

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

July 1, 2023 – September 30, 2023
Quarterly Report



Kentucky Homeplace at the 8th 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:

For the fourth quarter in a row, Kentucky Homeplace CHWs have seen more clients, logged more hours on care coordination, and accessed more medication than in the previous periods. (Please see graph “Data Trends” on page 15) As our CHWs become more connected in their communities and better trained to meet the needs of their clients more and more people are being served.

Kentucky Homeplace is currently fully staffed with 32 Community Health Workers across the 32-county service area with offices located in all 32 counties enabling better access to those in need of assistance. Kentucky Homeplace CHWs are ready, willing, and able to serve those in our communities. To locate a CHW near you our contacts are listed at the end of the report or can be accessed at <https://medicine.uky.edu/centers/ruralhealth/contacts>

Please take a moment to review our CHW spotlight, client satisfaction surveys and actual client encounters sections, in addition to the rest of the report.

Quarterly Summary

For the period July 1, 2023 – September 30, 2023, the CHWs provided services for 3,098 clients. CHWs logged 6,019 hours on care coordination activities with a service value of \$143,312. The amount of medication accessed was \$ \$4,349,180.92 and other service values (not medications) accessed were \$743,789.95 for a combined total of \$5,092,970.87.

The entire quarterly 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, Quarterly Reports and then click on July- September. If you wish to have a printed copy, please call 1-855-859-2374 or email me at mace.baker@uky.edu.

Sincerely,

William Mace Baker

William Mace Baker, RN

Director, Kentucky Homeplace Program



Community Health Worker Spotlight



My name is Annette Saylor. I serve the people of Pike County. I have been employed with Kentucky Homeplace for 15 months. KPHA named me Kynector of the Year the second year after Kynect began. I enjoy working with local agencies such as Elkhorn City Heritage Council, East Kentucky Dream Center, Big Sandy Community Action, Pike County Health Department, etc. to assist those in need. I am the mother of a 30-year-old married daughter and four fur grandbabies.



My name is JoAnn Chaffin and I have been with Kentucky Homeplace since February 2023. I proudly serve as the CHW for Lawrence County. I have an associate degree in law enforcement and a bachelors degree in elementary education. I worked as a teacher for eight years and a career advisor for five years. My hobbies are reading, further education, and spending time with my family. I am a mother to three amazing children, two daughters who are 21 and 17, and a son who is nine. I have been a resident of Lawrence County most of my life. We are a small-town community that really pulls together to help each other. The connections that I have made through working in education and in workforce have given me invaluable resources to assist my community. Throughout my adult life, I have always been passionate about helping people. As a CHW, I am thankful to be a voice for people who are unable to help themselves, teach them to be as independent as they can be, and assist in improving the quality of their lives.

Program Activities

Community Engagement Activities

The following are samples of meetings/events attended this quarter:

Inter-agency meetings

Kentucky Association of Community Health Workers quarterly meeting

Various advisory council meetings

Diabetic Shoe Clinic/Diabetic Support Groups

Various KYACHW sub-committee meetings

Various presentations to community organizations

Professional Development/CHW training

Kentucky Homeplace Database Training

Some CHWs completed Kentucky Prescription Assistance trainings

KYNECTOR Training

Some CHWs completed Asthma Healthy Homes Training

8th Annual KYACHW Conference

Some CHWs attended Tier-1 CHW training

Some CHWs attended KOCHW Regional Meetings

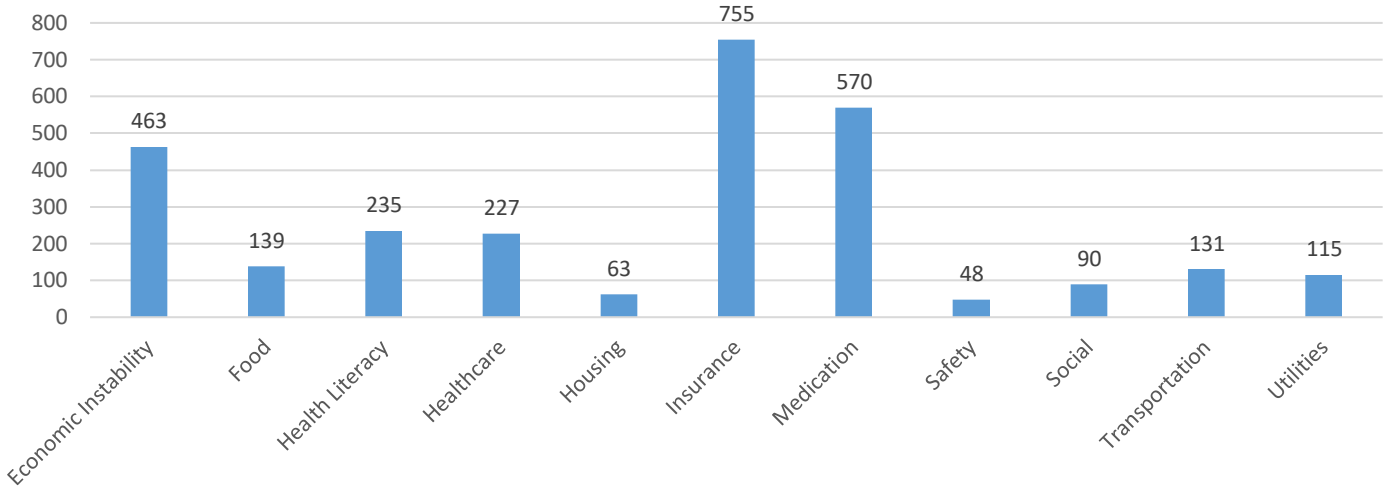
Other News

Hope Smith accepted the position in Owsley County

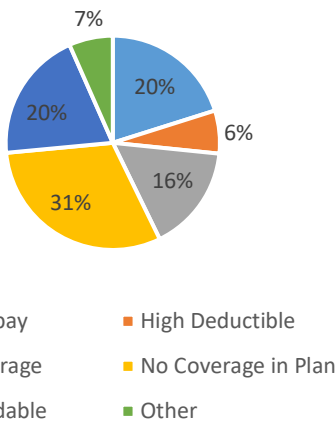
Samantha Bowman received the CHW Champion Award at the 8th Annual KYACHW Conference



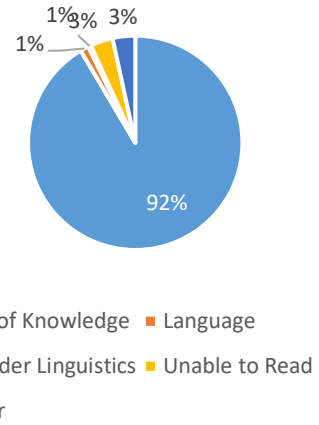
Social Determinants of Health Barriers to Care 07/01/2023 - 09/30/2023



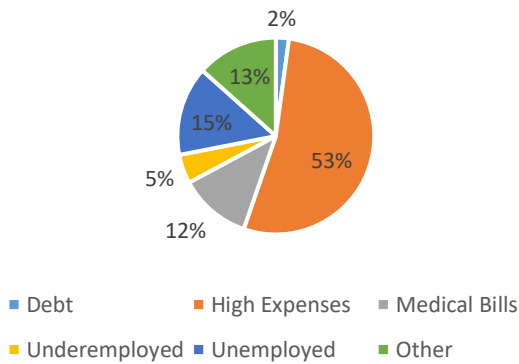
Insurance



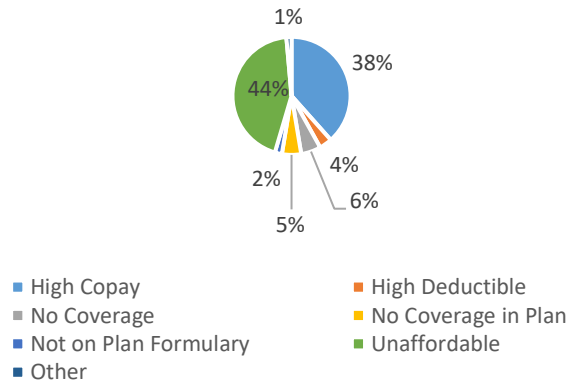
Health Literacy



Economic Instability



Medication

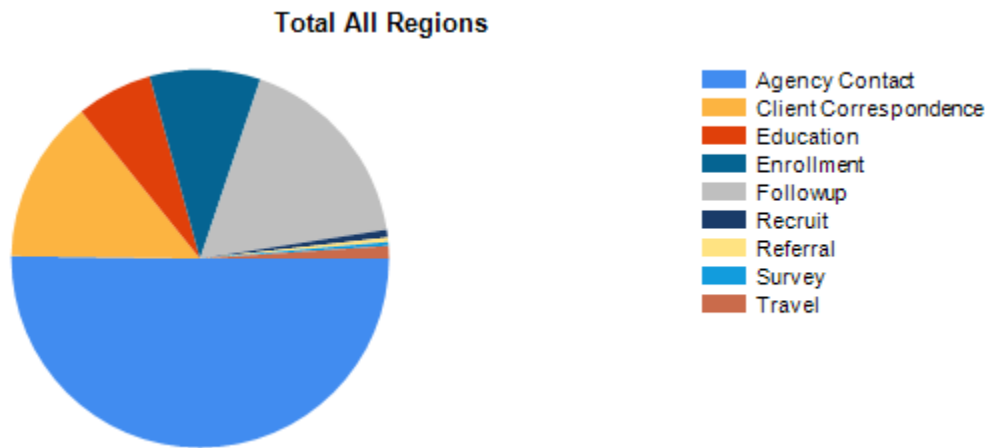


Activity Summary

(Clients visited: 07/01/2023 – 09/30/2023)

Activity	CHW Hours
Agency Contact	3,021.93
Client Correspondence	841.22
Education	391.50
Enrollment	570.50
Follow up	1,046.38
Recruit	39.75
Referral	22.67
Survey	20.25
Travel	64.83
Grand Total:	6,019.03

*Total service value for 6,019.03 hours equals \$143,312

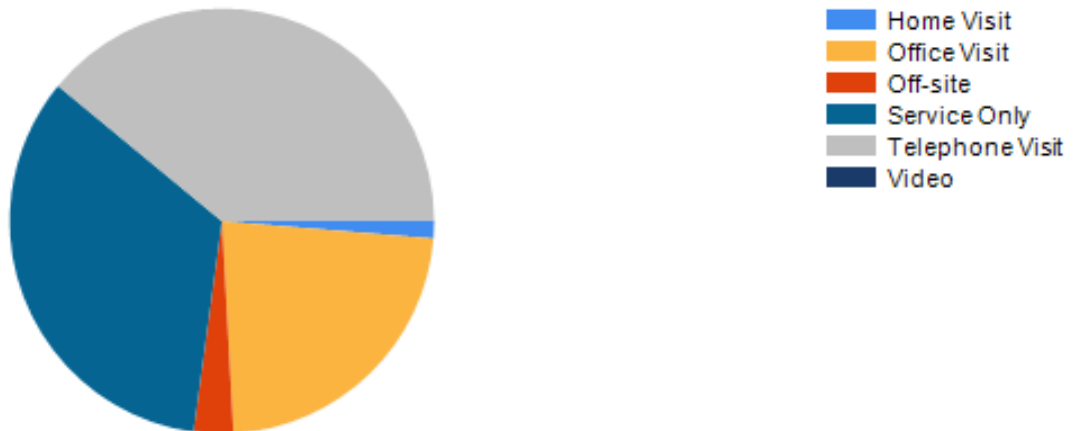


Visit Summary

(Clients visited: 07/01/2023 – 09/30/2023)

Visit Type	Client Visits
Home Visit	115
Office Visit	2,001
Off-site	263
Service Only	2,966
Telephone Visit	3,419
Video	3
Grand Total:	8,767

Total All Regions

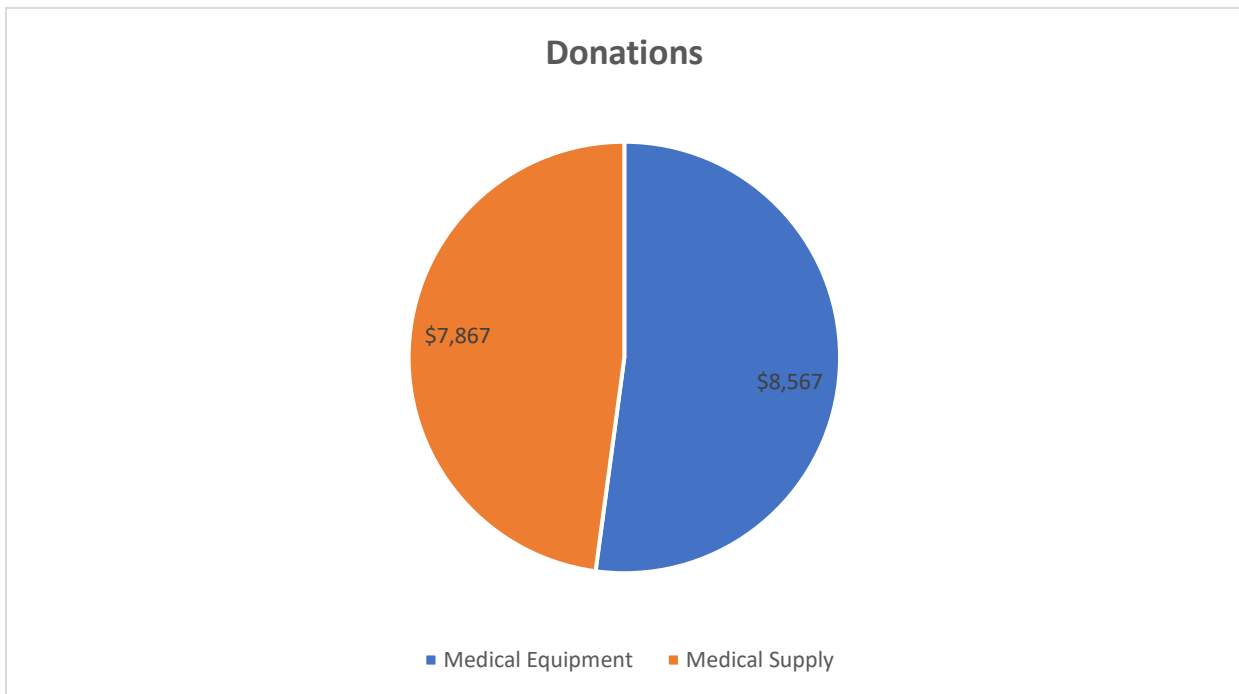


* Service only involves any actions taken on behalf of the client while the client is not present

Donations

(07/01/2023 – 09/30/23)

Category	Total
Medical Equipment	\$8,567
Medical Supply	\$7,867
Grand Total	\$16,434



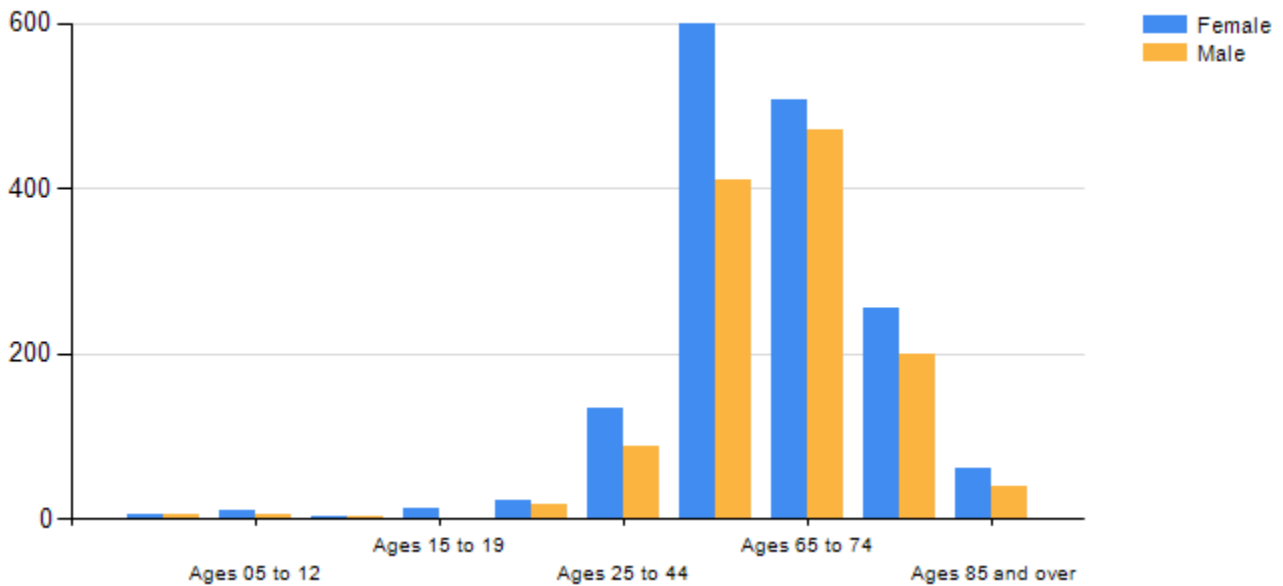
*Kentucky Homeplace received donated medical equipment and supplies for redistribution to clients with a value of \$16,434.

Age Gender Summary

(Clients visited: 07/01/2023 – 09/30/2023)

Age Group	Female	Male
Ages 00 to 04	5	5
Ages 05 to 12	10	4
Ages 13 to 14	2	3
Ages 15 to 19	13	0
Ages 20 to 24	22	16
Ages 25 to 44	133	88
Ages 45 to 64	599	411
Ages 65 to 74	507	470
Ages 75 to 84	254	200
Ages 85 and over	61	40

Clients by Gender and Age Group

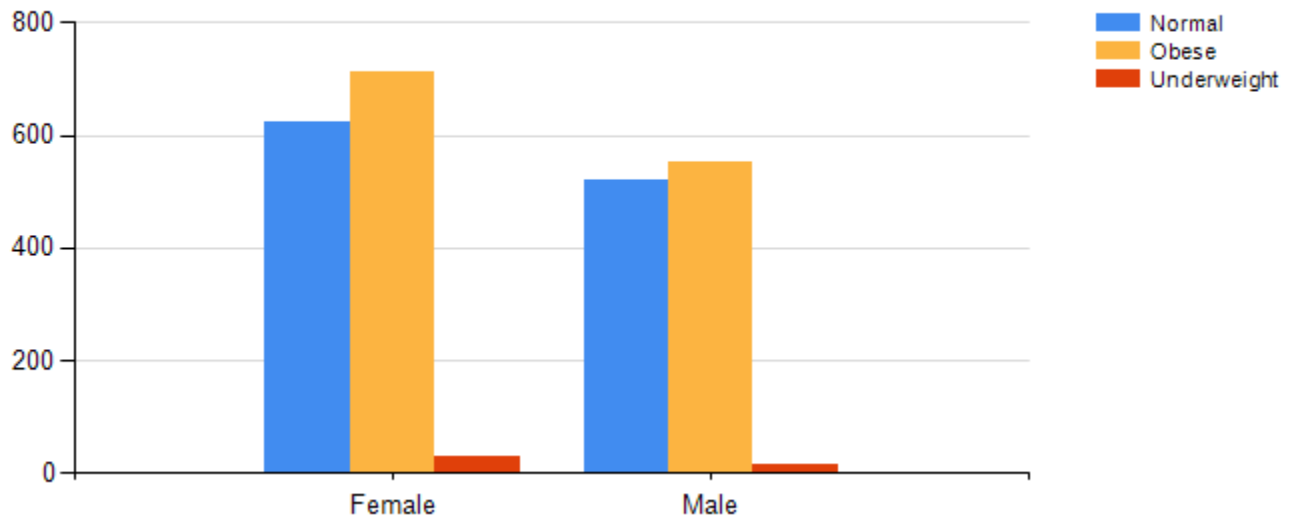


BMI Category Summary

(Clients visited: 07/01/2023 – 09/30/2023)

Gender	BMI Category	Clients
Female	Normal	625
	Obese	711
	Underweight	31
	Total:	1,367
Male	Normal	520
	Obese	551
	Underweight	16
	Total:	1087
Grand Total:		2,454

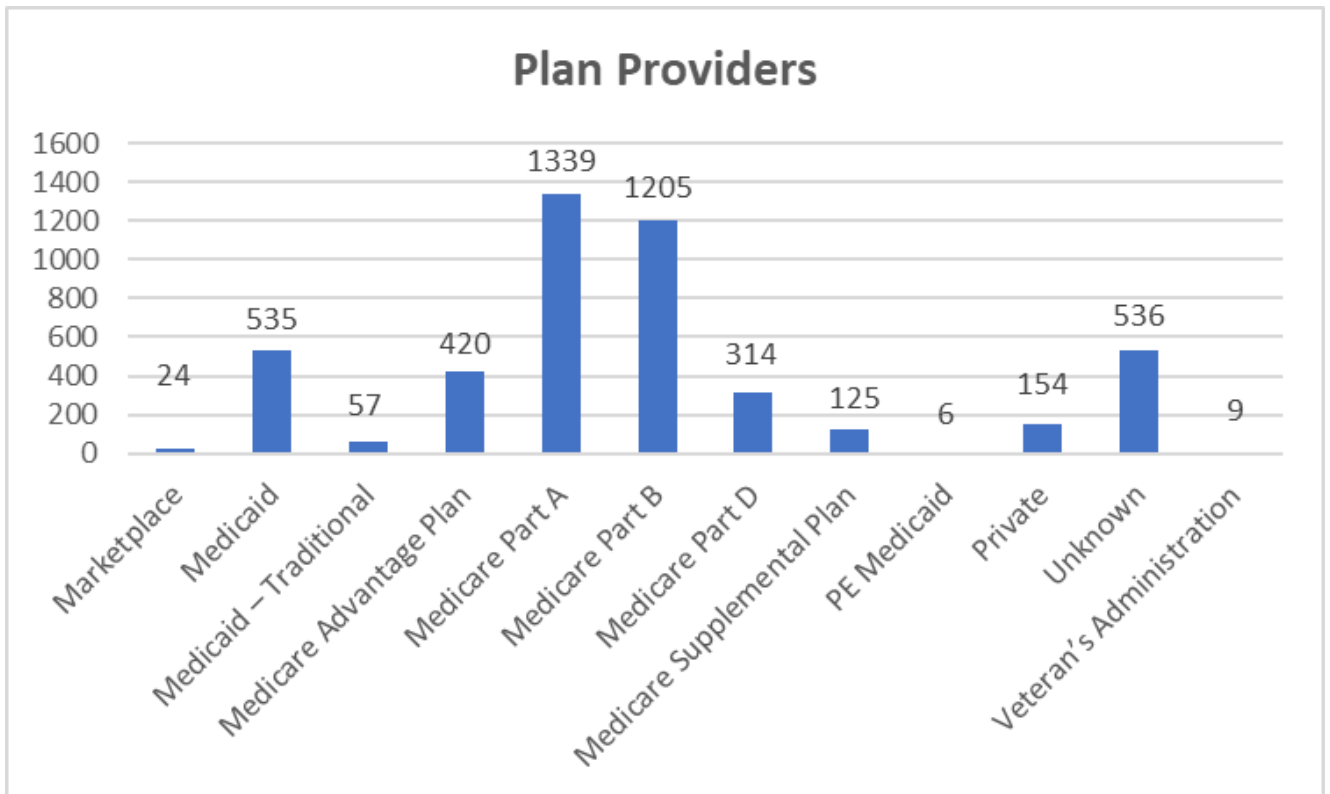
Client BMI Category by Gender



Insurance Summary

(Clients visited: 07/01/2023 – 09/30/2023)

Plan Provider	Clients
Marketplace	24
Medicaid	535
Medicaid – Traditional	57
Medicare Advantage Plan	420
Medicare Part A	1339
Medicare Part B	1205
Medicare Part D	314
Medicare Supplemental Plan	125
PE Medicaid	6
Private	154
Unknown	536
Veteran’s Administration	9



*Government provider includes Medicare A, Medicare B, Medicaid- Traditional, and Veteran’s Administration

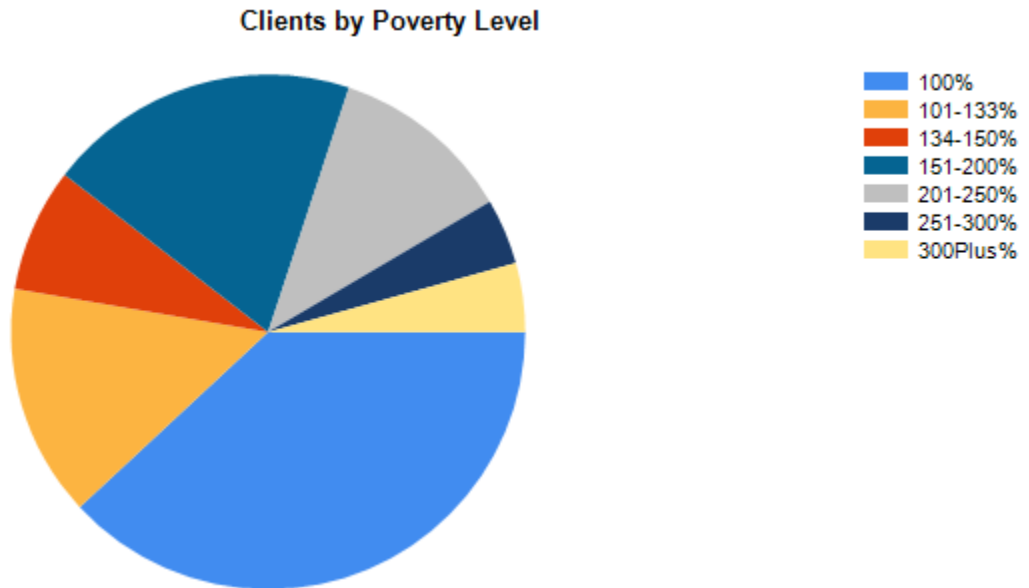


Poverty Level Summary

(Clients visited: 07/01/2023 – 09/30/2023)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	1,083	415	221	558	326	117	123	2,843

*2,277 clients served were at or below 200% of FPL



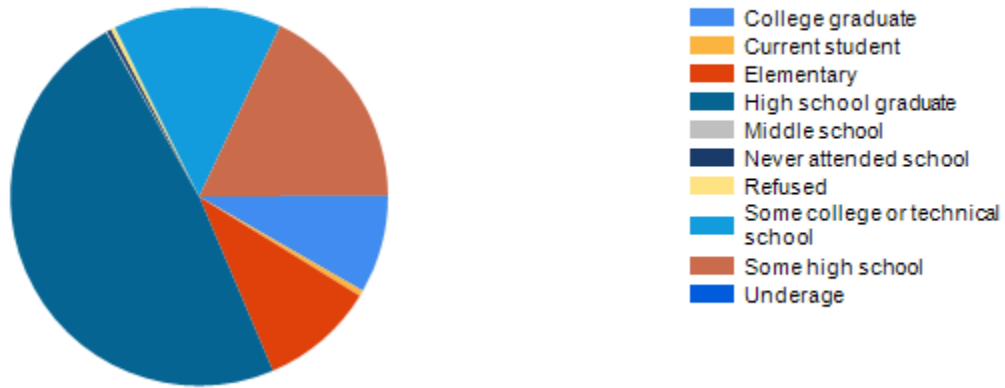
*Grand total is unduplicated clients

Education Level Summary

(Clients visited: 07/01/2023 – 09/30/2023)

Education Level	Clients
Never attended school	10
Elementary	279
Some high school	508
High school graduate	1,370
Some college or technical school	410
College graduate	236
Refused	11
Underage	2
Current student	14
Middle school	3
Grand Total:	2,843

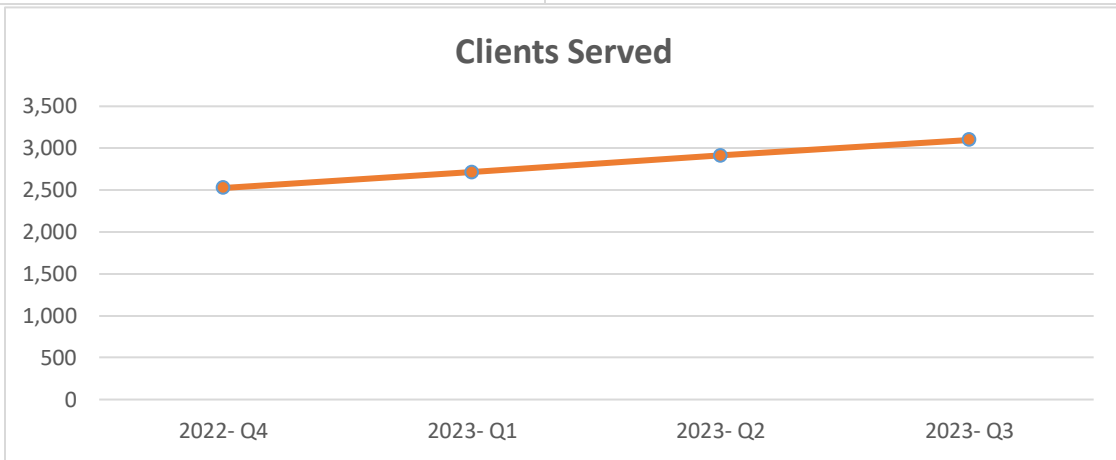
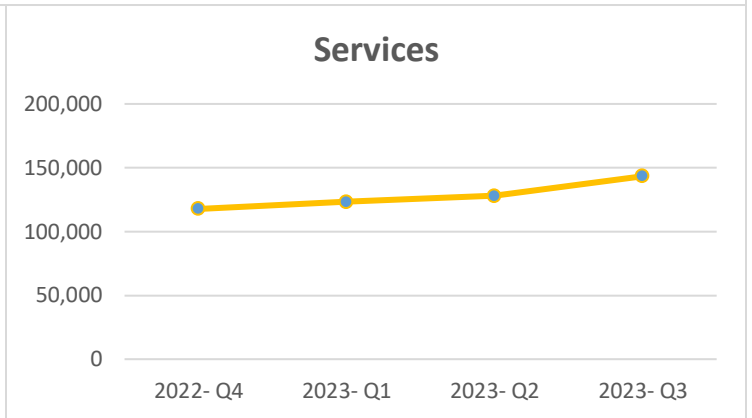
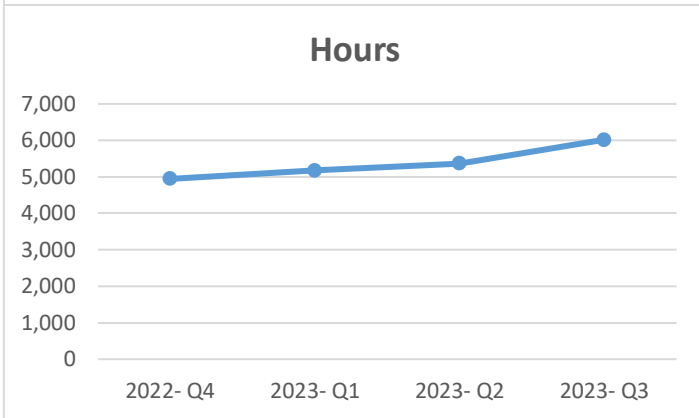
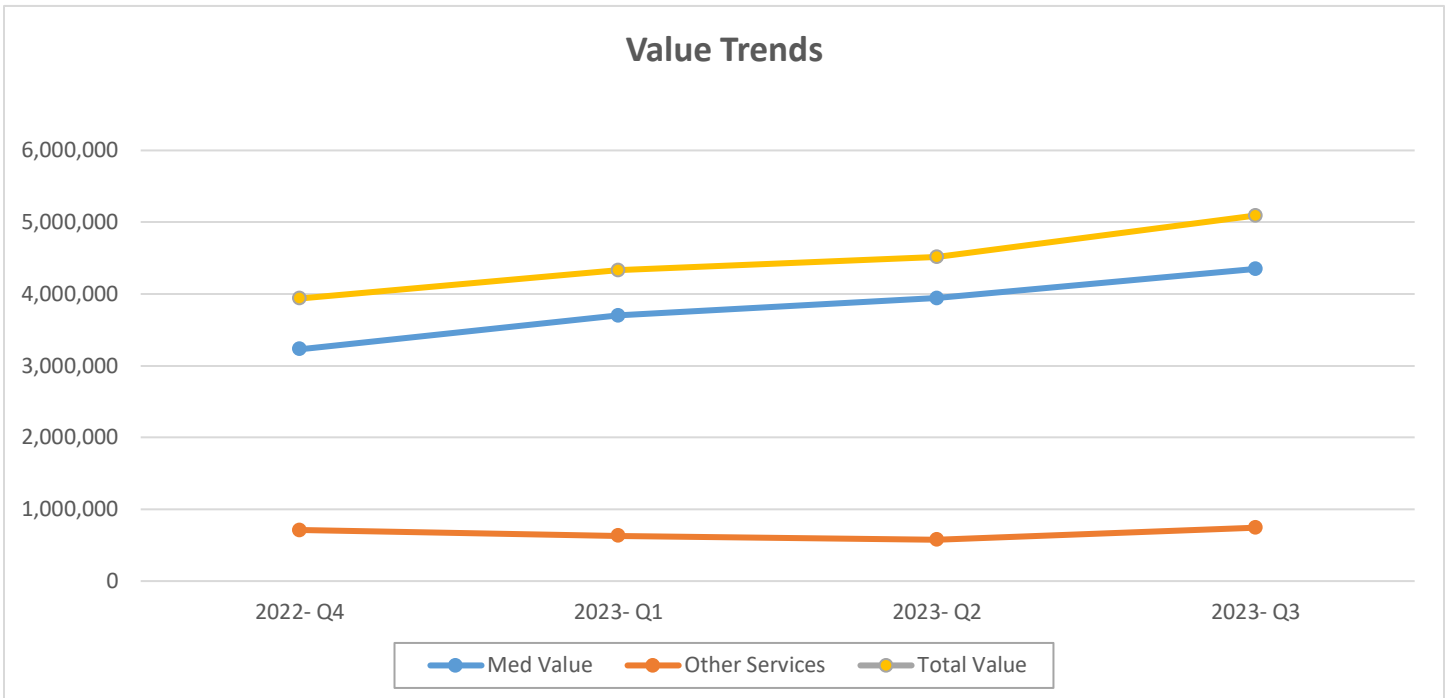
Total All Regions



*Grand total is unduplicated clients

Data Trends

(09/01/2022 – 09/30/2023)



Kentucky Homeplace CHWs



Carter County CCHW Beth Smith poses with Dr. Connie White at the 8th Annual Kentucky Association of Community Health Workers Conference.



Kentucky Homeplace remembers and honors victims of the eastern Kentucky flood and those community members who assisted those affected by the flood at their July staff meeting.



Kim Smith, CCHW – Clay county, and Mace Baker present about community partnership with Wellcare of Kentucky to provide gas cards to members to help with transportation costs to provider visits at the 8th Annual KYACHW Conference.



Darla Shepherd, CCHW- Harlan County, helps a client receive a \$25 produce voucher at Ropers market through a partnership between Kentucky Homeplace and Harlan ARH which allows eligible seniors to receive fresh fruits and vegetables.

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

Actual Client Encounters

Below is a letter received from a client to one of KHP CHWs

Dear Ms. _____,

Bravo to you for a job well done. I came to you with my last ounce of hope, and you patiently listened to my challenges. You got right to work breaking through barrier after barrier like a superhero. My SNAP application that had been held up since May was resolved. I will have an eye exam and new glasses by next week. I will be able to see for the first time in years. You reduced my prescription costs from \$100 per month to 0 with the flick of a finger on a dial pad and the voice I was never able to find within myself. You accomplished more in 2 hours than anyone could seem to do in months. Thanks to you I am hopeful again. I can breathe again. Community Health Workers change lives!

My local community action agency contacted me recently about a young couple who needed help; the principal at a local high school contacted them about two senior students who came into his office saying they had to quit school because they were homeless and living out of their car. These students had recently gotten married and their parents had kicked them out of their house so they had no choice but to live in their car. With nowhere to shower and no money to eat, they decided they needed to quit school and go to work to be able to provide for themselves. With the help of community action, we were able to get these students into a local apartment within 3 days and their rent paid for so many months in advance. I got into contact with a local church to get them enough food to do them for a few weeks until they were able to get their food stamp card in the mail. I also got them some socks, toothbrushes, toothpaste, toiletry items, paper plates and bowls, donated from a church as well. I had some blankets here at the office that I had provided. After recently checking in with this young couple, they informed me they had started working part-time at a local restaurant after school so they could help provide for themselves, while they continue to finish out their senior year of high school.

I recently had a gentleman call me needing help paying for two medications; he advised he went to a doctor's appointment and the doctor wrote a prescription for his medicines, but he advised the doctors that there was no use writing the prescriptions because he could no longer afford to pay for them. The doctor referred him to call Kentucky Homeplace to see if we could help. I scheduled him to come in the next day and he tried to talk as he was holding back tears. He informed me that he retired three years ago after working all of his life, and for the last three years, he spent his entire life savings on 2 medicines that he had been taking that were costing him a total of \$1100 per month. "All of my savings are gone, so I just give up". A few days later, I called to tell him that I got both of his medicines approved for the remainder of the year at no cost to him and he just couldn't believe it. After receiving one of the medicines in the mail, he called and just thanked me over and over again. A few days later, he got another one of his medicines. I love being able to help my clients and being able to provide them with some relief, but in situations like this, I just wish I could've helped much sooner.

I received a phone call from a lady needing assistance with her diabetic medications. This lady has Medicare and was in the coverage gap. While completing the initial assessment I found out that she was years behind on her mammogram and women's health exams. My client had taken care of her elderly parents and had completely neglected herself. I called several healthcare offices and scheduled appointments for her flu vaccine, Pap and mammogram. I also scheduled her with a sliding-scale dental clinic for a much-needed dental exam and cleaning. While going through some educational materials I discussed just how important it was to take care of herself so that she would be able to care for her family.

During a diabetic shoe clinic, I had last month a new client asked if I could assist with glasses for her son. The child had Medicaid but was unable to replace glasses that had been broken at school. I called the child's doctor's office and asked for his prescription

and PD measurement after explaining the situation. The mother brought the child in, and he picked out his new frames. After receiving the approval voucher and ordering the glasses the mother called me and told me that the company had mailed the child two pairs. Needless to say, they were both very happy.

I recently had a client call me in the office, they had been referred to me by a local clinic. When the client called she stated that her husband needed help getting his heart medication. After talking with her for a few minutes I learned that they along with their teenage daughter had only moved to the county two days prior. They came from another state and only brought what they could fit into their vehicle. They had found a trailer on the internet called a handyman special. After coming to town and paying the deposit, first month's rent, utility deposits, and a hotel room for the first night in town, that left them with only about \$50 to their name. They needed help with all essential items, food, clothing, furniture, and toiletries. I first found a donation for the husband's heart medication, so it was picked up at the pharmacy. I then started contacting local food banks, charities, Christian Social Services, Goodwill, and churches. I also made a post on FB asking for donations for the family. With the help of our community, I was able to get them a food box, toiletries, clothing, shoes, a couch, a full-size bed with a box spring and mattress, a coffee table, an end table, bedding, lamps, dishes, and curtains. There is still one more bed waiting to be delivered to them. This family has many needs and we will start addressing those now that we have them settled into their new trailer. They are very appreciative of all the help that they have received from KY Homeplace so far. I look forward to continuing my work with them and continuing to help better their lives. This is what makes being a CHW so rewarding.

I have a client who was referred by our local Hospital for help getting a donated walker. She is an elderly lady who lives alone, her husband has cancer and is currently staying with their son in another state where he is having chemo and radiation treatments. I first called her and explained who I was and some of the things that we could offer.

After talking with her for a short time it came to my attention that she needed help with a lot more than what was listed on the referral. I made her an appointment to come into the office so that I could enroll her as my client. After she came into the office, a few days later we began making a list and an action plan for all of her needs. I was able to find her a walker from CARAT. She was very happy to get her walker as she is very unsteady and living alone away from any neighbors, she worries that she will fall and no one will find her for a long time. But more than anything my client is lonely, she has a dog so we always talk about him and some of the silly things he has done since we last talked. She will call me just to chit-chat a couple of days a week. Sometimes she will stop by my office when she is in town just because she isn't ready to go back to an empty home alone. Being a CHW allows me to sit and just be there for our clients when they need us the most, and sometimes those needs are not items but just being there to listen.

I received a call from the local church inquiring about the services that Kentucky Homeplace offered, I gave her the rundown of what we did but also let her know that we weren't limited to just those services. The church member began telling me about a young lady who was taking care of her elderly mother as best she could, but they were struggling with food and utility assistance. The church had helped them previously but wanted to know if I could help. The church member gave my contact info to the young lady and she gave me a call, and we set up a home visit. Upon the home visit I talked to the daughter and mother and learned that they live on a fixed income and were having a hard time making ends meet. You could tell the daughter was concerned and was doing the best she could do. I got the family a food box, and reached out to a local church and asked them about helping with utility assistance if they could, within a few hours the church contacted me saying that they were willing to donate \$100 to put on her pre-pay electric. Ongoing services continue with this family to help with their needs.

Kentucky Homeplace received a referral from the local hospital for a young gentleman who had no insurance and needed heart medication. This young man in his thirties had spent 12 days in the hospital with life-threatening vitals and labs.

I scheduled him to come into my office for enrollment and utilize any resources available to meet his needs. We completed the medication applications and sent them to his primary care. The clinic was quick to return all signed documents. All documents were then faxed to patient assistance programs.

The medication was approved and mailed to his home. These two medications alone saved him several hundred dollars. He was so thankful for our assistance as the medications are essential to his health. I was able to get him scheduled for an eye exam as he had never had one in his lifetime.

When this young man came to pick up his free glasses, he continued to thank Kentucky Homeplace for saving his life. After three weeks on his meds, all his vitals were back within normal range. The labs were much improved as well.

In the mountains of Eastern Kentucky, there are remote places that don't have access to phones or internet. I received a call from a gentleman asking for assistance with receiving both services. He was older and didn't know what provider if any was available in his area, or if he could afford the monthly charges on his fixed income.

I had him come into my office with his identification and something showing his correct address. I reached out to all providers in the area to see what services were available and the cost. One provider was in his area but only 25 megabites. This provider didn't provide fiber optics at his location.

We contacted customer service asking for any assistance with his monthly charges if he chose to go with their company. His monthly income was well below the federal poverty level for his household size. Customer service connected me to the Affordability Connectivity Program where his income and ID were provided for the application process. He was approved for assistance which made his monthly charges

affordable. He chose to go with the internet only and use a cellular device for making calls.

The day his internet was installed he called Kentucky Homeplace so pleased and thanked me over and over. He could now call his family, his medical providers, and pharmacies. He said, "You never know how lost you are until you receive something that allows you to communicate with your family and friends daily".

A client came into the office, having issues with insurance. DCBS is short-staffed and not able to keep up with the volume of paperwork. The client's spouse had passed away and the client had never dealt with money, insurance, or doctor's visits. The client's insurance was taking over a thousand dollars out of the client's account instead of a lower amount under \$40.00. I was able to assist the client with the bank, and a budget, and go with the client to DCBS to straighten out the insurance issue, twice. This allowed client to learn to advocate for themselves. We discussed all the doctor's that the client needed to see and set a schedule for them.

A client came into the office with a need for medication assistance. Once the client was enrolled it was determined that the client had several needs that needed to be addressed. I was able to assist with several medications that he was unable to buy due to high co-pays. The client had no easy access into their home. I worked with a community resource and was able to get a ramp and steps to their front door. Working with the same community resource, we were able to fix a leak in the client's bathroom and make the shower workable again.

I had a client reach out to me she was scared and embarrassed to ask for help but said she didn't have a choice and had been in a previous accident a couple of months before that required her to be in a wheelchair now and with no transportation. She told me she had very little food in her house and it was hard for her to get to town to get groceries

with no transportation and no family willing to help. I contacted our local food bank and let them know the situation. The food bank is only open each Tuesday of the month, I think this may have been on a Friday. The two ladies at the food bank told me to meet them there at the food bank and they would fix her a box or two. I met them and got the client some food, within an hour I called her and said "I am on my way with something good for you to eat". The client was almost in tears and told me how thankful she was and how much she appreciated the help. I told her that everyone needs help, now and again and that's what we are here for.

I had a referral from a local clinic in town for someone who needed help with doctor's visit bills since he didn't have coverage. He was not eligible for Medicaid and only had Medicare Part A which is for hospitalization. He had said that he didn't take Medicare Part B because he couldn't afford it and now if he signed up for it, he would be penalized for not having it. He needed some help.

We did the sliding scale application for the hospital affiliated with the clinic he goes to and submitted all the required documentation. This would help him if he was approved for hospital and doctor's visits.

He called me a couple of weeks later to follow up and said that he had been approved for 50% off his bill. This was going to be pro-rated back for 6 months and 6 months ongoing then he would have to reapply.

I advised the client that based on household income, he may qualify for the Medicare Savings Program, and if he signed up for Medicare Part B in January that would pay his Part B premium for him. He said that he may want to apply.

I had a person come in for help with insurance, he had just become age-eligible and was confused with all the mail he was receiving about his insurance Medicare. We reviewed all the mail and I created an account with Medicare to review his options. After reviewing everything that was available, he chose a plan that would allow him to

purchase his medications at a reasonable rate and a plan with extra benefits. The client called after receiving his plan and coverage and he is happy with his selection.

This client is a referral from a local home health agency who, prior to enrollment, was thought to have needed only a hearing test exam and most likely hearing aids as well. The client gave permission for an adult child/representative to speak on their behalf as they are very hard of hearing.

While enrolling the client, the representative explained the client had been in very good health, especially for being a 92-year-old, until recently when the client had been hospitalized for AFIB which took quite a toll on the client making it very difficult to do most daily activities. Because of this, there is one medication the client has been prescribed that is very expensive and the client will not be able to pay for it on a regular basis. However, the clients' cardiologist has told them if the client does not take this medication, they will likely not live another few months. The cardiologist was able to give the client a coupon for the medication at no cost to the client; however, this is a one-month fix not long-term.

I explained to the client's rep and client we have access to many different prescription assistance programs that provide either lower cost or, in some instances free medication which the client may qualify for and I would check the programs once we are finished enrolling the client.

After enrolling, the client has an appointment for a hearing exam with a local hearing specialist as well as an application started for the client's medication for a free program. The client currently takes a few other medications; however, they have a very small copay which the client is able to afford. I did check those medications as well but there weren't any programs that would decrease the cost the client is currently paying.

This seems to be the norm after the enrollment process, at least for me, where there is something else we can try to assist with other than just what the client has contacted us for.

This is a short story; however, shows the compassion people within the community have.

The client was a referral from the senior center.

This client had lost their home to flooding and as a result, had been moved from several homeless shelters within several counties. The most recent had been in Lexington. The client came to the area with only their identification and the clothes they were wearing.

The senior center was able to assist the client with a few articles of clothing and to establish housing; however, I need to emphasize, that the client had nothing to furnish it with or a bed to sleep on.

I explained to the client that I cannot promise anything but will try to assist as best I can. After enrollment, we realized they may need prescription assistance as well as new glasses. However, the client was unsure of those things until after doctor appointments which had been made by the senior center. I explained that if there were any other doctor appointments that they needed assistance with I would be happy to assist with that as well.

The list of items needed were things that aren't the norm for me; living room furniture, bed, dresser. So, I began calling on individuals within the community who may be able to donate any of the items or know of someone who may be able to. This was a process in itself; however, after many phone calls, messages left, and texts, I had a positive outcome.

Due to the generosity of those within the community, I was able to provide the client with a loveseat, living room chair, coffee table, bed, dresser, and an unexpected donation of a television for the client.

The client is going to bring me a list of prescribed medications and we will search for programs to assist with those. Additionally, this client referred two individuals to the program, and one of those referred another individual.

This proves that just because things are not the norm doesn't mean they can't be done- it just may take a little longer than normal to get it done.

I am a new CHW, and I was calling clients from the previous CHW that worked in my office. When I called one client her husband answered and told me she had passed away back in January. He thanked me for everything Homeplace had done for her while she was with us because we were able to help her when others could not. I could hear the sadness in his voice with her passing, so I stayed on the phone with him just to talk. After a while I asked if he needed help with anything and he mentioned an inhaler that his insurance kept increasing the co-pays on every month. He needed them to help manage his COPD. He came into the office as a new client the same day. I called social security to help him get a copy of his award letter and got in touch with his doctor for a new inhaler prescription. Within two weeks he was approved and had a 3-month supply of Inhalers delivered to his door. He was so grateful that we could help him when his insurance would not. He is very grateful to Homeplace for everything we did for his wife and everything we do for the community.

I inherited a client from a previous CHW that had received diabetic shoes. When I called her to introduce myself and see if she needed a new pair, you could hear the excitement in her voice over the phone. She exercises daily by walking and absolutely loves the shoes she previously received. She said it was such a blessing I called her when I did because she had just worn out the pair she previously received. Her and her daughter came into the office to renew services with Homeplace and start the process for diabetic shoes. As we were going through the questions, I found out that her doctor wanted her on a medication, but her insurance was trying to charge her hundreds in co-pays every month. It just wasn't affordable. When I asked how she had been receiving the medicine her daughter told me she has been using the samples doctors give out. It was their only option for a medicine that worked for her. I found an assistance program that she could apply for and helped her through the application process. With a lot of

hard work, we were able to get her approved for and have her medication delivered to her home. When I called her to let her know she would have her medicine delivered to her home she was overjoyed and grateful to homeplace and everything we do. She felt very blessed to have such wonderful people in her life such as the workers at Homeplace to be there for her. I cannot wait to watch her put on her new pair of shoes so she can continue her daily walking exercises that she loves so much.

This Quarter I had a client come in to me straight from a correctional facility. The client had nothing besides the home they had before they went to the facility. I was able to help this client with getting signed up for social security, and food stamps. I was also able to provide food boxes until the food stamps began. I also had another client who came to me with similar circumstances, however, this client I was able to get into a rehabilitation center. I was also able to help sign this client up with insurance so that they could receive the needed treatment. I continue to follow up with them and they are currently doing well.

I have another client who came to me with shoes that had been cut so that they would fit properly. I was able to get this client a diabetic foot exam and then follow up with diabetic shoes at no cost to the client. The shoes have been ordered and the client will receive them on the next diabetic shoe day. I was also able to help this client with needed medications through the prescription assistance programs.

I received my first big donation of food, from a non-profit organization. I was absolutely thrilled! Getting donations in my little county is very hard to do. I am very thankful that they are aware of my work and thought of me. I was able to help a couple of other organizations, and several individuals that I knew needed the extra help. I hope they continue to remember me for future donations!

-I had a situation to arise, I had ordered a medication for a client. Everything was good to my knowledge. I received a phone call that this person had not received the medication. I told the person to give me a little time and I would call to see what was going on. I called the company and shipment was complete, and I received the tracking number. I used UPS to track the package, it showed that it was delivered, and had a signature, and a time stamp of when it was delivered. I went to this establishment to inquire about this delivery. After going through different areas of this establishment, we found the medication. To me the best part of this story. That was when one of the employees of this establishment looked at me and said Thank you! I said, you are very welcome but why are you thanking me? They said you do your job! Then she said that most people would have called and asked questions and then that would be it. They stated that it was great to see someone care about the people they help and do their job. To have someone out of my agency to see my dedication to my clients felt amazing.

A man called me. He and his wife were both in desperate need. The doctors had recently given his wife a second cancer diagnosis, and he could not work because of medical issues. He knew his wife would need time off work to recover after surgery. They had no other means of supporting themselves and their family, and his wife's short-term disability was going to run out soon. We began looking for resources that might help. We immediately filled out the SNAP application over the phone for them to receive the food benefits. We explained their predicament to the individual taking the application over the phone and stressed the need for them to receive food help right away. They approved my clients for SNAP food benefits, and since they already had a SNAP card from the past, they would have money put on their card the next day. I followed up with the client the next morning, and the SNAP benefits were on their card. In addition, I also helped them with an application to get their handicap ramp repaired and ordered them a free phone and minutes from their insurance company.

I received a call from a retired police officer in one of my towns. He said that one of his friends had told him I helped him with his medicine. He was on an expensive insulin that his insurance would only pay a small amount on it. The part he had to pay out of pocket was more than he could afford. He told me he did not think that he would qualify since he had a decent retirement and he just knew he would be over the income limits. After enrolling him, we found he met the income guidelines. Therefore, we completed the application and while we were at it; I looked over the other medicines that he had copays on. He met the guidelines for other prescription assistance programs. After finishing with the client, he asked if his wife could get the same help. Come to find out she was on the same insulin. I scheduled his wife to come in and she could get help, too.

I had a client who was in a really bad car wreck, and needed medical equipment ASAP, a walker, shower chair, and potty chair and numerous medical bandages for wound care. I was able to reach out and get everything the client needed, and with the help of co-workers have it transported to Louisa to be picked up so everything was set up for the client when he came home from the hospital. He was so relieved and happy that it happened so quickly and effortlessly.

I had a client come in that needed help with her medical re-cert. She said that she did not like going into the medical office because she is unable to wait for long periods, I was able to complete her re-cert with her and upload the documents she needed to keep her case ongoing. She was very pleased with the entire process.

One of the biggest necessities that the people we serve across the Commonwealth come to us for is assistance with their medications. I had the pleasure of meeting a sweet lady with pancreatic issues who had been prescribed Creon and was looking for some assistance in paying for it. This particular drug is costly, even after insurance has been applied towards the total cost. Being an older woman with multiple other health

issues that she is required to take medications, the total cost of all her combined medications per month was unreasonable for her let alone anyone to pay especially since she was on a fixed income.

After applying for the medication, there was quite an extensive delay in her prescribing provider signing the application and getting it back to me due to multiple reasons, one being the provider passed away, the nurse at the facility saying they had not received it, and communication issues just to name a few. After several months of being persistent, changing the application to a new prescriber, and sending the application to the facility for signature several times, I was finally able to submit the application to the pharmaceutical company to process. One day I received a call from my client who said that she had just received her three-month supply of Creon and couldn't thank me enough for all I had done to make sure she got it. She explained that being able to get assistance with this one medication alone had not only eased her mind, but would now allow her to be able to spend money on other bills and groceries that she normally wouldn't have if I had not helped her get assistance.

The scope of practice for a Community Health Worker isn't limited to just physical health and medical issues, but instead it branches out to all other needs that include one's mental and emotional health as well. The people that we serve are sometimes faced with so much hardship that they begin to feel like there isn't any hope or anyone out there that sincerely cares about them and in helping them to ease some of their adversities they are experiencing at the time. I have one client that came to me for diabetic shoes, and seemed very lonely. In addition to taking the time to find out her needs and medical issues, I learned that she was a widow, living alone, and had never had any children of her own. She enjoyed quilting, something that I too enjoy. That one similarity between us opened a door for my client, allowing her to smile as she spoke of all the things she had made in the past and what she was currently working on and also gaining her trust. Sometimes people need a friend, and as a Community Health Worker, we become the friend that many people lack prior to coming into our offices. While physical health is vital, emotional and mental health are just as equally important and all

contribute to the overall physical health of an individual in a positive way. I was able to provide her with diabetic shoes, and she has made it a habit to call me once a week or stop by my office to just say hello and check-in.

This Summer I've been so fortunate to make a connection with a Community Partnership that sponsored Kentucky Homeplace for a pilot program for Senior Vouchers. The partnership led to a one-time donation of \$2,500 for Kentucky Homeplace to choose 100 clients that were the age of 65 and older and living under a Federal Poverty Level of 250% to receive a one-time voucher of \$25.00 worth of fresh fruit or produce at a local market that agreed to help host our program. Through this amazing partnership, the Senior Voucher Program has helped bridge the gap due to our community not having access to a local Farmer's Market like most communities have that are thriving! The program was set to target the senior population that may not typically get assistance to buy food from other sources like SNAP benefits for instance. Although if the clients received SNAP it did not disqualify them from receiving a Senior Voucher.

It has been so exciting to help promote community partnerships and serve with a mission of helping make the Appalachian people healthier and helping bridge the gap for food insecurities. Throughout this program, we have also helped with making referrals such as helping get clients back on track with yearly exams such as vision, dental, hearing, or wellness exams with their providers. We've been able to provide education for healthy recipes, diabetes, and hypertension education as well. We have screened all 100 clients who participated and helped remove healthcare barriers that could have been hindering our senior population. Since the pandemic, many of our seniors have not been back to providers for preventative screenings such as yearly Mammography, Pap, or Colo exams.

This program has allowed these 100 senior clients to be a healthier community! The county I live in has a high percentage of people with food insecurities in the state making programs like these crucial. We also pulled in another partnership that donated

100 goody bags with healthy recipe cards, Farmer's Market recipes, and tips on measurements and canning education. They also received a variety of other goodies, along with their voucher to our local market. We are hoping next year for another partnership and hopefully, maybe more MCOs will sponsor our Senior Voucher Program. The goal is if we can track outcomes such as if these clients have access to healthy fruit and produce options it would and could help improve and decrease health outcomes such as A1C and Hypertension over time.

Favorite client comments and stories;

Many of my clients have said that they have been so blessed to receive a \$25.00 Senior Voucher! They showed me their groceries and were so proud of what they received for free! I have done a few home visits and they were so blessed to get fresh fruits and veggies. One person said, "Fruits and vegetables are considered a luxury in the time we are living in." or "We are so thankful it's the end of the month and we have been struggling, it was an unexpected blessing." My very favorite moment was a client that I helped access an expensive medication for the past few years. Her son texted me and thanked me for allowing him to have the moment with his elderly mother, he said, "She hadn't been out to any kind of grocery store in 3 or 4 years. He said he fought back the tears as she happily went through and picked out her \$25.00 worth of goodies!" My clients are the "In the Gap People", they make just enough money to allow them to not be eligible for any kind of extra government assistance for the most part. They are the senior population that's worked their entire life and our system has failed them. No one should have the opinion that fruits and produce are a luxury in America! Especially those who labored among us. I am beyond grateful that we had an opportunity with amazing partnerships to allow us to help make a difference in my client's lives moving forward.

Recently I was blessed to meet one of the sweetest Clients. This client has not only been going through cancer treatments but they have also been going through hard times due to medication cost. After meeting with this client and connecting with their doctor I was able to get this client a medication that was going to cost around \$400.00 a month, for

free. I have also started working on a couple of other applications for medications. This client calls often and expresses gratitude not only for me but for Kentucky Homeplace as a whole. My client recently stated, "You saved my life". That is what I believe being a CCHW is all about.

This quarter I have had the opportunity of working with a veteran in need. This client came to me in need of a wheelchair ramp, and some other items. After jumping through hoops to connect this client with the right place, my client will be having an electric bariatric hospital bed delivered to his home. Due to limited space a wheelchair ramp is unfortunately out of the question however, we are waiting on final approval for his electric wheelchair lift for his porch.

After having done a presentation at a local senior center, I received a visit from one of the people who had been present at the presentation. They needed a shower chair. During their visit, I also found that they had not been able to access the over-the-counter benefit provided by their insurance provider. I was able to help them call their insurance and get that benefit started so they could receive the monthly over-the-counter benefit. Within a few days, I was also able to access a shower chair for them and deliver it to their home and make sure that it fit the tub/shower they had.

A client was referred to me by a local agency. They needed help with hearing aids. I was able to start an application process to get hearing aids for \$300. I found an audiologist nearby who worked with the program and verified that they fit into the income guidelines. After they had their free hearing exam I was able to help them get the application and supporting documents submitted, and within a few weeks, they had been approved for hearing aids.

This quarter I have seen many clients with different types of needs but one client that stands out the most is a client who came to me because he was new to the area and wasn't familiar with the local providers. This client had no insurance coverage and appeared to be very prideful. At first, when the client came into the office, he was very reserved but as our conversation went on, he began to open up to me about all the struggles that he had encountered over the years.

During the initial enrollment, I noticed that the client needed a multitude of services from preventive screening to food assistance, health coverage, and even assistance with finding a bank that would work with him to establish an account. The client basically came to the area with nothing but when he came to Kentucky Homeplace that all changed.

I was able to start by addressing his basic needs of food, establishing a primary care provider and health coverage. Once I was able to access those needs, I moved on to working with a local bank to get him access to an account so that his monthly disability check could be deposited. Then, I was able to get him assistance with hearing aids, glasses, and an appointment for dentures. This client has stopped by the office several times to let me know about all the appointments that he has been able to keep and how that has improved his quality of life dramatically.

I have been working with a family who had health coverage for many years but most recently this family lost health coverage due to income. While trying to help reestablish health coverage my client was diagnosed with stage 4 breast cancer and the fear of not being able to see a provider was almost too much to bear.

I worked with this family for several days in collecting the requested information for their case. I was able to get the health insurance reapproved and was able to help this family sign up for SNAP benefits that will help them while they are going through the most difficult times of their life. I collected all the information so that they would not have to be burdened with that stress as well.

Currently, I am still actively helping this family find all available resources to help with all their needs while they are dealing with the unimaginable. They are very thankful for the services that they receive and often call just to thank me for helping them and providing guidance along their journey.

I visited a new client at her home to enroll her in our database. She required incontinence supplies, and fortunately, we had received some donations that allowed me to provide her with 4 packs of incontinence supplies and 4 packs of chucks. I found out that she also needed a standard walker during the enrollment process. I immediately requested a walker from a local organization and will deliver when received.

A new client came into the office seeking help finding a dentist who would accept his insurance for dentures. I enrolled the client in our system and discovered that he also needed hearing aids. I researched numerous surrounding dentists and was able to locate a participating dentist who accepted the client's particular insurance and got him scheduled for his first exam. I am in the process of researching options for an audiology clinic that accepts his insurance.

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I had a lady who needed eyeglasses and could not afford them. She was legally blind and the eyeglasses that I could get her at no cost did not cover her prescription. I called Vocation Rehabilitation who is going to assist with the cost of college for her and an organization for the blind and they are getting her the correct eyeglasses that she needs at no cost. I helped her access these services. There are also some more services that she will get help with so that she has what she needs to finish college.

This quarter I had a client call me to get help with her Supplemental Income and Medicaid. She was homeless and I had helped her get assistance with housing in the past. This year with the flood she had to leave her housing and when she came back to get mail she had letters stating that she was losing her Supplemental Income and Medicaid because she had missed her interview. Many calls later she was able to find out what was needed to keep her income and Medicaid. She was very happy that she had a person that she can call to explain letters and direct her to the right places.

I had a client that called to get help with medicines that his insurance has high co-pays. I was able to send forms for his medicines and get them for him. He was able to get his medicine through the pharmaceutical companies at no cost and was very happy.

This quarter I am doing an update on a client that I had helped process an HDA Home Repair application. She received her home intake meeting over the phone, they went over the process and what repairs she thought needed to be done and then they told her someone would call with a home visit time and date. Finally, after waiting for months, she was contacted and a home visit was scheduled. The repair construction specialist came out and did a walk-through outside and inside, he told her that her roof definitely needed repairing and after going inside realized her bathroom needed some updating for safety reasons. So, after going over the home visit process, my client was able to get a new roof, new walk-in shower, new toilet and flooring in the bathroom. They re-did wall damage in the living room and the front bedroom. This was a blessing for her, with the grant she received and the very low monthly payment, the repairs allowed her to continue living independently in her own home.

This quarter, I've been working with a client on getting him a porch built, he only has one way out, and that way is very unsafe as it has holes and missing wood pieces, this process has been ongoing, while I've been working with volunteers and other agencies to get the materials and schedule a time to go out and build the new one. Will update in the next quarterly report.

Someone contacted me on behalf of a married couple looking for assistance from anyone who was willing to help. I contacted this couple and the two of them became clients of mine. Having been recently made homeless made their situation pretty hard, but many organizations have been helping them get back on their feet. This includes Community Action agencies, as well as our program Kentucky Homeplace. Through this process, the Community Action agency was able to provide housing. Currently, they have zero income and are in need of all the services that entails. I am able to provide them with food boxes and housing supplies monthly by utilizing charity organizations in the area. This is to help them get through the month while we work on getting both of them Social Security payments. Since this is a long process there will be many more services I will be able to provide and I look forward to seeing that come to completion.

I received a referral from WellCare for a client who was in need of furniture for her home. She needed a bed and a lot of kitchen necessities so she could utilize her kitchen. I was able to get her the furniture and household items that she needed in a timely manner. This quarter I have had a lot of need for furniture from clients from many different backgrounds. Thanks to the support of a charity organization out of county I have been able to meet almost all of those needs for each client. I'm noting this because due to the recent flooding, there has been a real need for housing supplies and furniture. This contact has been able to provide every need that my clients have had and I was able to get it to them each time quickly, where before it would take weeks. From beds to dressers to kitchen supplies. This has been a great benefit to my clients and their daily lives

I called to make an appointment for a client in need of a denture, and the denture clinic owner said he isn't open for appointments at the time and he is going to try and close his business to try and help his family. I called the client back and told her that we would have to find another program for dentures and told her why. She said call her when I found another program.

I made a call to the client and told her the denture clinic is back in business. We made appointment for her to get impressions for her dentures. She sent a picture of her denture and told me it was the best she had ever had. This is a very happy client.

I called the denture clinic that was closing to see if I could help his family. He said it was for his brother he is a very sick man. He explained the problem he had surgery out of state and now he needs his second surgery to finish what was started, they wanted him to wait a year or so after the surgery for the next one.

He contacted his brother and gave him my contact information and he called and made an appointment to see if I could help him get the appointment he needed in another state, they told him they did not take out-of-state insurance. He has state insurance, I

told him that there should not have been a problem with getting his appointment, but I would check on what was needed to get the appointment set up.

I contacted the clinic where he was to go for his consultation, and they said they would get back to me. The clinic called me back and said they didn't tell the client they didn't accept his insurance there must have been a misunderstanding, they said they accept out-of-state insurance but there are some things that have to be done before they can make an appointment. I made notes on what was needed and told them that the family doctor would contact them for the consult appointment. The clinic called the client and made the appointment for his consultation. The client went for his consultation appointment and the surgeon told the clinic he was going to need surgery. The clinic gave the client instructions on what to do and what they needed. The client said that he is to get some tests done at his family doctor's office and when completed he is to forward the results to the clinic. Then he is to make an appointment to have a telehealth appointment with the surgeon. They will at this time set up a surgery date. My client was very happy that he got all his insurance issues taken care, of so he could get his surgery.

I had a client who called me about pull-ups and food delivery who is possibly not going to be able to drive again because of a diagnosis of cancer. This client is staying with their son and keeps me on my toes. I enjoy my visit to her house and I think she does too.

I had a person call for help because their water heater had stopped working and the floor around the water heater beginning to fall in. Upon further investigation, mold had started to form where the floor had been wet. A letter was sent to an anonymous business to see if they could donate a water heater for her and also call another anonymous business who went out and fixed the floor and gave her a new water heater. This person had COPD.

This quarter I have witnessed some very sick people who needed assistance.

One client had not seen a doctor since 2004. When he walked in his jeans were wet his legs were wrapped with ace bandages barely able to breathe to talk. He stated that no doctor's office would see him because he did not have insurance. When I called a sliding scale clinic and after running his social security number, the client had traditional Medicaid. An urgent appointment was made for the following day. The client also needed eyeglasses and to see an optometrist having on a pair of glasses that were duck taped in the middle holding them together. This poor man had been denied help and could have received it years ago.

This quarter, I had a client come in with his two daughters that was recently diagnosed with prostate cancer. Both daughters were very upset that they could not afford the shot that his urologist and oncologist recommended for his treatment. The hospital wouldn't help this family with any assistance.

While paying for her car insurance the daughter was telling about her dad's medicine and one of my clients overheard her and sent this family to Kentucky Homeplace. Going through a prescription assistance program this sweet man was able to receive the injection that he needed. Tears were shed and the two daughters were so thankful for Kentucky Homeplace.

Client Satisfaction Surveys.

Ashley Combs

"Ashley is a very kind person. She will help you in any way that she can. She cares about people and listens to your concerns."

Ashley Francis

"Needed hearing aids and she is the first and only person that helped."

Barbara Justice

"Ms. Justice was very helpful and really seemed to care. She made me feel at ease."

Elizabeth Smith

"I was very thankful for all the information and help she had to offer. She's the best."

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