

***KENTUCKY HOMEPLACE
QUARTERLY REPORT
October 1 – December 31, 2004***



***UNIVERSITY OF KENTUCKY
CENTER FOR RURAL HEALTH
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TABLE OF CONTENTS

| | |
|--|-----------|
| Letter from the Director | 03 |
| Kentucky Homeplace and New Eyes for the Needy Inc. | 04 |
| Oct. – Dec. 2004, Cost Analysis Per Client | 06 |
| Oct. – Dec. 2004, Poverty Level and Age Distribution | 07 |
| Oct. – Dec. 2004, Total Clients Served By Region | 07 |
| Oct. – Dec. 2004, Client Services | 09 |
| Oct. – Dec. 2004, Top Five Client Problems By Condition | 10 |
| Regional Summaries..... | 11 |
| Client Encounters | 17 |
| Homeplace Directory | 22 |
| Regional Service Map..... | 27 |

January 21, 2005

Dear fellow Kentuckians:

The Kentucky Homeplace program is happy to share with you the successes of this past quarter. Our program staff has been very busy helping clients with their needs and participating in community service projects in the areas that they serve.

We are pleased to introduce the following new employees with Kentucky Homeplace: **Linda Thacker** is the new Family Health Care Advisor (FHCA) in Lee and Owsley counties; her address is Lee County Courthouse, 256 Main Street, Beattyville, KY, 41311 and the telephone number is 606-464-2156.

Jonathan Smith is the new FHCA in Clay County; his address will be 76 Fayette Properties, Manchester, KY, and the telephone number is 606-599-1039.

Margaret Russell is the new administrative coordinator for the Kentucky Homeplace program; her address is 750 Morton Blvd., Hazard, KY, 41701 and the telephone number is 606-439-3557.

The entire quarterly report is posted on the UK Center for Rural Health's Web page for your review. Simply click on <http://www2.mc.uky.edu/ruralhealth/>, go to the right side of the page and click on Kentucky Homeplace, and then scroll to the bottom of the page and click on (October-December 2004 Quarterly Report). If you still wish to have a printed copy, please call 1-800-851-7512 or email me at fjfeltn@uky.edu. These are also found on the Web page.

Sincerely,



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

Homeplace, New Eyes Partner for Better Vision

Assistance programs combine efforts to provide eyeglasses to needy residents across Kentucky

By David A. Gross
UK Center for Rural Health

HAZARD – Kentucky Homeplace Director Fran Feltner vividly recalls the day a few months ago that an elderly Perry County man visited her University of Kentucky Center for Rural Health office in need of new eyeglasses.



His were duct-taped in the center to keep them from falling apart. Dozens of scratches from more than five years of wear had obscured the view through his lenses. And with no insurance coverage for an eye exam or glasses, “he had all but given up hope of getting new ones,” Feltner said.

It was at that point that she turned to the growing partnership between Kentucky Homeplace and New Eyes for the Needy Inc., a Short Hills, N.J.-based nonprofit organization. That day a payment voucher was filed on the man’s behalf, and within a week he was viewing the world through new spectacles.

“If it hadn’t been for that partnership,” Feltner said, “maybe he still wouldn’t have glasses and be able to do his daily activities.”

The success of the Kentucky Homeplace/New Eyes for the Needy collaboration is the result of a shared mission – to help indigent residents who have health concerns they cannot afford to address. Kentucky Home-place is a state-funded program that uses dozens of lay health workers to link thousands of medically underserved rural residents with available health and social services, such as free or reduced-cost doctor’s visits, medical supplies, and prescriptions. New Eyes for the Needy is a volunteer organization that seeks to provide better vision for the poor throughout the world. It purchases new prescription eyeglasses for needy Americans through a voucher program. In addition, New Eyes solicits metal frames in any condition, unbroken plastic framed glasses, sunglasses, hearing aids, jewelry, and giftware. Cash received from the sale of the metal-framed glasses and jewelry, along with individual contributions and grants, is used to purchase new prescription glasses for the poor in the United States. More than 300,000 pairs of reusable plastic-framed glasses are sent abroad for redistribution each year.

Deanna Jessie, Kentucky Homeplace’s Northeast Region coordinator, played a significant role in forging the Homeplace/New Eyes partnership. She said its impact is best measured in individual examples of improved quality of life – like the Johnson County man who was cleared to return to work after getting glasses through the partnership, and the elderly woman who no longer cries because she can’t read her Bible.

Overall, in the past three-plus years the two agencies have jointly issued more than 2,600 pairs of eyeglasses to needy Kentuckians, accounting for nearly half of the 6,100 overall pairs New Eyes has distributed across the Commonwealth during that time period. Kentuckians topped the nation in applying for assistance from New Eyes during 2003, with most of the requests coming from Kentucky Homeplace clients.

“The demand in Kentucky grew dramatically as Kentucky Homeplace became a more and more active voice for the people of rural Kentucky,” said New Eyes for the Needy Executive Director Alyce Twomey. “That was marvelous, but it put a strain on our organization. We were having a difficult time funding the rest of our program.”

As a result, New Eyes for the Needy designated Homeplace its major voucher distributor for Kentucky – the only such relationship New Eyes has in any state. In the coming year, about 1,350 of the 1,900 pairs of glasses New Eyes will purchase for Kentuckians will be issued through Homeplace, which now processes the requests from its clients along with those received by dozens of other agencies, including the Kentucky Cabinet for Health and Family Services, Kentucky River Community Care, West Kentucky Allied Services, and various health departments.

“We live in Kentucky, so we see the need firsthand,” Feltner said. “Previously, all our requests were sent to New Jersey for approval. Now, with this new partnership, we’re able to get this service to the people much more quickly.”

Kentucky continues to lead the nation in requests for assistance from New Eyes because the demand for new glasses remains high among the state’s indigent residents – so much so, Twomey said, that the organization applied for and received a grant from the New Jersey-based William G. and Helen C. Hoffman Foundation specifically to fund the Kentucky portion of its operation.

“We are grateful for the Hoffman Foundation’s support of our program in Kentucky,” Twomey said. “We hope that in the future, Kentucky foundations and individuals will join with the Hoffman Foundation to provide eyeglasses for the poor. We have been thrilled to work with Kentucky Homeplace to develop this program that helps each agency more effectively serve the neediest residents of Kentucky.”

Pictured: Jeaneen Williams, left, Kentucky Homeplace’s Barren County family health care advisor (FHCA) visits the home of Glasgow client Ella Monday. Since 2001, Homeplace and New Eyes for the Needy Inc. have jointly issued more than 2,600 pairs of eyeglasses to medically underserved Kentuckians.

**Kentucky Homeplace
Mean Cost Analysis
October-December 2004**

| | |
|--|----------------|
| Mean cost per client..... | \$81.38 |
| Mean cost per service..... | \$7.76 |
| Mean value of free medicine per application..... | \$190.71 |
| Total value of free medication accessed this quarter | \$5,212,653.82 |
| Average number of services per client..... | 10.5 |

Assumptions:

1. All appropriate costs and counts of services were generated for the quarter.
2. University of Kentucky administrative overhead cost was calculated at 20% of total program costs for the quarter.
3. Calculations were made using total salary, fringe benefit, capital equipment, and operating costs.*

Note: Unit cost trends compared to previous quarter:

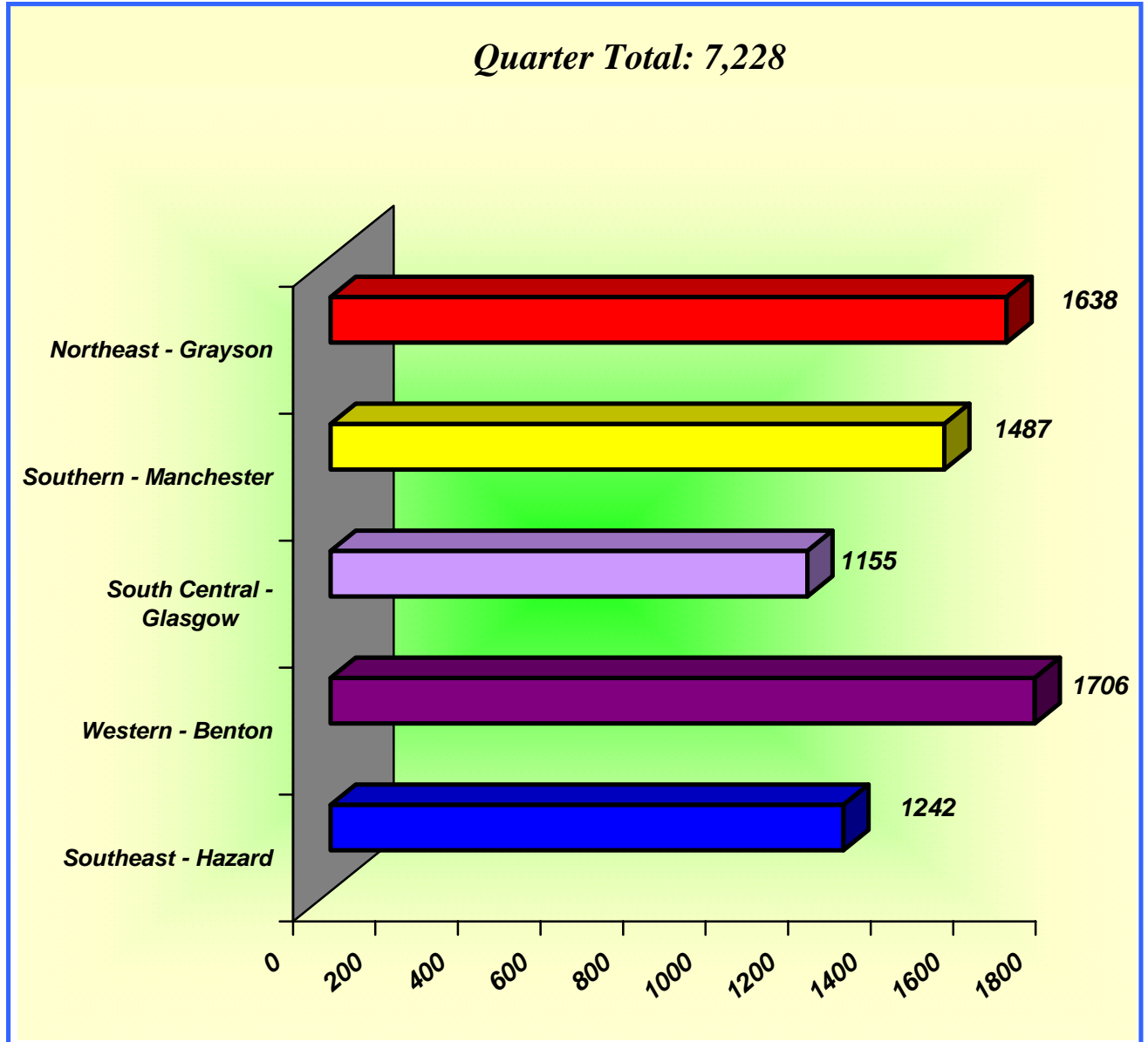
Cost per client increased by 51%
Cost per service increased by 37%
Mean value of free medicine per application decreased by 16%
Total value of free medications accessed this quarter increased by 8%
Mean number of services per client increased a half service per client or 5%

*Cost per client increased this quarter due to one-time purchase of capital equipment (computers and printers) necessary for family health care advisors work stations.

| Poverty Levels of Homeplace Clients | | | | | |
|--|--------------|--------------|--------------|------------|--------------|
| October 1 – December 31, 2004 | | | | | |
| Number of people in household | 100% | 101-150% | 151-200% | 200+% | TOTAL |
| 1 | 1,379 | 1,167 | 314 | 59 | 2,919 |
| 2 | 1,104 | 1,298 | 619 | 171 | 3,192 |
| 3 | 341 | 211 | 77 | 14 | 643 |
| 4 | 217 | 81 | 12 | 3 | 313 |
| 5 | 60 | 20 | 6 | 2 | 88 |
| 6 | 27 | 6 | 2 | 0 | 35 |
| 7 | 8 | 3 | 0 | 2 | 13 |
| 8 | 5 | 0 | 0 | 0 | 5 |
| 9 | 4 | 1 | 0 | 0 | 5 |
| 10 | 0 | 0 | 0 | 0 | 0 |
| 12 | 0 | 0 | 0 | 0 | 0 |
| TOTAL: | 3,145 | 2,787 | 1,030 | 251 | 7,213 |
| Column %: | 43% | 39% | 15% | 4% | 100% |
| Source: Data extracted from the Kentucky Homeplace Pen Computer Database | | | | | |
| *Incomplete Data on 15 clients | | | | | |

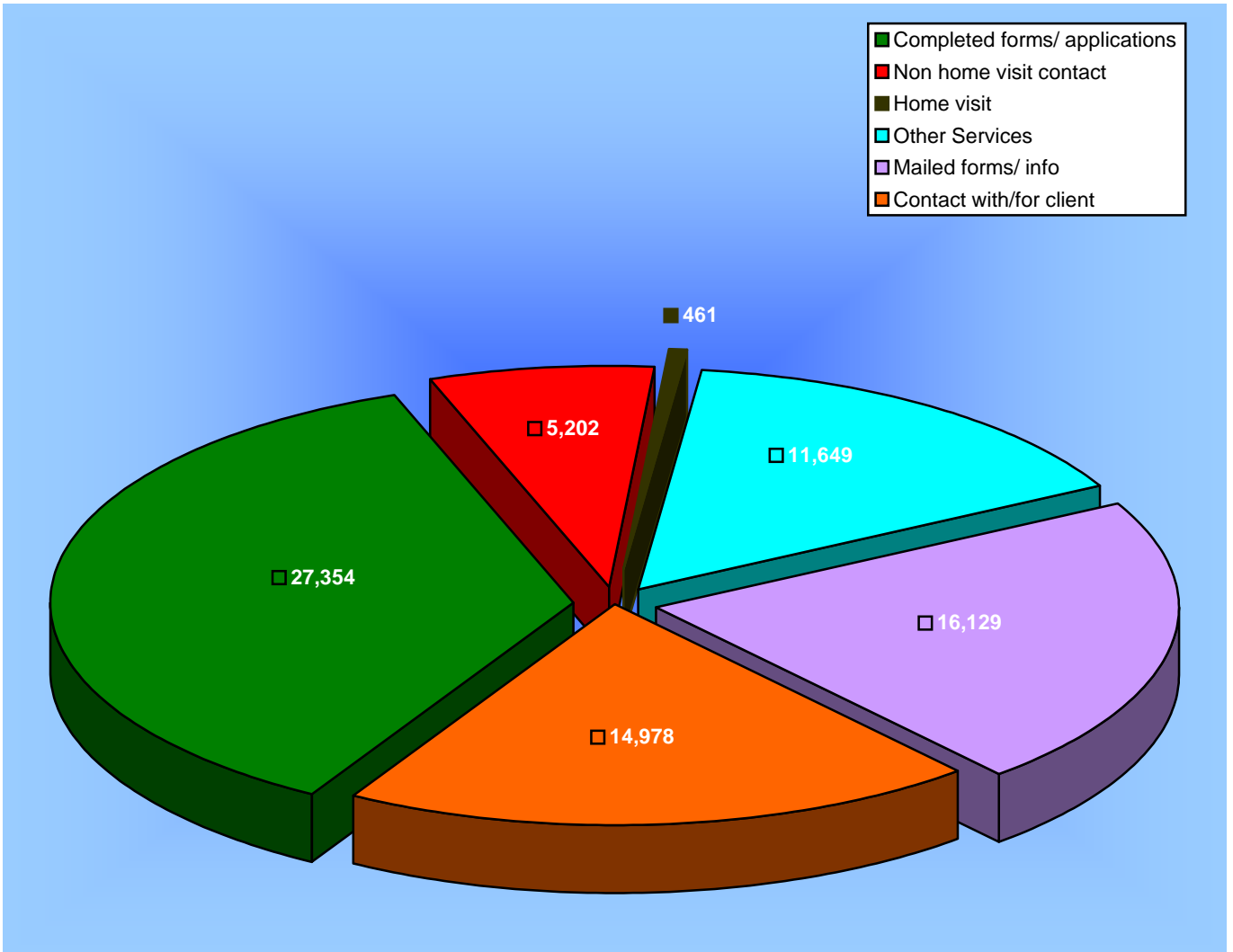
| Age Distribution of Homeplace Clients | | |
|--|-------------------|-----------------|
| October 1 – December 31, 2004 | | |
| Age Group | Number of Females | Number of Males |
| Ages 1 to 4 | 33 | 24 |
| Ages 5 to 12 | 3 | 9 |
| Ages 13 to 14 | 4 | 1 |
| Ages 15 to 19 | 11 | 7 |
| Ages 20 to 24 | 39 | 20 |
| Ages 25 to 44 | 526 | 316 |
| Ages 45 to 64 | 1,973 | 1,305 |
| Ages 65 to 74 | 1,114 | 592 |
| Ages 75 to 84 | 774 | 232 |
| Ages 85 and over | 185 | 52 |
| Total: | 4,662 | 2,558 |
| Median Age: | 60 | 57 |
| Source: Data extracted from the Kentucky Homeplace Pen Computer Database | | |
| *Incomplete Data on 8 clients | | |

Total Clients Served By Region October 1, 2004 – December 31, 2004



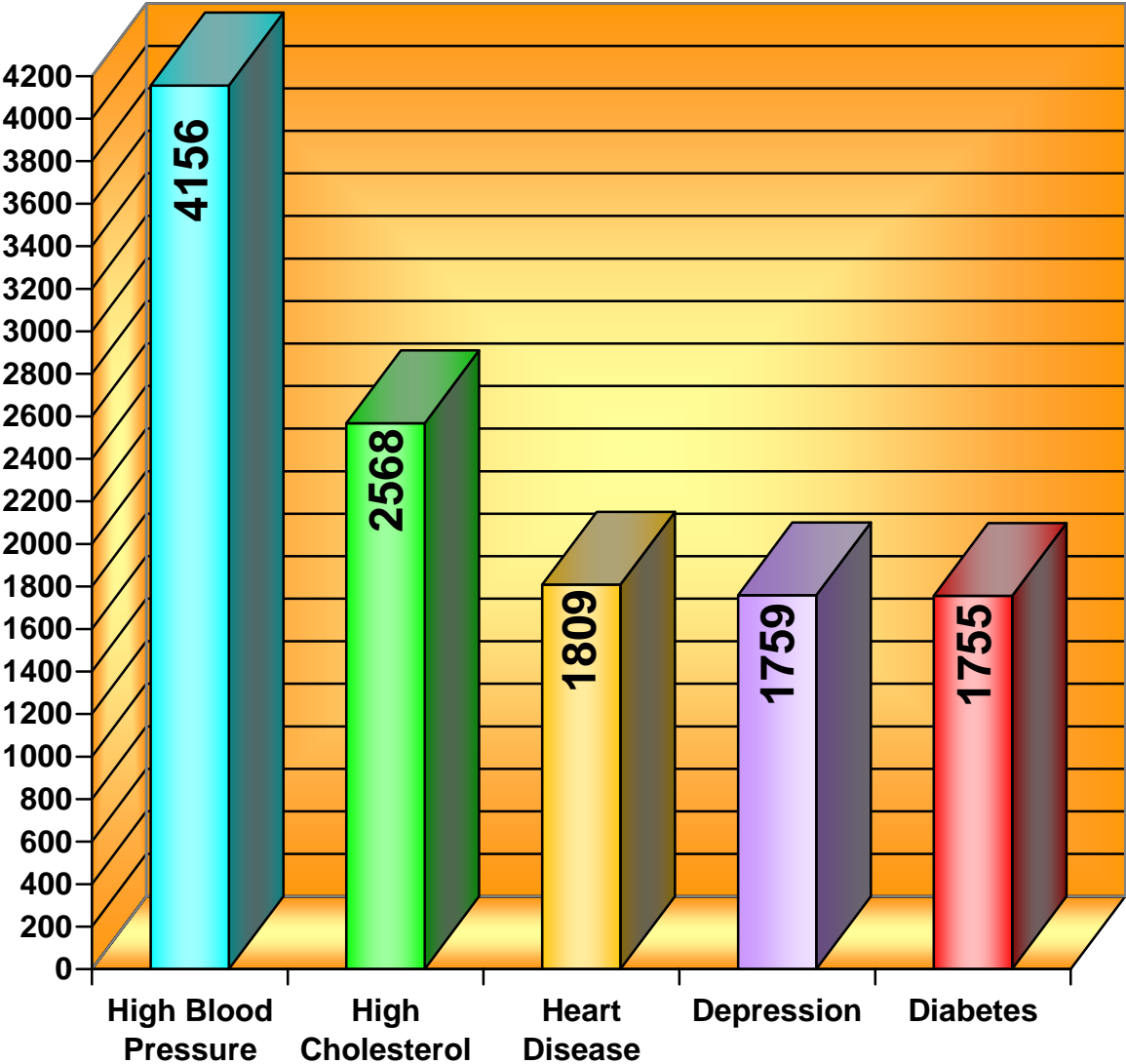
Client Services

October 1, 2004 – December 31, 2004



TOTAL FOR THE QUARTER: 75,773

**Top Five Client Problems By Condition
October 1, 2004 – December 31, 2004**



REGIONAL SUMMARIES

October 1 – December 31, 2004

SOUTHEAST REGION – Breathitt, Floyd, Knott, Leslie, Letcher, Perry, Pike, Powell, and Wolfe counties; Regional Coordinator Lynn Whitaker.

This quarter our family health care advisors served a total of 1,242 clients, performed 150 home visits, 869 client site visits and provided 14,936 services. Medication in the amount of \$727,122 was ordered by the FHCAs in this region.

Perry County

In Perry County, Nancy Combs attended the Women's Health Fair with the Diabuddies held at Wal-Mart. Nancy is a member of an advisory committee with the Perry County Central Family Resource Center and has attended its meetings. Nancy attended the Diabetes Expo held at the Senior Citizens Building. She attended a meeting with Kentucky River Community Care's TR Center regarding clients there in need of assistance offered by Kentucky Homeplace. She helped in fund-raising for needy Kentucky Homeplace families at Christmas. Nancy served 122 clients this quarter and provided 1,080 services for them.

Breathitt County

Centernet was held in Breathitt County; clients and FHCAs met at the Lifeskills Center and spoke to people around the state about health care issues. Julia Keene participated in Kentucky Homeplace Christmas for needy families. This quarter Julia served 122 clients and provided 2,046 services for them.

Floyd County

Our Floyd County office is a great asset to the community. Gina Bates has held Community Health Days in Floyd County and participated in a Community Health Day held in Leslie County. Gina is a member of the Cancer Coalition in Floyd County. She attended the first annual Community Cancer Conference held in Pikeville at the Pikeville Medical Center. She participated in fund-raisers for Kentucky Homeplace's Christmas for needy families. Gina served 159 clients this quarter and provided 1,756 services for them.

Knott County

In Knott County, Paul Vance has held several Community Health Days for his clients. Paul participated in a Community Health Day held in Leslie County and attended the Big Sandy Community Cancer Conference at the Pikeville Medical Center. He participated in our Kentucky Homeplace Christmas for needy families. In this last quarter, Paul served 152 clients and provided 3,040 services for them.

Leslie County

Delana Roberts is very busy in Leslie County. She has held several Community Health Days. Delana attended a UNITE meeting at the Leslie County Extension Office, met with the 4-H agent in regards to becoming a board member, and met with a new doctor's

office in Wooton. She worked with God's Food Pantry assisting clients with food and participated in Homeplace Christmas for needy families. Delana had 160 clients and provided 2,217 services for them.

Letcher County

In Letcher County, Tammie Holbrook had three Community Health Days. Tammie gave a presentation regarding Kentucky Homeplace to the parents of the children at West Whitesburg Elementary. She participated in Kentucky Homeplace's Christmas for needy families. Tammie served 81 clients this quarter and provided 485 services to them.

Pike County

Pike County is a very large and busy county. This quarter Barbara Justice had 159 contacts and provided 1,661 services to her clients. Kristie Childers had 105 contacts and provided 1,087 services to her clients. Barbara and Kristie attended the Cancer Seminar at the Pikeville Medical Center and held three Community Health Days at Elkhorn City, assisting clients in the far end of their county. They participated in our Homeplace Christmas for needy families.

Powell/Wolfe counties

Powell County Clinic hosted a Diabetic Day; those attending were representatives from Novo Nordisk Company and Bayer Pharmaceuticals. Both drug representatives offered free medications and free meters to diabetic patients. Pollyanna Shouse was there to assist patients with forms to order medications and offer assistance with other diabetic supplies. Pollyanna served 182 clients and provided 1,564 services for Powell County. In Wolfe County, on-site visits with doctor's offices are scheduled weekly. Pollyanna is seeing clients and assisting the doctor's office staff with any questions they may have in regards to any indigent patient care and medication. Pollyanna participated in Kentucky Homeplace Christmas for needy families.

SOUTHERN REGION – Bell, Clay, Harlan, Jackson, Knox, Laurel, Lee, Owsley, and Whitley counties. Regional Coordinator Helen Collett has a new future FHCA, Keeley Alysia Collett.

This quarter our family health care advisors served a total of 1,487 clients, performed 27 home visits, 1,542 client site visits, and provided 18,583 services. Medication in the amount of \$1,597,360 was ordered by the FHCAs in this region.

Bell County

Nancy Brock attended Cooperative Christian Ministry community days on Oct. 5, and Dec. 7. She participated in the Bell-Whitley Community Services meeting on Oct. 27.

Clay County

The week of Dec. 14-17, the family health care advisors worked at the local Food Pantry. The Food Pantry is run by Riverview Baptist Church and serves 200 families a month with food donations. We were able to take gifts from Kentucky Homeplace and give to

each child and adult. On the first day there, Comp Care brought in more than 20 handicapped and mentally unstable adults; on the second day, Horse Creek Elementary brought its less fortunate children and elderly from the local community; on the third day, Manchester Elementary's brought its less fortunate children; and on the final day, Hacker Elementary's brought its less fortunate children. Homeplace clients came to the Food Pantry during this week and received food and gifts also. In our four days at the food pantry we saw over 200 children and 150 elderly adults. We saw children with no coats to wear and elderly folks that couldn't afford their Christmas dinner.

Lee/Owsley counties

Linda Thacker participated in the Center for Rural Health and the Kentucky River Health Network booth at the Woolly Worm Festival in Beattyville in October. Linda participated in the annual food pantry give away in Manchester and helped sort, wrap and distribute Christmas gifts to area families. Linda moved into her new office on Jan. 3, 2005, at 256 Main Street in Beattyville.

NORTHEAST REGION – Bath, Boyd, Carter, Elliott, Greenup, Johnson, Lawrence, Magoffin, Martin, Menifee, Montgomery, Morgan and Rowan counties; Regional Coordinator Deanna Jessie.

Our family health care advisors served 1,638 clients this quarter. A total of 18,789 services, 41 home visits, and 1,191 site visits were provided to these clients. Outreach was also provided to clients from Bourbon, Bracken, Franklin, Fleming, Jefferson, Kenton, Lewis, Nicholas and Owen counties. Medication in the amount of \$1,322,613 was provided to our clients in this service area.

Regional Office

Deanna Jessie, regional coordinator, participated in the Centernet Project in Morgan County. She met with the Cancer Fund of America for supplies twice this quarter. Deanna met with Kentucky Vocational Rehabilitation working closely with Computer Technology to employ Homeplace clients. Deanna participated with the Olive Hill Elementary School Resource Health Fair. Deanna assisted Constituent Services/Legislative Research Commission with 37 contacts in the areas of the state in which Homeplace is not yet located.

Bath/Menifee/Montgomery counties

Teresa Judd participated in the Carter County Community Health Day. She attended the Lawrence County Interagency Meeting. She attended a meeting with the Lawrence County Extension Service

Boyd County

Kim Sansom participated in the Carter County Health Day. She helped with the senior citizens holiday events.

Carter County

Anita Salyers attended orientation of employees in Hazard. She attended the local interagency meeting.

Elliott/Morgan counties

Janet Kegley participated in the Centernet Project and the Kentucky Homeplace PowerPoint and Public Relations Documentary. Janet assisted with the Carter Community Health Day. She helped with the Elliott County Senior Citizens Halloween Party, and Thanksgiving and Christmas dinners. She visited the nursing home with the seniors for the holiday. Janet attended a meeting with Legal Aid of the Bluegrass advocating for seniors.

Greenup County

Kelly McCarty participated in the Carter County Health Day.

Johnson/Magoffin counties

Judy Bailey assisted with the Low Income Health Day with the health clinic at the Magoffin County Health Department. She does this four days each month. Judy participated in the monthly Magoffin County Senior Citizens meeting. She helped with the Carter County Community Health Day.

Lawrence and Martin counties

Elizabeth Kelly participated in the Carter County health day and in the Weigh the Reality series.

Rowan County

Family health care advisors from Carter, Elliott and Bath counties are trying to serve the people by outreach to this county.

WESTERN REGION - Ballard, Caldwell, Calloway, Carlisle, Christian, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken, Trigg, Webster and Union counties; Regional Coordinator, Ova Pittman

We attended a Kentucky Public Health Association board of directors meeting, a Marshall County Fiscal Court meeting, a West Kentucky Children's Health Coalition meeting, and provided updates on services to clients and cost savings on medications to all judge-executives and others who help support our program in the Western Region. This quarter our family health care advisors served a total of 1,706 clients, performed 111 home visits, 902 client site visits and provided 11,917 services. Medication in the amount of \$918,581 was ordered by the FHCA's in this region.

Ballard/Carlisle counties

Angie Carpenter, FHCA, attended a Living with Diabetes class at Carlisle County Extension Office.

Calloway County

Carla Gray, FHCA, assisted clients with office and home visits.

Christian/Trigg counties

Jennifer Walton, FHCA, attended a Kentucky Seniors Saving Medicare update training.

Fulton/Hickman counties

Shan Roberts, FHCA, attended the Fulton County Housing Authority Open House, the West Kentucky Allied Services Open House, a Community Resources advisory meeting, and participated in the Relay for Life Jail-a-Thon.

Graves County

Mary Beth Rohrer, FHCA, attended a West Kentucky Allied Services Open House and assisted the Graves County Health Department with the Highpoint Flu Clinic.

Livingston/Crittenden counties

Sherry Morris, FHCA, participated in a session with other FHCAs and information technology personnel to help with the development of a new management information system. She helped provide coverage for the Lyon/Caldwell office.

Lyon/Caldwell counties

Melissa Wynn, FHCA, was off on maternity leave most of the quarter. We now have a future FHCA; her name is Gracen Kathleen Wynn.

Marshall County

Tessa Turner, FHCA, represented the program at a health fair at the Joe Creason Center.

McCracken County

Connie Best, FHCA, attended an open house and represented the program at West Kentucky Allied Services.

Webster/Union counties

Jerrell Rich, FHCA, attended a methadone seminar at Webster County Courthouse.

SOUTH CENTRAL REGION – Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, and Warren counties; Regional Coordinator Beth Wells.

This quarter our family health care advisors served a total of 1,155 clients, performed 132 home visits, 698 client site visits and provided 11,548 services. Medication in the amount of \$650,978 was ordered by the FHCAs in this region.

The South Central region provided approximately 20 Soup and Stew Baskets during Christmas to clients in need or to those who had no family to celebrate the holidays with.

The baskets also included some personal care items and other miscellaneous items. Beth Wells and Jeaneen Williams participated in the taping of a video about the South Central region of Kentucky Homeplace program. The regional coordinator's office and the Barren County FHCA office were relocated into one central location in Glasgow during the quarter. The offices are now located at 119 Park Avenue.

Barren County

Jeaneen Williams attended the Barren County Vision meetings and the Dealing with Difficult People seminar in Bowling Green. She participated in a car seat checkup event sponsored by the Barren County Safe Kids Coalition.

Metcalfe/Monroe counties

Janice Compton attended the Dealing with Difficult People seminar in Bowling Green.

Edmonson/Hart counties

Sharon Cherry attended the Dealing with Difficult People seminar in Bowling Green and the Hart and Edmonson County Vision meetings. She participated in the Edmonson County Health Fair and provided a presentation about Kentucky Homeplace to Lifeline Home Health.

Warren County

Velma Koostra attended the Dealing with Difficult People seminar in Bowling Green and the Warren County Vision meeting.

Allen/Simpson counties

Peggy Gillock attended the Dealing with Difficult People seminar in Bowling Green and attended the Allen and Simpson counties Vision meetings.

Butler/Logan counties

Bettie Phelps participated in the Butler and Logan County health fairs.

CLIENT ENCOUNTERS

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

The local deputy sheriff came to my office; he was concerned about a family. A man had suffered a heart attack and had been in the hospital for several days. When he left the hospital, he was placed on several medicines that he could not afford. I scheduled an appointment for the man and the deputy later brought him and his wife into the office.

I talked with my client's wife, who revealed that their income was \$264 each month. She was very concerned and didn't know how they would manage. I sent her to the local doctor for samples until I could get the client's medicine through the patient assistance programs. I referred him to the community based services to apply for a spin-down card; I contacted the hospital about the Kentucky Hospital Care Program to help with hospital bills. I plan to refer him to apply for disability. For this client, the community came together to assist him and his family with their needs.

During this quarter I had the opportunity to meet several families with medical issues that needed to be met, but one in particular stuck out in my mind. I met a young woman through the Community Action Program here in Pike County who did not have a car seat for her newborn child. She had gone to several other organizations but had been unsuccessful in obtaining a car seat. Once I received her information, I made one phone call to the Thankful Hearts Food Pantry and they were more than happy to help. They came up with an almost new car seat.

A 70 year-old-lady came to my office. She had been referred to me by a friend whom I had helped with medications. She needed help with hearing aids. I told her about the Starkey Hearing Foundation and explained what had to be done. She said she would like me to help her with the application. After getting her information together, we filled out the application. She was approved and received two hearing aids.

The son of an 84 year-old client came into my office and said he was at his wit's end. He was taking care of his father alone; his sister and brother would not help. I called a local lady that takes care of the elderly in her home. She has an opening at the first of the year and I got the price and other pertinent information. I gave the son her phone number; he is going to go out to visit with the lady and check the place out.

A 25 year-old woman came to the office needing help with eyeglasses. She was living with her boyfriend and he had paid for her eye exam but they could not afford the prescription glasses. She needed to have her driver's license renewed but would require glasses first. After obtaining a copy of the prescription, I completed a New Eyes for the Needy application and was able to help her obtain her eyeglasses.

I have a client who is a 71 year-old male that was diagnosed with lung cancer. His daughter-in-law called and requested that I make a home visit. The client had decided

that he would not take treatments of any kind and they were worried they would not be able to care of him. I connected them with Hospice and explained the services it provided. They were also concerned about the expense of the pain medications he would need and they were happy to find that Hospice would provide these for him. He was not eating well and I took him two cases of Boost and filled out an application so that he could get nutritional supplements shipped to him at no charge.

I had a phone call from a man stating he needed help getting his wife's medication and they had no insurance to cover her medicine. When I did the home visit I could see they needed more than just her medications. The house was in need of repair and they needed help with paying hospital expenses. I referred the family to the food stamp office to see if they were eligible for a spend-down Medicaid card and food stamps and informed them of the Indigent Care Program at the hospital. Other referrals were made to Community Action for heating assistance and weatherization. I spoke with their daughter when she dropped off her mother's applications and gave her information about the Rural Housing Development. Her parents may qualify for a grant or low-interest loan for home repairs. They have already been assisted with the heating program and have an appointment scheduled with the food stamp office to apply for food stamps and medical benefits. This client received one of the baskets I delivered before Christmas.

For the past two years I have been helping a lady with her medications. She lives alone and does not have much family. As do many of our clients that we have helped over the years, she depends on me to keep her medicine straight and calls whenever she gets anything in the mail. During a conversation earlier this season she was told me how cold it was out and how hard it was for her to get around in the cold. This is a little lady that may weigh 90 pounds. She lives only two blocks from a shopping area but must use her wheelchair to get groceries or supplies. One evening I decided to crochet her a nice long scarf. I finished it just in time to make a home visit to check on her medications. I had also gathered up a basket full of goodies using personal items our group had put together and some homemade goodies donated by the homemakers. I added a few cans of soup, crackers and fruit. The afternoon I made my visit she was sitting there in the chair waiting for me. Her eyes lit up and a big smile came across her face. The joy of being able to make someone smile is a special gift to me this time of year.

I had a male client in my office that had never had help with his medications before. He was taking several medications and was seeing several different doctors. After reviewing his medication list, I discovered he was taking the same medication twice but under two different names. He had been prescribed a high blood pressure beta blocker from one doctor and then had failed to inform the second physician about the medication he was already taking. The second doctor prescribed the same kind of beta blocker under a generic name. I contacted both doctors and explained the situation and they adjusted his medication. This has made a great difference in this man's life; taking both medications had already lowered his blood pressure to a very dangerous level. He is now much more stable and understands his medicines better and to communicate better with his physicians.

I had a client come to me who had been out of work for a while and had filed for disability due to a heart condition. He was living off of food stamps and minimal savings from when he had worked. I was able to help him get all of his medication through patient assistance programs to treat his condition. During the interview, I saw his financial need and linked him to the heating program at the local community action office. I walked him through the process, and helped him obtain the needed documents. He was able to get \$125 of credit with the electric company in order to help him pay his heating bills over the next couple of months.

Early in the quarter I got a call from our local elementary school. They had two students who needed to be seen by a doctor. These children had been sick for several days. The mother was contacted several times about this and had not taken them for care. Her excuse was she had lost their medical cards and was looking for them.

This mother is a known methadone user in our area. Her children have been removed from her custody several times; she has them with her now because she is waiting to go back to jail. The counselor that contacted me said some of the teachers were willing to help if they could do so. I told her to let me see what I could do. The homeroom teacher called the mother and told her she had made an appointment at the local clinic for her kids to be seen. The mother said she didn't have the money to pay and she hadn't yet found the medical cards. The teacher in turn told her that something had to be done for these kids, for her not to worry - it would be taken care of. The mother then missed two different appointments to bring in the children. The school was very upset, because the kids were really sick. I got in contact with the local town board and told them of the situation. They told me to contact the mother and tell her to bring in the girls and it would be taken care of, anonymously, of course. The mother finally brought the children in and they saw the doctor. In turn, the clinic gave a reduced rate and the doctor gave samples so there would not be any medication cost. Living in a small town sometimes is very frustrating but at times when you need someone, there is always someone to lend a helping hand.

I had a client come to me who had just recently been diagnosed with diabetes and needed assistance with her medications. As I was interviewing her, I asked about a glucometer and she said the doctor had mentioned she needed one but she just couldn't afford it at this time. I told her that our program could get her one as well as to put her in touch with an area sales representative to get her the strips that went with the machine. As I continued my interview, I asked if she had her yearly exam and she told me that she was embarrassed to say that she had not been back to the doctor since her daughter had been born eight years ago. She hadn't even gone back for her six-week check-up. I immediately got on the phone and scheduled her an appointment with the health department for an annual exam. My client started crying in my office because she had come to one place and it was her first visit and we helped her with all of her current health care needs. She was very appreciative of all the information that I gave her in helping her to understand diabetes more and the assistance for further medical care.

During October I had the privilege of working with a family type that is becoming very prevalent in today's society; grandparents raising their grandchildren. The extra mouths to feed and clothe have put a financial hardship on the grandparents living on a fixed income. We were able to apply and receive medication for both grandparents, helping to lighten the burden just a little bit.

A very concerned mother came to my office looking for assistance for her son. He had been diagnosed with an infection that, if left untreated, could cause him to have to have it amputated. The mother told me that the prescription was at Wal-Mart and to have it filled would cost \$1,200. The young man and his wife are students without income of their own. The mother couldn't afford to purchase the medication either.

I enrolled the man into our program. I had never heard of the medication needed so I went to the Internet to see what information I could find. The Pfizer Company produced the medication so I called the 800 number listed. The representative who answered the phone was very helpful; he told me that there was a special program at Pfizer to assist with the medicine and connected me directly to that program. The lady that answered the phone took some simple information about the client and asked where the prescription would be filled, I gave her that information and she gave me a group number and an ID number; she told me to have the client go back to Wal-Mart and pick up the medication free of charge. In less than five minutes I had \$1,200 worth of free medication for one client. You could just see the relief on the mother's face and almost disbelief when I told her that the medicine was available and ready to be picked up from Wal-Mart.

I had an appointment with a gentleman who had been trying to get help with his medications from a person who did patient assistance applications from her home. This lady lived at the other end of Kentucky from him. He never talked with the lady, he only corresponded by mail. Although he was being charged fees for each application and fees for other services, he had never received his medications. I felt sorry for this elderly gentleman who lives on a fixed income in an apartment complex that bases your rent on your income. In the last 10 years he has lost everything just in order to pay for the medications he needed for his heart and diabetic conditions.

I met with the man and explained the Homeplace program to him. I told him I could order his medications at no charge through the pharmaceutical companies. I started the assessment and got to the part regarding marital status. He paused for a minute then stated he was separated. After signing the consent forms, we began to talk. He was retired and had three grown children. He owned his home and he and his wife had enjoyed traveling and singing in a gospel group at his church where they had been very active members. With his pension and his wife receiving SSI and a medical card for her health care needs, they were financially okay. The couple had purchased a new vehicle, the only new car they had ever owned. Then, suddenly their income dropped, due to his eligibility for Social Security. They couldn't afford their car payment and his wife lost her SSI and medical card. They then began paying for their health care needs and medications out of their savings. Their savings quickly ran out and they exhausted all their assets.

They lost everything - car, home - everything they had worked all their life for was gone. I was shocked when he explained to me what he and his wife had to do next. In order for his wife to continue to receive her medical card and SSI, they had to be separated or divorced. At first, they wouldn't even consider it. They had been married for more than forty years, raised three children and were very strong in their faith, church, and marriage. But there was nothing else they could do. They separated and he moved out of his home - not because of arguments, or their relationship going bad, but because in today's time they could not afford health care and other necessities.

I thought this was so extreme for an elderly couple to have to go through. He looked at me, smiled and said, "We are still very much in love, and one day we will be able to continue our lives together, but just not now." The couple has separate apartments in the apartment complex, spends the day together and goes to their separate homes at night. I think it is so unfortunate for people to have to go to such extremes just in order to continue to get the proper care they need for their health. If it is this bad now, I cringe thinking what health care options will be for people my age when we can retire.

KENTUCKY HOMEPLACE SITE INFORMATION

| ADMINISTRATION | PERSONNEL | TITLE | TELEPHONE | ADDRESS |
|---|--|---|----------------------------|---|
| Kentucky Homeplace 750 Morton Blvd 606-439-3557, Ext 83654 1-800-851-7512 Fax: 606-435-0427 | Fran Feltner, B.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 | 606-439-3557, Ext 83656 | Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701 |
| | Charles Spencer cdspen2@uky.edu | Data Coordinator | 606-439-3557, Ext 83646 | Kentucky Homeplace 750 Morton Blvd Hazard, KY 41701 |

| SOUTHEAST REGION | FHCA | COUNTY | TELEPHONE | ADDRESS |
|--|--|-----------------|---|---|
| Lynn Whitaker 750 Morton Blvd 606-439-3557, Ext 83684 1-800-851-7512 Fax: 606-435-0427 lynnma@uky.edu | Tammie Holbrook tdholb0@uky.edu | Letcher | 606-632-0993 Fax: 606-632-0893 | Kentucky Homeplace 4 Banks Street, #101 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 pvance2@uky.edu | Knott | 606-785-9884 | Kentucky Homeplace 59 Cowtown Rd, STE 3 P.O. Box 1380 Hindman, KY 41822 |
| | Julia Keene jkeen0@uky.edu | Breathitt | 606-666-7106 Fax: 606-666-4473 | Kentucky Homeplace 1137 Main Street Jackson, KY 41339 |
| | Delana Roberts droberts@uky.edu | Leslie | 606-672-2262 | Kentucky Homeplace 22728 Hwy 421, Apt #23 Hyden, KY 41749 |
| | Barb Justice bajust0@uky.edu | Pike | 606-433-0327 1-800-716-7384 fax: 606-433-0440 | Kentucky Homeplace P.O. Box 2243 (41502) 478 Town Mtn Road Pikeville, KY 41501 |
| | Kristie Childers kchil2@uky.edu | Pike | 606-432-1301 Fax: 606-432-1351 | Kentucky Homeplace P.O. Box 2243 (41502) 478 Town Mtn Road Pikeville, KY 41501 |
| | Gina Bates gbates@uky.edu | Floyd | 606-886-3919 | Kentucky Homeplace Floyd Co Health Dept 144 North Front Ave Prestonsburg, KY 41653 |
| | Pollyanna Shouse pshou1@uky.edu | Wolfe Powell | 606-666-7106 Fax: 606-666-4473 | Kentucky Homeplace 1137 Main Street Jackson, KY 41339 |

| SOUTHERN REGION | FHCA | COUNTY | TELEPHONE | ADDRESS |
|---|--|---------------|---|--|
| Helen Collett 76 Fayette Properties Manchester, KY 40962 1-888-220-3783 606-599-1039 606-599-8189 Fax: 606-599-8619 collett@uky.edu NOTE: Estill, Jackson, and Whitley Counties please call Regional Coordinator at number listed above. | Jonathan Smith Jonathan.Smith@uky.edu | Clay | 606-599-1039 | Kentucky Homeplace 76 Fayette Properties Manchester, KY 40962 |
| | Michelle Ledford kmldef2@uky.edu | Clay | 606-599-1039 | Kentucky Homeplace 76 Fayette Properties Manchester, KY 40962 |
| | Nancy Brock nbroc2@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 | Lee/Owsley | 606-464-2156 Fax: 606-464-2176 | Kentucky Homeplace Lee County Courthouse 256 Main Street KY P.O. Box 645 Beattyville, KY 41311 |
| | Shirley Madrey smadr2@uky.edu | Harlan | 606-574-9268 606-574-0239 Fax: 606-574-0384 | Kentucky Homeplace P.O. Box 239 313 Central Street Grays Knob, KY 40829 |
| | Paul Frederick pfred2@uky.edu | Knox | 606-546-4175 Ext. 4065 | Kentucky Homeplace 1 Hospital Drive P.O. Box 160 Barbourville, KY 40906 |
| | Helen Curry hscurr2@uky.edu | Laurel | 606-878-1950 Fax: 606-878-1598 | Kentucky Homeplace 188 Dog Patch Trading Ctr London, KY 40741 |

Whitley County is divided into 3 service areas:

- From the Corbin side of Whitley, west of I-75, contact Helen Curry.
- East of I-75 and south from the Laurel County line to Williamsburg; Corbin, Woodbine, and east of Williamsburg, contact Paul Frederick
- Williamsburg and southeast of Williamsburg, contact Nancy Brock

| NORTHEAST REGION | FHCA | COUNTY | TELEPHONE | ADDRESS |
|---|---|-------------------------------|-----------------------------------|--|
| Deanna Jessie 122 S. Carol Malone Blvd Grayson, KY 41143 606-474-2742 1-888-223-2910 Fax: 606-474-2592 djess0@uky.edu NOTE: Martin and Rowan Counties please call Regional Coordinator at number listed above. | Kelly McCarty kmcca3@uky.edu | Greenup | 606-473-6496 | Kentucky Homeplace Greenup Co. Health Dept Greenup, KY 41144 |
| | Teresa Judd tjudd2@uky.edu | Bath Menifee Montgomery | 606-674-2728 fax: 606-674-2729 | Kentucky Homeplace Bath County Health Annex 39 Cedar Creek Drive Owingsville, KY 40360 |
| | Elizabeth Kelly ekell2@uky.edu | Lawrence | 606-638-1079 | Kentucky Homeplace 122 Main Cross Ricky Staggs Blvd Louisa, KY 41230 |
| | Anita Salyers asaly2@uky.edu | Carter | 606-474-2742 | Kentucky Homeplace 122 S. Carol Malone Blvd Grayson, KY 41143 |
| | Janet Kegley jkkegl2@uky.edu | Elliott Morgan | 606-738-5927 | Kentucky Homeplace Senior Citizens Building Main Street Sandy Hook, KY 41171 |
| | Kim Sansom ksans2@uky.edu | Boyd | 606-931-0765 | Kentucky Homeplace Boyd Catlettsburg Sr Center 3015 Louisa Street Catlettsburg, KY 41129 |
| | Judy Bailey jbail2@uky.edu | Johnson | 606-789-4232 | Johnson Co. Health Dept 630 James Trimble Blvd Paintsville, KY 41240 |
| | Judy Bailey jbail2@uky.edu | Magoffin | 606-349-8842 Fax: 606-349-8841 | Lloyd M. Hall Community Center Church Street Salyersville, KY 41465 |

| SOUTH CENTRAL REGION | FHCA | COUNTY | TELEPHONE | ADDRESS |
|--|---|------------------------|---------------------------------------|---|
| Beth Wells P.O. Box 1949 (42142) 119 Park Avenue Glasgow, KY 42141 270-659-2893 1-800-890-6368 Fax: 270-659-0456 bwel2@uky.edu | Sharon Cherry scher2@uky.edu | Edmonson Hart | 270-597-2246 1-800-507-2132 | Kentucky Homeplace 221 Mammoth Cave Rd Brownsville, KY 42210 |
| | Peggy Gillock pgilo2@uky.edu | Allen Simpson | 270-237-3826 | Kentucky Homeplace 311 North 3 rd Street Scottsville, KY 42164 |
| | Velma Koostra Velma.Koostra@uky.edu | Warren | 270-781-7923 | Kentucky Homeplace P.O. Box 70043 177 Graham Avenue Bowling Green, KY 42102 |
| | Janice Compton jcomp2@uky.edu | Monroe Metcalfe | 270-487-9354 | Kentucky Homeplace P.O. Box 495 401 West Fourth Street Tompkinsville, KY 42167 |
| | Bettie Phelps bfphel2@uky.edu | Logan | 270-726-8350 Fax: 270-726-8027 | Kentucky Homeplace Logan Health Dept 151 South Franklin Russellville, KY 42276 |
| | Bettie Phelps bfphel@uky.edu | Butler | 270-526-6267 | Kentucky Homeplace Community Action Bldg 302 West Ohio Street Morgantown, KY 42261 |
| | Jeaneen Williams jwill6@uky.edu | Barren | 270-659-2053 | Kentucky Homeplace P.O. Box 1949 (42142) 119 Park Avenue Glasgow, KY 42141 |

| WESTERN REGION | FHCA | COUNTY | TELEPHONE | ADDRESS |
|--|---|------------------------------|------------------------------------|--|
| Ova Pittman Marshall Co Courthouse P.O. Box 378 1101 Main Street Benton, KY 42025 270-527-4350 1-800-862-0603 Fax: 270-527-3922 opitt2@uky.edu | Shan Roberts srobea@uky.edu | Fulton Hickman | 270-472-3674 | Kentucky Homeplace 510 Mear Street Fulton, KY 42041 |
| | Connie Best | McCracken | 270-443-9576 Fax: 270-443-9577 | Kentucky Homeplace 1524 Park Ave Paducah, KY 42003 |
| | Mary Beth Rohrer mbrohr2@uky.edu | Graves | 270-251-0153 | YMCA Building 915 North 15 th Street P.O. Box 575 Mayfield, KY 42066 |
| | Tessa Turner tcturn2@uky.edu | Marshall | 270-527-4351 | P.O. Box 378 Benton, KY 42025 |
| | Carla Gray cgray0@uky.edu | Calloway Trigg | 270-767-9829 | Calloway Co Health Center 701 Olive Street P.O. Box 1115 Murray, KY 42071 |
| | Angelic Carpenter astor2@uky.edu | Ballard Carlisle | 270-335-3858 | Ballard County Courthouse P.O. Box 318 132 North 4 th Street Wickliffe, KY 42087 |
| | Jennifer Walton hophomplac@bellsouth.net | Christian | 270-881-1378 Fax: 270-881-1378 | Kentucky Homeplace 1100 Liberty Street Hopkinsville, KY 42240 |
| | Sherry Morris smorr5@uky.edu | Livingston Crittenden | 270-928-3321 | Livingston Co Health Dept 124 State Street P.O. Box 128 Smithland, KY 42081 |
| | Melissa Wynn mwynn2@uky.edu | Lyon Caldwell | 270-388-0044 | Lyon Co Health Dept P.O. Box 96 Eddyville, KY 42038 |
| | Jerrell Rich jmcco2@uky.edu | Webster Union | 270-664-2480 Fax: 270-664-24827 | Trover Clinic Building 9086 State Rt 132 West Clay, KY 42404 |