMP) trainings held at Natural Bridge State Park and Jenny Wiley State Park. Every one also attended Appalachian Research Day held in Hazard at UKCERH. The last month of the quarter all Community Health Worker (CHW) staff were also able to be attend the Kentucky Association of Community Health Workers (KYACHW) meeting in Mt. Sterling, Kentucky. Along with these trainings, meetings and mandatory monthly staff meetings, each individual CHW conducted six week CSDMP workshops and attended various meetings held in their individual counties.



Carole Frazier, CHW for Perry County, attended meetings for the Perry County Diabetes Coalition, Perry County Maternity Health fair, Patient Navigation training, as well as attended Hazard City School Parent Fair.

Barb Justice, CHW for Pike County, attended the Big Sandy Interagency and Diabetic Coalition meetings, as well as conducted several diabetic shoe day events. She attended the Pike County interagency meeting, Mental Health First Aid training, and the Big Sandy Cyber Safety meeting.

Kathy Hamilton, CHW for Floyd County, attended the Big Sandy Interagency and Diabetic Coalition meeting and the Homeplace Clinic Advisory Council meeting, as well as held several diabetic shoe day events. She also met with several of the Floyd County public school Family Resource Directors.

Pollyanna Gilbert, CHW for Powell and Wolfe County, attended the Wolfe County Interagency meetings, Mental Health First Aid training, as well as held several diabetic shoe day events

Ashley Gilbert, CHW for Letcher County, attended meetings with the Whitesburg Mountain Comprehensive Healthcare, Health Connections (which was an event hosted by Wellcare), Maternity Fair, Youth Mental Health training, New Patient Navigation training, as well as the Letcher County Interagency meeting. Ashley also hosted several diabetic shoe day events.

Rita Owsley, CHW for Knott County, attended a Cancer Screening Day at Knott County Health Department, Senior Game Night, Mental Health First Aid, Knott County Vision/Food Bank committee, Knott County Diabetes Coalition meeting, Knott County Interagency meeting as well as hosted several diabetic shoe day events.

Deana George, CHW for Breathitt County, attended the Breathitt County Expo event at LBJ Elementary, Middle Kentucky Interagency meeting, Mental Health First Aid training, presented at KRCC Solutions, assisted with Helping Hands Food Give-Away, and also held several diabetic shoe day events.

Southern Region

Helen Collett	Regional Coordinator
Michelle Ledford	CHW (Clay)
Samantha Bowman	CHW (Lee, Owsley)
Kimberly Patterson	CHW (Knox)
Kathy Slusher	CHW (Bell)
Ratisha Roberts	CHW (Estill)
Vacant	CHW (Leslie)
Debra Maiden-Hensley	CHW (Harlan)
Tonya Bowling	CHW (Jackson)

In May the Southern Region attended both the UK Center of Excellence Wellness Day and the Appalachian Research Day. In June the region attended Mental Health training and a CHW Alliance meeting.

Samantha Bowman, completed her Chronic Disease Self-Management Program (CDSMP) this quarter. She also attended the UK Wellness event and a Youth Mental Health Aid class. In June she attended Diabetes Self-



Management Program (DSMP) training and a meeting with Passport. Samantha also attended the newly formed CHW Alliance meeting held this quarter.

Ratisha Roberts assisted Samantha with her CDSM class and Kimberly with a health fair this quarter. In June she attended DSMP training and a meeting with Passport. Ratisha also attended the newly formed CHW Alliance meeting held this quarter.

Michelle Ledford completed her CDSM class this quarter. Tonya Bowling assisted her. She also attended the UK Wellness event and a Youth Mental Health First Aid class. In June she attended DSMP training and a meeting with Passport. Michelle also attended the newly formed CHW Alliance meeting held this quarter.

Kimberly Patterson attended a Senior Wellness fair and the UK Wellness event along with Youth Mental Health Aid class. In June she attended DSMP training and a meeting with Passport. Kimberly also attended the newly formed CHW Alliance meeting held this quarter.

Kathy Slusher completed her CDSM this quarter. Debra Maiden-Hensley assisted her with these classes. She also attended the UK Wellness event and a Youth Mental Health Aid class. In May Kathy held a diabetic show clinic to aid her clients that have diabetes. In June she attended DSMP training and a meeting with Passport. Kathy also attended the newly formed CHW Alliance meeting held this quarter.

Debra Maiden-Hensley attended the UK Wellness event and a Youth Mental Health Aid class. In June she attended DSMP training and a meeting with Passport. Debra also attended the newly formed CHW Alliance meeting held this quarter and meetings with the Hope Center and SEKRI (a local factory).

Tonya Bowling attended the UK Wellness event and a Youth Mental Health Aid class. In June she attended DSMP training and a meeting with Passport. Tonya also attended the newly formed CHW Alliance meeting held this quarter. Tonya also attended the Jackson County Wellness Coalition meeting in McKee.

Client Encounters

Actual Situations Encountered by Community Health Workers

April 1, 2016 – June 30, 2016

- ❖ I received a call from a young lady needing assistance with insulin for her mother. She told me that her mother had a Medicare part D plan, but had fallen into the dreaded doughnut hole. The young lady explained to me that her mother was living in a county that Homeplace did not cover, but if she was able to receive help with her insulin she would move. I scheduled her appointment and we completed the necessary paperwork for enrollment. While reading the screenings, I found that she had been going without glasses that she needed, and had not ever had a colonoscopy or mammogram. My new client and I read all educational materials and she learned label reading and carb counting. She told me that no one had ever taken the time to explain to her how important these things were. Now, my client lives with her daughter in my county and comes in regularly to receive education on taking care of her diabetes.
- ❖ I am a Community Health Worker for Kentucky Homeplace. Helping the people within the community is my job, and one that I love very much. My job is very rewarding because I feel like I have made a change somewhere in someone else's life. Not every situation has a spectacular story to where I have made a change; like a hero riding in on a white horse kind of story, it may only be spectacular to me because I know I have made a difference and gave them the help that they need. Every client is different with different needs and each story is different. Some only need glasses, to where others may only need dentures, dental work, medications, housing, jobs and there is some that needs all the above. This all depends on their situations and the type of help they are reaching out for. However, there are times that these same people we help can also be a help to us. Our job doesn't only consist of what we can do for others, but it also consists what others can do for us.
- ❖ I had a gentleman that came in with a best friend needing assistance with getting glasses. This gentleman was disabled and not able to drive so his best friend drove him so that he could get assistance. He qualified to receive the help that was needed. After finishing up his application, his friend asked me if she would qualify for help as well for she too needed glasses. I asked her about how much her monthly household income is and she gave me her info. She too was eligible to receive assistance with glasses. This lady was also disabled and her daily commute was in an electrical wheel chair. I wasn't sure how she was able to drive her friend around, but I never asked any questions. They didn't have time to stick around at the office after I finished up with my client because they had other priorities that needed to be met, so she made an appointment for me to come and see her and make a home visit. I got up and walked my newly enrolled client and his best friend out to their vehicle and noticed that they were in a white van. The lady, whom is wheel chair bound because of her disability, had a specially made van so that she could drive. She never let her disability stand in her way of helping herself and for helping others. This situation stood out to me and was very encouraging. It showed me that just because there are obstacles in our life that can slow us down, doesn't mean we have to give up. We just have to keep on going and move past those obstacles and not let it stand in the way of helping ourselves and others. This lady had no idea just how much she moved me and encouraged me. I am grateful for

the lesson that was taught to me that day. Not only did I get to help both the gentlemen and the lady with getting glasses, they also showed me how I can become a better Community Health Worker.

- ❖ I had a man call into my office that was in need of a wheelchair ramp. He went on to tell me that he had been wheelchair-bound for several years due to a spinal injury. He had called several places with no luck. He was unable to come into my office so I scheduled a home visit and signed him into our program. During the home visit, he went on to tell me that every time he had a doctor's appointment an ambulance had to come transport him because he had no other way to get out by himself, and that was the only time he was able to get out of the house. After I got back into my office I started calling different resources that could maybe help. After several attempts, I called a local church and they agreed to build the ramp for him. We set up a day and time for them to start. The following week he called extremely happy and excited and couldn't believe that our program worked so hard to help him.
- ❖ A couple that were already clients lost everything in a house fire. The only thing they had left were the clothes on their backs. The lady was a cancer patient and had been having cancer treatments for close to a year and had already been going through so much. I started calling around and finding donations for the couple. I called an organization and they received a \$500 debit card that same day. I called local churches and they started getting donations together and another organization donated them a \$100 in store credit for clothing. They also got several household items and furniture donated, including a washer and dryer. They have recently got to move into their new home and everything is going much better for them.
- ❖ Some of the biggest client successes of the last couple of months have been assisting several clients in realizing that they are eligible for low income subsidy. One client who had been unable to get her medicines without Kentucky Homeplace was approved and now can afford her medications due to the low income subsidy and for the first time having part D insurance. This was something that she had always been eligible for but did not know about the program.
- ❖ This story is about a new client who had some problems mentally and lost her entire home and vehicle. She was able to find a new apartment but when I went to do a home visit I was shocked that she had only a kitchen table and chairs and no couch or bed. She was sleeping on a blow up mattress. I was able to get her a brand new queen size mattress and am currently still looking for her a bed frame or queen box spring. I was also able to help assist her with medications and other area food banks and resources.
- ❖ This month I seen a client that works 32 to 39 hours a week and up until January 2016 she had been receiving Medicaid coverage. Her mother had called stating that she had lost her insurance coverage. They had checked in on insurance but were quoted a price that was out of their means to pay each month for insurance coverage. She has a breathing machine that is being charged \$200 a month for and has several medications that she needs to take but simply cannot afford them. After speaking with this client and her mother, I saw that she was eligible for several Patient Assistance Programs. She is only a few dollars over Medicaid guidelines to receive coverage. I went ahead and filled out forms and mailed to her doctor to sign off on. The client stated that she had no ideal we could be so much help to her. She

had done without her medication since January because she couldn't afford it and she was really having hard time breathing due to allergies, sleep apnea and asthma. I was glad we were able to help get her medications. We are now in the process of talking with equipment suppliers to see if we could get a discount on her breathing machine, this is being processed.

- ❖ I have a client that lives in our community that has no one to look after him. We have formed a friendship and it is known that if he doesn't have to see me due to medication or an appointment, he will stop in every month just to let me know he is doing ok. I hadn't heard from him in a while so I started calling him. After a few times, he answered. He had just had a colonoscopy a few days prior and felt faint. I told him he needed to get to the hospital and an hour later he showed up at my office. I again told him he needed to see his surgeon or go to the ER. He said he just thought he was over medicated. I went over his medication list again with him and after talking to him a while I found out that he was passing blood in his stool. I called his surgeon to get him in to see him quicker than his follow up appointment time but was unable to do this. I called a local doctor that I knew and they said to send him down to his office and he would check stool, blood pressure and a few other things. He said he was feeling better and stated that he would go there. A few days later he returned to my office and said he had seen both the family doctor and the surgeon and everything had been checked out and was good. He said he did not have any medical knowledge and he thanked me for guiding him to the proper help. He assured me that in the future if he has any doubt he will not hesitate to call for help. He also stated that if it wasn't for Kentucky Homeplace he would not be living today.
- ❖ My story is one of inspiration. This lady is one of the most genuine people I have ever met. She had been a client of Kentucky Homeplace for several years before I came onboard. She found out a few years ago that she had breast cancer. The cancer was discovered when she attended one of our health fairs; a local hospital brought their mobile mammography unit and she had the exam. She had surgery and chemo and she has since recovered from the breast cancer only to be diagnosed with bladder cancer later on. Without any insurance and not eligible for Medicaid, Kentucky Homeplace has helped her throughout the years to access several medications through various patient assistance programs. This lady has had numerous surgeries, treatments, and a heart attack, and she greets every day with a smile. She is truly an inspiration to me and to others.
- ❖ A young lady called my office needing an appointment for her Dad. She said that he was in a lot of pain. I went on and asked her what the pain was from and she informed me that he needed to see a dentist. He needed to see an oral surgeon. I asked whether he had any type of insurance and she told me yes. I informed her that I really needed to speak with her father since he was the one needing my help.

Her father called me back and I explained how our program worked and that he would need an appointment to see me. He did have insurance but not all dentists accept all insurances. After enrolling this gentleman into our program, I made several phone calls and explained to them that he did have insurance coverage but just could not afford to pay the co-pays or the deductible. I called one of my contacts and they told me to call a local dentist and maybe he would be able to help.

When I called the office I was told no right off the bat. I went on to explain to them about my client's situation and they asked me to wait. The doctor then got on the phone and I had to explain it again to

him. He asked me to fax him my client's information and a copy of his insurance. No promise was made that he would help my client but he did not say NO.

Within a couple of days just before I was leaving for the day, the dentist called me back and said that he would take my client as a patient and would forego the deductible and accept what his insurance would pay. I contacted my client and told him what the dentist had said. I was so thankful that this kind doctor took the time to see my client so he would not be in the pain he had been in.