

***KENTUCKY HOMEPLACE
QUARTERLY REPORT
April 1 – June 30, 2005***



***UNIVERSITY OF KENTUCKY
CENTER FOR RURAL HEALTH
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Front page photo: Barren County FHCA Jeaneen Williams being greeted by Glasgow-area client Louise Hester, 80. Hester learned about the program through word of mouth and has been a client since 2003; Homeplace helps her get medications for complications from heart disease, high cholesterol and diabetes. She called Williams “an angel on earth.”

July 2005

Dear fellow Kentuckians:

The Kentucky Homeplace program is happy to share with you the successes of this past quarter. Family health care advisors have participated in community service projects and local events in addition to their regular assignment, assisting clients with their needs.

The entire quarterly report is posted on the UK Center for Rural Health's Web page for your review. Simply click on <http://www.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 (April - June 2005 Quarterly Report). If you still wish to have a printed copy, please call 1-800-851-7512 or email me at fjfeltn@uky.edu.

Sincerely,

A handwritten signature in cursive script that reads "Fran Feltner". The signature is written in black ink on a light-colored background.

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

July 19, 2005

Dear Kentuckians:

Kentucky Homeplace is based in Hazard, at the UK Center for Rural Health, but its span reaches into Western Kentucky's purchase, South Central's cave region and the farming and industrial communities of the Ashland area. Homeplace, along with the other programs at the UK Center for Rural Health, strives to give these diverse regions a common cause while acknowledging the unique qualities of each part of our wonderful state.

Beginning this spring I led a group of Hazard-based Center employees to the Western Kentucky regional Homeplace office, headed up by Ova Pittman, the Perry County native who now calls the beautiful Land Between the Lakes area his home. The purpose of our visit was to bring resources to our Homeplace office but also to see for ourselves the people and places that Homeplace serves.

Driving up Ky. 109 to the Trover Foundations' clinic in Clay, located in Webster County, Pitt said that his current crew of workers are the best he has ever had – dedicated, smart and mission driven. Based on my brief time with them, I'd have to agree.

It was this dedication that created strong public support – support that prevented a workforce reduction of our program due to budgetary constraints. Thanks to our College of Medicine Dean, those layoffs have been kept at bay for another year while we work to convince the legislators that Homeplace serves a vital and unique function, and must be supported to fulfill its mission.

Western Kentucky led the way in pointing out the benefits of Homeplace.

The last week of July Center administrative staff will be visiting Glasgow for a similar meeting. We look forward to the lessons to be learned and the common purpose to meet together.

Sincerely,

Judy Owens, J.D.
Director

**Kentucky Homeplace
Mean Cost Analysis
April – June 2005**

Mean cost per client	\$60.46
Mean cost per service.....	\$5.25
Mean value of free medicine per application.....	\$235.01
Total value of free medication accessed this quarter	\$6,273,313
Average number of services per client.....	11.52

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 percent 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:

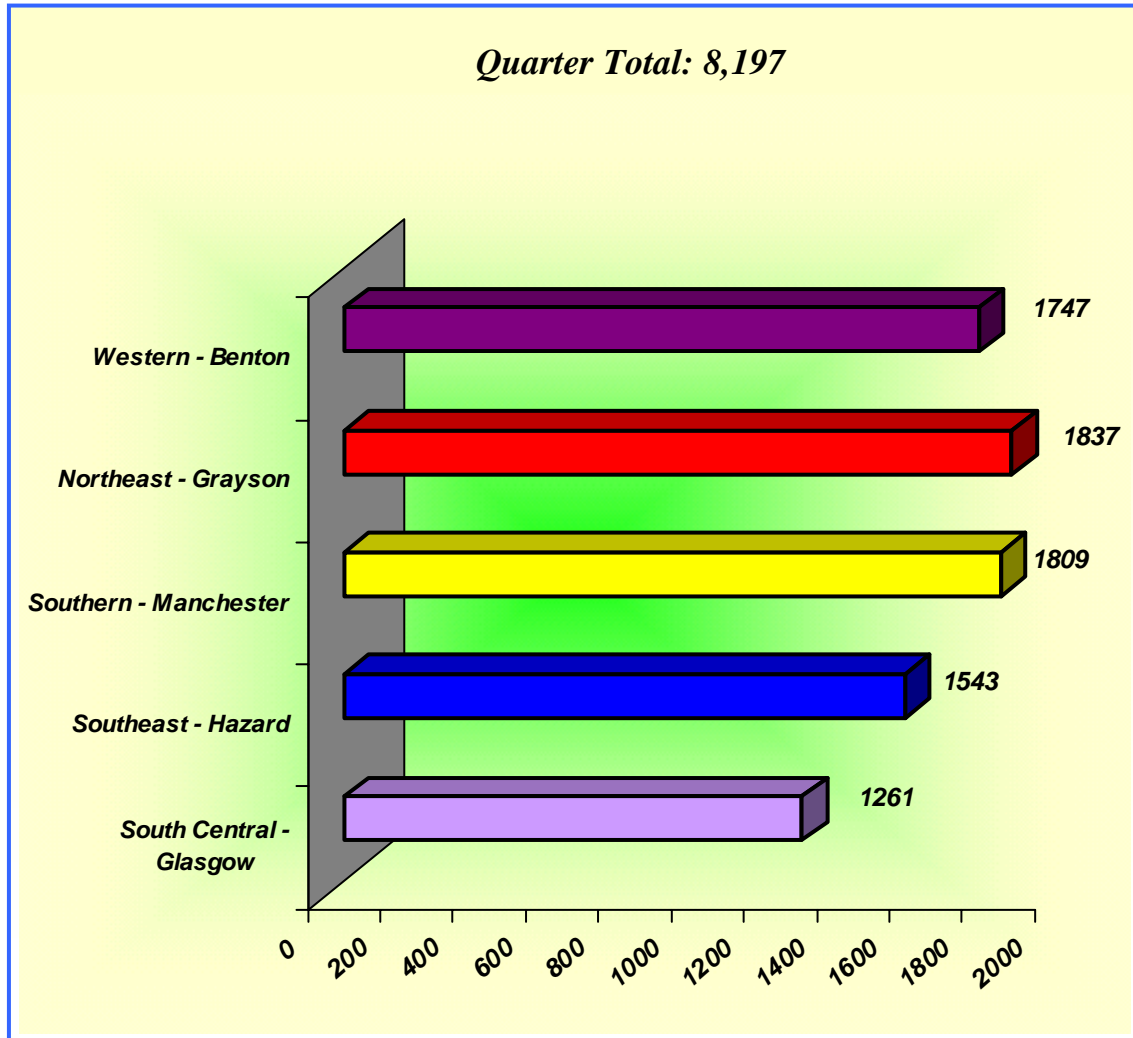
Cost per client decreased by 5.9 percent
Cost per service increased by 13.9 percent
Mean value of free medicine per application increased by 3.8 percent
Total value of free medications accessed this quarter increased by 3.2 percent
Mean number of services per client increased a half service per client or 4.7 percent

Poverty Levels of Homeplace Clients					
April 1, 2005 – June 30, 2005					
Number of people in household	100%	101-150%	151-200%	200+%	TOTAL
1	1,304	1,343	371	63	3,081
2	824	1,248	705	208	2,985
3	289	206	79	10	584
4	154	72	10	5	241
5	52	14	5	0	71
6	23	6	0	0	29
7	8	3	0	0	11
8	1	0	0	0	1
9	1	0	0	0	1
10	0	0	0	0	0
12	0	0	0	0	0
TOTAL:	2,656	2,892	1,170	286	7,004
Column %:	38	41	17	4	100%
Source: Data extracted from the Kentucky Homeplace Pen Computer Database					
*Incomplete data on 1,193 clients					

Age Distribution of Homeplace Clients		
April 1, 2005 – June 30, 2005		
Age Group	Number of Females	Number of Males
Ages 1 to 4	2	0
Ages 5 to 12	38	25
Ages 13 to 14	1	0
Ages 15 to 19	6	3
Ages 20 to 24	40	28
Ages 25 to 44	534	346
Ages 45 to 64	2,119	1,444
Ages 65 to 74	1,319	767
Ages 75 to 84	843	321
Ages 85 and over	205	53
Total:	5,107	2,987
Median Age:	59.3	49.1
Source: Data extracted from the Kentucky Homeplace Pen Computer Database		
*Incomplete Data on 103 clients		

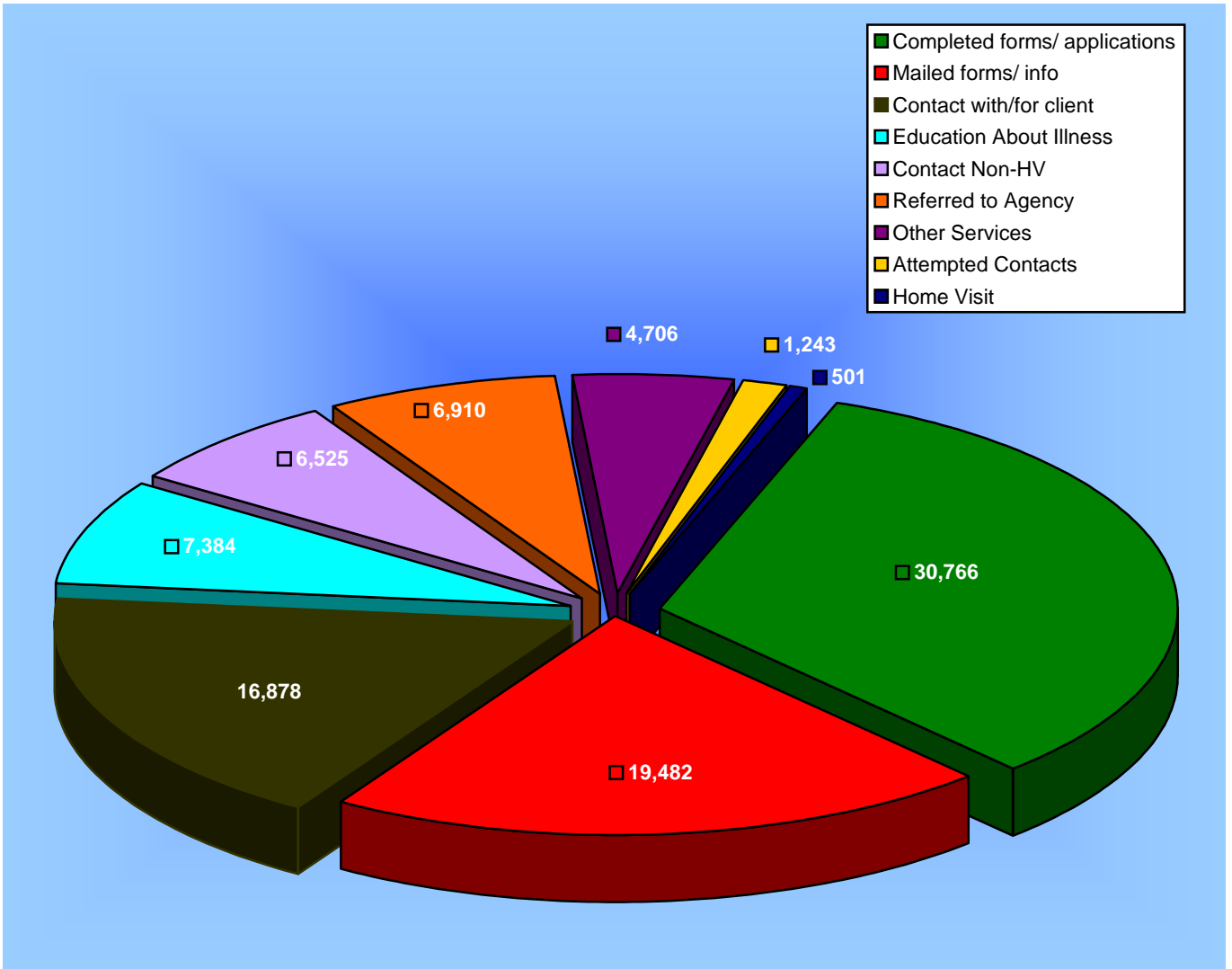
*Incomplete data due to change over in database programs

Total Clients Served By Region April 1, 2005 – June 30, 2005



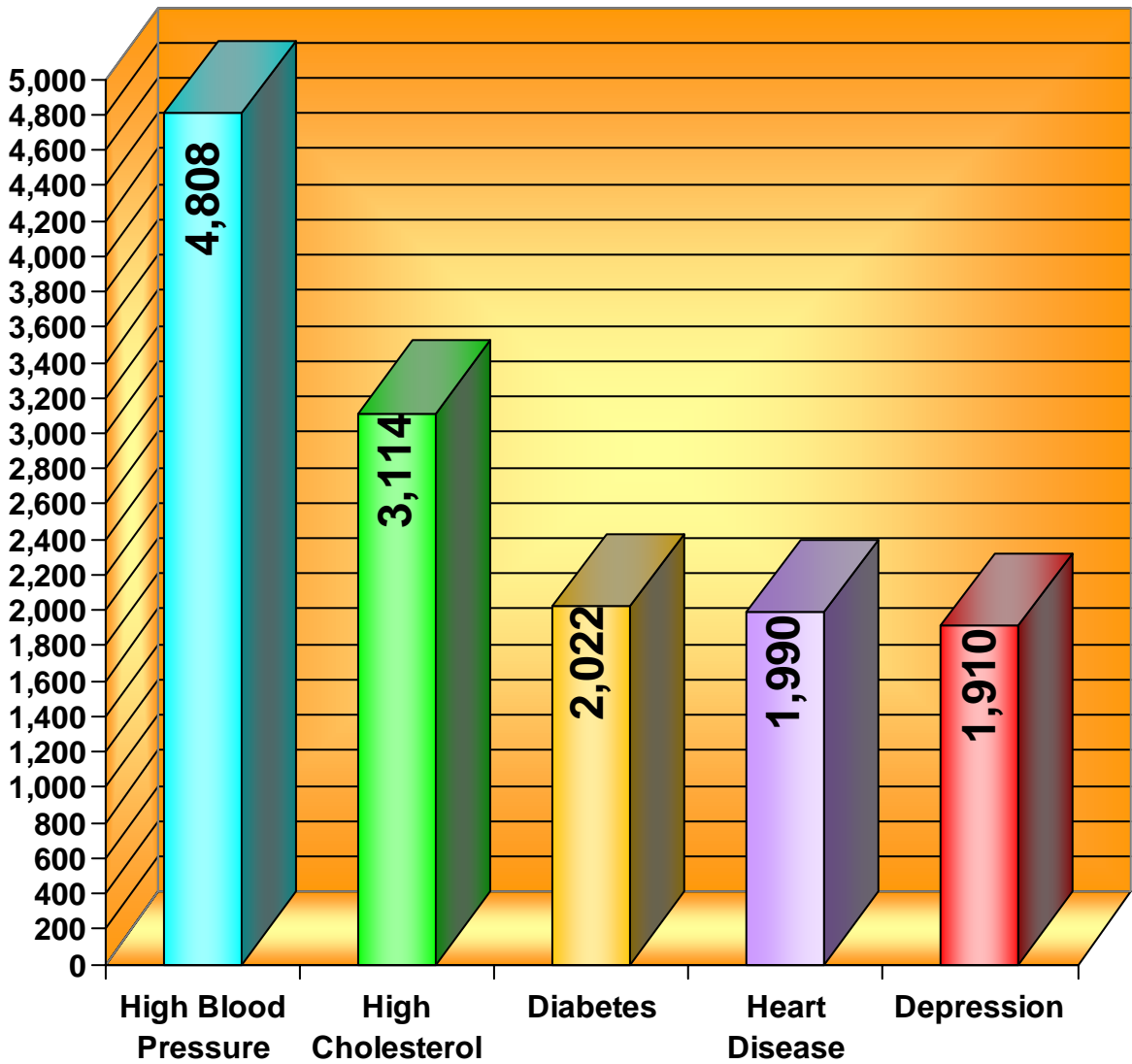
Client Services

April 1, 2005 – June 30, 2005



TOTAL FOR THE QUARTER: 94,395

Top Five Client Problems By Condition April 1, 2005 – June 30, 2005



REGIONAL SUMMARIES

April – June 2005

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

All employees attended the annual Kentucky Homeplace retreat held in Lexington and were certified in cardiopulmonary resuscitation (CPR).

Letcher County

Tammie Holbrook attended a blood drive held at the Whitesburg Housing Authority. She attended the Employee Fitness program held at the UK Center for Rural Health. Tammie had 95 new clients, 162 client contacts and 2,108 services.

Leslie County

Delana Roberts attended the Employee Fitness program held at the UK Center for Rural Health. She went on a home visit with a client and The Courier Journal. Delana also attended a meeting at the Center with The Courier Journal. She had 223 contacts and 3,131 services. She attended the University of Kentucky Dream Tour breakfast meeting in Hazard.

Perry County

Nancy Combs attended the Employee Fitness program held at the UK Center for Rural Health. She attended the Space Mission at the Challenger Center. She worked with KET and a client regarding diabetes and the functions of Kentucky Homeplace. Nancy attended a meeting with Project Advance to discuss how we could help their clients with many of the needs they are facing. She attended the University of Kentucky Dream Tour breakfast meeting in Hazard. She had 58 clients and 483 services.

Pike County

Barb Justice and Kristie Childers were busy this quarter. Both attended a community health day at Elkhorn City library. They attended an interagency meeting at the Big Sandy Area Community Action building. Barb had 73 new clients, 219 client contacts and provided 3,377 services to her clients. Kristie had 49 new clients, 115 client contacts and provided 1,105 services to her clients.

Floyd County:

Gina Bates attended the Employee Fitness program held at the Center and the Dream Tour breakfast meeting. She met with a representative from the Social Security office in regard to Medicare Part D. Gina had 66 new clients, 218 client contacts and provided 2,957 services to her clients.

Knott County:

Paul Vance attended the Employee Fitness program held at the Center. He participated in the KET film documentary on Kentucky Homeplace and conducted a home visit with the

KET film crew. Paul also attended the Dream Tour breakfast meeting held at the Center. Paul had 76 new clients, 167 client contacts and provided 3,469 services to his clients.

Wolfe and Powell counties

Pollyanna opened a new office in the Wolfe County Courthouse. She attended the Employee Fitness program held at the Center. Polly had 105 new clients, 241 client contacts and provided 2,643 services for them.

Breathitt County

Julia attended the Employee Fitness program held here at the Center. She attended an interagency meeting held by Compassion Capital Funds. She also attended an interagency meeting held by Middle Kentucky Area River Development, at which she received information from the Social Security office regarding Medicare Part D. Julia had 82 new clients, 140 client contacts and provided 3,026 services for her clients.

SOUTHERN REGION – Bell, Clay, Harlan, Jackson, Knox, Laurel, Lee, Owsley, and Whitley counties; Regional Coordinator Helen Collett.

This quarter our family health care advisors served a total of 1,809 clients, performed 38 home visits, 2,007 client site visits, and provided 25,539 services. Medication in the amount of \$2,231,937 was ordered by the FHCAs in this region.

Our annual Homeplace retreat was held in Lexington in April. We were able to have some fun the last day of the retreat by performing skits. Each region participated in this event. The Southern Region won awards for best skit and best table decoration. We have been asked to perform the skit again in August at the Center for Rural Health picnic. Everyone expressed that they enjoyed this retreat more than any other.

Bell County

Nancy Brock held two community health days and attended a meeting with Pathfinders. She also attended a meeting of the Bell County service providers. Nancy had a medical student from UK visit her office to learn about our program.

Clay County

Helen Collett, Michelle Ledford and Jonathan Smith participated with the UK Extension Office, Clay County Health Department, Memorial Hospital, Clay County Youth Service Centers and Clay County Resource Centers with the Wise Eastern Kentucky Women Project. This project focused on breast and cervical cancer awareness. We also attended a meeting at the Senior Citizens Center to learn more about the new Medicare program. During this quarter we placed two donated air conditioners in clients' homes. Our clients were extremely grateful to the donors.

Harlan County

Shirley Madrey represented our program at the Harlan County Poke Sallet Festival. She distributed our brochures and information to many festival attendees.

Lee and Owsley counties

Linda Thacker and Helen Collett presented our program to employees of the Juniper Health Clinic in Lee County and also to the Beattyville Senior Citizens Center.

Knox County

Paul Frederick and Helen Collett attended a health fair presented by the Housing Authority. We were one of several organizations available to speak with the residents about any needs they may have.

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 1,837 total clients this quarter. A total of 20,799 services were provided to these clients. Free medication in the amount of \$1,337,139 was provided to our clients in this service area. All employees attended the annual Kentucky Homeplace retreat held in Lexington.

Regional Office

Deanna Jessie, regional coordinator, attended the Social Security Training and 2006 Update. She provided a presentation to the Ashland Social Security Office staff. Deanna met with Mr. Gerry Stover with the Kentucky Academy of Family Physicians and visited with officers of the Salvation Army. She worked with Ms. Elizabeth Saylor, a student sent from the Center for Rural Health. Deanna continues to meet with Kentucky Vocational Rehabilitation working closely with computer technology to employ Homeplace clients. Deanna assisted with the Carter County Community Health Day.

Kentucky Homeplace assisted Constituent Services/Legislative Research Commission with 20 contacts during the quarter.

Bath, Menifee, and Montgomery counties

Teresa Judd participated in the Morgan County Senior Health Day and attended the Social Security Medicare D Training and Update for 2006.

Boyd County

Kim Sansom attended the Social Security Medicare D Training with Mr. Bernard O’Nan, Social Security regional director.

Carter County

Anita Salyers held a Carter County Community Health Day. She worked with Our Lady of Bellefonte Mammography Unit to serve Homeplace clients. Anita attended the Social Security Medicare D Training and Update.

Elliott and Morgan counties

Janet Kegley participated in the Morgan County Senior Health Fair. She did a home visit with The Courier Journal. Janet gave a Kentucky Homeplace presentation at Sarah’s

Place and attended two Salvation Army meetings to benefit the Elliott County community. She attended the Social Security Medicare D Training and Updates.

Greenup County

Kelly McCarty attended the Social Security Medicare D Training and Update.

Johnson and Magoffin counties

Judy Bailey assisted with the Low-Income Health Day with the health clinic at the Magoffin County Health Department. Judy participated in the monthly Magoffin County Senior Citizens meeting. Judy attended several Project Recovery meetings. She participated in the Social Security Medicare D Training and Updates.

Lawrence and Martin counties

Elizabeth Kelly participated in the Social Security Medicare D Training given by Bernard O’Nan.

Rowan County

Family health care advisors from Carter, Elliott and Bath counties are trying to serve the people of 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

During this quarter we provided 11,911 services to 1,747 clients. We also learned that the program was facing a budget crisis and that half of the Western Region health care advisors would be laid off. Several area legislators intervened and were able, with help from the University of Kentucky College of Medicine, to find additional funds for the coming year and avoided the layoff. All of the staff attended and participated in the annual Homeplace retreat and training conference in Lexington. Additionally, we represented the program at a Kentucky Public Health Association Board of Directors Meeting, the annual Kentucky Public Health Association Conference, and the National Rural Health Association Conference.

Our McCracken County FHCA, Connie Best, resigned her position in June. Other FHCAs are covering that county until a replacement is hired. We appreciate Connie’s contribution to Homeplace and wish her the very best in the future.

Ballard and Carlisle counties

Angie Carpenter, FHCA, attended the Purchase Regional Cancer Partnership spring meeting at Western Baptist Hospital. Angie also volunteered to work one day a week in the Paducah office while that FHCA is out.

Calloway County

Carla Gray, FHCA, attended a Medicare-sponsored educational meeting for senior citizens.

Christian and Trigg counties

Jennifer Walton, FHCA, attended the Kentucky Seniors Saving Medicare Update Training about the new Part D and a meeting sponsored by the Social Security Administration about the part D Medicare prescription coverage and how to help people complete the subsidy applications. She also participated in a health fair sponsored by the Housing Authority at the A.W. Watts Senior Citizens Center.

Fulton and Hickman counties

Shan Roberts, FHCA, recruited two new physicians for the Kentucky Physicians Care Program, and represented the Homeplace program with a booth at the Kentucky Ten-Ure Club Convention in Louisville.

Graves County

Mary Beth Rohrer, FHCA, attended the Fancy Farm /Wingo Family-Youth Services Committee meeting, and manned a booth at the first Jackson Purchase Medical Center Baby Fair. Mary Beth participated in the Graves County Relay for Life with the local health department. She also volunteered to work one day a week in the Paducah office while that FHCA is out.

Livingston and Crittenden counties

Sherry Morris, FHCA, volunteered to work one day a week in the Paducah office while that FHCA is out.

Lyon and Caldwell counties

Melissa Wynn, FHCA, attended the Lyon County Champions and the Lyon County Interagency meetings and participated in a Caldwell County Hospital- sponsored health fair.

Marshall County

Tessa Turner, FHCA, attended a Methamphetamine Awareness meeting at the Marshall County Hospital. She also volunteered to work one day a week in the Paducah office while that FHCA is out.

McCracken County

Connie Best, FHCA, attended a Community Partners/TAP advisory committee meeting and a Kentucky Cancer Consortium meeting.

Webster and Union County

Jerrell Rich, FHCA, attended a Webster County Health Council meeting, presented the program to the Webster County Senior Citizens Center, and updated the Trover Clinic satellite coordinator regarding the program.

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

All staff attended the annual Homeplace retreat in Lexington. Everyone was certified in CPR and enjoyed the variety of educational speakers that were offered. A representative from the Social Security Administration trained the South Central staff to assist with completion of the Social Security subsidy applications for the Medicare Part D prescription drug coverage. Our staff is continually providing outreach to attempt to identify those who qualify for the financial assistance provided by the subsidy. Beth Wells attended the National Rural Health Association meeting in New Orleans and also spoke at the Mental Health and Aging Coalition conference in Bowling Green.

Barren County

Jeaneen Williams attended the Barren County Vision meeting. She also participated in two car seat check-up events sponsored by the Barren County Safe Kids Coalition. Jeaneen provided information about Homeplace at the Metcalfe and Hart County health fairs.

Metcalfe and Monroe counties

Janice Compton attended the Monroe County Cancer Coalition meeting and Cancer Coalition Women's health day. She provided information about Kentucky Homeplace at the Metcalfe County health fair and assisted the Metcalfe County Safe Kids Chapter with a car seat check-up event.

Edmonson and Hart counties

Sharon Cherry attended two consumer and advocate appreciation luncheons sponsored by Lifeline Home Health and Edmonson County Adult Daycare Center. She provided a presentation about Kentucky Homeplace at the Edmonson County Senior Citizens Center and participated in the Hart County health fair. She also attended the Barren River Area Development District annual meeting.

Warren County

Velma Koostra attended the Barren River Area Development District annual meeting.

Allen and Simpson counties

Peggy Gillock attended the Allen County Vision meeting. She also presented information about the Kentucky Homeplace Program to the Allen County Senior Citizens Center.

Butler and Logan counties

Bettie Phelps provided information about Kentucky Homeplace at a health fair sponsored by the Butler County Senior Citizens Center.

CLIENT ENCOUNTERS

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

Introduction: The Homeplace program's family health care advisors face many different challenges in their jobs. They often assist clients who have fallen through the cracks in the health care system or have run out of options. The following story illustrates how the health care system breaks down. This client has had very expensive, life-sustaining procedures done in the past. The health care system had taken care of his immediate needs, but then abandoned him when it came to maintaining his long-term care. Because he had chosen to remarry, his health care assistance was restricted. If he could not continue to take the anti-rejection medications, his life would be endangered.

Several weeks ago, I received a referral on a 49-year-old male who needed help and was on the verge of panic because he was almost out of some critical medications. This client is a double amputee diabetic who had had a double transplant (kidney and pancreas). He is on Medicare and until recently had a medical card to cover his prescriptions. He had remarried and his income combined with his wife's has now made him ineligible for a medical card. Their income would not cover the cost of his necessary monthly prescriptions.

The prescriptions he was in dire need of were his anti-rejection medicines for the transplants. After enrolling the client in our program, I called the pharmaceutical companies for the anti-rejection medications and found that his physician could receive a shipment within 48 hours after receiving a faxed application. I contacted his physician and made arrangements to get the applications processed and faxed that day. We were able to not only get the anti-rejection medications for him but were also able to assist with his other diabetes and heart medications. The client is now on a regular schedule for ordering and receiving his medications through the patient assistance programs.

I had a 27 year-old client with spina bifida that needed lifts for her shoes. She has Medicaid but it doesn't cover the lifts. The local merchant charges \$100 for the lifts and the client couldn't afford them. I contacted the Spina Bifida Association (SBA) and at present they don't have funding to help with this although they are in the process of starting a fund and perhaps in the future they would be able to assist her.

Later on, the client called back and had reached a place in Lexington that would charge her only \$25 and would do what she needed through the mail. She was very happy with the information about the SBA for future problems.

I had a lady contact me for her cousin that has tuberculosis (TB). He had been on the program through the health department and they had gotten his medications for him. Once he became non contagious, they had to take him off of the program, although his doctor wanted him to continue on the medications. There were no other programs available to assist him with his TB medication. I contacted the TB representative at the

health department and explained his situation. She then contacted the director and they put him back on the program. I applied for his other medications through the indigent programs and he was very pleased with my assistance.

A lady called saying her parents had been receiving a Medicaid card and after the end of the month their payment status would change to regular Social Security and they would no longer have their medical card for prescription coverage. They didn't know what to do because their medicines would cost more than \$1,200 monthly and their monthly income was \$1,119.

Together they had 19 different prescriptions and I was able to do forms for 18 of them. They took their forms to the doctor the same day and three of the medications were approved and picked up that day. The other forms were mailed and faxed and hopefully they will receive most of them before they have to spend their food and utility money for medicine.

During this quarter a client come to my office to see if she could still get assistance through our program. After looking up her information I found that she was in this office exactly one year ago to the day signing up for the first time. Her son had brought her so that he could help her understand how the program was going to work. She is now 93 years old and on this day when she came to see me it wasn't her son bringing her but her granddaughter. Her son had passed away in April. I remembered her son well and I remember how appreciative he was that his mother was going to get the help that she needed with her medications. I was able to sign her back up on the program and told her that I look forward to seeing her in here on that date one year later.

My story this quarter is about a 46-year-old man who has been my client for two years. When he first came into my office he had just been told by his physician that he was a diabetic and had been given a number of prescriptions. He was referred to me from the Community Based Services. At our appointment I enrolled him into Kentucky Homeplace and completed all of the forms. The man's teeth were in very poor condition and he was in need of a dentist. The man was employed but stated that it would take all of his paycheck just to buy his medicine. I told him about our program and how it worked. I also told him that maybe we could find some assistance with his dental problems. We completed his forms and scheduled him a dental appointment. I can see what a difference our program has made for this man. Because he was able to get his medication through Kentucky Homeplace he was still able to have good health and maintain his job. Every time he calls or comes into my office he states that he doesn't know what he would do if not for me.

I met with the granddaughter of a couple I have been helping for the past four years. Her grandfather passed away last year and she now has the task of taking care of her grandmother. Her medicines are more than \$800 a month and would take most of her check if Kentucky Homeplace didn't help her get her medicines. Her grandmother has osteoporosis and broke her back a few months ago just walking up the steps. She isn't able to walk without assistance and has to have someone with her all the time. Her

granddaughter has been working at home to be able to take care of her. She stated Kentucky Homeplace has allowed them to have a better quality of life by helping her get services to take care of her needs.

A client came into the office and said that she could not afford to go to the doctor and stated that she needed to be on heart medication. I was able to refer her to the Angels Community Clinic.

She had an exam from a local doctor and blood work from the clinic. Her blood sugar was very high. She was diagnosed with having diabetes as well as high blood pressure. She was able to get her medication free, including her diabetic supplies. With the guidance of a nurse she learned how to keep her blood sugar under control.

A client and his wife come into my office and needed help with his medications. I was able to access several via the Patient Assistance Programs. During the conversation, I determined that they were fairly new to the area. I asked his wife if she had any health concerns or medications in which she might need assistance. She was not taking any medications but she needed a mammogram and did not have any insurance. A previous mammogram had shown an abnormality. I checked with the staff at the health department and because of their income situation she was eligible for a free mammogram. I explained that if she needed follow-up care, state funding was available, as long as she was screened by the health department. She made the appointment and got a mammogram. She called me back and said that the mammogram had detected a mass. She was scheduled to receive a biopsy and state funds were going to pay for the procedure.

I had a client who had recently lost her job due to her employer's company moving to Mexico. I helped her get an annual check-up at the health department plus getting the nurse practitioner to sign for her medications, which were nearly \$300 per month so this was a huge savings to get signed up with our program. She was also suffering from migraine headaches due to her straining her eyes to see. Her company did not provide vision insurance while she was working. I called a local optometrist to get her an appointment and she was told that she needed glasses. She could not have afforded them without the help of the New Eyes for the Needy program. This patient was very thankful for us and has referred several people to us in the nearby counties since then.

I received a phone call from a lady who stated that she is unemployed and she has no way of paying for some bills that she has incurred and she needs some assistance with her medications. I scheduled an appointment for her at my office. The client came to office and stated that she is divorced, unemployed and has looked unsuccessfully for a job. She stated that she has no income and does not know how she will pay for her medications and her bills. I explained to her that she will need to complete some forms to apply for her medications.

I also recommended that she seek assistance through the Annie Gardner Foundation. She will need to go there and see what information that they will need from her to assist her

with her bills that she has incurred from a previous surgery. I also explained that she will need to seek assistance through the Pennyrile Area Development District office with trying to obtain a job. She stated that she would look into these agencies for assistance. She stated that she would notify me concerning her outcome with these agencies.

She called me back in about a week and stated that she had gotten to see someone at Annie Gardner Foundation about her bills and they would assist her with part of her bills. She also stated that she had an appointment with a lady from the PADD office to see about a job through their referral source. She stated that she has not received any information about the forms that she has submitted for her medications. I explained to her that it has not been quite long enough to receive any medications as it takes approximately four to six weeks. She is very appreciative of assistance given to her by our agency.

This month I was able to help a 19-year-old boy who was ready to graduate high school. Several people in the community had called me regarding him. He had a bad toothache and was in need of a root canal. He had lost his Medicaid and didn't have the money to pay for the procedure. I was able to get him the root canal through AHEC. I also enrolled him into Kentucky Physicians Care program.

A client's wife came to the office for her husband, who had surgery and wasn't able to come in himself. She told me about her husband's medications that he had to take after surgery. There were several that were more than \$100 each. I did the usual assessment and started to work on the indigent drug applications.

While I was doing the applications I told her that she could call me at anytime if she had any questions or needed anything. She told me that she didn't have a phone and telephone jacks had never been installed in the home. She had looked into getting one due to her husband's health but found out it would cost \$70 just to get the jacks installed. Her husband had a medical problem one night and she had to run next door to her neighbor's residence to call 911. I told her that I would see what I could do to get a phone installed in her home. I looked on the internet to see if I could find the cheapest phone services in our area, but they all have an expensive hookup fee.

I then remembered that several of my clients had some sort of discount phone service. I called the local Department of Community Based Services (DCBS) and there is a program that will help pay on the hook-up fee. I called the DCBS office and they told me that they just needed to come in and fill out an application and \$60 of the \$70 would be paid.

I called the lady and gave her the contact number and information. About a month later she called me to give me her new phone number. She told me that she could sleep better at night knowing that if her husband needed help it was just a phone call away.

The “Tale” that sticks out most in my mind was the near disaster that many of our clients and agencies faced when we were dealing with closing many of our offices throughout the program. This caused much distress both with our clients and with the workers within the program. It is really heart wrenching to witness the concern that our clients have regarding their medications, and having to tell them that we could no longer provide them assistance was traumatic.

The heart-warming part of this ordeal was the way our clients came to the aid of our program, much like the program had done for them. They rallied the troops and made connections with the right people to make their concerns about the closing of Kentucky Homeplace known. The best part was when funding was found to continue to operate the program for another year! We can continue to help all of those who helped us.

I recently had a lady in her mid-50’s contact me about getting some assistance with medicine, help around the house and someone reliable to help with cooking. Her husband has a full time job, and their income is too high for most indigent programs, but I told her I would see what I could do about help with housecleaning and help with cooking. This lady has arthritis with both hands curled so badly she cannot grasp anything very tightly, so doing anything is a real struggle. Her feet are also in really bad shape so even walking is a chore. I have been in contact with the senior services in my area and they are seeing if there are any available services that could help her.

A gentleman came into the office and said that social services referred him to our program. He was 42 years old, with two children, no insurance and received food stamps of \$393 a month. He said if he could get a pair of glasses, he'd have a chance to get a job in the coal mines, and would then be able to provide for his two children. We completed enrollment on this client, and assisted him with an application for the New Eyes for the Needy program. He did qualify and received his eyeglasses through the New Eyes program. He called the office and reported that he got the job he wanted and things were going much better for him and his children.

A 66-year-old man was referred to me by his physician for help with his medications. He is diabetic, has heart disease, thyroid problems and high cholesterol. While filling out his applications, I talked with him about the Medicare D that will be out in 2006. While going over the household income, I realized that he would qualify for Specified Low-Income Medicare Beneficiaries (SLMB). I asked if he had tried to get it and he said he did not know about it. With his permission, I called Community Based Services, and got him an appointment. I talked with him this week, and he and his wife qualified for SLMB. I explained that he would automatically qualify for the subsidy to be paid for the Medicare D in 2006. I also helped him get five of his medications.

A client came into the office for eyeglasses. She had fallen at the local ball park while watching her granddaughter play ball and had broken her glasses. She had previously gotten her eyes examined. However, with no extra money left over out of her monthly check, she was unable to purchase glasses. I helped her complete a New Eyes for Needy

application in which she was approved. She was overjoyed that there was a program to help her with the eyeglasses.

A client called requesting assistance with her medications, nebulizer machine and lancets. She recently had been released from the hospital. I called the doctor's office for any available samples of medicines and they were able to provide her with enough samples and lancets until she can get her medicines started with Kentucky Homeplace. I called King Home Care for a nebulizer machine and they were able to provide her with a machine. There was one medication I was unable to get samples for, so I called a local pharmacy to get a price on the medicine. The cost would be \$8 and a family member was able to cover this cost for the client.

I have a client who needed glasses and could not afford them. She lived in another county and her local doctor would not accept the New Eyes for the Needy voucher. She is disabled and it would have been a hardship for her to go to another doctor in a neighboring city. After many calls I finally got them to take her voucher so she was able to get her glasses.

There are a few clients that come to my mind this quarter. I had an opportunity to get acquainted and make a difference in some families' lives. I have had three special clients that passed away. Two of the clients have been just like family, and one had cancer. He was a very special person. Each family called me to express how much they appreciated what Kentucky Homeplace has done for their special loved ones, and how I made a difference. There are so many people that trust the FHCA's for so many things. This is what makes my job so special, because there are so many people that appreciate what we do for them. We never know when we will see that client for the final time, so I try to treat them as if I was not going to see them again.

I received a call from the University of Kentucky Medical Center's oncology department. They had a resident of my county they had been treating and wanted to refer him to the Homeplace program. The patient did not have any income or insurance or other state assistance to do follow-up testing he needed. This patient has hypothyroidism and needs regular blood monitoring. I found a free faith based clinic where he is able to get free blood work through Lab Corporation and could see a doctor free of charge. He was able to receive a 30-day supply of medications from the clinic until we could place him in the indigent medicine program. His family is out of state and he is limited to any outside help. He can now get his blood tested on a regular basis and has been referred to Kentucky Physicians Care for further assistance. As the patient's FHCA, I also have updated the staff at UK oncology on his progress and test results.

Recently a lady came into the office asking if I could help her with her medicines. She told me that she had lost her job and her insurance that had helped pay for her medicines. I explained Homeplace to her and went through her medicines and we could apply for all but two of her numerous prescriptions. When we finished with her medicine applications and the interview, she asked if I could help her mother, too. She pulled out her mother's

medicines for me to look at. As it turns out I could help her mother as well. They are now receiving their medicines and I am glad I could be help both of them.

My client is a 46-year-old female living with her husband; who was recently declared disabled. He has Medicare for himself but my client has no insurance. She has found herself with a lot of medical bills and her medication to pay for herself with no income to pay for them. My client's medication costs alone are approximately \$650 per month. When she came to Homeplace she had not been taking her medication and her condition had gotten worse, which had resulted in numerous ER visits because she could not afford a doctor's visit. My client was distraught with her financial situation and her health problems since her husband's sickness. She had become depressed trying to cope with having no income and her illness.

My client is now going to a clinic where she has been placed on a sliding-fee scale and we are working together to order all of her medications, which were covered through the Patient Assistance Program.

A 59-year-old woman was referred to me by a friend. She is disabled and had lost her Medicaid card. She was appealing the Medicaid being taken and had no way to buy her medications. She said she was a "throw-a-way person" that could not get help. She has heart disease, high blood pressure, and osteoporosis. I helped her get four medications through the patient assistance program. She said the Kentucky Homeplace Program was a blessing.

I assisted a 51-year-old female with obtaining her medications. She has never been married but loves children. On the day of her visit she had a child that she was sitting and told me about the many children she took care of. It was my understanding that she did it for nothing but just to help the mothers that needed to run errands or keep appointments. My client has had some nursing training but due to seizures she is unable to work. She was very excited about our program and the fact that someone was willing to help her with her medications because of the hard time she had "working in the system." "No one is willing to go the extra mile anymore to help people," is what she said to me. Her experience with agencies and all the restrictions that make it hard on the person that is trying to do for themselves is why she decided to help with children. I was able to apply for most of her medications and she was very appreciative of our services. She kept thanking me as if I was providing the medications myself. I do remind clients that we just assist by completing applications and locating other services and that the medications do not come from us. Her response was that someone has to be willing to make the effort no matter the results.

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
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	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
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	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
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	Pollyanna Shouse pshou1@uky.edu	Wolfe Powell	606-668-7900 Fax: 606-666-4473	Kentucky Homeplace Wolfe County Courthouse PO Box 236 Campton, KY 41301

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/ Jackson	606-599-1039	Kentucky Homeplace 76 Fayette Properties Manchester, KY 40962
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	Nancy Brock nbroc2@uky.edu	Bell/Whitley	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/ Estill	606-464-2156 Fax: 606-464-2176	Kentucky Homeplace Lee County Courthouse 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/Whitley	606-546-4175 Ext. 4065	Kentucky Homeplace 1 Hospital Drive P.O. Box 160 Barbourville, KY 40906
	Helen Curry hscurr2@uky.edu	Laurel/Whitley	606-878-1950 Fax: 606-878-1598	Kentucky Homeplace 188 Dog Patch Trading Ctr London, KY 40741

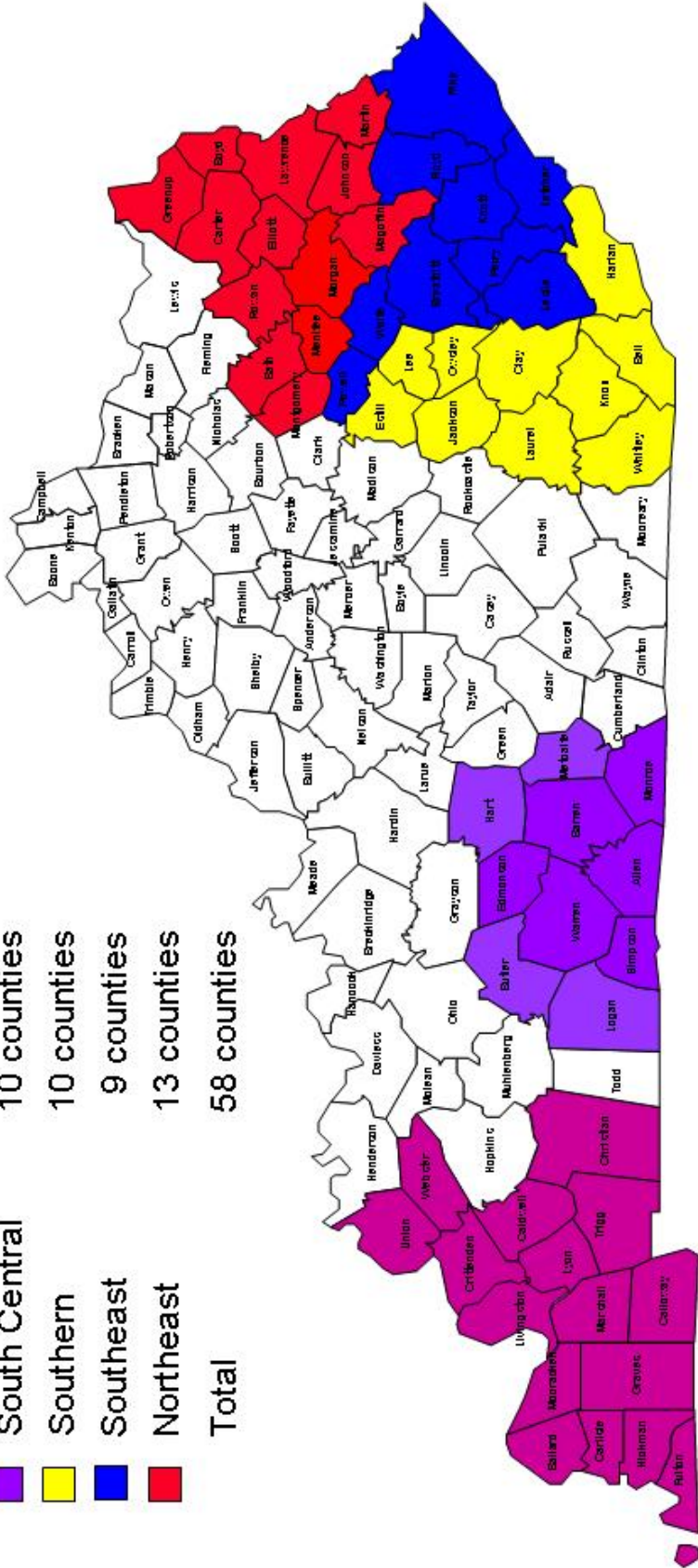
NORTHEAST REGION	FHCA	COUNTY	TELEPHONE	ADDRESS
Deanna Jessie 122 S. Carol Malone Blvd Grayson, KY 41143 606-474-2742 1-888-223-2910 Fax: 606-474-2592 djess0@uky.edu NOTE: Martin and Rowan counties please call regional coordinator at number listed above.	Kelly McCarty kmcca3@uky.edu	Greenup	606-473-6496	Kentucky Homeplace Greenup Co. Health Dept PO Box 377 Greenup, KY 41144
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	Kim Sansom ksans2@uky.edu	Boyd	606-931-0765	Kentucky Homeplace Boyd Catlettsburg Sr Center 3015 Louisa Street Catlettsburg, KY 41129
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	Judy Bailey jbail2@uky.edu	Magoffin	606-349-8842 Fax: 606-349-8841	Lloyd M. Hall Community Center Church Street Salyersville, KY 41465

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	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

Kentucky Homeplace Statewide Service Area July 2005

- Western
- South Central
- Southern
- Southeast
- Northeast
- Total**



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