

UNIVERSITY OF KENTUCKY
Kentucky Homeplace

**July 1 – September 30, 2020
Quarterly Report**



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.**

Picture taken in Lexington, Kentucky. Several Kentucky Homeplace CHWs worked with other Kentucky agencies to host the 5th annual KYACHW conference via Zoom.

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Kentucky Homeplace

My Fellow Kentuckians:

As COVID-19 cases surge in the rural communities served by Kentucky Homeplace, the need for the services provided by our Community Health Workers has never been more evident. The CHWs continue to provide basic COVID-19 education to their clients to ease the burden of this seemingly never-ending pandemic. For this quarter Kentucky Homeplace CHWs have assisted 795 clients across the state with Presumptive Eligibility Medicaid enrollment and 379 clients with Presumptive Eligibility Medicaid Extension.

Each county in the service area is unique just as the CHW who works there is as well. Each Kentucky Homeplace CHW has their own area of expertise and their own issues they advocate. In the coming quarterly reports we will be highlighting individual Homeplace CHWs providing a glimpse into their background, community, specialties and current endeavors.

Please review the following reports and also the actual client encounters as these tell the real story of what community health workers are able to accomplish.

Quarterly Summary

For the period July 1, 2020 – September 30, 2020, the CHWs provided services for 2,765 clients. CHWs logged 4,264 hours on care coordination activities with a service value of \$101,527, amount of medication accessed \$1,986,750 and other service values (not medications) accessed were \$620,055 for a combined total of \$2,708,332.00

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, RN

Director, Kentucky Homeplace Program



Program Activities

July – September 2020

Community Engagement Activities

(In-person community engagement activities have been limited due to COVID-19)

Several CHWs attended Diabetes Coalition meetings via ZOOM.

All CHWs attended the KYACHW conference via ZOOM.

Some interagency meetings were attended when ZOOM is utilized.

The CHWs attended two sessions of the 6th annual Appalachian Research Day via ZOOM.

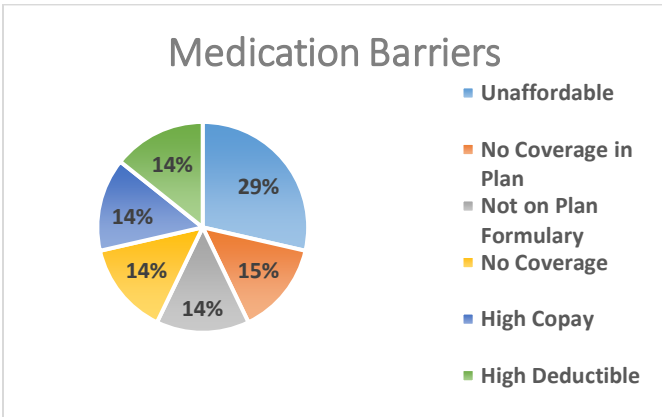
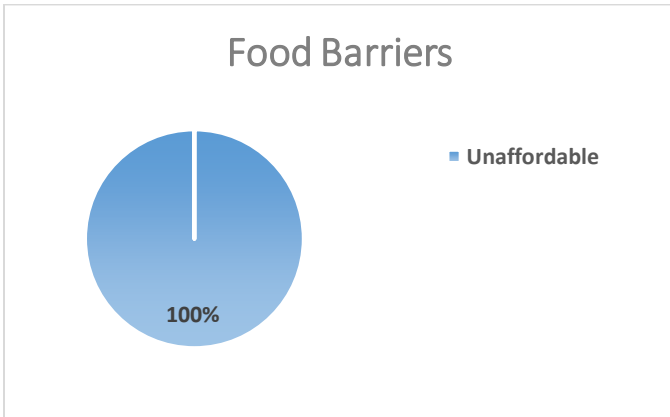
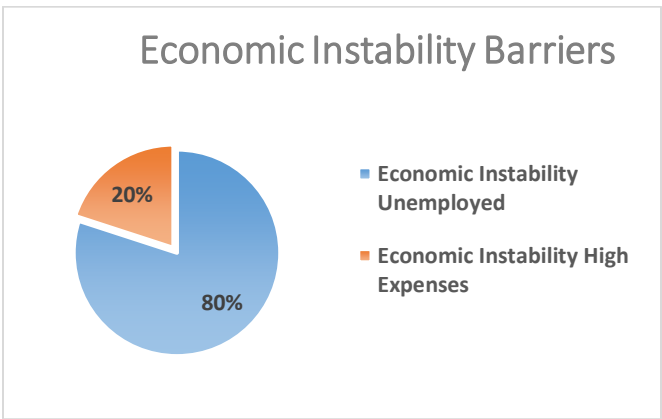
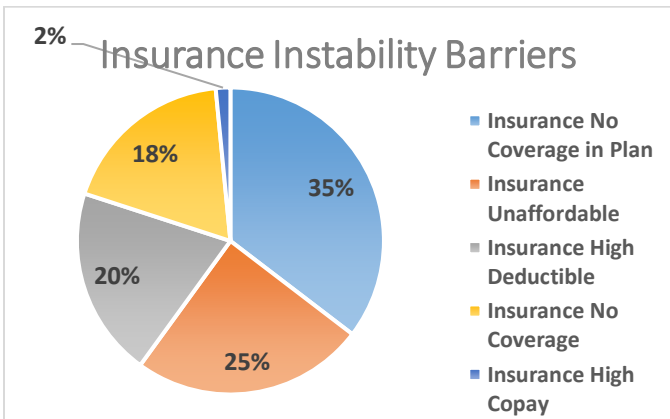
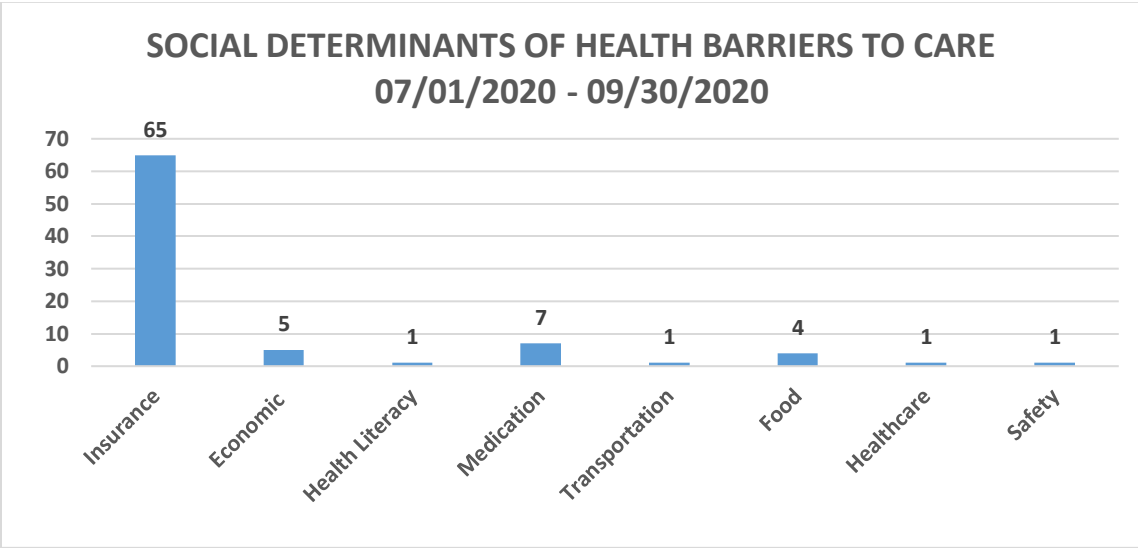
Professional Development/CHW training

- CHW Webinar: How Community Health Workers Can Support Individuals with Complex Needs amid COVID-19
- CHW Webinar: The Centers for Disease Control and Prevention's COVID-19 Response: Promising Practices in Health Equity II
- CHW Webinar: Certification, Continuing Education and Recertification
- CHW Impact "Stories of Success" Webinar

Other News

Select CHWs are receiving drone operation certification training in a partnership with USA Drone Port, The Center for Excellence in Rural Health, UK Center for Appalachian Research in Environmental Sciences (UK-CARES).

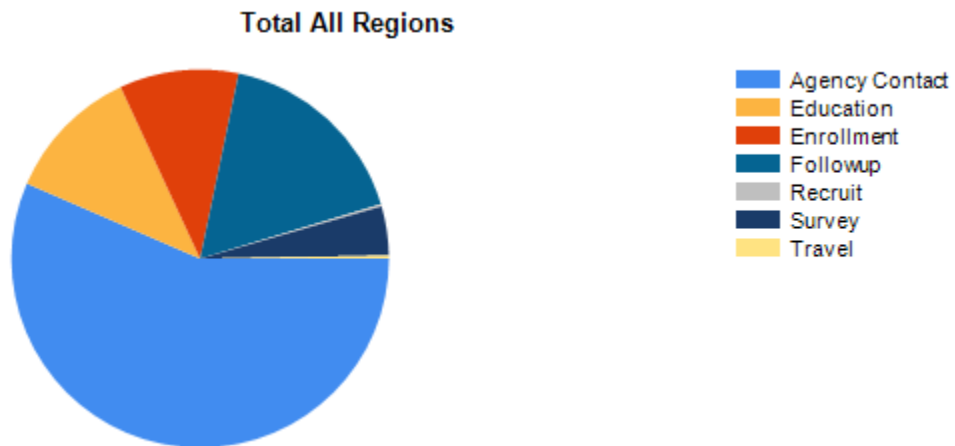




Activity Summary

(Clients visited: 07/01/2020 – 09/30/2020)

Activity	CHW Hours
Agency Contact	2,409.37
Education	493.50
Enrollment	434.92
Follow-up	727.58
Recruit	9.08
Survey	177.92
Travel	11.67
Grand Total:	4,264.03

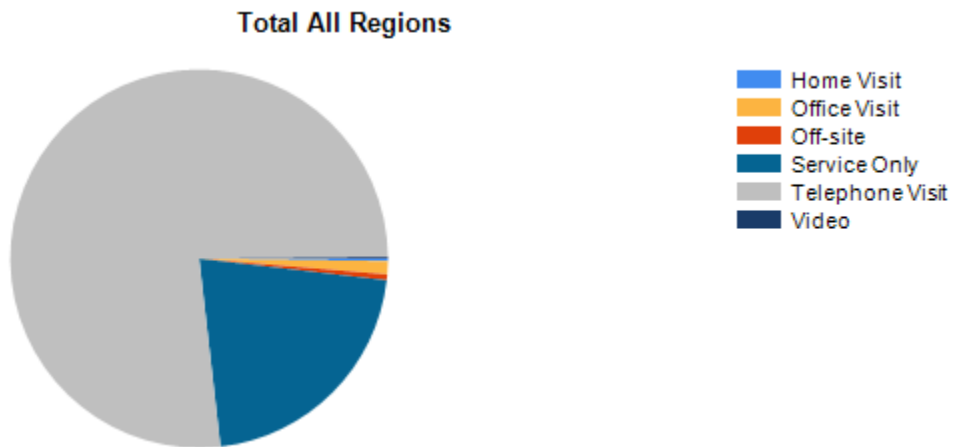


Total service value for 4,264.03 hours equals \$101,527.00

Visit Summary

(Clients visited: 07/01/2020 – 09/30/2020)

Visit Type	Client Visits
Home Visit	11
Office Visit	63
Off-site	28
Service Only	1,190
Telephone Visit	4,270
Video	8
Grand Total:	5,570



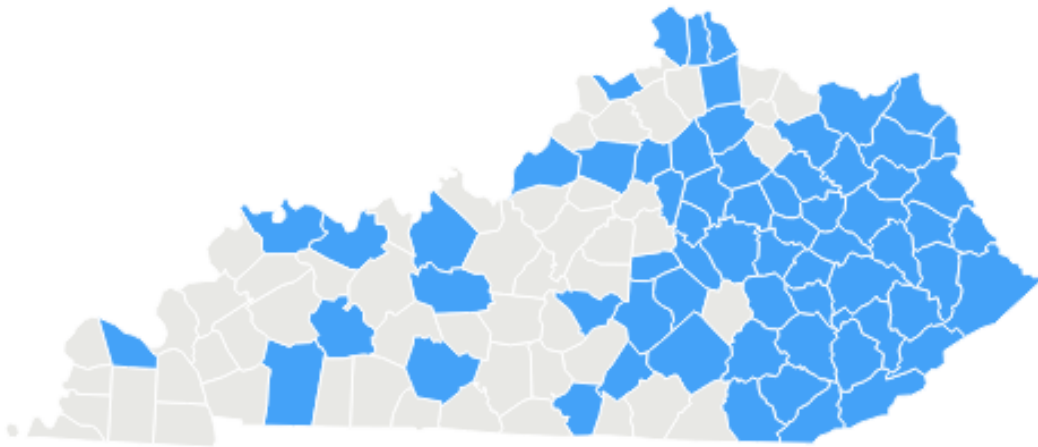
* Service only involves any actions taken on behalf of the client while the client is not present.

COVID-19 Services Summary

(Clients visited: 07/01/2020 – 09/30/2020)

Service Type	Clients
Presumptive Eligibility Medicaid	795
PE Extension	379
Economic Impact Payment	37
Meal Plan	81
Census	26
COVID-19 Survey	547
Total	1,865

COUNTIES SERVED BY KENTUCKY HOMEPLACE DURING COVID-19

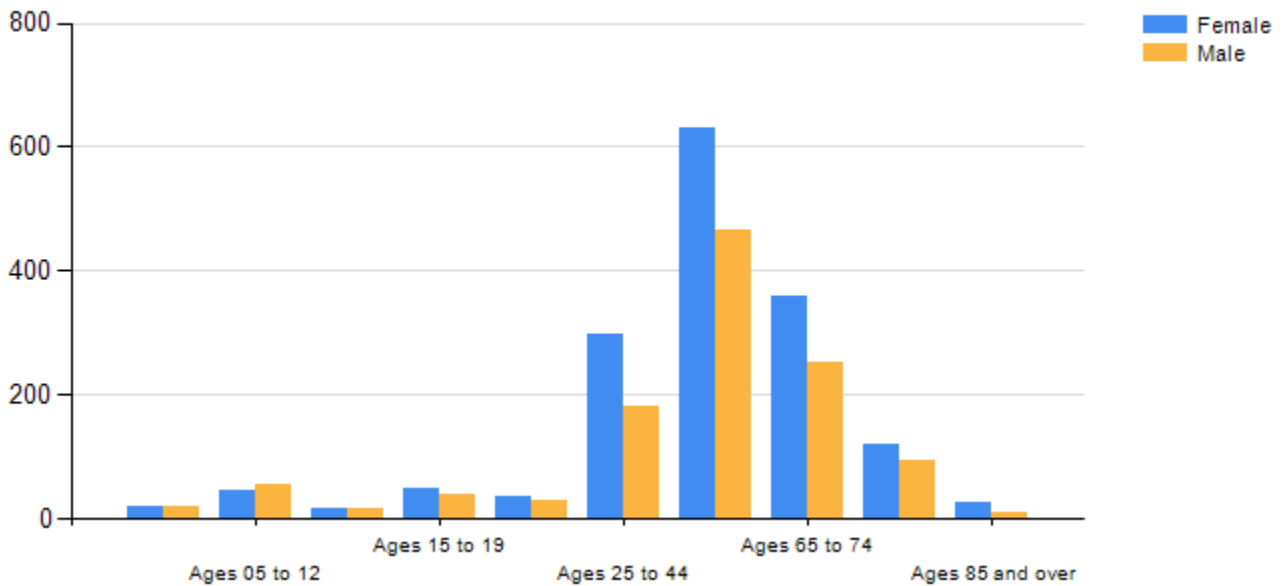


Age Gender Summary

(Clients visited: 07/01/2020 – 09/30/2020)

Age Group	Female	Male
Ages 00 to 04	21	19
Ages 05 to 12	45	56
Ages 13 to 14	15	16
Ages 15 to 19	49	40
Ages 20 to 24	37	30
Ages 25 to 44	297	181
Ages 45 to 64	632	466
Ages 65 to 74	360	251
Ages 75 to 84	120	93
Ages 85 and over	26	11

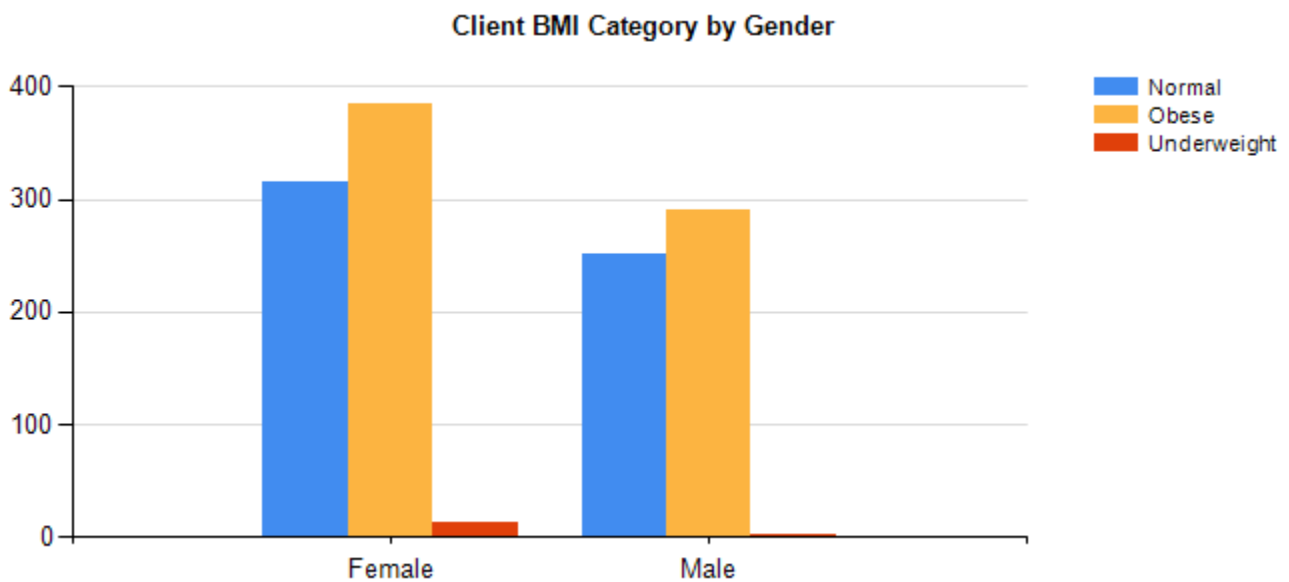
Clients by Gender and Age Group



BMI Category Summary

(Clients visited: 07/01/2020 – 09/30/2020)

Gender	BMI Category	Clients
Female	Normal	316
	Obese	384
	Underweight	13
	Total:	713
Male	Normal	251
	Obese	290
	Underweight	1
	Total:	542
	Grand Total:	1,255

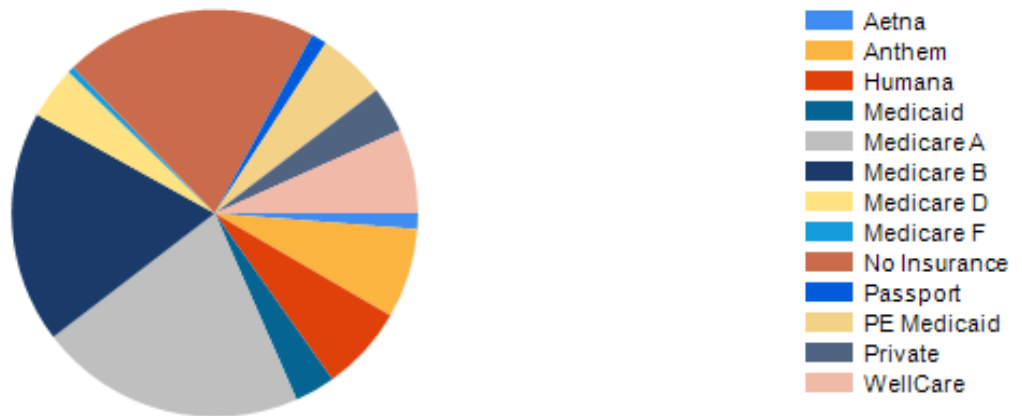


Insurance Summary

(Clients visited: 07/01/2020 – 09/30/2020)

Insurance Type	Clients
Medicare A	848
No Insurance	809
Medicare B	737
Anthem	285
Humana	271
WellCare	268
PE Medicaid	218
Medicare D	166
Private	145
Medicaid	129
Aetna	50
Passport	49
Medicare F	21

Total All Regions

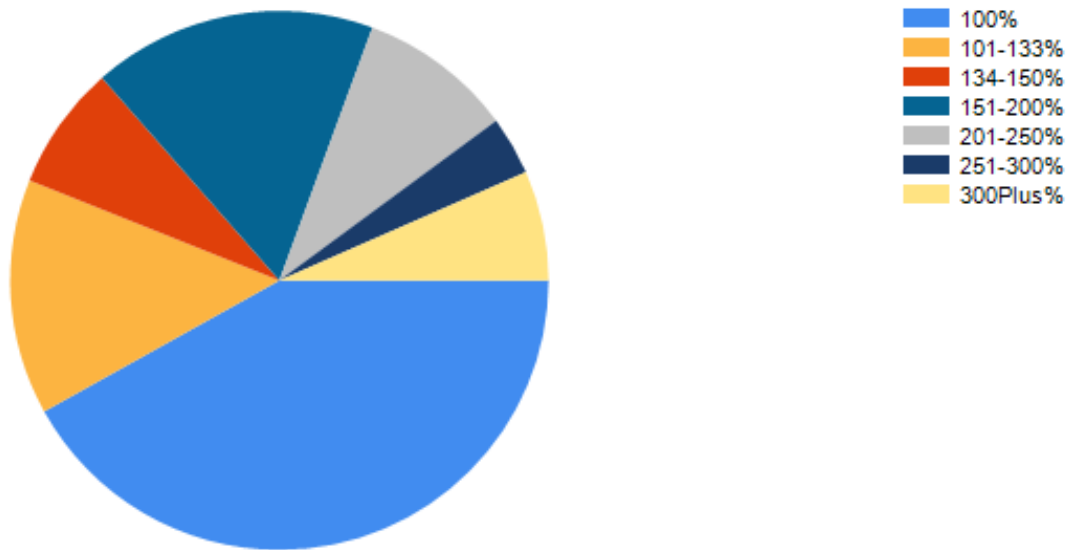


Poverty Level Summary

(Clients visited: 07/01/2020 – 09/30/2020)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	1,159	391	207	472	257	97	182	2,765

Clients by Poverty Level

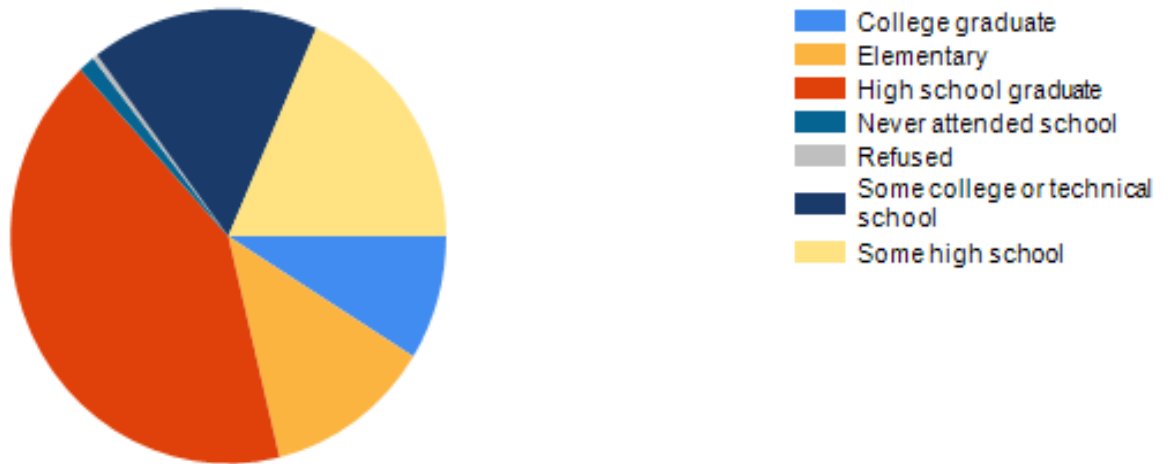


Education Level Summary

(Clients visited: 07/01/2020 – 09/30/2020)

Education Level	Clients
Never attended school	34
Elementary	342
Some high school	508
High school graduate	1,158
Some college or technical school	468
College graduate	245
Refused	10
Grand Total:	2,765

Total All Regions



Kentucky Homeplace CHWs Working Remotely During Pandemic



Michaela Williams, WellCare client cell phone drop off & telehealth visit



Ladonna Roberts, Breathitt County Delivering an air conditioner



Darla Shepherd, Harlan County diabetic shoe pick up



**Kala Gilliam, Rowan County
Delivering a much needed bath chair**

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

July 1, 2020 - September 30, 2020

Several years ago, a middle-aged man and spouse walked into my office. He had worked in the coalmines and there had been a big lay off in this area. He was the sole provider for his family and they had worked together for years and raised their children and saved all they could. When he was laid off, he only was allowed to get unemployment for 6 months and was denied for an extension. He had a claim for disability that had been pending for a while now. He and his wife within 2 years had gone through their life savings. Not collecting one cent from charities, SNAP or Medicaid. He was a diabetic for years and had never had a diabetic foot exam. I talked with him about this and how to apply for SNAP and Medicaid. After about a months' time he and spouse received medical insurance and he was able to attend my diabetic shoe clinic. Since then he has come to me every year for this service. He did get awarded his disability and he called me on a regular basis just stating how Kentucky Homeplace had helped him out and wishes that he had known about us sooner. A few months ago I received a call from him stating he had his Medicare coverage now but he also has cancer. He has been to several doctors and facilities for treatments. Medicare paid some but not the full balance and he just didn't have enough to pay these bills and his routine living expenditures. He asked if there was anything we could do to help him. After reviewing the remaining bills, unfortunately he did not have enough for Spend Down coverage for Medicaid. I contacted several labs, doctor offices and the hospital and was able to get a few of these waived and the hospital bill discounted. He again said, no one has ever helped him like Kentucky Homeplace has. As a Community Health Worker you get to know your clients, some remain as loyal clients but some become friends and friends like family. As I looked through the local newspaper, I found an obituary with my clients face on it. My heart sunk. The cancer had taken its toll on him and he had passed away. I could do nothing to think in that moment than how fortunate I was to have met him and how he appreciated our work and friendship. I always say, there is no better feeling in the world than to help someone that could never repay you, but in this circumstance I was rewarded, rewarded the gift of knowing he trusted me and he was helped during a time in need. Today, I appreciate the ability to work in the community as I do and get to meet some wonderful human beings while doing this. Days like this are heavier than others, but very thankful that Kentucky Homeplace was able to assist him.

This quarter has truly been a blessing for me while working with Kentucky Homeplace during a national world health pandemic. I have been able to continue to work each and every day and help people from all over the state of Kentucky with many different needs. We have had to completely change our daily routines but that's exactly what we have been trained to do. We are able to change on a moment's notice and work with whatever out clients' needs may be.

One client in particular stands out the most to me when thinking back over the last several months. This client was referred to me after her husband lost his job of over 30 years, leaving his family of four without insurance coverage. This client was scheduled for a procedure only days away without a way to cover this very expensive surgery and after years of pain putting off the surgery wasn't something this client was willing to do. She contacted me and we were able to get her approved for temporary insurance that covered the total cost of her surgery. After years of suffering and now starting to feel better she has plans on returning to work. We have been able to help this family with other needs such as Pandemic-EBT food benefits that the client wasn't even familiar with or knew that they would even qualify for. She has two children and received over \$600.00 in food benefits.

This client is very thankful for the help that she received during this difficult time for her and her family. She thinks highly of Kentucky Homeplace and tells everyone that she sees how she was able to receive help when she felt no help was out there.

March 2020, Covid-19 changed the world. Everything we do as CHW's has changed, we work from home in order to keep us safe from the virus. Churches closed try to stop the spread of this deadly virus, restaurants closed, banks closed their lobbies and the list goes on and on. I worry about our clients because some of them were already on the brink of disaster. Many still do without medication, they were reluctant to go to their doctor and ignore symptoms due to financial disparities. I wonder how many are keeping appointments, going for treatments and taking their medication as prescribed. We contact as many as we can to keep refills coming and to encourage them that their health is the most important thing they can do for their families. After saying all of this let me tell you about a mountain that had to be climbed in order to get a simple refill on insulin for a client. He has Medicare and even with part D his insulin costs him \$300.00 a vial, and he uses 2.5 vials each month. He has been a client of Kentucky Homeplace for years. He called needing his insulin refilled. I called the drug company's automated system, just like I have done in the past to order the refill, the system took the refill request and I told the client to be watching for it to arrive in 7-10 days as usual. The insulin did not come. I called the company again and waited to speak to customer service, the automated system told me the wait would be 62 minutes, I put my number in cue to have them call me back, and they didn't. At 5:30PM that evening someone left me a message on my answering machine, from the drug company. First thing the next morning I called again, at 8:30AM the system told me it would be 4 hours before I could speak to a representative. I again left my number and at 5:30PM, I got a call from a very nice lady that knew her stuff, she told me what the problem was and how to correct it. The PA at the clinic that had completed and signed the form was no longer at the clinic to sign the refill request form and the MD had signed the refill form, which I thought should have been fine to do. I had to complete another form with the MD's name on it and he had to sign it and then it had to be processed again, CRAZY.. this took one month..and the clinic was out of samples. My client had to pay out of his pocket for 3 vials of insulin. FINALLY, the insulin came in and the client's wife called to tell me, she was so happy and was very thankful that everything had been taken care of. Just a simple refill can be a task, the simple things keep people from getting the healthcare they need.

Deadlines were quickly approaching for the Pandemic P-EBT Benefits to come to an end with everyone for the state of Kentucky. In August, I had a friend call me from work wanting to know if I could possibly help with the situation. She had called everywhere and no one could help or offer any assistance. She had seen my P-EBT flyer on fb media and that raised a flag that I might could help! She has four children and three of them are in elementary school. One child had received the P-EBT card in the mail with a total of \$ 313.50 Snap benefits, but she had said that the other two children had never received their P-EBT cards so she didn't know what to do. After gathering all of everyone's info and going to the website to apply the other two children for their \$313.50 benefits which would equal a total of \$ 627.00. We were able to access both accounts after leading her to call the school to get the ten-digit student ID number. We were good to go!

I followed up with her after ten working days and she let me know that she received them and was so very thankful. Working as a Certified Community Health Worker we had been able to help assist so many families during this pandemic while working remotely from our homes. Living in such a rural area it is taken for granted



that everyone has access to social media but I have found so many needs that our communities would have missed out on if it hadn't been for us informing them and going the extra mile on their behalves. Everyone has some sort of need. This pandemic has created so much stress and hardships on our families. I am thankful that we as Kentucky Homeplace are able to provide every available resource to our clients now more than ever before.

Since COVID-19 we have not only gotten to continue working with the clients who know and need us but those who are getting to know us and Kentucky Homeplace for the first time. Often times I feel that there are families that simply fall between the cracks. There are households with multiple children and two working parents who are dollars above the income guidelines to get assistance. While both parents work they still struggle to make ends meet because they are so close to that qualifying income and still below poverty when considering the income in other areas. I have had the chance to work with many of these families who never knew about Kentucky Homeplace and assumed that the services were only for someone very deep in poverty or with no income at all.

I spoke with a lady whom I have never met in person. She was referred to me by DCBS in her county. She started the conversation with how she simply just knew she wouldn't get approved for anything but it was worth a shot. She said that she and her husband both work but she had recently had her hours cut. The cut was small and not enough to help them qualify for anything. It changed her paycheck by about 100 dollars a week. She spent 100.00 a week on groceries for her family and that was pushing a tight budget. She was unaware that P-EBT benefits were not all income based and was calling to see if I could help her sign up. She was approved and awarded 313.50 for each child in her home. In talking to her more I also found that her husband canceled their health insurance to try and recover some of those extra funds for the wages lost and they had been paying cash for doctors' appointments for the children and just hoped they wouldn't get sick. I talked to her about PE Medicaid. She had heard about it but again assumed they can't get anything else being only 148.00 dollars above the income limits.

I told her again that I want to help as much as possible and if she would like, I would be happy to apply for her family. Everyone was approved! They received food benefits as well as Medicaid benefits. She called back recently to ask if she needed to keep her P-EBT card and said that the benefits she received was amazing help for her and her family while she everyone is going through such a hard time. She wishes that the programs would raise the income limit slightly so that so many people can get the help they need but she is thankful to have a job and people who are willing to help.

I had a client that was referred to me by a hospital social worker. The client was an elderly, widowed female who had multiple chronic health issues and was recently placed on insulin. She had limited resources and per the referral and needed assistance getting the insulin and supplies. She reportedly had Medicare A and B coverage and no part D. After doing intake I found out she has prescription coverage she just didn't know it. Her husband was a Veteran with benefits and he left her with VA insurance and so she has prescription coverage. She has had it for 10 years and never realized it! We called and got the information to get the family

doctor – Her doctor has all the information needed to start having all of her insulin and her maintenance meds shipped to her home. As for looking at part D plans it would totally mess up her coverage with the military benefits. If I had not discovered she had insurance the medication would have cost her \$1,200 to get her medication upon discharge from the hospital.

In the beginning of the Presumptive Medicaid, I checked with clients that I knew didn't have any insurance. One person stood out that I recalled his story when he had come into the office several months before. He had become disabled and had to leave his job. Not eligible for Medicare yet he and his wife were struggling to cover all their medications. I had helped him access some of his medications through various programs, but that was only the tip of the iceberg, he needed to have a total knee replacement that was why he had to leave his job. I enrolled him immediately and he was approved. I explained the coverage of what we had been told and that I didn't know what it would actually cover but it was worth a shot and for him to call his doctor about the knee replacement.

Fast forward 90 days and the 3-month insurance was being extended so I called to inform him of his being extended to September 30th and he was ecstatic! He told me that his doctor had been able to get his surgery approved and he was doing great and would be able to continue with the post-surgery physical therapy now that it was being extended.

During the days of covid-19 and the unknown of the future, I have been able to assist several clients. One particular that touched me was a lady receiving treatment for cancer. She had several medical bills from her illness. Being on a fixed income makes it hard to pay bills, purchase medications and travel to and from the Dr. for treatments. I was able to apply her for Prescription assistance and get her meds at no cost. She was so thankful for the help and explained how the money used for expensive medication co-pays could now be used for travel expenses to her weekly doctor appointments.

While working from home during the COVID-19 pandemic, I have been really challenged to meet the needs of my clients. Medication applications take longer to get signed, programs for needed medical equipment have nothing to offer. But I have been able to meet each challenge given by my clients, by working with my community. I have been able to assist a client with a very much needed wheelchair simply by phoning into the local market place radio program. Contacting churches who have food baskets delivered to clients that have lost their jobs. Making sure all the legwork is done for assisting with medications by working closely with Physicians' offices. Completing PE Medicaid applications for client who have never been able to qualify for any type of insurance without having to pay high premiums.

Although there has been challenges, I have assisted clients with updated education on COVID -19, directed and scheduled appointments for sliding scale dental clinic, completed PE Medicaid applications and comforted worried elderly clients.

This quarter I have been working with a lady that is going through the process of buying a home with a local Housing Alliance. She has been a client of mine for several years. Her housing situation has always been up and down, she lives in government housing right now and is always struggling with her rent going up and down, because of her working hours. So, with this program and her income, she will have a set house payment that includes home owners insurance and taxes. We have had several FaceTime meetings with the Housing Counselor, she asked that I also be in the meeting because she was afraid she might not understand something that is being said. I received a call that she has been approved and is now ready to go through the credit counseling and debt management process, this will be a 6 months process and after she completes ½ of the class, then she can start to pick her floor plan and see her dream home being built. I will continue to work with her with all the paperwork and making sure she meets all her deadlines.

Working from home on services for my clients has made a difference in the day to day process. I have been working with clients to help get PE Medicaid, PEBT cards, stimulus payments and medications. Clients have a difficult time not being able to come to the office and have the face to face contact. This has been one of the things clients have expressed because it is difficult for them to understand and some need to have information read to them as they have problems with some of the information they receive. I have been working with clients for years and they seem to feel better knowing I am there for them. I have tried to make sure they know they can always call anytime to get the help they need. In these difficult times, it is more important that they have someone to contact when they need it.

During the Covid-19 virus I have had more calls from clients needing to just have someone to talk to because they are home and can't get out to visit with Family and Friends. They are scared to go shopping and unable to get out to eat with their loved ones. Talking with my clients they express that they are afraid of going to their doctors and getting sick. They have said it has been a comfort to them knowing they have a CCHW that has the same problems and they can talk to me and feel comfortable and will not be looked at as complaining. I explain we are all in this together and I am here for them for all their needs.

During the work from home due to the pandemic, some of the services and service areas were expanded. One of the services that we were able to help with was the P-EBT benefits for students who attended school that had to close down for the pandemic that had offered free and reduced lunch services. One of the family that I got to help assist with this service was experiencing a unique problem. They should have automatically received the card (due to the child having Medicaid benefits already) but the card never came. I helped the family investigate this problem and found that the card had been mailed to an old post office box that the family no longer had, the card had not been activated at that time, so I was able to help them get a new card sent to them at the correct address.

Recently I was able to assist a person that had called wanting to sign up for PE Medicaid- but did not qualify under the new eligibility requirements for the temporary Medicaid, but after speaking to them for a little bit,

that the reason they wanted the Medicaid was to cover an eye exam. I was able to get them set up with a free eye exam and let them select a pair of glasses to be mailed to them all for free.

This quarter I had a new client that is having a hard time getting glasses. She lives alone and has a hard time driving without glasses. She stated that she only drove when completely necessary because her vision is so bad. I was able to help her get a pair of glasses through a program we work close with and she was very happy. She called me back and stated that she was able to get out and enjoy life again.

This quarter I was able to help many families get the P-EBT benefit because their child had to do classes at home because of the pandemic. Every family was very happy to have the extra help with buying groceries to feed the children in the home when they were not able to go to school.

This quarter my main things accessed are for those that I have been able to get approved for the PE Medicaid, they have been so thankful to be able to go and get dental work done during this time. I have also been able to help a couple of clients get the medications that they would not have been able to afford. One was for a lady that had been having migraines and they had tried Emgality with her and it helped but she couldn't afford it, so I was able to access it.

I have been working with a client that is a truck driver and was laid off from his job during this Covid-19 Pandemic. He did not have any insurance and needed healthcare coverage. I signed him up on the PE Medicaid and he was able to go to the doctor. He is 35 and he was still wearing the same glasses he had in High School. They were a mess so he went to the doctor and had an eye exam. With his prescription, I was able to get him a new pair of eyeglasses through New Eyes. He was so happy to have new eyeglasses.

I had a client in need of medical supplies, she was not able to afford the supplies she needed after having a back surgery and being laid off of work due to the surgery. I was so happy I was able to get her so much stuff she needed and help her out with even some of the big items like a walker and shower chair. She was very thankful Kentucky Homeplace could help.

During Covid-19 pandemic, I have been getting adjusted to the "new normal" of working remotely. My clients are adjusting well. One client in particular that I have been able to help was needing glasses and also the Presumptive Eligibility Medicaid that is available right now to help him pay for prescriptions. He didn't have any insurance, and was in need of an eye exam and glasses.

The PE Medicaid allowed him to get an eye exam but, he wasn't able to afford his glasses. I mailed a stamped envelope to him. He then mailed his prescription from the eye doctor to me and I was able to apply for a voucher through New Eyes for the Needy.

After the approval, I was able to enter all his information and his glasses was mailed to his home. Without Kentucky Homeplace and the help we gave him, he otherwise would not have been able to get insurance that was much needed and get his glasses that help him in his everyday living.

I had been recently helping a client with eyeglasses and she called to let me know she had received them and they were working great for her. During the call, I asked if I could do our COVID-19 survey with her. During the survey, I realized she had many needs that I could help with. Her place of employment was closed due to someone having Covid-19 and everyone having to be under quarantine. She and her spouse did not know how they were going to be able to pay their bills or feed their family. I had a program at a local agency that I knew would be able to help them with rent or mortgage, electric, food vouchers, gas, etc. She said she had no idea there were programs out there to help like that. She said her and her husband had always worked and never received any help because they were always over the guidelines for everything. She asked if she could tell other people about the programs and I told her to have them give me a call. I received a few more calls from the same place of employment that she was at and I was able to help those people as well.

Since March 16, 2020 we have been working remotely from home during the pandemic. It has been a very different way of working, but I am just thankful that we were still able to assist our people. During these times of uncertainty, I have been reached by numerous of people from different parts of Kentucky needing assistance with all sorts of different things. The majority of new enrollments had reached out for assistance for PE Medicaid and for stimulus assistance. One of my new clients had called needing assistance with their PE Medicaid. They had recently been released from jail and was living in a sober living unit and needed PE Medicaid. After enrollment and applying for the PE Medicaid, I told them about other services I was able to assist with. They begin to tell me everything they needed assistance with and had no idea where to start. I completed their stimulus, assisted them in applying for snap benefits, assisted in applying for their Social Security card and directed them in applying for their ID so they could have it for their snap benefits. They were beyond relieved to have someone that could help them and get them back on their feet.

I have been working with a drug recovery center to help several clients in need of dentures, glasses, extraction, etc. These women have come from abusive situations in more than one way, whether it be domestic or substance. They are all very grateful for the help Kentucky Homeplace offers. As we are still currently working with these clients I do not have the end story, however I very much look forward to the success of each one as they graduate their recovery center.

Kentucky Homeplace Administration

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