

*UNIVERSITY OF KENTUCKY*

*Kentucky Homeplace*

July 1<sup>st</sup>, 2023 – June 30<sup>th</sup>, 2024  
Annual Report



*Kentucky Homeplace at the 8<sup>th</sup> Annual KYACHW Conference*

<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,

Kentucky Homeplace CHWs assisted a record number of clients this year, ending out the year with 32 CHWs covering 32 counties and offices located in each of the 32 counties. This was the third and final year of operating Kentucky Homeplace with 10 additional CHWs, thanks to funding from the Cabinet for Health and Family Resources through the CCR 2109 grant.

The end results of this expansion, evidenced by the data below, are a testament to the success of expanding a long-standing CHW program. Utilizing experienced CHWs to mentor new CHWs and expanding upon an existing infrastructure resulted in thousands of services linking residents of Kentucky to medical, social and environmental services that they would have otherwise gone without.

I would like to thank our many partners and the Kentucky Office of Community Health Workers at the Cabinet for Health and Family Resources for entrusting us with this funding and the many countless hours Kentucky Homeplace CHWs worked to make this year a record year helping those in need.

## FY 24

For the period July 1, 2023 – June 30, 2024, the CHWs provided 81,550 services for 7,460 clients. CHWs logged 26,562.73 hours on care coordination activities with a value of \$632,458.60. The amount of medication accessed was \$21,602,618.72, and other service values (not medications) accessed at \$2,981,024 for a combined total of \$25,671,394.47.

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, RN

Director, Kentucky Homeplace Program



# Program Activities

July 1, 2023-June 30, 2024

## **Community Engagement Activities**

The following are samples of meetings/events attended

Interagency Meetings attended for updates, resources and referrals for Homeplace Clients.

Diabetic Shoe Clinics/Diabetic Support Groups

Various KYACHW Sub-Committee Meetings, Board Meetings, Quarterly and Annual Meetings via in person and Zoom

Various presentations to local community organizations

Presented at the Kentucky Rural Health Association Conference

Kentucky Public Health Association Conference

Six CHWs rotated schedules and exhibited at the Remote Area Medical (RAM) event in Hazard, KY in June

CHWs are attending interagency meetings for updates on resources and referrals for Homeplace clients

## **Professional Development/CHW training**

Drug Assistant and Kentucky Prescription Assistant Program trainings

Mental Health First Aid

Various Database Quality Improvement Trainings

CDSMP refresher courses, training and classes

Some CHWs attended KOCHW Regional Meetings

Payor Literacy training

Veterans' Access to Benefits Training

## **Other News**

Kentucky Homeplace was selected to present at the National Rural Health Association Conference in New Orleans in May 2024

Kentucky Homeplace staff presented various aspects of the program at the Kentucky Public Health Association's annual conference

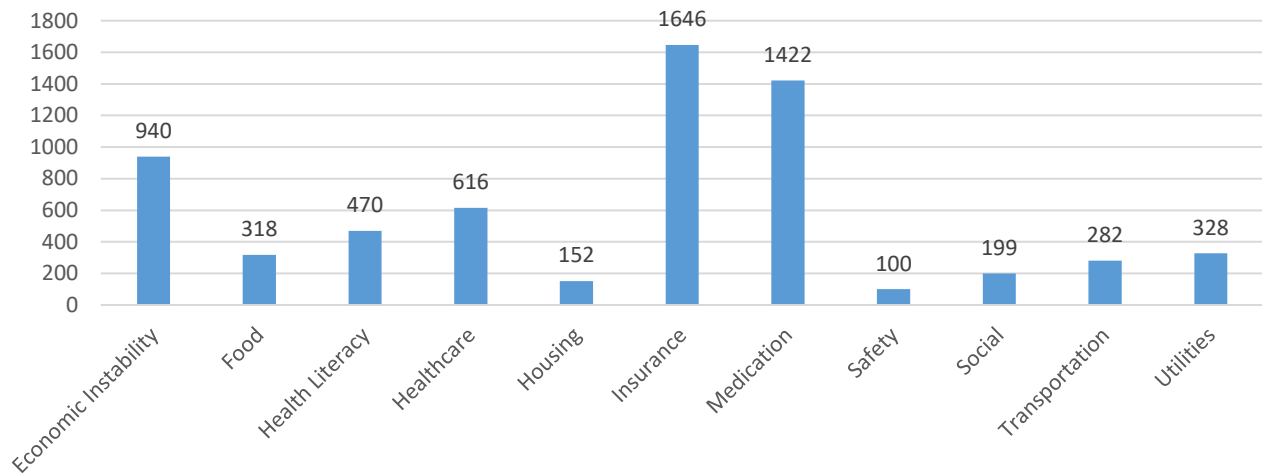


# Social Determinants of Health

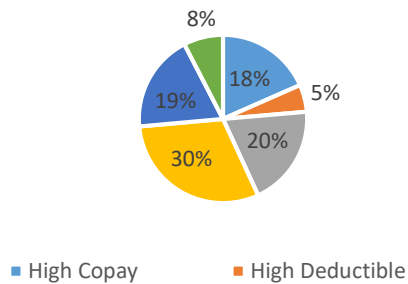
## Social Determinants of Health

### Barriers to Care

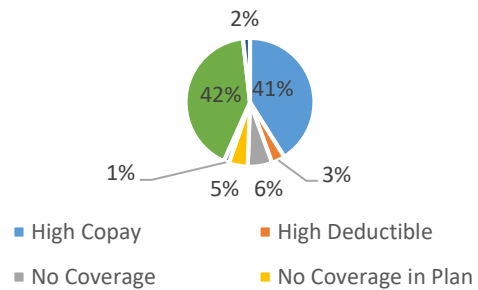
07/01/2023 - 06/30/2024



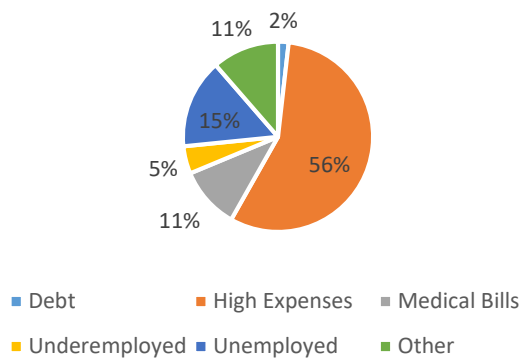
### Insurance



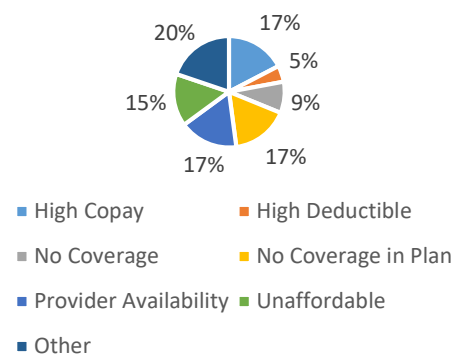
### Medication



### Economic Instability



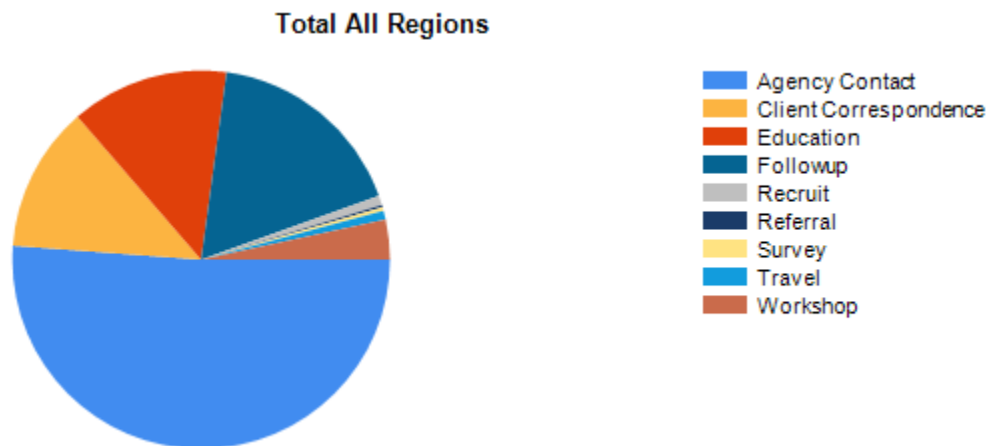
### Healthcare



# ACTIVITY SUMMARY

(Clients Visited: 07/01/2023-06/30/2024)

Activity	CHW Hours
Agency Contact	13,595.67
Client Correspondence	3,309.55
Education	3,588.67
Followup	1,612.43
Recruit	217.25
Referral	52.42
Survey	82.92
Travel	198.58
Workshop	905.25
<b>Grand Total:</b>	<b>26,562.73</b>

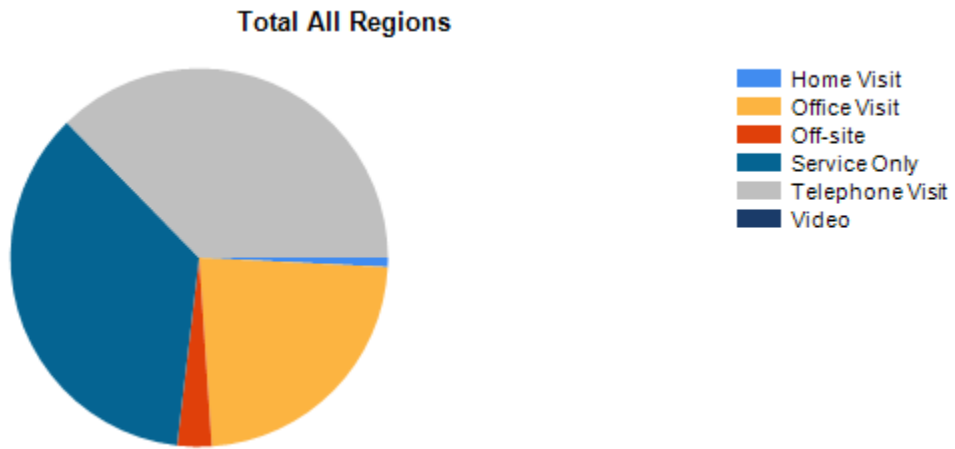


Total service value for 26,562.73 hours equals \$632,458.60

# Visit Summary

(Clients visited: 07/01/2023–06/30/2024)

Visit Type	Client Visits
Home Visit	285
Office Visit	8,337
Off-site	1,059
Service Only	12,886
Telephone Visit	13,447
Video	7
<b>Grand Total:</b>	<b>36,021</b>



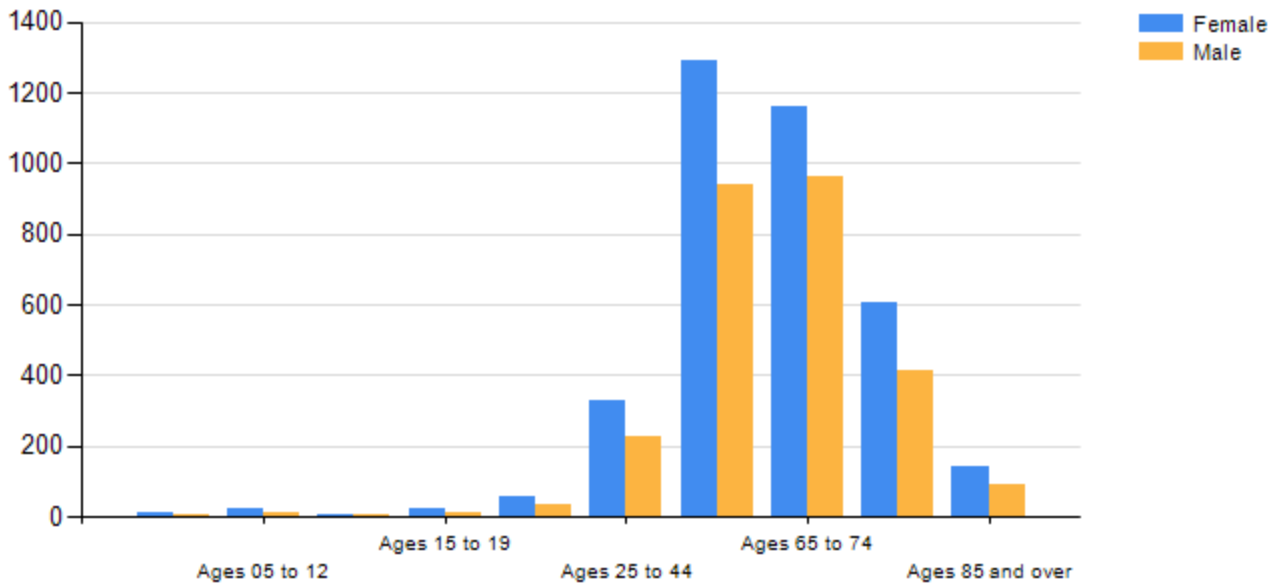
\* Service only involves any actions taken on behalf of the client while the client is not present.

# Age Gender Summary

(Clients visited: 07/01/2023–06/30/2024)

Age Group	Female	Male
Ages 00 to 04	10	5
Ages 05 to 12	22	14
Ages 13 to 14	2	6
Ages 15 to 19	24	13
Ages 20 to 24	59	35
Ages 25 to 44	328	224
Ages 45 to 64	1,288	942
Ages 65 to 74	1,159	960
Ages 75 to 84	608	413
Ages 85 and over	142	88

Clients by Gender and Age Group

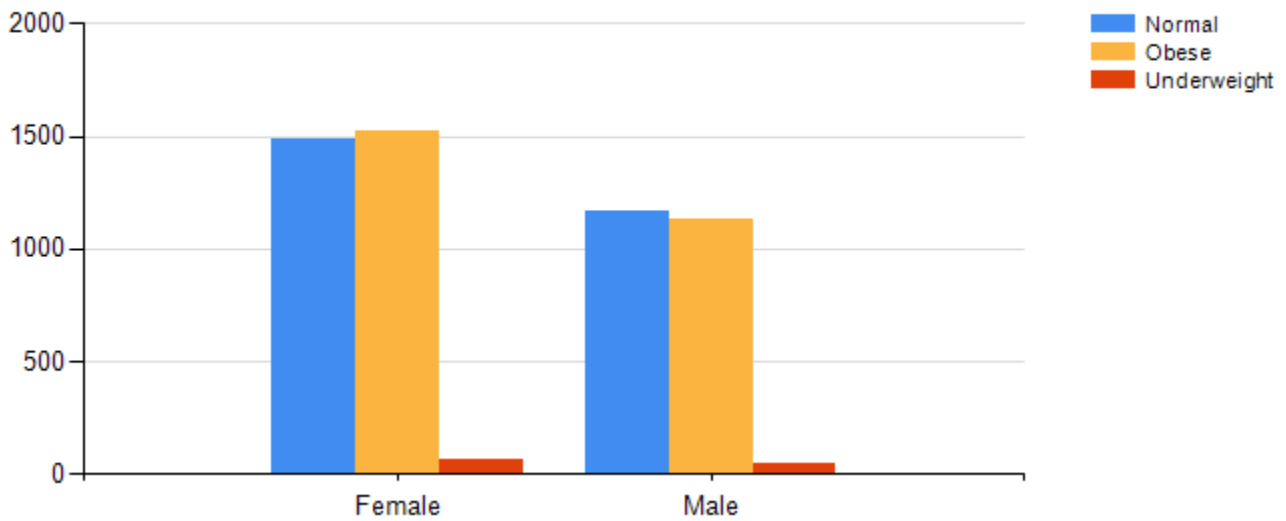


# BMI Category Summary

(Clients visited: 07/01/2023–06/30/2024)

Gender	Bmi Category	Clients
Female	Normal	1,483
	Obese	1,522
	Underweight	64
	<b>Total:</b>	<b>3,069</b>
Male	Normal	1,164
	Obese	1,132
	Underweight	43
	<b>Total:</b>	<b>2,339</b>
	<b>Grand Total:</b>	<b>5,408</b>

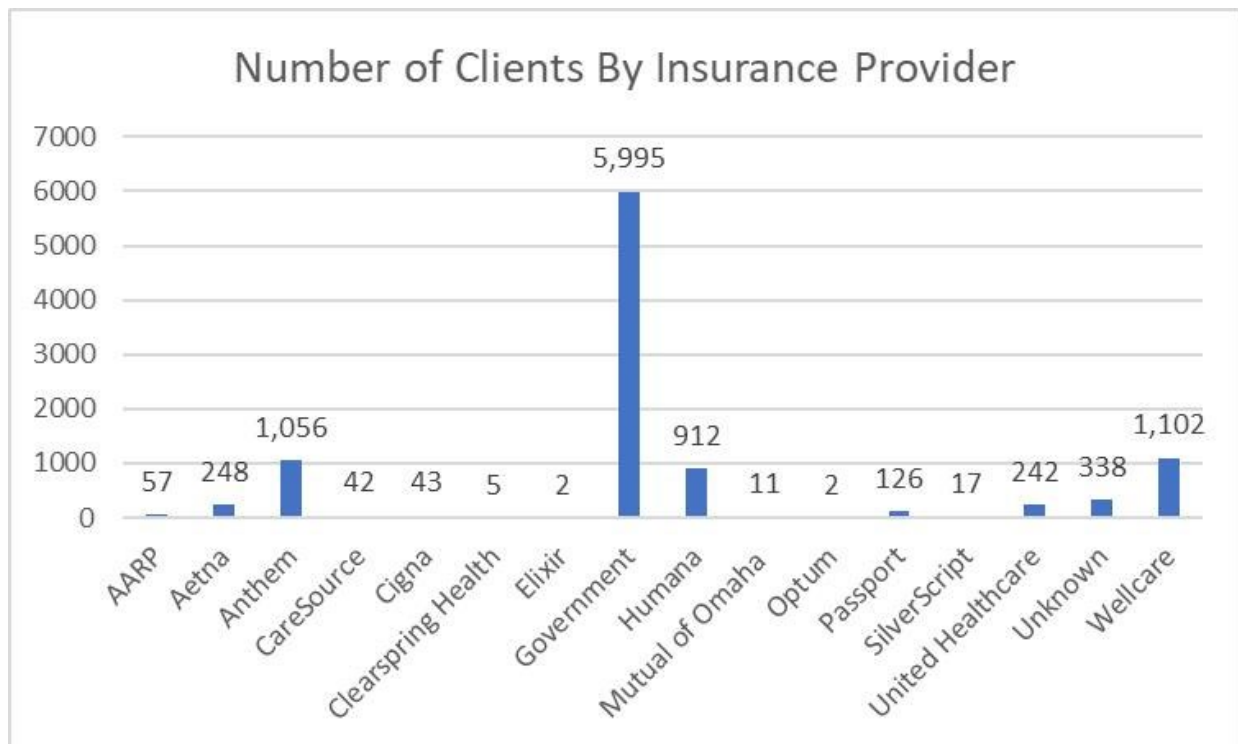
Client BMI Category by Gender



# Insurance Summary

(Clients visited: 07/01/2023–06/30/2024)

AARP	57
Aetna	248
Anthem	1,056
CareSource	42
Cigna	43
Clearspring Health	5
Elixir	2
Government	5,995
Humana	912
Mutual of Omaha	11
Optum	2
Passport	126
SilverScript	17
United Healthcare	242
Unknown	338
Wellcare	1,102



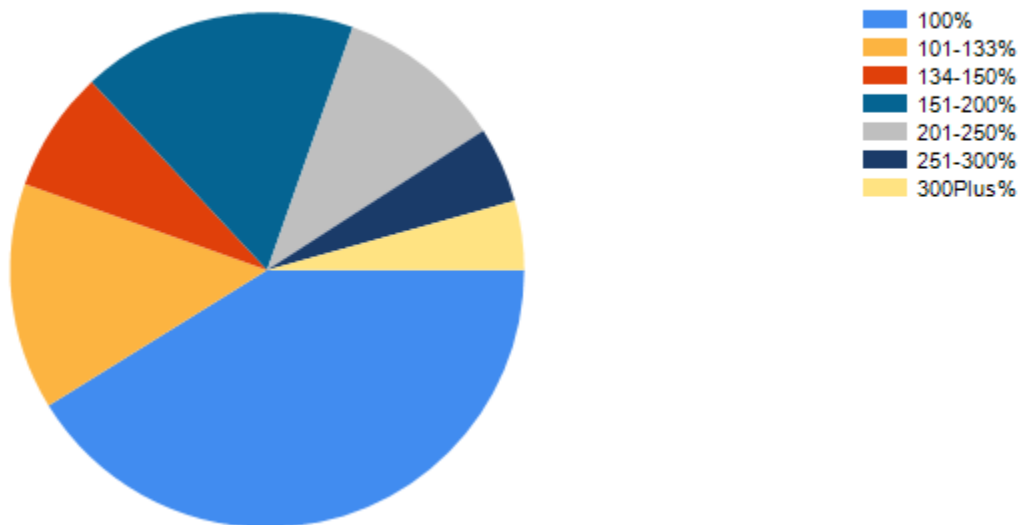
Government category includes Medicare A, Medicare B, Medicare Advantage, Medicare Supplemental, Traditional Medicaid, and Veterans Administration.

# Poverty Level Summary

(Clients visited: 07/01/2023–06/30/2024)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	2,611	904	483	1,101	666	302	275	6,342

Clients by Poverty Level

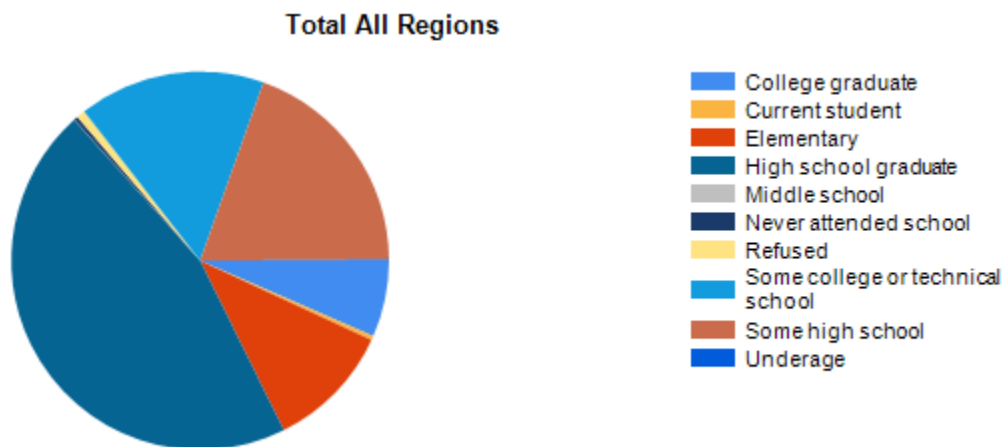


\*Total is unduplicated clients

# Education Level Summary

(Clients visited: 07/01/2023–06/30/2024)

Education Level	Clients
Never attended school	22
Elementary	641
Some high school	1,159
High school graduate	2,965
Some college or technical school	993
College graduate	472
Refused	49
Underage	2
Current student	31
Middle school	8
<b>Grand Total:</b>	<b>6,342</b>



\*Total is unduplicated clients

## Highlights of Kentucky Homeplace CHW Annual Activities



**Mace Baker and Michaela Amburgey pose with June graduates of the Kentucky Homeplace Foundational Community Health Worker Training.**



**Kentucky Homeplace November 2023 Staff Meeting**



**2023 Kentucky Homeplace Christmas Luncheon held at Natural Bridge State Resort Park**



**Kentucky Homeplace staff were presented with an award by Tessa Jessie for having a Top-10 KPAP value in Kentucky in FY '23 at their July staff meeting.**



**Darla Shepherd, CCHW- Harlan County, and Mace Baker, Director, present on the Harlan Food Voucher Program at the Kentucky Public Health Association Conference.**



**Josh Adams, Michaela Amburgey, and Carole Frazier, CCHW- Perry County, attend the KRADD Senior Games.**

# Kentucky Homeplace

## 32 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, 2023 - June 30, 2024

I had a client who came in to see me because he had got his letter telling him he needed to reapply for his medication. I read his letter and told him we could reapply for both of his medications. He was already a step or two ahead of me and already had his doctor write him out his prescription for one of them. He said, "I knew she took forever last time so I made her get me one while I was there." He kept talking while I went over his application and made sure everything looked okay, and he finally said. "You have saved me two thousand dollars since you started this for me." He had the biggest grin on his face, and that alone made all the calls and faxes worth every second.

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I have a client who I take food boxes to regularly, and there is not a week I don't hear from her. She likes to talk and has told me more about my family than I even know. Well, a rule for CHWs is we are not allowed to do blind home visits. We are to call our clients and tell them we are coming to their house, which is a good rule for many reasons. I go through my list and call all my clients I get food boxes for, and it never fails she calls and ask me when I am coming with her food box. When I was first doing my training to become a CHW I was asked what it means to be a CHW, and I gave a lame-duck answer then. I want to change that answer. She called me and as usual, talked my head off and as she was talking, she told me I was one of her very good friends. So, what does it mean to be a CHW, it means being a friend.

---

This quarter I assisted a family that came into the office with no insurance coverage. This family had been without insurance for several years because they assumed that they could not afford the cost of any plans. Once I completed the enrollment process and started looking over their options and their yearly income amount, I realized that even though their income was high because they were self-employed and had additional exemptions their taxable gross income was under their allotted amount for free health coverage. We completed the application for Medicaid, uploaded all tax forms, and then contacted the state to process their case. They were eligible for Medicaid, and it also backed their case for several months. My clients never dreamed that they would be eligible for free health coverage, but they are very thankful for the guidance and assistance that they received from Kentucky Homeplace. I have spoken with them several times over the last few weeks, and they have already begun receiving preventive services that they had put off for so long because of their lack of health coverage.

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A case manager from a local recovery center contacted me about a single woman who was in recovery and needed help providing Christmas for her 3 kids. She is employed and provides for her family but has just enough income to make ends meet. The local mayor made a post on social media about providing Christmas for 300 kids this year, and to apply, you needed to send their information

via email, and they would contact you if the kids were selected. I emailed the mayor and 3 days later, I received an email saying the kids I recommended were selected and I was advised of the day, time, and location the kids were to come pick up their Christmas gifts. The mother contacted me about all the toys, coats, and shoes the children received and was very thankful for my help. She advised that being in recovery is especially hard when you have to worry about not being good enough and not being able to provide for your children and give them what they deserve. Being able to take some of the burden off the mother and possibly assist with her recovery efforts is a very rewarding feeling. The community really steps up this time of year to make sure kids aren't going without but knowing the resources that are available is where a lot of people struggle. As a CHW, I'm constantly looking for resources that I can use to help someone during a time of need.

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A recent encounter with a client that stands out to me the most this quarter is that of an elderly lady who lives alone. This lady came in to see me because she was struggling, and her friend recommended that she stop in to see if I could help her. Instantly, upon reviewing her monthly benefits statement I noticed two things that didn't look right, one being that she was only receiving \$557.00 per month, and that she was paying \$68.70 out of that to cover the cost of her Medicare B premium, monthly. This left her with only \$488.00 per month to live on. Right away, my heart went out to her because I knew that she could have been receiving more per month if only she had known or if someone had only told her for years. Her resources were less than \$2000.00 which would qualify her for the minimum benefit of \$943.00 monthly. I referred her to a government agency that assisted her with receiving this benefit and more. Then, I assisted this client with applying for and being approved to receive assistance with no longer having to pay \$68.70 per month for her Medicare B premium. I also helped her get access to secondary Medicaid which will save her each time she goes to the hospital or medical clinic. Finally, we signed her up for an Advantage plan that is for those with Medicare and Medicaid to receive free monthly benefits for food, utilities, or gas. I am truly thankful that this lady walked into my office and that I was able to help and guide her to a better life because of a program like Kentucky Homeplace.

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My office sits on Main Street in my community so many times I have clients that just walk-in to small talk, update me on how things are going in their lives or on occasion have me check their weight or blood pressure. However, one morning this quarter was a little different. I was working with a client when I had a knock at the door and upon seeing my client standing outside, I realized that this time he might need something other than a blood pressure check. He appeared to be winded and gray in color.

I asked him how he was and said he felt like he had lots of indigestion and pressure in his chest but asked if I could check his blood pressure. The first reading was 209/116 so he asked me what he should do, and I recommended that we call an ambulance, but the client refused ambulance transport, so I contacted his wife. The client went to his primary care provider, where he was sent by ambulance to a local hospital and then airlifted to a large hospital where it was confirmed that he had a heart attack and needed multiple stints. My client stayed several days in the hospital but has recently stopped in to let me check his blood pressure and we are both surprised by his normal readings of 118/78. Since then, I have been able to provide my client with a free blood pressure monitor and a BP log sheet that he shares his readings with his provider.

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My client was a referral from the small clinic here in town for medication. She currently has a Medicare Advantage plan, but it wouldn't cover the medication needed to control her diabetes. We accessed the patient assistance program for the medication, and she was approved. Her diabetes is now being controlled by this new medication.

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I answered a phone call and on the other end was a scared and worried young woman. Her mother was in the hospital with a rare blood disease. The medication she needs is very expensive and her mother is on a limited income as she just recently became a widow. I scheduled her mother to come into Kentucky Homeplace when she was released from the hospital for an interview and, to assess her needs. I asked her to bring all her income documents and insurance cards.

Upon assessing her needs I realized when looking at her income she was eligible for Medicare savings and extra help, which covers her Medicare premiums and would give her assistance with co-pays of medications. We gathered all documents including bank statements, Life insurance, and property value. I then contacted the Department of Community Base Services and applied to her for Medicare Savings and Social Security for Extra Help with medication. She was eligible and approved for both.

Once approved her case was backdated for three months as she was eligible since becoming a widow. She received all her Medicare premiums for the past three months and ongoing. This added one hundred seventy-four dollars a month back in her monthly budget. The extra help will cover the high co-pay for her medications.

The lady was relieved to have the extra income each month, but the help with the medication brought tears to her and her daughter. She did not know how she would pay for the medication. Now her worries and burdens are lifted, and she can afford all her medications.

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One of the highlights of my year was a client who was referred to me by a physician's office who needed help with a diabetic foot exam and diabetic shoes that he needed to help his feet. He came in for his visit and as I began to do his enrollment. We carried on a conversation about him having no income. As we always do, I began to dig deeper and suggest a call to the Social Security Administration just to inquire about his status. The client stated he had worked and had paid in and had a sister who was inquiring about a lawyer, and he had been dealing with a lawyer but didn't have the income to pay for services. He said if his sister and family didn't help him pay bills and take care of him, he couldn't make it. My heart broke, as we waited on hold in hopes of hearing some good news! He stated he worked many years and had gotten so sick he just wasn't able to anymore. Turns out with a long extensive phone call to the SS Administration and me helping advocate and ask questions regarding his behalf. Put your seat belt on! He was eligible to draw \$1,315 a month from his Social Security that he had paid in from working all these years. He was also eligible to receive his Medicare A because he had worked enough quarters to be eligible to earn that for free. We discovered his part Medicare B he will need to sign up for from January to March. He did learn that he would pay a small penalty for due to his current age and not signing up when he turned 65. He said

he was unaware, unfortunately. The client had Medicaid because he had no income so all this will transition. They made him aware that he needed to sign up for Part B in January-March 31<sup>st</sup> so he wouldn't miss open enrollment. Then I informed him we would need to pick a drug plan, and I wanted to sign him up on Extra Help to see if he would qualify for maybe the 20% to be covered or even more to help him save money and still get the coverage he deserves. We ended the phone conversation with his appointment for the Social Security Admin to call him on a date and time for a phone interview to get the entire process started! They will make an application for retirement. He and I were both flabbergasted and speechless by what took place! It is so unfortunate that he will receive a 10% penalty which will be a \$31.00 fee for the rest of his lifespan over being misinformed about even knowing that he needed to sign up for Medicare at a specific time. He had been so sick that he admitted maybe he got papers and just overlooked them. He was clueless, sad to say. This was the very first time as a CCHW that I have ever helped with this specific process, we both learned together. He is a success story that I will never forget about with my six-year journey as a CCHW at Kentucky Homeplace

## Client Satisfaction Surveys

### **Tim Marcum**

Tim is a very helpful and caring person, whom we feel serves the community very well.

### **Linda Colwell**

Linda has helped us so much and is a great person! Thanks for having such a good worker.

### **Regina Blevins**

I have sent a bunch of people to see her that need help. She is wonderful and a great help!

### **Judy Bailey**

"Judy was very helpful in getting my glasses and my diabetes medication. Thank you!"

### **Barbara Justice**

"Barb is a very polite, pleasant, and knowledgeable Community Health Worker and always helps me with all my needs."

### **Shirley Prater**

"She was on top of everything. Thanks to all who were involved!"

### **Amanda Goolman**

"Amanda is always there when I need her and she is very helpful."

### **Samantha Bowman**

"She is always helpful and cheerful and smiling. Between her mom and her, we have the best."

# **Kentucky Homeplace CHW Contact Information**

## **Bath County**

Amanda Goolman  
[Amanda.Goolman@uky.edu](mailto:Amanda.Goolman@uky.edu)  
Phone: (606)674-9297 or (859)218-6292  
Fax: (606)674-674-9298  
Kentucky Homeplace/Bath County Health  
Department  
68 Oberlin Street Rm. 232  
Owingsville, KY 40360

## **Bell County**

Kathy Slusher  
[Kathy.Slusher@uky.edu](mailto:Kathy.Slusher@uky.edu)  
Phone: (606)273-9493 or (859)218-4065  
Fax: (606)337-7183  
Kentucky Homeplace/Total Care  
121 W Virginia Ave. Suite B100  
Pineville, Ky 40977

## **Breathitt County**

Madison Gilliam  
[Madison.gilliam@uky.edu](mailto:Madison.gilliam@uky.edu)  
Phone: (606)666-7106 or (859)257-4239  
1154 Main Street  
Jackson, Kentucky 41339

## **Carter County**

Beth Smith  
[easm222@uky.edu](mailto:easm222@uky.edu)  
Phone: (606)474-2742 or (859)218-6346  
Fax: (606)474-2592

Kentucky Homeplace  
101 Fraley Miller Plaza, Suite B  
P.O. Box 546,  
Grayson, KY 41143

## **Clay County**

Kimberly R. Smith  
[KimberlyRSmith@uky.edu](mailto:KimberlyRSmith@uky.edu)  
Phone: (606)599-1039 or (859)218-6347  
Fax: (606)598-4315  
Kentucky Homeplace  
105 Main Street  
Manchester, KY 40962

## **Elliot County**

Shirley Prater  
[sdpr223@uky.edu](mailto:sdpr223@uky.edu)  
Phone: (606)738-5927 or (859)218-6298  
Fax: (606)738-6078  
Kentucky Homeplace/Senior Citizens Building  
101 S. KY 7 or P.O. Box 67  
Sandy Hook, KY 41171

## **Estill County**

Tim Marcum  
[Tim.Marcum@uky.edu](mailto:Tim.Marcum@uky.edu)  
Phone: (859)562-3697 or (859)218-6297  
Kentucky Homeplace  
152 Richmond Rd.  
Irvine, KY 40336

## **Floyd County**

Annette Saylor [Agas237@uky.edu](mailto:Agas237@uky.edu)  
Phone: (606)263-8024 or (859)218-6293  
Fax: (606)263-8025



Kentucky Homeplace

104 S Front Street  
PO Box 2234  
Prestonsburg, KY 41653

### **Boyd and Greenup Counties**

Misty Rambo  
[Misty.Rambo@uky.edu](mailto:Misty.Rambo@uky.edu)  
Phone: (606)473-6496 or (859)218-6330  
Fax: (606)473-1039  
Kentucky Homeplace  
201 Stewart Avenue P.O. Box 916  
Worthington, KY 41183 Greenup, KY 41144

### **Harlan County**

Darla Shepherd  
[darla.shepherd@uky.edu](mailto:darla.shepherd@uky.edu)  
Phone: (606)574-0239 or (859)218-3048  
Fax: (606)574-9268  
Kentucky Homeplace  
313 Central Street  
Harlan, Kentucky 40831

### **Jackson County**

Tim Marcum  
[Tim.Marcum@uky.edu](mailto:Tim.Marcum@uky.edu)  
Phone: (859)562-3697 or (859)218-6297  
Kentucky Homeplace  
338 Main Street  
Mckee, Kentucky 40447

### **Johnson County**

Judy Bailey  
[jbail2@uky.edu](mailto:jbail2@uky.edu)  
Phone: (859)218-6216  
Fax: (606)349-8841  
Kentucky Homeplace  
630 James S Trimble Blvd

Paintsville, KY 41240

### **Knott County**

Chyna Smith  
[Chyna.Smith@uky.edu](mailto:Chyna.Smith@uky.edu)  
Phone: (606)785-9884 or (859)218-6339  
Fax: (606)785-0270  
Kentucky Homeplace  
June Buchanan Clinic  
59 Cowtown Road  
Hindman, Kentucky 41822

### **Knox County**

Regina Blevins  
[Rhbl223@uky.edu](mailto:Rhbl223@uky.edu)  
Phone: (606)277-0018 or (859)218-6283  
Fax: (606)277-0078  
Kentucky Homeplace  
320 High Street  
Barbourville, KY 40906

### **Laurel County**

Jowana Jackson  
[Jowana.jackson@uky.edu](mailto:Jowana.jackson@uky.edu)  
Phone: (606)862-9749 or (859)218-6294  
Fax: (606)862-9767  
Kentucky Homeplace  
188 Dog Patch Trading Center  
London, Kentucky 40741

### **Lawrence County**

Joann Chaffin-Preston  
[Joann.Chaffin@uky.edu](mailto:Joann.Chaffin@uky.edu)  
Phone: (606)638-1079 or (859)218-6285  
Fax: (606)638-4941  
Kentucky Homeplace/Lawrence Co. Com. Ce.



108 Bulldog Lane, Room 109  
Louisa, Kentucky 41230

Salyersville, Kentucky 41465

### **Lee and Owsley Counties**

Samantha Bowman  
[samantha.bowman@uky.edu](mailto:samantha.bowman@uky.edu)  
Phone: (606)464-2156 or (859)218-6284  
Kentucky Homeplace  
120 Main Street  
P.O. Box 1540  
Beattyville, Kentucky 41311

### **Leslie County**

Linda Colwell  
[Linda.Colwell@uky.edu](mailto:Linda.Colwell@uky.edu)  
Phone: (606)672-2464 or (859)218-6287  
Fax: (606)672-2517  
Kentucky Homeplace/LKLP  
121 Maple Street  
P.O. Box 1540  
Hyden, Kentucky 41749

### **Letcher County**

Ashley Francis  
[ashley.gilbert@uky.edu](mailto:ashley.gilbert@uky.edu)  
Phone: (606)633-7441 or (859)218-6290  
Fax: (606)633-7458  
Kentucky Homeplace/Letcher Co. Health Dept.  
115 East Main Street  
Whitesburg, KY 41858

### **Magoffin County**

Judy Bailey  
[jbail2@uky.edu](mailto:jbail2@uky.edu)  
Phone: (606)349-8842 or (859)218-6216  
Fax: (606)349-8841  
Kentucky Homeplace/Magoffin Co. Hlth. Dept.  
119 East Mountain Parkway  
P.O. Box 1569

### **Martin County**

JoAnn Chaffin-Preston  
[Joann.Chaffin@uky.edu](mailto:Joann.Chaffin@uky.edu)  
Phone: (606)562-3567 or (859)218-6285  
Kentucky Homeplace/Roy F. Collier Com. Ce.  
387 Main Street  
Inez, Kentucky 41224

### **Menifee County**

Amanda Goolman  
[amanda.goolman@uky.edu](mailto:amanda.goolman@uky.edu)  
Phone: (606)674-9297 or (859)218-6292  
Kentucky Homeplace/Menifee Co. Hlth. Dept.  
1919 Main Street  
Frenchburg, Kentucky 40322

### **Morgan County**

Shirley Prater  
[sdpr223@uky.edu](mailto:sdpr223@uky.edu)  
Phone: (606)743-4005, Ext. 312 or (859)218-6298  
Fax: (606)743-4002  
Kentucky Homeplace  
151 University Drive  
West Liberty, KY 41472

### **Owsley County**

Samantha Bowman  
[samantha.bowman@uky.edu](mailto:samantha.bowman@uky.edu)  
Working out of Lee County Office  
Phone: (606)464-2156 or (859)218-6284  
Kentucky Homeplace  
120 Main Street  
P.O. Box 1540  
Beattyville, Kentucky 41311



### **Perry County**

Carole Frazier  
[carole.frazier@uky.edu](mailto:carole.frazier@uky.edu)  
Phone: (606)439-3557 or (859)218-3585  
Fax: (606)439-0237  
Kentucky Homeplace  
750 Morton Blvd.  
Hazard, KY 41701

### **Pike County**

Barb Justice  
[barbara.justice@uky.edu](mailto:barbara.justice@uky.edu)  
Phone: (606)433-0327 or (859)218-6295  
Fax: (606)433-0440  
Kentucky Homeplace/Pike Co. Health Department  
119 W River Drive  
Pikeville, KY 41501  
And  
Annette Saylor  
[Annette.Saylor@uky.edu](mailto:Annette.Saylor@uky.edu)  
Phone: (606)433-0327 or (859)218-6293  
Fax: (606)433-0440  
Kentucky Homeplace/Pike Co. Health Department  
119 W River Drive  
Pikeville, KY 41501

### **Wolfe County**

Madison Gilliam  
[Madisongilliam@uky.edu](mailto:Madisongilliam@uky.edu)  
Phone: (606)668-7900 or (859)257-4239  
Fax: (606)668-3539  
Kentucky Homeplace/Wolfe County Courthouse  
16 Court Street  
P.O. Box 236  
Campton, KY 41301

