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Legal Aid of the Bluegrass

• **Office locations:**

- **Covington**
 - 104 E. 7th Street, Covington, KY 41011
 - 859-431-8200
- **Lexington**
 - 300 E. Main Street, Ste. 110, Lexington, KY 40507
 - 859-233-4556
- **Morehead**
 - 546 E. Main Street, Morehead, KY 40351
 - 606-784-8921
- **Ashland**
 - 1616 Greenup Ave., Ashland, KY 41101
 - 606-329-1321

MAIN INTAKE LINE: 859-431-8200
Mon-Fri 10am-6pm

LEGAL AID OF THE BLUEGRASS
— LONG-TERM CARE —
OMBUDSMAN
PROGRAM

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The Counties We Serve

Anderson	Bath	Boone	Bourbon	Boyd
Boyle	Bracken	Campbell	Carroll	Carter
Elliott	Fayette	Fleming	Franklin	Gallatin
Grant	Greenup	Harrison	Jessamine	Kenton
Lewis	Mason	Menifee	Mercer	Montgomery
Morgan	Nicholas	Owen	Pendleton	Robertson
Rowan	Scott	Woodford		

Services are provided to individuals aged 60+ only in the following counties: Clark; Estill; Garrard; Lawrence; Lincoln; Madison; and Powell.

LTCO Ombudsman Program

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Who Do We Help?

- Low income
 - Income typically at or below 125% of the federal poverty guidelines
 - Have some flexibility in providing assistance to those whose income range between 125.1% to 200% federal poverty level or who fall into other funding categories
- Vulnerable & Special Populations
 - Elderly (aged 60+)
 - Veterans
 - Domestic Violence Victims
 - Immigrant Victims of Domestic Violence and Victims of Human Trafficking

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Who Are We?

- Provide free legal representation to alleviate the most brutal problems faced by our clientele
- Cases must be civil in nature (other than expungement cases)
- Prohibited from handling criminal cases
- Prohibited from participating in class action lawsuits
- Prohibited from accepting fee generating cases

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What Are Our Priorities

- Strengthening Families and Children
- Preventing Homelessness
- Fostering Independence
- Helping the Most Vulnerable
- Removing Barriers to Employment

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Strengthening Families & Children

- The legal help provided by Legal Aid of the Bluegrass for women and children experiencing violence paves the way for physical safety and self-sufficiency.
 - Assistance at Domestic Violence hearings
 - A recent study established that in Kentucky, the percent of women experiencing violence was nearly 37% which is higher than the national average
 - Interpersonal Protection Orders (IPOs)
 - Divorce Cases
 - Cases typically involve domestic violence
 - Child Custody Actions

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Preventing Homelessness

- Legal Aid of the Bluegrass's work includes helping families transition to other housing or stay in their homes through eviction defense and counseling those whose homes are being foreclosed upon.
 - Eviction Defense
 - Predatory Lending Issues
 - Loan Modifications
 - Bankruptcy
 - Short Sales
 - Collections
 - Nursing facility Discharges

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Fostering Independence

- We foster people's independence by helping them access public benefits for which they are eligible and educating them about protecting the family income.
 - Appealing wrongful denials/terminations of public benefits
 - Assistance with delays in processing applications
 - Conduct outreach on specific benefit topics
 - Assistance with health insurance marketplace related issues
 - Assistance with applying for benefits
 - Unique to Legal Aid of the Bluegrass

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Removing Barriers to Employment

- We help people remove barriers to employment through the legal system.
 - Services center on:
 - Helping domestic violence victims with employment issues
 - Helping immigrant victims of domestic violence obtain an immigration status
 - Help with expunging some criminal records
 - Helping families keep stable housing, get access to public benefits & maintain income so they can work.

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COSSAP

(COMPREHENSIVE OPIOID, STIMULANT, AND SUBSTANCE ABUSE PROGRAM)



- Program to offer support and assistance to Kentuckians impacted by the Opioid Epidemic
- Provide supports to those impacted by substance abuse or impacted by substance abuse of others (spouse and children)
- Program Social worker provides support and referrals to community resources
 - This includes making phone calls for them, researching resources in their area, and linking them to qualifying programs to assist them with their needs such as substance abuse programs, housing assistance programs, mental health services, etc.

LTCO Ombudsman Program

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Kentucky Civil Legal Aid Programs



- The 4 programs determine their own case acceptance guidelines
- Case acceptance is also based on grant funding
 - Example: Medicare SHIP Program; LTC Ombudsman Program; Immigration and Veterans Programs
- Services are provided based on where the county court that has jurisdiction over the case, not always by the county where the individual may live

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Medicare SHIP Program

- Medicare State Health Insurance Assistance Program (SHIP), formerly called Benefits Counseling Program. LABG refers to the program as Medicare SHIP.
- Provides assistance to: Medicare beneficiaries, anyone aged 60 years old or older, and in 30 Central, Northern and Northeastern counties.
- Mission- to help individuals make informed decisions about the programs that affect their quality of life, such as Medicare, Medicaid, Social Security, Medigap insurance and other benefit programs.

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Goals

- SHIP has 5 goals:
 - To educate individuals on the benefit programs that affect their lives through one-on-one counseling sessions and outreach activities
 - To assist with resolving complex benefit issues
 - Complete applications for benefit programs
 - To educate against fraud, waste and abuse
 - To empower clients to make informed decisions

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Areas of Focus

- SHIP helps with
 - Medicare issues, including understanding all 4 parts
 - Applying for money saving programs
 - Medicare Supplemental Insurance
 - Medicaid issues
 - Social Security/SSI
 - Energy Assistance
 - SNAP benefit
 - Veterans Administration Benefits
 - Applying for prescription drug assistance programs
 - Long Term Care Insurance
 - Understanding paperwork from doctors, hospitals and insurance companies

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Service Region

- 35 counties

Anderson	Elliott	Kenton	Pendleton
Bath	Estill	Lawrence	Powell
Boone	Fayette	Lincoln	Rowan
Bourbon	Franklin	Madison	Scott
Boyd	Gallatin	Meniffee	Woodford
Boyle	Garrard	Mercer	
Campbell	Grant	Montgomery	
Carroll	Greenup	Morgan	
Carter	Harrison	Nicholas	
Clark	Jessamine	Owen	

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Benefits Enrollment Center

- As a BEC, we are a one stop shop providing assistance to individuals with resolving benefit issues, as well as helping to apply for money saving benefit programs
 - Extra Help
 - Medicare Savings Programs
 - SNAP benefits
 - Medicaid Spend Down
 - Homestead Exemption
 - Patient assistance programs through drug manufacturers.

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Long Term Care Ombudsman

- **Mission:** Our Long Term Care Ombudsman Program advocates for rights, dignity and independence for nursing home residents.
- We serve those living in:
 - Nursing homes
 - Personal care homes
 - Family care homes
- Visit about 1,700 frail and elderly at least quarterly
- Advocate for quality care and work to resolve problems
- Provide a voice for those who otherwise would have none

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Long Term Care Ombudsman Program

- Goals include:
 - Identifying, investigating and resolving complaints made by or on behalf of residents
 - Providing information to residents about long-term care services
 - Representing the interest of residents before governmental agencies and seeking administrative, legal and other remedies to protect residents
 - Educating and informing consumers and the general public about long-term care issues and concerns
 - Providing technical support to develop resident and family councils that protect the wellbeing and rights of residents
 - Advocating for changes to improve residents' quality of life and care

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Service Region

- 10 counties

Gateway Area	FIVCO Area
Bath	Boyd
Menifee	Carter
Mongtomery	Elliott
Morgan	Greenup
Rowan	Lawrence

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Facilities

- FIVCO
 - 11 Nursing facilities
 - 8 Personal care homes
 - 1 Family care homes
- Gateway
 - 5 Nursing Facilities
 - 1 Personal care home
 - 0 Family care homes