

*UNIVERSITY OF KENTUCKY*

*Kentucky Homeplace*

July 1<sup>st</sup>, 2019 – June 30<sup>th</sup>, 2020  
Annual Report



*Kentucky Homeplace attended the 2019 Kentucky Association of Community Health Workers (KYACHW) Conference in September 2019.*

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

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

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# Kentucky Homeplace

My Fellow Kentuckians:

I am very pleased to present this annual report for 2020. This year began as recent ones have in the past with little changes in services and needs of Kentucky Homeplace clients and then COVID-19 came into the world and changed everything. If there is one word that summarizes the Community Health Workers activities this year it is adaptability. In March 2020, at the onset of COVID-19, the CHWs began working remotely from their homes. It quickly became evident that 27 years of building partnerships, combined with experienced and truly dedicated Community Health Workers who quickly adapted to worksite changes and the changing needs of the clients, were essential to assuring the safety of the people who desperately needed the services of Kentucky Homeplace.

Many of the previous services provided to the clients were no longer applicable and many new services became available. The CHWs began helping clients with the following: Presumptive Eligibility Medicaid enrollment, economic impact payment, census, meal plans through managed care organizations, pandemic economic benefit transfer (PEBT). Since the CHWs were working remotely many of these services were offered across the state far beyond the traditional 30 county service area. A list of COVID-19 services and the expanded coverage area is provided on page 09. As a result of increased services many client needs which had never been met were in fact accomplished during this year especially those who qualified for Medicaid and were enrolled by the CHWs. Please see the following pages in this annual report for a general overview of this past year.

## Annual Summary

For the period July 1, 2019 – June 30, 2020, the CHWs provided services for 5,383 clients. CHWs logged 18,703 hours on care coordination activities with a value of \$445,323. The amount of medication accessed was \$10,097,994 and other service values (not medications) accessed was \$3,840,886 for a combined total of \$13,938,880.

The entire annual report is posted on the UK Center of Excellence in Rural Health's web page at <http://kyruralhealth.org/homeplace>. The report is found under the Kentucky Homeplace tab, Annual Reports. If you wish to have a printed copy, please call 1-855-859-2374 or email me at [mace.baker@uky.edu](mailto:mace.baker@uky.edu).

Sincerely,

*William Mace Baker*

William Mace Baker, RN

Director, Kentucky Homeplace Program



# Program Activities

July 1, 2019-June 30, 2020

## Community Engagement Activities

Several CHWs assisted with Remote Area Medical (RAM) in Elkhorn, Pike County. They assisted participants with a variety of services offered by Kentucky Homeplace Program (KHP)

Kentucky Homeplace showcased program services at the Shaping Our Appalachian Region (SOAR) Summit in Pikeville

## CHWs presented or assisted with the following events

Kentucky Homeplace presented “Health Disparities in Hard to Reach Populations: A Community Health Worker Perspective” in a panel presentation at Appalachian Research Day in September of 2019.

Kentucky Homeplace presented at the KYACHW conference with Elizabeth Smith and Shirley Prater topic of “Diabetes Management and CHWs” and Carole Frazier presented “CHWs and Mental Health” with UK CERH employee Keisha Hudson

## Conferences attended

The majority of KHP CHWS attended the Fourth Annual Kentucky Association of Community Health Workers (KYACHW) Conference held in Lexington

## CHW training and continuing education

Kentucky Homeplace held a four-day CHW training in July 2019 and a four-day Chronic Disease Self-Management Lay Leader training in August

Three CHWs: Shelly Menix-Boyd and Greenup Counties, Darla Shepherd-Harlan County and Michaela Williams-Knott County, are currently taking an online training program: “University of Kentucky’s -BREATHE”; once completed they will be certified as Tobacco Treatment Specialists

All Kentucky Homeplace CHWs attended a NARCAN (Naloxone Nasal Spray) training at the quarterly KYACHW meeting held in Montgomery County in October 2019

All CHWs attended a Care Collaborative update training during February 2020

Two Mental Health First Aid (MHFA) trainings were conducted in March 2020 with several CHWs in attendance. All CHWs are current on MHFA training

All CHWs attended a Presumptive Eligibility Application Assistants training (on-line training)

All CHWs attended a CDC Contact Tracing training (on-line training)

Cancer and Obesity Prevention webinar (Kentucky Cancer Consortium)



Health Insurance Marketplace webinar

COVID-19 and the Role of CHWs webinar

### **Other News**

Michaela Williams accepted the CHW position in Knott County in August

Kimberly N. Smith accepted her former CHW position in Knox County.

During December United Healthcare and UK CERH announced a \$35,000 grant to support the first-ever Students Striving Toward Better Health in Self and Community initiative, which will be available to Perry County and Hazard Independent high school students. Students enrolling in the program will receive tuition-free education and training for community health worker certification.

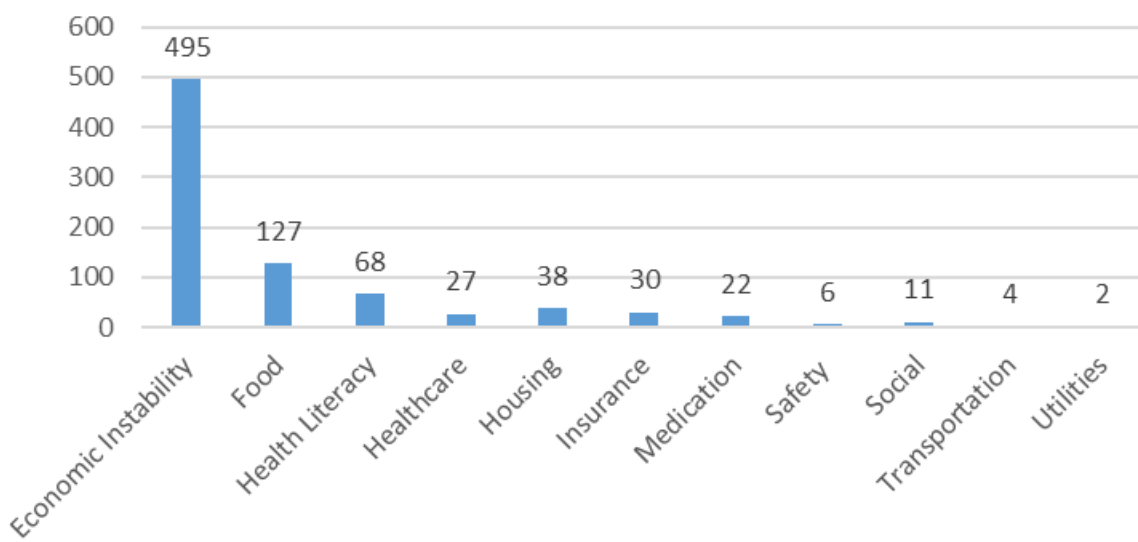
All current Kentucky Homeplace CHWs are currently certified by the Kentucky Department for Public Health (February 2020).

Michaela Williams (CHW in Knott County) has accepted a new role as a Rural Outreach Coordinator. She will be working with numerous training and professional development activities for Kentucky Homeplace, UK CERH and the community in general.

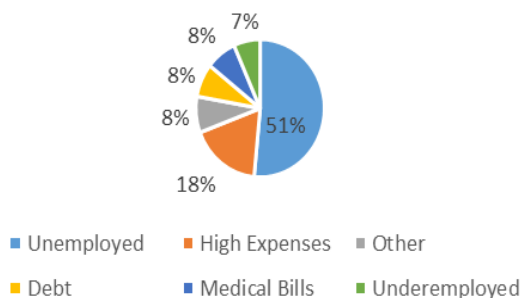
Due to COVID-19, CHWs began working remotely from their homes on 3/17/2020



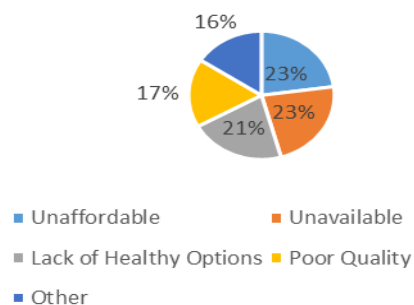
## SOCIAL DETERMINANTS OF HEALTH BARRIERS TO CARE 7/1/2019 - 6/30/2020



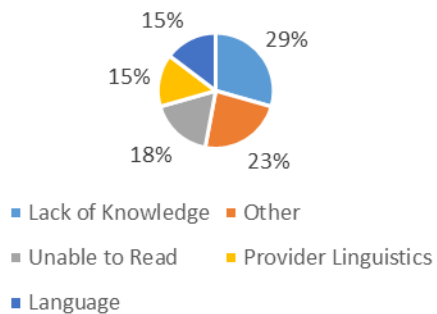
### Economic Instability



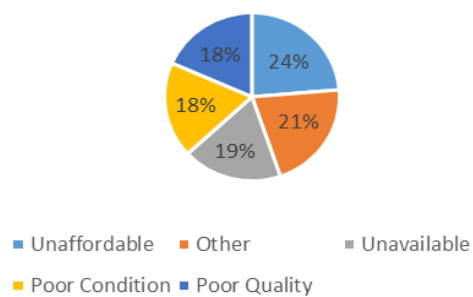
### Food



### Health Literacy



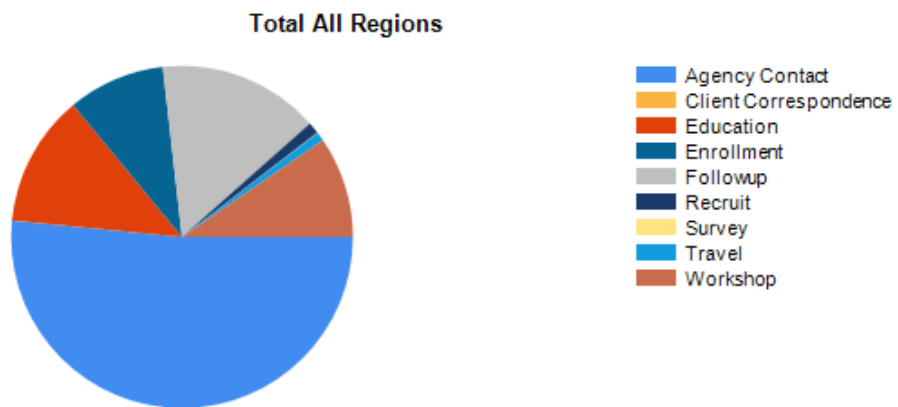
### Housing



# Activity Summary

(Clients visited: 07/01/2019–06/30/2020)

Activity	CHW Hours
Agency Contact	9,638.27
Client Correspondence	2.33
Education	2,329.90
Enrollment	1,720.58
Follow-up	2,855.52
Recruit	205.00
Survey	7.25
Travel	155.93
Workshop	1,788.00
<b>Grand Total:</b>	<b>18,702.78</b>

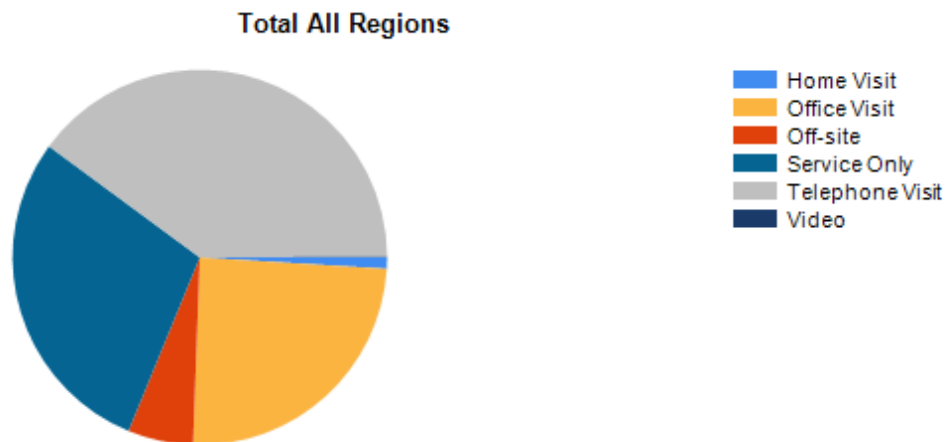


Total service value for 18,702.78 hours equals \$445,313.19

# Visit Summary

(Clients visited: 07/01/2019–06/30/2020)

Visit Type	Client Visits
Home Visit	203
Office Visit	5,159
Off-site	1,180
Service Only	6,052
Telephone Visit	8,352
Video	12
<b>Grand Total:</b>	<b>20,958</b>



\* Service only involves any actions taken on behalf of the client while the client is not present.

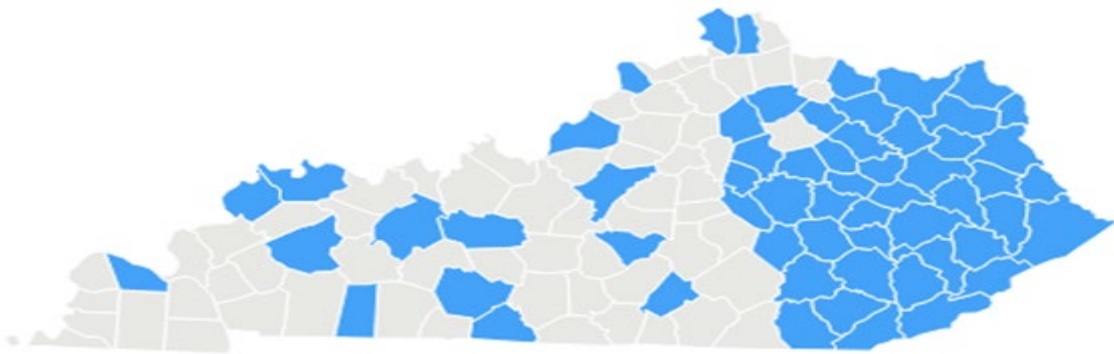


# COVID-19 Services Summary

(Clients visited: 07/01/2019–06/30/2020)

Service Type	Clients
Telehealth Visit	12
Presumptive Eligibility Medicaid	739
PE Extension	155
Economic Impact Payment	281
Meal Plan	240
Census	495
<b>Total</b>	<b>1,922</b>

## Kentucky Homeplace COVID-19 Service Reach FY20



\*FY20 runs from 07/01/2019 - 06/30/2020

COUNTIES SERVED BY KENTUCKY HOMEPLACE DURING COVID-19

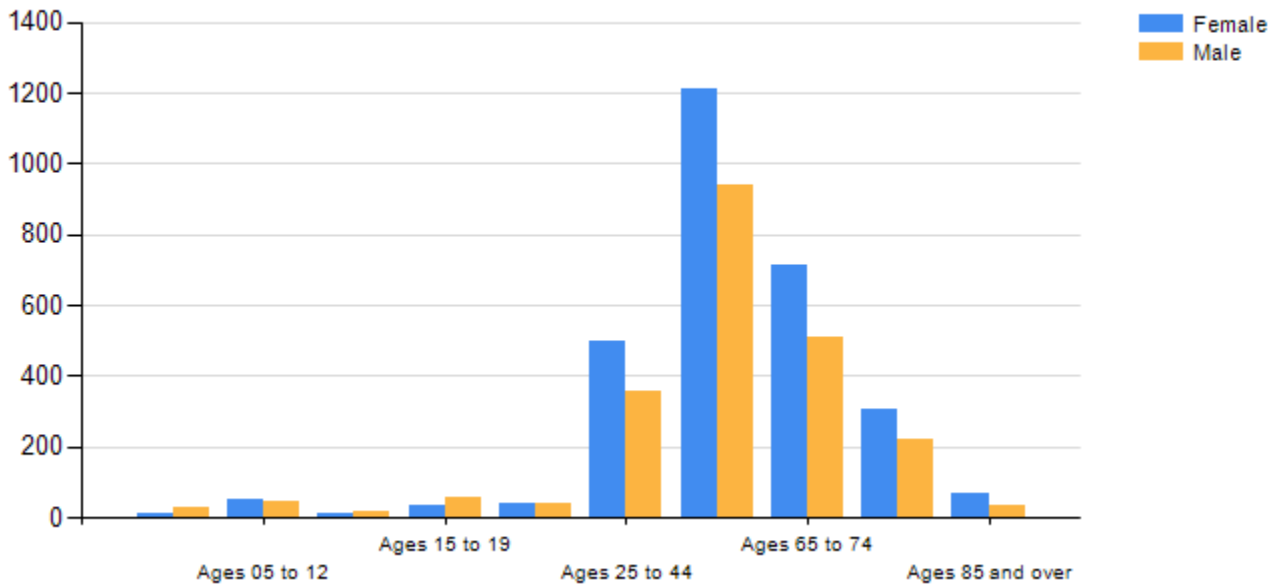


# Age Gender Summary

(Clients visited: 07/01/2019–06/30/2020)

Age Group	Female	Male
Ages 00 to 04	12	26
Ages 05 to 12	50	45
Ages 13 to 14	14	18
Ages 15 to 19	35	54
Ages 20 to 24	42	39
Ages 25 to 44	497	354
Ages 45 to 64	1,209	937
Ages 65 to 74	713	508
Ages 75 to 84	304	223
Ages 85 and over	67	32

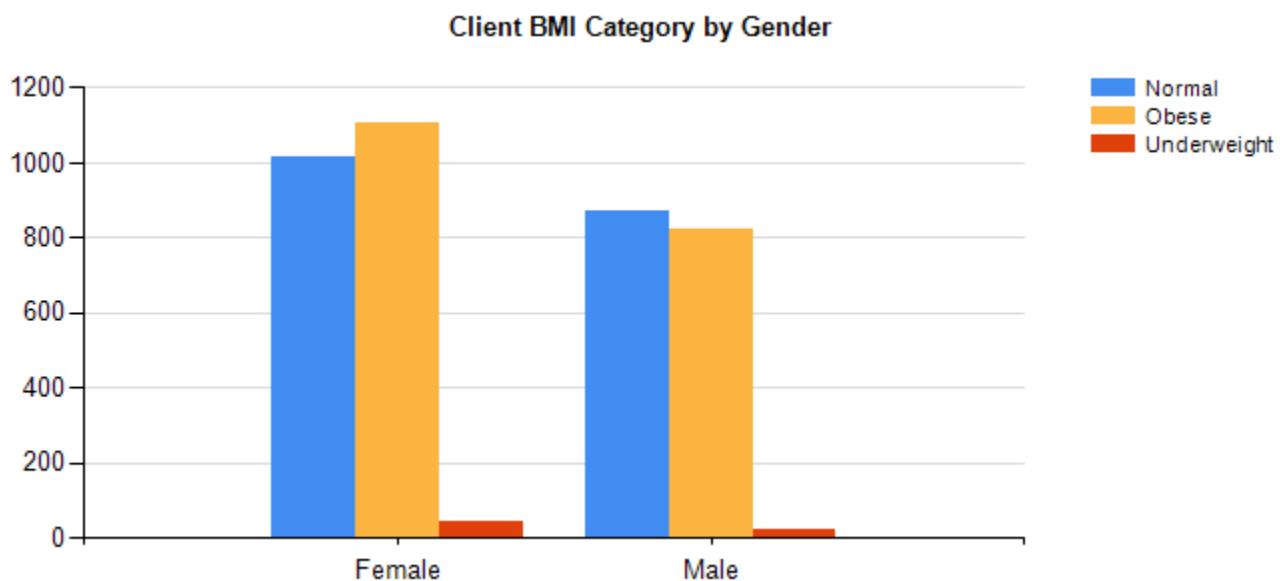
Clients by Gender and Age Group



# BMI Category Summary

(Clients visited: 07/01/2019–06/30/2020)

Gender	Bmi Category	Clients
Female	Normal	1,013
	Obese	1,104
	Underweight	45
	<b>Total:</b>	<b>2,162</b>
Male	Normal	870
	Obese	824
	Underweight	22
	<b>Total:</b>	<b>1,716</b>
<b>Grand Total:</b>		<b>3,878</b>

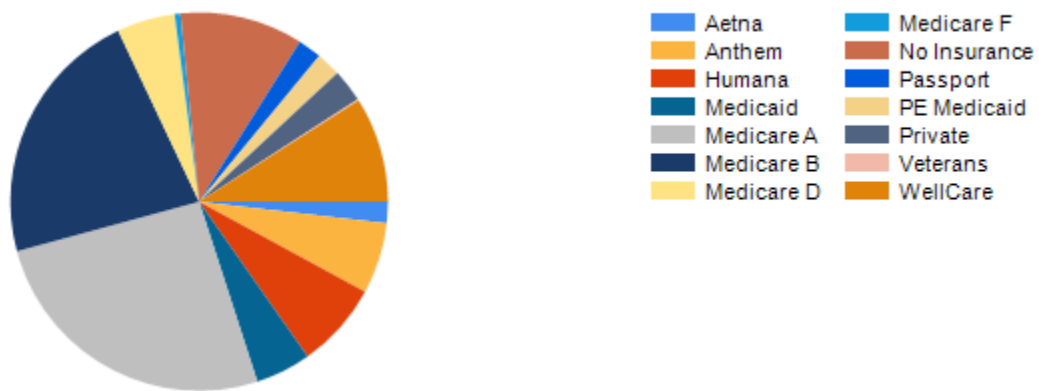


# Insurance Summary

(Clients visited: 07/01/2019–06/30/2020)

Insurance Type	Clients
Medicare A	2,141
Medicare B	1,842
No Insurance	876
WellCare	747
Humana	611
Anthem	505
Medicare D	414
Medicaid	394
Private	233
PE Medicaid	175
Passport	168
Aetna	152
Medicare F	41
Veterans	9

Total All Regions

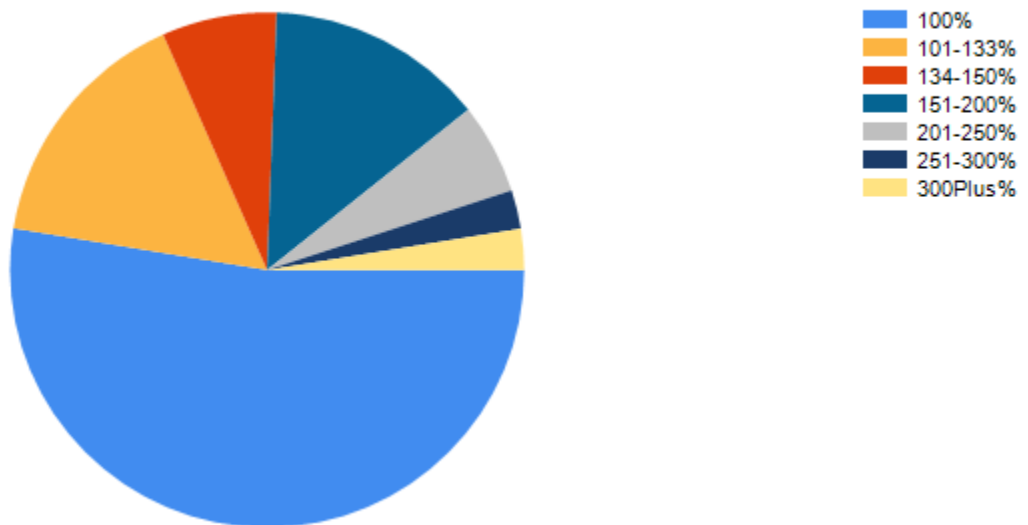


# Poverty Level Summary

(Clients visited: 07/01/2019–06/30/2020)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	2,724	817	374	710	295	126	133	5,179

Clients by Poverty Level

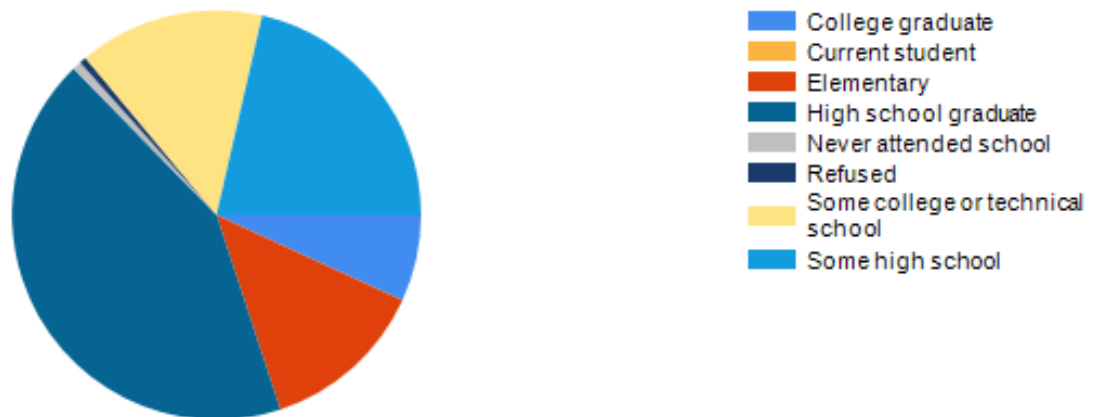


# Education Level Summary

(Clients visited: 07/01/2019–06/30/2020)

Education Level	Clients
Never attended school	36
Elementary	678
Some high school	1,109
High school graduate	2,213
Some college or technical school	760
College graduate	354
Refused	28
Current student	1
<b>Grand Total:</b>	<b>5,179</b>

Total All Regions



## Highlights of Kentucky Homeplace CHW Annual Activities



Kentucky Homeplace Community Health Workers presented “Health Disparities in Hard to Reach Populations: A Community Health Worker Perspective” in a panel presentation at the 2019 Appalachian Research Day.

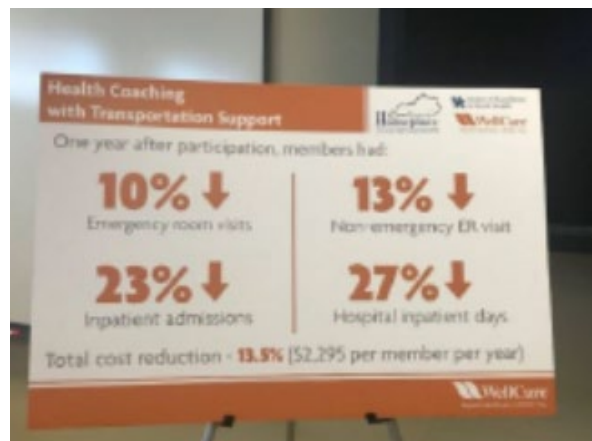
Pictured left to right: Elizabeth Smith, Kala Gilliam, Darla Shepherd, PollyAna Gilbert



Kentucky Homeplace offers Mental Health First Aid training to CHWs.

## Health Coaching Helps Clients Manage Their Conditions.

WellCare joined with Kentucky Homeplace to help those with chronic diseases attend prevention and disease self-management courses (Chronic Disease Self-Management workshops-CDSMP and Diabetes Self-Management workshops-DSMP). WellCare provided gas cards so members could afford to attend the classes conducted by Kentucky Homeplace CHWs. The study showed a 10 percent drop in trips to the ER, a 23 percent drop in hospital admissions, and a 12 percent drop in healthcare costs.





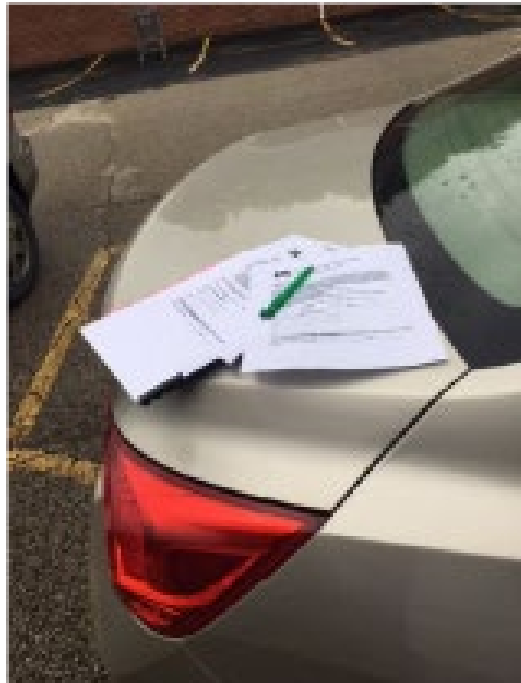
## Kentucky Homeplace CHWs adapt to COVID-19



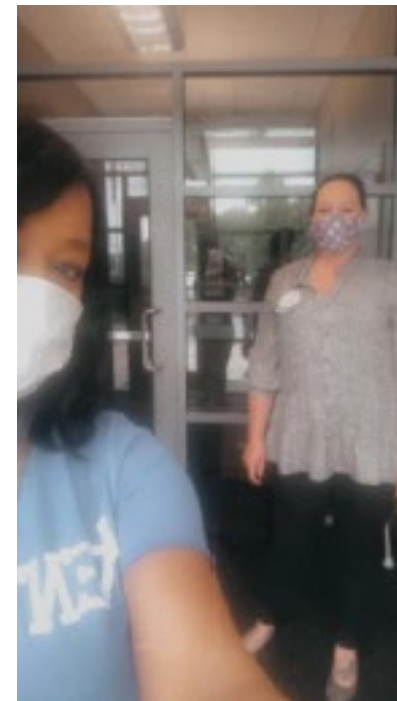
Staff meeting held via Zoom



Kala Gilliam, CCHW-Rowan County, does a home visit from the porch



**Beth Smith, CCHW- Carter County, completing a new client enrollment following new COVID-19 safety protocols.**



**Carole Fraizer, CCHW-Perry County, and Keisha Hudson continue project CARAT for medical equipment during COVID-19.**

## 30 County Service Area



**Central Office**  
**Mace Baker, Director**  
**750 Morton Blvd., Hazard, KY 41701**  
**855-859-2374**



## **Client Encounters-Actual Situations Encountered by Community Health Workers Highlights**

**July 1, 2019-June 30, 2020**

While filling in for another CHW while she was on sick leave. I met a lady, a client like I had never encountered before. I did the usual enrollment, asking questions, sharing stories back and forth as usual. The difference with this client was, that she once was a provider herself, she was a healthcare provider. Now retired she sat across the desk on the other side. Looking for help. She has several college degrees, has traveled the world, been in a lot of exotic places but now she has settled down in a small town in Eastern Ky. One month after she retired she was diagnosed with breast cancer, all her yearly exams done on time each year, then she found a lump, after she had done the mammogram. So now after a lumpectomy, radiation and chemotherapy she is cancer free. She has a long list of other health issues, one being extremely high cholesterol and cannot take the oral medications available for her condition because of other problems, she came to me for help with treatment injections. These injections are given twice a month are very expensive and her co-pay with her Medicare part D plan is very high. I explained about the patient assistance programs, which she already knew about. She did say that going through this process for herself helped her to understand how valuable Kentucky Homeplace is to a lot of people. I was able to access help for her medication although she has a very good income compared to what our other clients have.

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I received a call from the local Senior Citizens Center director. She could barely talk, I could tell she was upset. She told me she was delivering food boxes to the people on the waiting list for Meals on Wheels. Every month she tries to take a box of donated food items to people waiting to receive meals daily on the other senior program. She told me she was in the parking lot of one of the apartment complexes here in town. She said I am so upset, she said she had gone to a lady's home and knocked on the door with the food box in her hands. The door opened and she was welcomed in of course, the service provider told her she had to go because she had other people to go see. The lady insisted that she walk thru the small but clean apartment to the kitchen. She said to the worker, "I want you to see"... she opened the refrigerator door, there were 2 sticks of butter and a ½ glass of milk, she said that's all I have. No wonder the worker was so upset. She told me she was going to the store to buy what she could for the lady and wanted to know if I would help get the community involved in starting a food pantry for the seniors. My new mission is to help each month with the food pantry and to encourage others to help monthly also. One of our county magistrates has stepped up to help and several community members have also donated food and made monetary donations.

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A few months ago I had a woman and her husband to come to the office needing help with medical bills. He is currently working as a driver and has had really bad vision for the last year or so. So bad that it was affecting his ability to do his work effectively. He does have insurance but the deductible is so large they knew they couldn't get much done. Knowing this they still choose to see an Optometrist. They then were referred to an eye surgeon/specialist. After many appointments, test and scans the office of the specialist called them and asked him to come in to speak to Doctor about surgery. They did and upon appointment arrival, he was told he owed the Office \$3000 for past test/scans and he would have to pay an additional \$3000 up front for his surgery before they will do it or he could be seen. Needless to say they were both mad and stressed to the max. He got in a confrontation with the office staff and was asked to leave.

I personally know this couple and have known them for 30 plus years. They are very common, hardworking and respectful people. When he was telling me this, of course he was embarrassed for not only having to ask for help but because of his behavior when told he owed so much money. All of his hopes of continuing to work were coming to a close. He was not able to retire, against applying for disability and just at “wits end”. I told them I would see what we could do on bills and possibly a foundation that could help him. I personally called a local hospital over twelve times, leaving a voice mail message and even talking with some in financial administration and got ZERO help. I was told that the foundation I was asking about hadn’t even existed for years now. I reached out to fellow CHW’s and had others on this to help this client. One CHW had a contact with the foundation that was in question and little did the hospital representative know, that foundation was still in process and good standing but by this time I had remembered that the Ky Careers Center/Vocational Rehabilitations Blind Services may be able to be of an assistance. I contacted them and right away got a response. They came to our county and met with this client. It had been a few days since I knew of this meeting. Yesterday, I received a call from the wife of this client. She said, “I don’t know what you did or how you did it, but the Vocational Rehabilitation Program is going to pay 100% of her husband’s eye surgery”. She continued on just thanking and praising me and KY Homeplace and what we had done for them. She asked if I would be in the office the following day, I said yes, but what do you need. She said I have to bring you something, I told her I didn’t need any gifts, I was just so thankful there was someone out there that could help them. I was just trying to find the right agency to do this and apologized for taking so long in getting this done. She was crying on the other line and said no one has ever helped them like this and she so appreciated all that we did.

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Holidays in Eastern Kentucky can be a stressful time for so many families. The struggle to make sure there is enough food on the table is a task in itself. Many of my client are proud people not wanting to ask for any kind of a hand out.

While completing an assessment with a new client I learned that she was a single grandmother taking care of three of her grandchildren, these children had been abandoned, just dropped off without any contact from their mother or father. My client was having a hard time providing clothes and food. The mother and father were still receiving food stamps for the family, due to substance abuse none of the services provided by the state was given to the children. The Grandmother could not receive SNAP assistance for the Children even though they were in her care due to the parents having the children listed on their Case.

Kentucky Homeplace provided her with vision and hearing needs. I was able to help her receive new eyeglasses from a very special program that we work with and hearing aids with her out of pocket cost waived. I collaborated with local churches and food banks to assist with food and clothing for the children. These services will help provide her grandchildren with a sense of normalcy during a difficult time this Holiday season.

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I am working with an elderly male client that lost his wife in the past couple of years. He was having problems understanding the letters he received and could not see enough to drive. He came in to discuss his needs and I determined he needed to sign up for the QMB program. He also needed help with eyeglasses, help getting food stamps, heating assistance, and did not know who or where to start. I completed the interview and filled out the form for a program to help him get new glasses. I went with him to the Cabinet for Families and Children to assist him with getting food stamps and QMB. I went with him to the Social Security Office to fill out forms to get information on what he



needed to do to change his contact information because he had lost his wife. He was having problems talking with the agencies because he always had his wife to do everything for him and did not understand the questions they asked him. I was able to give him the support he needed to go to apply without being scared.

---

My story this quarter is about a client that I accessed many prescription drugs for through pharmaceutical companies. The client had recently lost her husband to cancer. This client had become very depressed and was beginning to take anti-depressants for her condition that just did not seem to work. While talking with this client one day in the office I had suggested that maybe she would like being out in the work force. The client had never worked outside the home and felt that she would not be qualified for any kind of position. I made a call to one of the organizations in my county and talked with the person that was over the senior citizen job training. The director was very encouraging and wanted to meet with her. The Senior Citizen Job Training Program was able to place my client in a job. She is very happy and feels that she has a purpose in life now. Being able to access and network with local organizations helped my client be able to get back to living.

---

I had a client come to my office in January that had Psoriatic Arthritis. He had Medicare A, B and D. He is on an injection that costs \$16,000 every 3 months. His Part D copay is \$6,000. I worked with a pharmaceutical company and his doctor for weeks trying to get him help. The pharmaceutical company kept asking for more information. They wanted a determination letter, an EOB for part B, a buy and bill letter from the doctor saying that he did not buy the medication and then bill it, and lastly they ask for a waiver letter from the client and another one from the doctor. After some time and a lot of work, they finally approved the medication for my client. My client was so grateful for all the help provided to get this so needed medication.

---

I met this client several years ago, at that time he was going on disability and didn't have any medication coverage. He had several chronic diseases and we were able to help get his medication until he got his Medicare. Ever since then he has come to my office periodically and just said hi and that he wanted to just say he still appreciates all that we did for him when he needed it. He frequents my diabetic shoe clinics annually and has attended several of our diabetic support groups. A couple of years ago he went through our Diabetes Self-Management Courses and he said he had never learned as much as he did about diabetes as he did in those classes. When he was diagnosed as a diabetic he said his doctor said, no rice, beans, corn or bread. He was devastated. With education and better knowledge of how to manage his illnesses he is a much healthier man. When I first saw him his A1C was 10, this month he came to tell me that it was 5.9 and he was so proud of getting it down. He just smiled and said, thanks Sissy for all of your help. Shew these are the times that you just melt in your heart. I am no great teacher, master of healthy living. I just passed on materials that were made available to me to share with my clients. I am so happy for ability to do this with so many people.

---

This client called me seeking assistances with any type of help that they could receive because they had recently lost income after being laid off due to the pandemic. After completing the initial interview with the client I realized they qualified for temporary free insurance, they qualified for food benefits not just for them but for each of their children as

well. I was able to get these benefits along with a food box with a 14 meals, I was able to get them assistances with their cooling bill and was able to point them in the right direction to get them help with temporary mortgage assistances.

These last three month have allowed Kentucky Homeplace Community Health Workers to work outside the box and help many clients receive much needed services that they might have otherwise done without.

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Since everything has changed over the last couple of months because of COVID19 we have learned to do things different to meet the needs of the people we serve. Over the last couple of months, with new services, I have been able to help people who wouldn't normally wouldn't be able to get help. I can relate to some of these clients, sometimes families don't qualify for something because they are over income guidelines but they have difficulty meeting all their needs financially. Finally, income guidelines have raised and more families are getting the help that they need. A young mother called me after seeing a video post she said that she had tried many times and didn't qualify for Medicaid. She was uninsured and had three small children also uninsured. She had been laid off her job due to COVID19 and her husband made less than she did at his job and could put the family on the insurance with him but the insurance cost more biweekly than it did for them to pay out of pocket for visits. It turns out she was also pregnant and spacing visits out as far as possible to avoid having to pay large cost. She was very worried about this because she was 7 months pregnant at the time we did the application in May. I was able to apply for her, her spouse, and all three of their young children so that they entire family could be covered with Medicaid and she can get the prenatal care she needs before giving birth.

## Kentucky Homeplace CHWs

Goolman, Amanda <a href="mailto:ago263@uky.edu">ago263@uky.edu</a>	CHW	606-674-9297 606-674-9298 (fax)	Bath Meniffee	Bath Co. Health Dept. 68 Oberlin St., Rm 232 PO Box 1198 Owingsville, KY 40360
Slusher, Kathy <a href="mailto:kathy.slusher@uky.edu">kathy.slusher@uky.edu</a>	CHW	606-337-6886 606-337-7183 (fax)	Bell	Total Care 121 Virginia Ave. Pineville, KY 40977
Bridget Elliot <a href="mailto:Bridget.Elliot@uky.edu">Bridget.Elliot@uky.edu</a>	CHW	606-473-6496 606-473-1039 (fax)	Boyd	Greenup county Health Department U.S. Highway 23 Greenup, KY 41144
Vacant	CHW	606-666-7106 606-666-5984 (fax)	Breathitt	Kentucky Homeplace 1154 Main Street Jackson, KY 41339
Smith, Elizabeth <a href="mailto:easmith123@uky.edu">easmith123@uky.edu</a>	CHW	606-474-2742 606-474-2592 (fax)	Carter	Kentucky Homeplace 101 Fraley Miller Plaza, Suite B P.O. Box 546 Grayson, KY 41143
Smith, Kimberly R. <a href="mailto:KimberlyRSmith@uky.edu">KimberlyRSmith@uky.edu</a>	CHW	606-599-1039 606-598-4315 (fax)	Clay	Kentucky Homeplace 105 Main Street



				Manchester, KY 40962
Prater, Shirley <a href="mailto:sdpr223@uky.edu">sdpr223@uky.edu</a>	CHW	606-738-5927 606-738-6078 (fax)	Elliot	Senior Citizens Building 101 S. KY 7 P. O. Box 67 Sandy Hook, KY 41171
Vacant	CHW	606-723-9902 606-723-9903 (fax)	Estill	Kentucky Homeplace 152 Richmond Road P.O. Box 654 Irvine, KY 40336
Hamilton, Katherina <a href="mailto:kah225@uky.edu">kah225@uky.edu</a>	CHW	606-359-3581	Floyd	
Bridget Elliot <a href="mailto:Bridget.Elliot@uky.edu">Bridget.Elliot@uky.edu</a>	CHW	606-473-6496 606-473-1039 (fax)	Greenup	Greenup Co. Health Dept U.S. Highway 23 P. O. Box 916 Greenup, KY 41144
Shepherd, Darla <a href="mailto:Darla.shepherd@uky.edu">Darla.shepherd@uky.edu</a>	CHW	606-574-0239 606-574-9268 (fax)	Harlan	Kentucky Homeplace 313 Central Street PO Box 1418 Harlan, KY 40831
Vacant	CHW	606-287-3756 606-287-3765 (fax)	Jackson	Kentucky Homeplace 101 Main Street

				PO Box 583 McKee, KY 40447
Bailey, Judy  <a href="mailto:jbail2@uky.edu">jbail2@uky.edu</a>	CHW	606-349-8842  606-789-3937 (fax)	Johnson	Kentucky Homeplace Johnson County Recreation/Community Center 232 Preston St. Paintsville, KY 41240
Chyna Smith <a href="mailto:Chyna.smith@uky.edu">Chyna.smith@uky.edu</a>	CHW	606-785-9884 606-785-0270 (fax)	Knott	Kentucky Homeplace 59 Cowtown Road Hindman, KY 41822
Jessica Brown <a href="mailto:Jessica.Brown@uky.edu">Jessica.Brown@uky.edu</a>	CHW	606-277-0018 606-277-0078 (fax)	Knox	Kentucky Homeplace 320 High Street P. O. Box 1029 Barbourville, KY 40906
Vacant	CHW	606-862-9749 606-862-9767 (fax)	Laurel	Kentucky Homeplace 188 Dog Patch Trading Center London, KY 40741
McGuire, Angela <a href="mailto:angela.mcguire@uky.edu">angela.mcguire@uky.edu</a>	CHW	606-638-1079 877-213-7161	Lawrence Martin	Kentucky Homeplace 108 Bulldog Lane, Rm. 161

		606-638-4941 (fax)	Louisa, KY 41230	
Bowman, Samantha R <a href="mailto:samantha.bowman@uky.edu">samantha.bowman@uky.edu</a>	CHW	606-560-1811	Lee & Owsley	Kentucky Homeplace 120 Main Street PO Box 1540 Beattyville, KY 41311
Bowling, Mary <a href="mailto:mvbo224@uky.edu">mvbo224@uky.edu</a>	CHW	606-672-2155, Ext. 15 606-672-4605 (fax)	Leslie	LKLP 121 Maple Street PO Box 899 Hyden KY 41749
Gilbert, Ashley <a href="mailto:Ashley.Gilbert@uky.edu">Ashley.Gilbert@uky.edu</a>	CHW	606-633-7441	Letcher	Letcher Co. Health Dept. 115 East Main Street Whitesburg, Ky 41858
Bailey, Judy <a href="mailto:jbail2@uky.edu">jbail2@uky.edu</a>		CHW 606-349-8842 606-349-8841 (fax)	Magoffin	Magoffin Co. Health Dept. 119 East Mountain Pkwy P. O. Box 1569 Salyersville, KY 41465
Prater, Shirley <a href="mailto:sdpr223@uky.edu">sdpr223@uky.edu</a>	CHW	606-743-4005 Ext. 312 606-743-4002 (fax)	Morgan	Kentucky Homeplace 151 University Drive West Liberty, KY 41472

Frazier, Carole <a href="mailto:Carole.frazier@uky.edu">Carole.frazier@uky.edu</a>	CHW	606-439-3557 606-439-0237 (fax)	Perry	Kentucky Homeplace 750 Morton Blvd. Hazard, KY 41701
Justice, Barbara <a href="mailto:barbara.justice@uky.edu">barbara.justice@uky.edu</a>	CHW	606-433-0327 606-433-0440 (fax)	Pike	Kentucky Homeplace Pike Co. Health Department 119 W River Drive Pikeville, KY 41501
Gilbert, Pollyanna <a href="mailto:pollyanna.shouse@uky.edu">pollyanna.shouse@uky.edu</a>	CHW	606-668-7660 606-668-7661 (fax)	Powell	Kentucky Homeplace 351 North Main Stanton, KY 40380
Gilliam, Kala <a href="mailto:kala.gilliam@uky.edu">kala.gilliam@uky.edu</a>	CHW	606-784-3881 606-784-3498 (fax)	Rowan	People's Clinic 751 West 1st Street PO Box 812 Morehead, KY 40351
Gilbert, Pollyanna <a href="mailto:pollyanna.shouse@uky.edu">pollyanna.shouse@uky.edu</a>	CHW	606-668-7900	Wolfe	Wolfe Co. Courthouse P. O. Box 236 Campton, KY 41301