

*UNIVERSITY OF KENTUCKY*

*Kentucky Homeplace*

October 1, 2023 – December 30, 2023

Quarterly Report



**Kentucky Homeplace at Natural Bridge State Park  
December 2023**

<http://www.kyruralhealth.org/homeplace>

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

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# Kentucky Homeplace

My Fellow Kentuckians:

Kentucky Homeplace (KHP) CHWs have been very busy working with their clients helping them address a variety of needs (see client encounters section for examples). For the fifth quarter in a row, KHP saw increases in the following: number of clients served, hours spent on care coordination, service value, other services accessed value, and a significant increase in the value of medication accessed (see page 15 for details). This continued upward trend depicts the obvious need for CHW's continued presence in our communities.

Kentucky Homeplace is currently fully staffed with 32 full-time Community Health Workers in the 32-county service area. Beginning in 2024 we are excited about the re-implementation of Chronic Disease Self-Management (CDSMP) workshops in many of our counties which will greatly benefit attendees. 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 October 1, 2023 – December 30, 2023, the CHWs provided services for 3,322 clients. CHWs logged 6,693.77 hours on care coordination activities with a service value of \$159,378.66. The amount of medication accessed was \$6,053,798.65 and other service values (not medications) accessed were \$1,007,225.29 for a combined total of \$7,061,023.94.

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 October - December. If you wish to have a printed copy, please call 1-855-859-2374 or email me at [mace.baker@uky.edu](mailto:mace.baker@uky.edu).

Sincerely,

*William Mace Baker*

William Mace Baker, RN

Director, Kentucky Homeplace Program



## Community Health Worker Spotlight



My name is Andrew Gallagher and I serve Clay and Surrounding counties. I have been with Kentucky Homeplace for five months. I have a special place in my heart for the elders in my community.



My name is Matt Hammons. I have been serving Whitley County with Kentucky Homeplace for 1 year and 4 months. I love to help people in my community. I am an honorary member of the Whitley County Senior Citizen Center.

# Program Activities

## Community Engagement Activities

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

Inter-agency meetings

Various advisory council meetings

Diabetic Shoe Clinic/Diabetic Support Groups

Various KYACHW sub-committee meetings

Various presentations to community organizations

Presented at the Kentucky Rural Health Association Conference

## Professional Development/CHW training

Kentucky Homeplace Database Training

Some CHWs attended KOCHW Regional Meetings

Kentucky Association of Community Health Workers quarterly meeting

Long-Term Care 101 Training

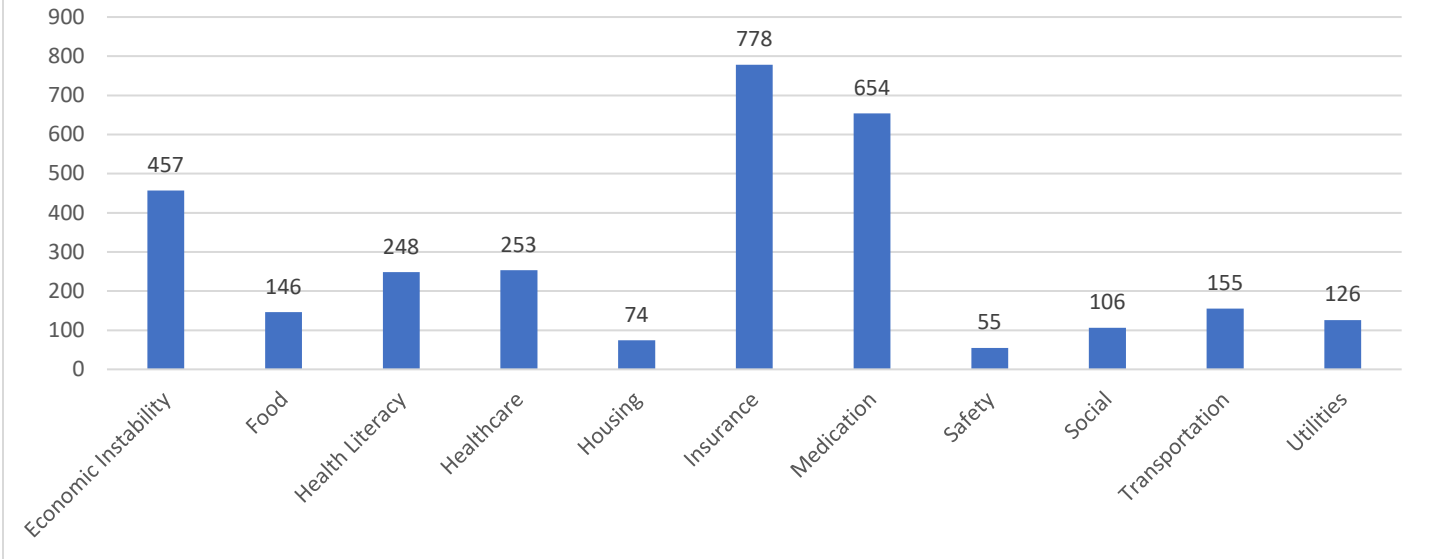
## Other News

Kentucky Homeplace has been selected to present at the National Rural Health Association Conference in New Orleans in May 2024 on their disaster relief efforts following the 2022 eastern Kentucky flooding

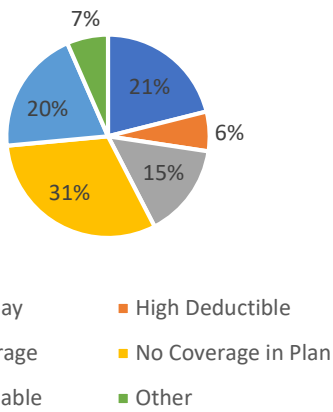
Kentucky Homeplace wishes PollyAnna Gilbert a happy retirement after 25 years with the program!



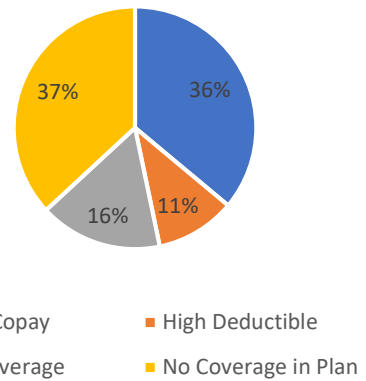
## Social Determinants of Health Barriers to Care 10/01/2023 - 12/31/2023



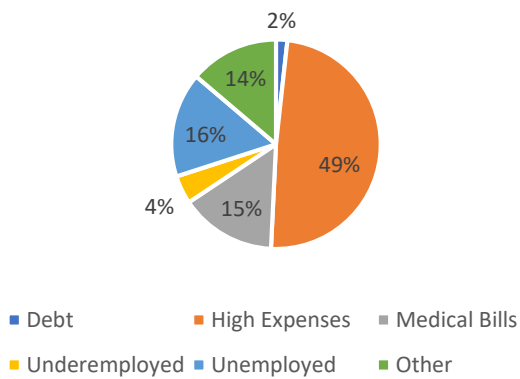
### Insurance



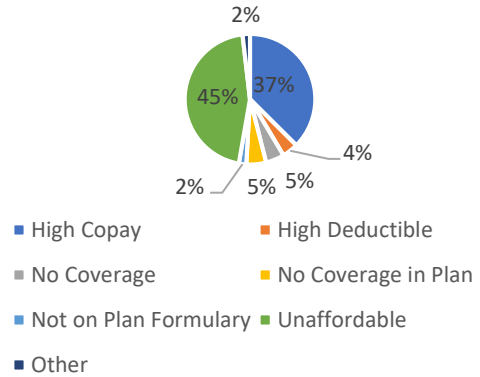
### Healthcare



### Economic Instability



### Medication

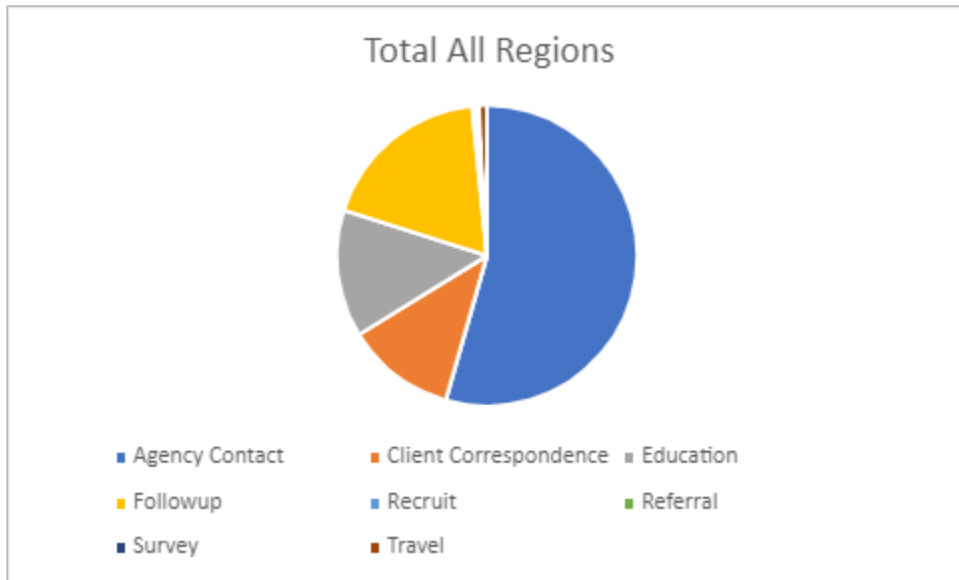


# Activity Summary

(Clients visited: 10/01/2023 – 12/31/2023)

Activity	CHW Hours
Agency Contact	3,645.87
Client Correspondence	789.78
Education	915.25
Followup	1,238.45
Recruit	18.42
Referral	8.00
Survey	23.83
Travel	57.17
<b>Grand Total:</b>	<b>6,693.77</b>

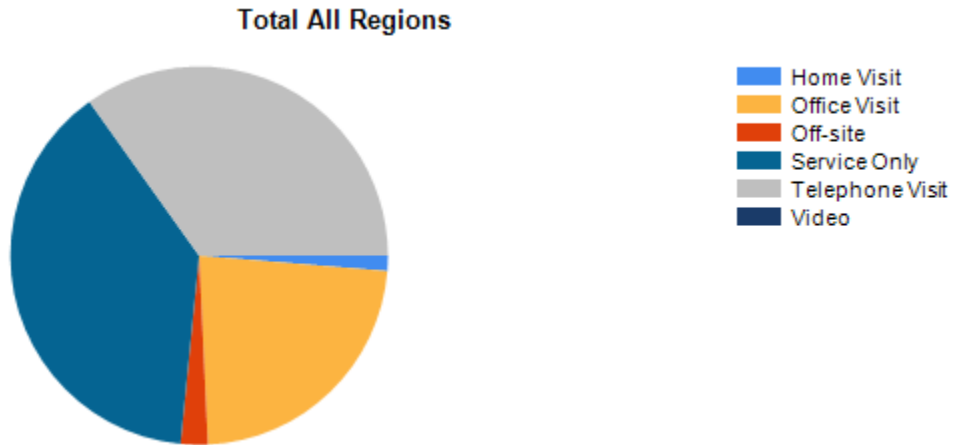
\*Total service value for 6,693.77 hours equals \$159,378.66



## Visit Summary

(Clients visited: 10/01/2023 – 12/31/2023)

Visit Type	Client Visits
Home Visit	122
Office Visit	2,163
Off-site	217
Service Only	3,636
Telephone Visit	3,282
Video	1
<b>Grand Total:</b>	<b>9,412</b>



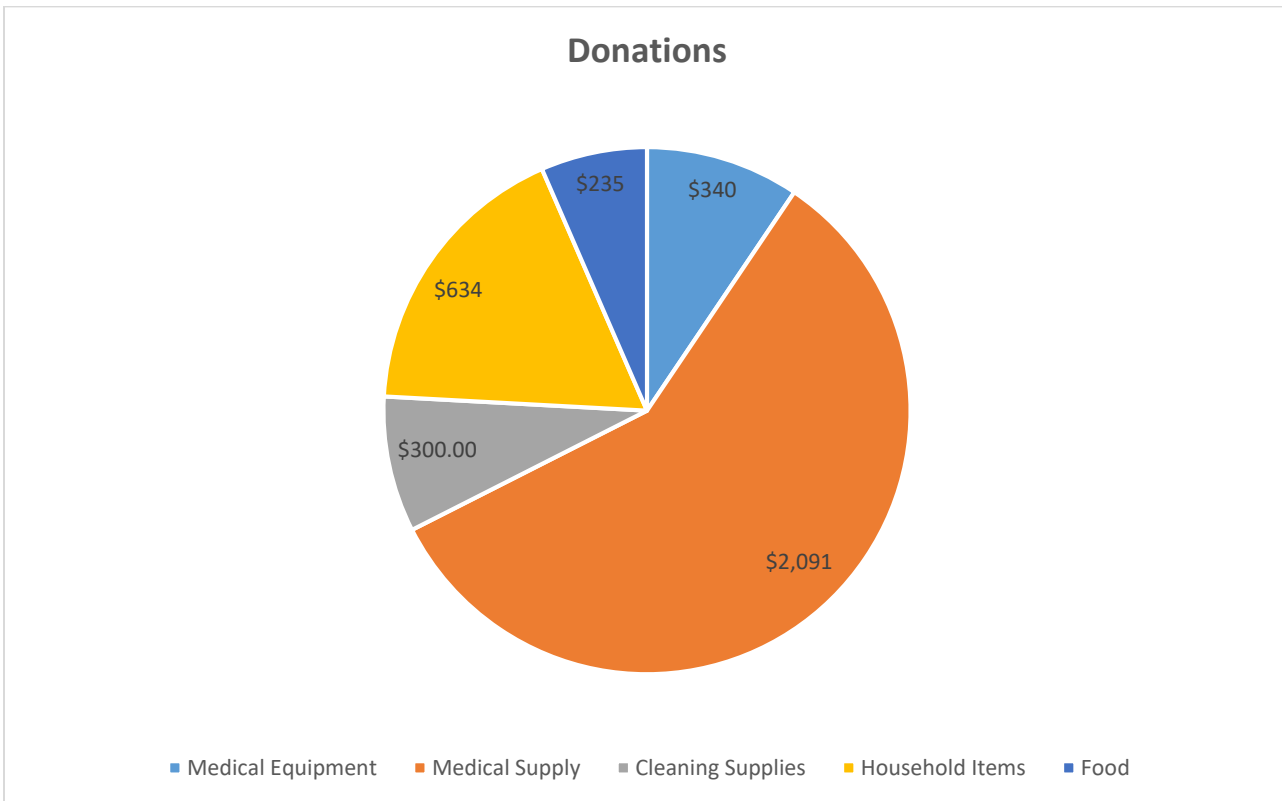
\* Service only involves any actions taken on behalf of the client while the client is not present



## Donations

(10/01/2023 – 12/31/23)

Category	Total
Medical Equipment	\$340
Medical Supply	\$2,091
Cleaning Supplies	\$300
Household Items	\$634
Food	\$235
<b>Grand Total</b>	<b>\$3,600</b>



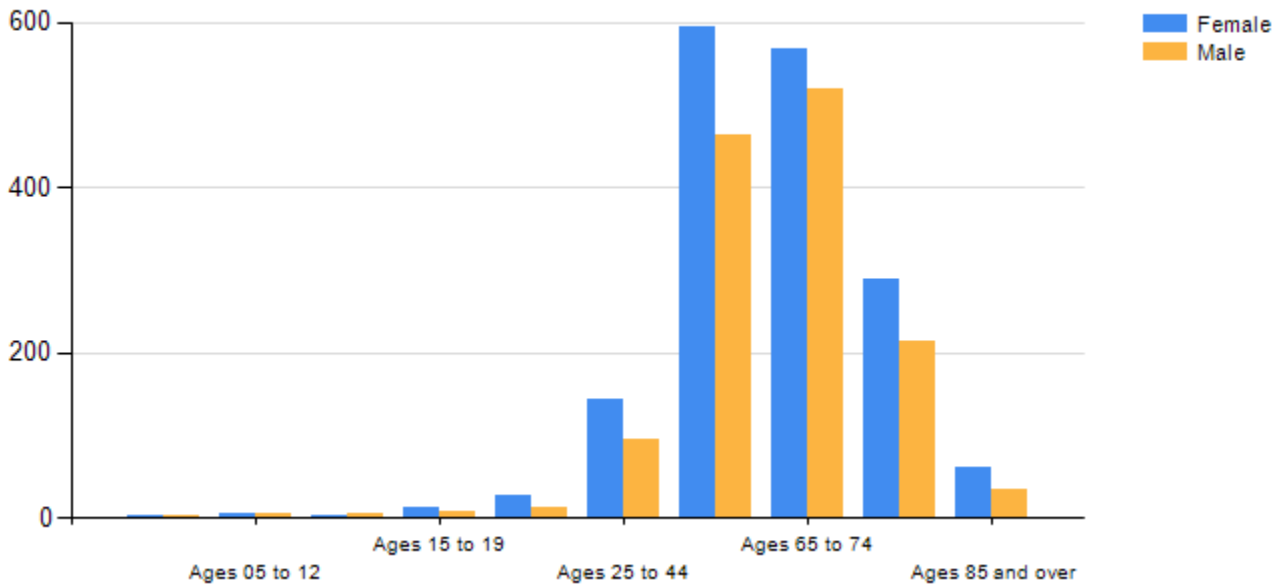
\*Kentucky Homeplace received donated medical equipment and supplies for redistribution to clients with a value of \$3,600.

## Age Gender Summary

(Clients visited: 10/01/2023 – 12/31/2023)

Age Group	Female	Male
Ages 00 to 04	2	2
Ages 05 to 12	6	6
Ages 13 to 14	1	4
Ages 15 to 19	11	7
Ages 20 to 24	26	13
Ages 25 to 44	142	95
Ages 45 to 64	593	463
Ages 65 to 74	567	520
Ages 75 to 84	289	214
Ages 85 and over	60	33

**Clients by Gender and Age Group**

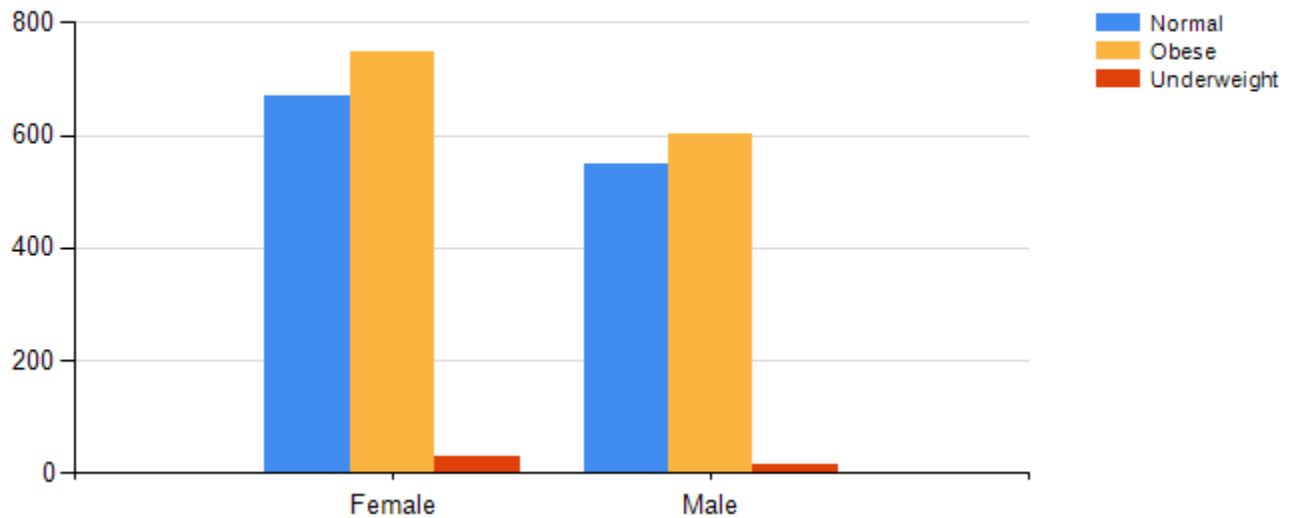


## BMI Category Summary

(Clients visited: 10/01/2023 – 12/31/2023)

Gender	BMI Category	Clients
Female	Normal	670
	Obese	748
	Underweight	28
	<b>Total:</b>	<b>1,446</b>
Male	Normal	547
	Obese	602
	Underweight	15
	<b>Total:</b>	<b>1,164</b>
<b>Grand Total:</b>		<b>2,610</b>

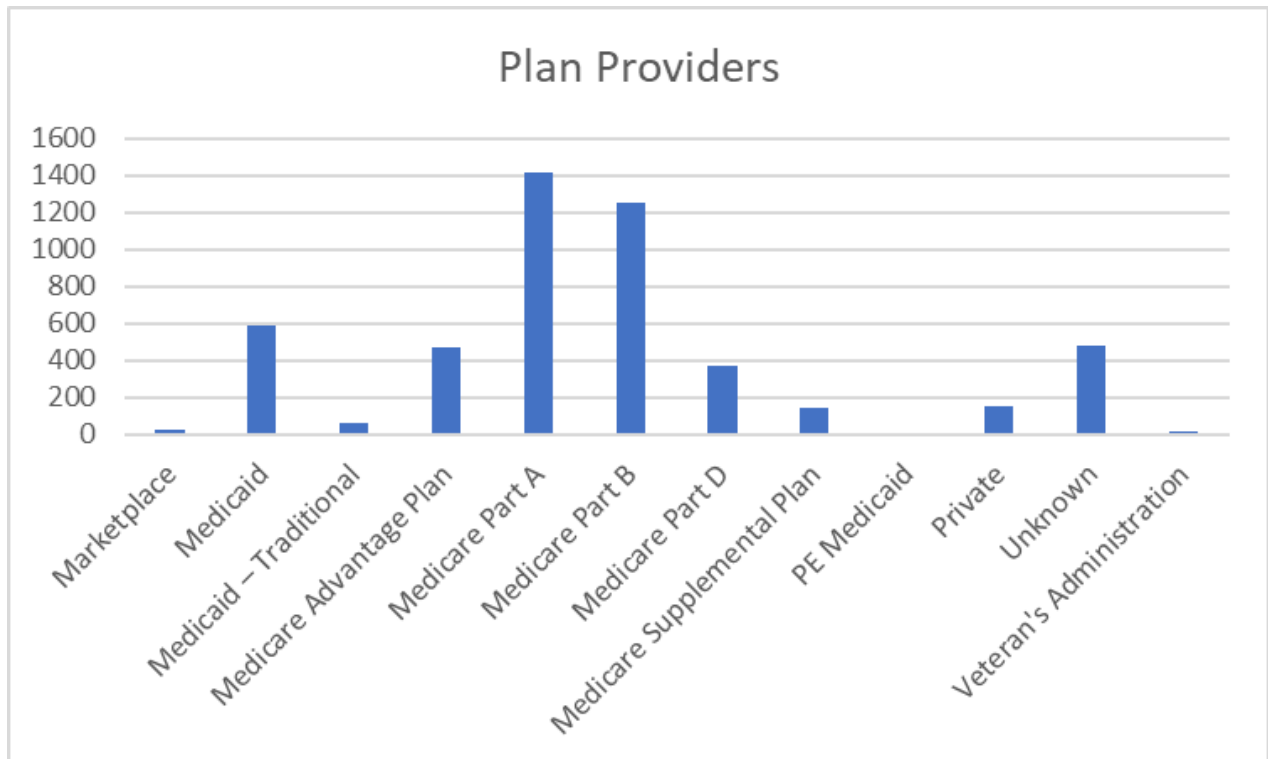
Client BMI Category by Gender



## Insurance Summary

(Clients visited: 10/01/2023 – 12/31/2023)

Plan Provider	Clients
Marketplace	27
Medicaid	585
Medicaid – Traditional	63
Medicare Advantage Plan	471
Medicare Part A	1,418
Medicare Part B	1,249
Medicare Part D	368
Medicare Supplemental Plan	141
PE Medicaid	8
Private	152
Unknown	482
Veteran’s Administration	13

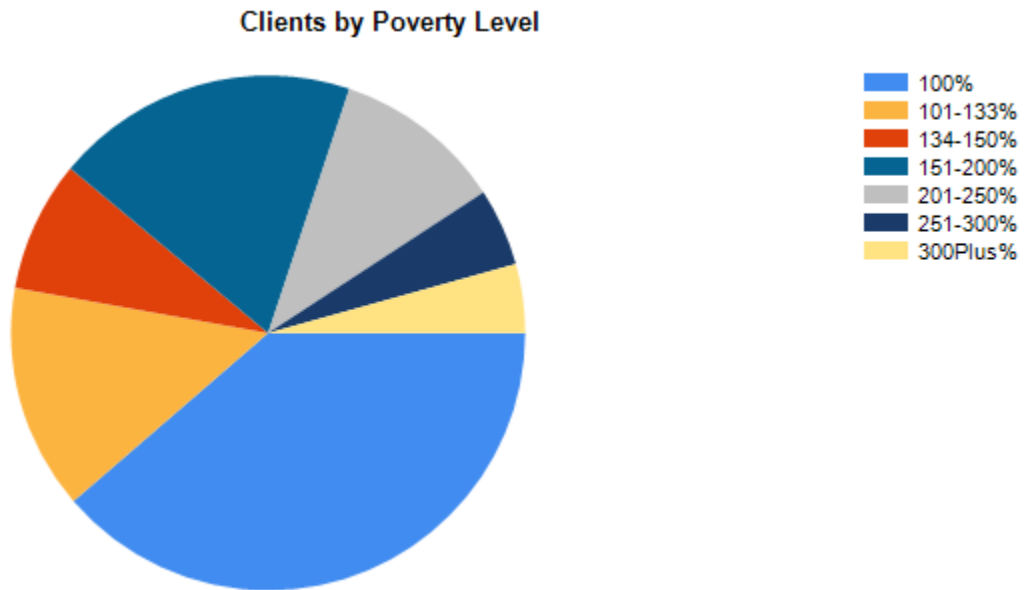


## Poverty Level Summary

(Clients visited: 10/01/2023 – 12/31/2023)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
<b>Clients</b>	1,181	432	251	583	326	149	132	<b>3,054</b>

\*2,447 clients served were at or below 200% of FPL



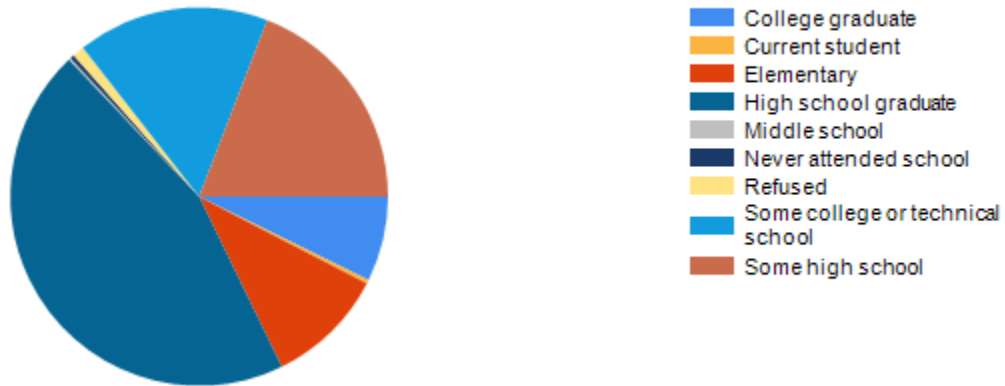
\*Grand total is unduplicated clients

## Education Level Summary

(Clients visited: 10/01/2023 – 12/31/2023)

Education Level	Clients
Never attended school	11
Elementary	311
Some high school	584
High school graduate	1,378
Some college or technical school	502
College Graduate	222
Refused	31
Underage	0
Current student	10
Middle school	5
<b>Grand Total:</b>	<b>3,054</b>

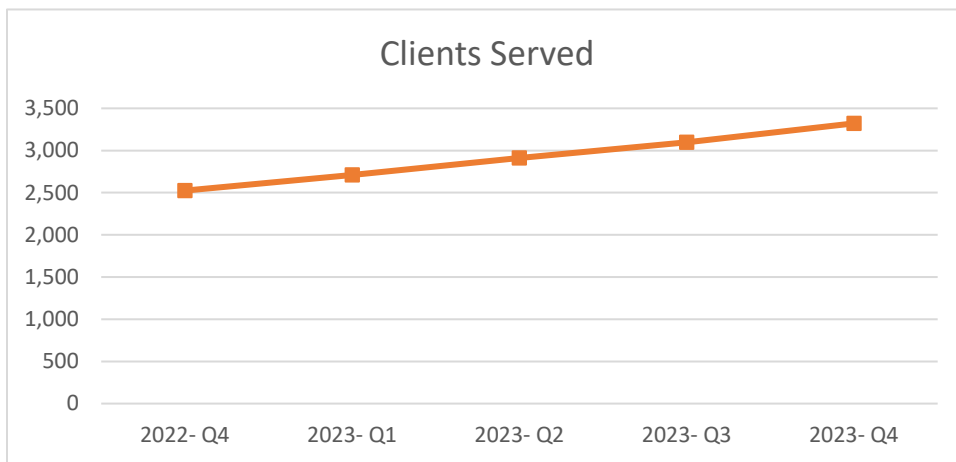
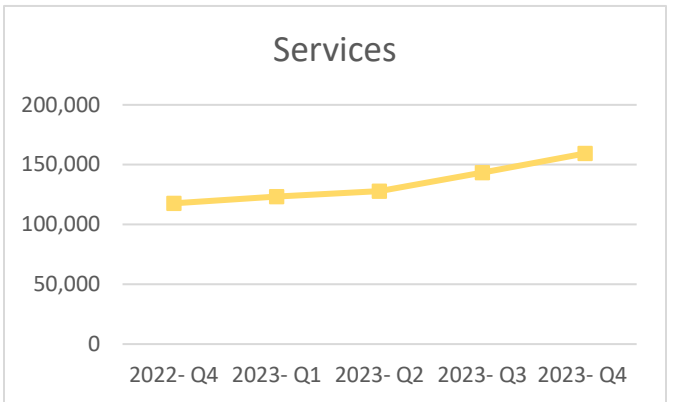
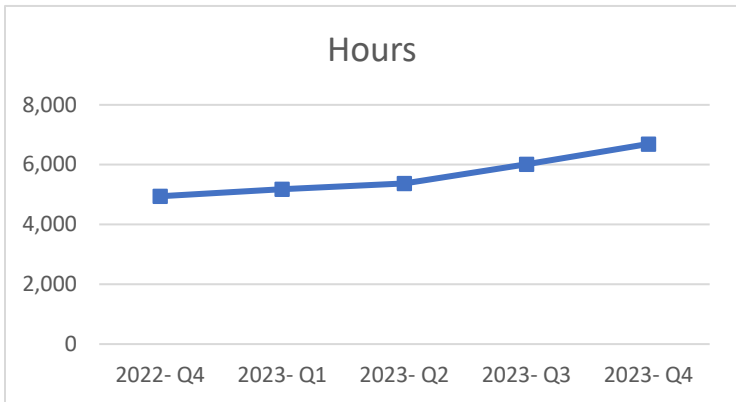
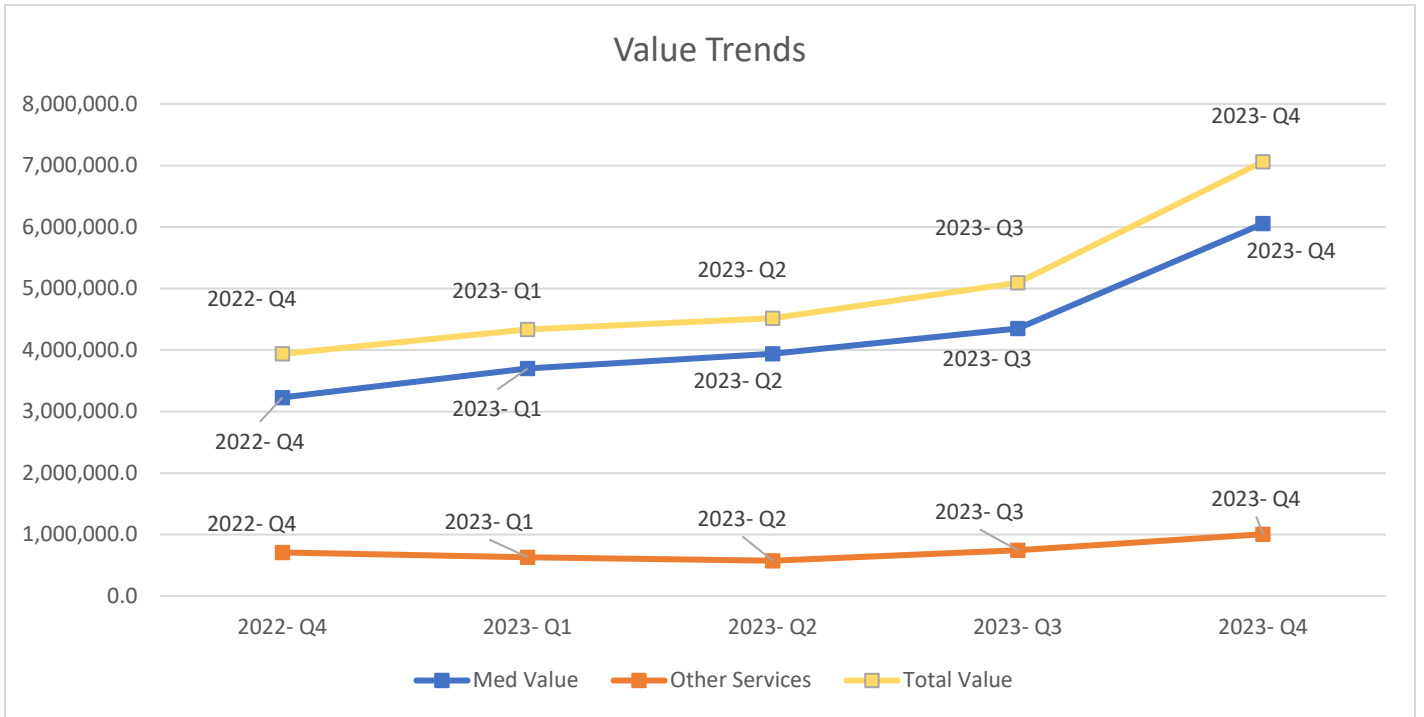
Total All Regions



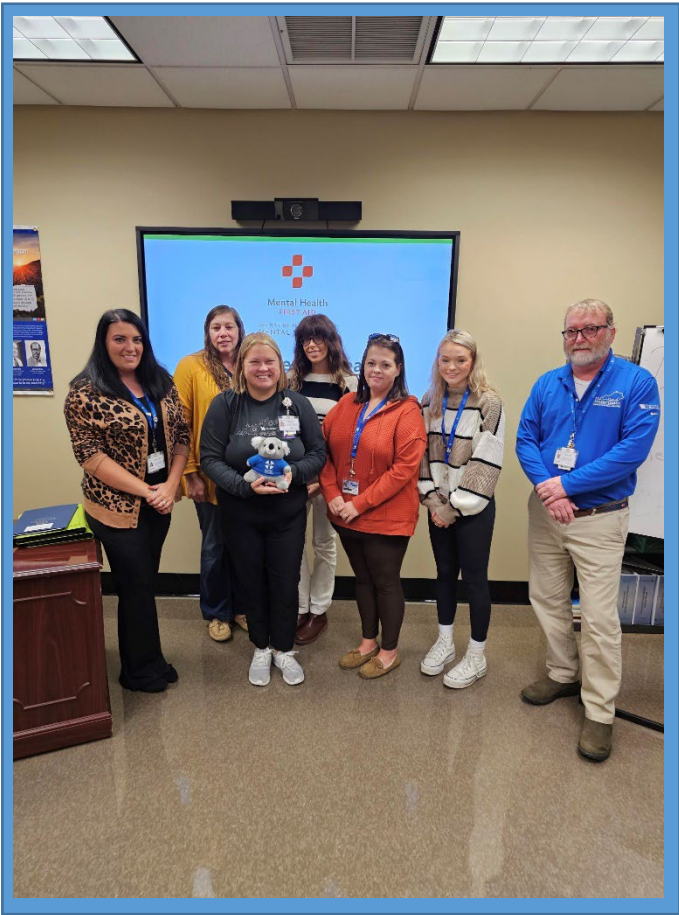
\*Grand total is unduplicated clients

# Data Trends

(10/01/2022 – 12/31/2023)



# Kentucky Homeplace CHWs



**Kentucky Homeplace CHWs, CERH Staff and CHW Tier-1 Training attendees complete Youth Mental Health First Aid Training.**

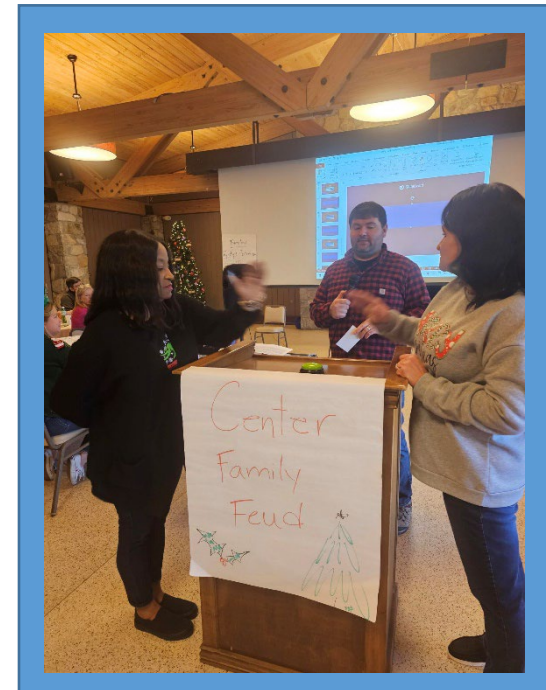


**Kentucky Homeplace November Staff Meeting**





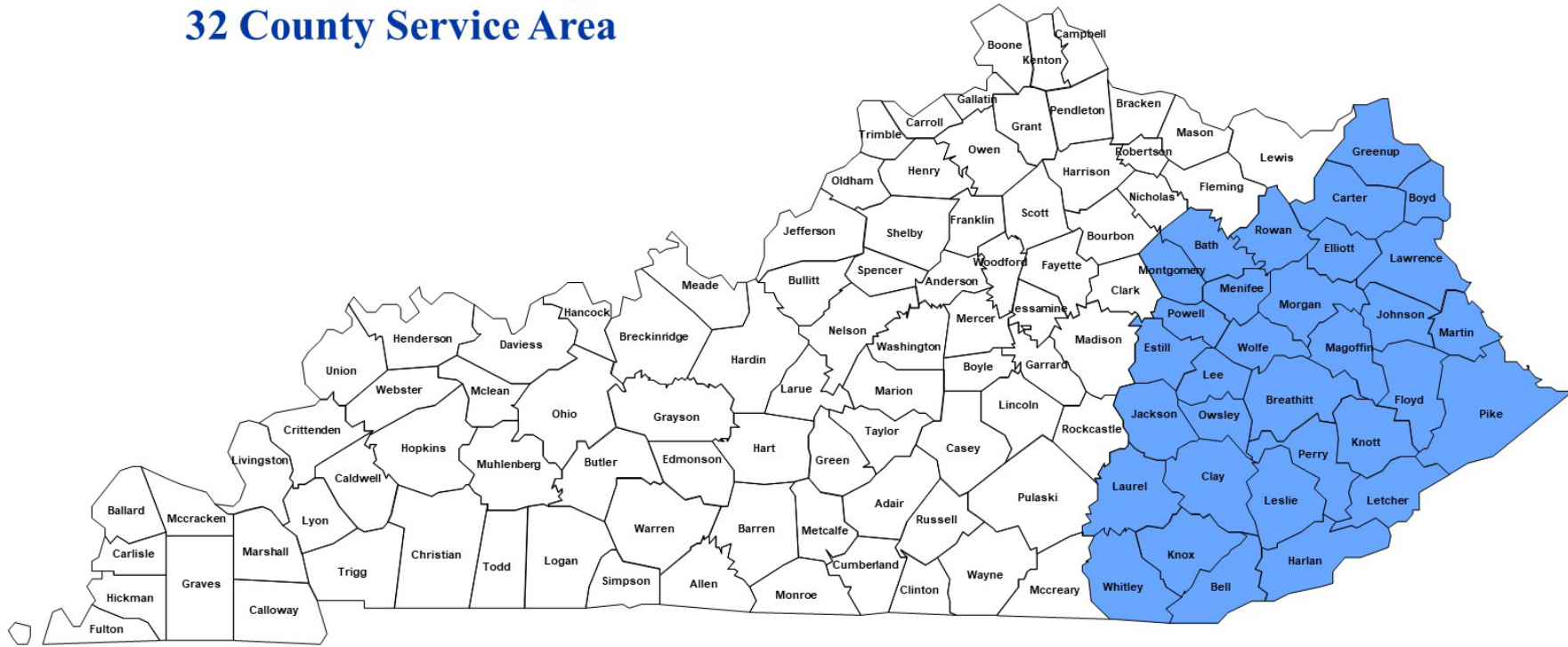
**Josh Adams, Kentucky Homeplace Rural Outreach Coordinator, and Jowana Jackson, CCHW- Laurel County, present on Appalachian Community Health Days at the Kentucky Rural Health Association Annual Conference.**



**Carole Frazier, CCHW- Perry County and Linda Colwell, CCHW- Leslie County, "feud" at the UK CERH annual Christmas party.**

# 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

One of the highlights of my year was a client who was referred to me by a physician's office who needed help with a diabetic foot exam and diabetic shoes that he needed to help his feet. He came in for his visit and as I began to do his enrollment. We carried on a conversation about him having no income. As we always do, I began to dig deeper and suggest a call to the Social Security Administration just to inquire about his status. The client stated he had worked and had paid in and had a sister who was inquiring about a lawyer and he had been dealing with a lawyer but didn't have the income to pay for services. He said if his sister and family didn't help him pay bills and take care of him he couldn't make it. My heart broke, as we waited on hold in hopes of hearing some good news! He stated he worked many years and had gotten so sick he just wasn't able to anymore. Turns out with a long extensive phone call to the SS Administration and me helping advocate and ask questions regarding his behalf. Put your seat belt on! He was eligible to draw \$1,315 a month from his Social Security that he had paid in from working all these years. He was also eligible to receive his Medicare A because he had worked enough quarters to be eligible to earn that for free. We discovered his part Medicare B he will need to sign up for from January to March. He did learn that he would pay a small penalty for due to his current age and not signing up when he turned 65. He said he was unaware, unfortunately. The client had Medicaid because he had no income so all this will transition. They made him aware that he needed to sign up for Part B in January-March 31<sup>st</sup> so he wouldn't miss open enrollment. Then I informed him we would need to pick a drug plan and I wanted to sign him up on Extra Help to see if he would qualify for maybe the 20% to be covered or even more to help him save money and still get the coverage he deserves. We ended the phone conversation with his appointment for the Social Security Admin to call him on a date and time for a phone interview to get the entire process started! They will make an application for retirement. He and I were both flabbergasted and speechless by what took place! It is so unfortunate that he will receive a 10% penalty which will be a \$31.00 fee for the rest of his lifespan over being misinformed about even knowing that he needed to sign up for Medicare at a specific time. He had been so sick, that he admitted maybe he got papers and just overlooked them. He was clueless, sad to say. This was the very first time as a CCHW that I have ever helped with this specific process, we both learned together. He is a success story that I will never forget about with my six-year journey as a CCHW at Kentucky Homeplace.

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I had a client who came in to see me because he had got his letter telling him he needed to reapply for his medication. I read his letter and told him we could reapply for both of his medications. He was already a step or two ahead of me and already had his doctor write him

out his prescription for one of them. He said, "I knew she took forever last time so I made her get me one while I was there." He kept talking while I went over his application and made sure everything looked okay, and he finally said. "You have saved me two thousand dollars since you started this for me." He had the biggest grin on his face, and that alone made all the calls and faxes worth every second.

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

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

---

A case manager from a local recovery center contacted me about a single woman who was in recovery and needed help providing Christmas for her 3 kids. She is employed and provides for her family, but has just enough income to make ends meet. The local mayor made a post on social media about providing Christmas for 300 kids this year, and to apply, you needed to send their information via email and they would contact you if the kids were selected. I emailed the mayor and 3 days later, I received an email saying the kids I recommended were selected and I was advised the day, time, and location the kids were to come pick up their Christmas

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

---

Another case manager from a recovery center contacted me about a client who needed glasses. He was working on getting his life back together and went to get his driver's license, but was turned away because he could not pass the vision test. He had no health insurance and he paid out of pocket for an eye exam in the amount of \$80, but when he looked at their glasses, they told him that his glasses would cost about \$500 because he had bifocals. When the client came into my office, the first thing I did was order him some free glasses using his recent prescription from his eye exam. The client had no income at the time but was currently looking for a job. He was almost 40 years old and had never been to the doctor as an adult and had no primary care provider. While in my office, I applied for Medicaid for him and got him approved so that I could schedule him a checkup with a doctor. He was so excited about being able to go to a doctor for a checkup and he made it clear that his health was now a priority to him because he had neglected his health for so long. My favorite part of the story is when his glasses arrived in the mail. He called about every other day checking to see if they had come in because he was excited for his new glasses and wanted to get his driver's license. The day they came in the mail, he came in the office to pick up. When he put his glasses on, he jumped because he could see so much better and didn't realize how bad his vision actually was; he was looking around the office and reading things that I had hung on the wall and he could see everything so well. He was so thankful for his free glasses and that I had cared enough to go the extra step to get things for him that he didn't ask for. He went to his checkup and really loved the doctor that I had sent him to. He followed up with me that he got a good report from his doctor, other than his cholesterol was a little high, but not high enough to start taking medicines for. I provided him with some healthy eating education to hopefully prevent him from having to take cholesterol medicine in the future.

---

I had a client that needed help with diabetes medication. She had good insurance but it denied coverage on this particular medication. She is in her mid-sixties and works full-time. When I saw her insurance cards she had Medicare Part B and was paying a monthly premium. She also has insurance from her job which was good. I asked her why she paid for Medicare

Part B when she had the other insurance. She told me her Medicare representative advised her to do so. I told her that she shouldn't have had to pay for that until she retired. She already had coverage. She couldn't even use it because she had employer insurance. We called Medicare and they advised her to cancel it until she was fully retired. Medicare told her that she shouldn't take it out until she retires. This saved her 164.90 a month. After that, I called her employer's insurance company. I ask for an appeal on her medication. They wanted the doctor's notes as to why she needed this medication along with test results. She got all of that from her doctor and sent it to her insurance company. The insurance company approved the medication for the client.

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A client's husband passed away and she got a property tax bill for her home that increased 500.00. She wanted to know if there was anything that she could do. Her spouse was disabled as was she and he was not having to pay property tax due to the Homestead Act. She was not aware of this. I made a call to the PVA office and they reviewed her information and they told me she did not have to pay anything. They put her on the Homestead program. It meant so much to her that she cried. This saved her 500.00 which she was very stressed over having to pay. She thanked me for listening to her and helping her.

---

I had an event a few months back, and one of the participants who attended was in very bad shape health-wise. It broke my heart to see such a wonderful soul in the shape they were in. It broke me even more that I did not realize their condition and had asked them to attend. I felt horrible! A few weeks later I went to visit this person, they had met me in the lobby of the facility they live in. I sat down with him and had a general conversation. Then I got down to take off their shoes for them to try on their new ones. They were a perfect fit and they were absolutely happy! I looked up at them, and they looked at me and said, 'You know for a world that is so cold and dark, having someone like you to help makes it a brighter place. My eyes whaled up with tears, but I fit them back. I smiled and replied its meeting people like you that makes my job even better. I went out to my vehicle and cried like a baby! This is the reason I love my job! Making a difference in someone's life!

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I received a call from a woman in one of my counties about her brother-in-law, whom she helps with all of his medical needs and transportation. She had heard about Kentucky Homeplace from a friend that I had recently helped with some of our programs. She explained her brother-in-law's situation, and we made him an appointment to come in and see me. Upon his coming into the office, I quickly realized that his needs were greater than what was explained to me on

the phone. He is in his late 50s, had been born prematurely, and had lived his whole life with many disabilities that caused a lot of difficulties with keeping employment to take care of himself over the years. He's had a tracheostomy since birth and explained that he had tried working many jobs but could not keep up because of his breathing and mobility problems due to other injuries to his back and shoulder over the years. He said he was lucky to have family support, or he could have never made it. After his parents and brother passed away, his sister-in-law continued to look after him. I helped him do his Medicaid renewal and uploaded all of the documents he needed to turn in for his case. When I realized he didn't have income, I asked him if he had ever tried signing up for disability. He said he had signed up he believed to be fifteen to sixteen times and been denied every time, and he didn't know why when all of his doctors said he should be eligible for it with no problem. He asked me if I would be willing to help him since he couldn't read or write, so we called the Social Security office and started the process completely over from the very beginning. I helped him gather all of his medical records from past hospitals and doctors, helped him create a Social Security account, and spent countless hours over several office visits and phone calls filling out his disability case. After a few months, this client walked into my office with a big smile on his face, excited to tell me that he had finally gotten approved for his disability and also received a back-payment check. He said it felt good to know he would be able to provide for himself finally. He said he could not have gotten it done without the help from Kentucky Homeplace. Since receiving his disability, he has been getting out of his home more, he has been happier, and thriving in life.

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Recently I met two clients, a husband and wife at a local food bank. I approached them and explained the services I provided or what I could aid them with. Both of them, just recently received their permanent residency here in the States, with no family or friends by their side. The following week, both clients presented to my office with needs, for information on how to obtain an updated ID since their residency status had changed, a Kentucky State Driver's License, questions regarding how to advance their education, need for employment, and assistance on completing a job application. I arranged appointments for clients to go to the local DMV to get updated IDs, I met clients at this appointment to help with the transition of IDs and communication barriers. While at this appointment, clients actually signed up to take their Driving Permit test, which both passed. At this time, one client has moved on and completed his road skills test, has passed, and has his Kentucky State Driver's License. I was able to work with an outside facility to sign both clients up to take part in a SRNA class at a local nursing home. While working on the written and skills part of this class, both clients were offered a position as a Courtesy Aide until they took their state board test. Since then both clients have taken their Kentucky SRNA board test and are now Certified Nursing Aids.

Kentucky Homeplace was able to assist in a two-day hearing clinic, where twenty-plus individuals attended each day. The attendees received new hearing aids or their current ones repaired. The gratitude expressed by each individual was such a blessing to see. These individuals are on fixed incomes with no coverage for hearing aids through insurance. Clinics like this are the only way for some of these individuals to communicate with others. The confidence was shown through the smiles as they were able to hear after the repairs or the brand new hearing aid. To see the expressions and tears flow when someone can hear others is why being a community health worker is the most rewarding profession.

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A gentleman called Kentucky Homeplace for assistance. He recently was in a freak accident where wind blew him off a building. His injuries to his back and neck made his ability to stand alone nearly impossible. Everyday task such as taking a shower was a risk. After assessing his needs, I was able through local charities and resources provide him with a shower chair, a walker with a seat, and a cane. I assisted him with the heating assistance process through a local community action agency where he received enough money through a voucher to pay his electric bill for the month.

He and his wife were so grateful for all Kentucky Homeplace was able to provide for their family.

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I had a client who was in dire need of a wheelchair and needed it immediately. The client lived away from me and I was able to coordinate with other CHW workers to get the wheelchair to him the next day. The client was thrilled with how quickly we were able to get that done for him.

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I had a client who came in and wanted to get help to stop smoking. I was able to give the client literature about stopping smoking. Then we sat down and figured out her insurance and what it would take to set up a Dr's appointment. I was able to help her get the Nicotine gum. Upon trying to get her medicine her insurance wouldn't go through so she came back in and I called DCBS and we got her medical straightened out. The client was able to get her medication and her medical was renewed.

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This quarter I was able to work with several different agencies to assist a client with a very high electric and phone bill. The client's husband had got hurt on the job and was unable to work and had not yet been approved for disability social security. The family of four didn't know where to turn. I started by getting her enrolled and making countless phone calls to find help with the household bills. After applying for Medicaid and SNAP, I also called a local church that



was more than happy to assist this family. I also helped find work for the spouse. Working together we were able to help this family get back on their feet.

-I have had several calls this quarter for food assistance. Luckily my area has several churches that are more than happy to help with food. I was able to call and set up several deliveries that helped these families have a nice Thanksgiving.

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This client had originally enrolled in the program seeking assistance with issues that have arisen with their monthly Social Security disbursement. The Social Security Administration claims the client had neglected to notify them of the property owned; however, the client insists they had informed the SSA of the property years ago. The client had already had a face-to-face meeting with SSA before meeting with me and was told there was going to be a significant drop in monthly benefits due to the property issue. When the client enrolled, they brought all notices and written information they had regarding the SSA case which proved to be very helpful. When the client enrolled they were facing eviction which I was able to get put on hold while their SSA case was straightened out. Additionally, I was able to sign the client up for free internet and phone as well as health insurance, SNAP, and made dental, eye, and hearing exam appointments for possible dentures, glasses, and hearing aids.

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This client had originally enrolled in the program (with their POA) seeking assistance with obtaining new windows through any program they may qualify for. The client has severe breathing issues which require constant use of portable oxygen and the drafts from the cracked window frames make it even more difficult to breathe. The client had been hospitalized for 3 months due to mini-stroke and on the day of discharge from the rehabilitation hospital, tested positive for COVID-19 and was hospitalized for an additional 7 days. COVID has caused the client's difficulty breathing to worsen, making the need for properly sealed/winterized windows a necessity. I have been gathering the necessary applications for the client and will be meeting with them and their POA after the holiday break to go over the process and steps to be taken. While enrolling the client into the program, the client's POA mentioned some of the client's prescription costs are unaffordable but necessary so the family takes turns paying for them. After hearing this, I offered to fill out applications for prescription assistance programs for Trilogy and Januvia. They both agreed that would be very helpful and much needed. I am in the process of completing applications for both medications and hope to have approval within a few weeks. Additionally, the client's POA will be giving me the client's eyeglasses prescription so that they may receive a pair of glasses through New Eyes. This is an example of adding benefits for the client throughout the enrollment process based on information received through casual conversation during enrollment.

This quarter there has been a lot of food given out. During this holiday season, we have given out several food boxes for Thanksgiving. One particular box was given to an elderly client who was so grateful that she cried and said that no one had ever done something like that for her. Of all the boxes given out, I will surely remember hers.

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A client who has been struggling with Ozempic was enrolled in the drug assistance program however when his shipment arrived at his PCP office it was sent back to the company. We had to make several calls but were able to get a voucher from the company for him to take to a pharmacy of his choice to use until they could ship his medication again. This posed problems when none of the pharmacies had Ozempic in stock. After calling several pharmacies I was able to locate one that had only one box of Ozempic in stock. He was able to head that way to pick it up immediately.

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A client came to me needing help with her re-enrollment for government assistance. She had missed the deadline and they had cut off her benefits. We were able to make the call to get her application started again and ultimately get her set back up for the new year to resume benefits. She was very grateful that this was a burden lifted off her shoulders during the holidays.

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While conducting a meet and greet at a local low-income housing unit; a lady came to me requesting help with her health insurance. She had lost her health insurance and was denied coverage due to various reasons and was very stressed as she was trying to take care of her ailing mother. I was able to create an account for her, submitted all requested documents, and completed her application. The application was a success and she was approved for health insurance and food benefits.

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A new client called requesting help with a prescription assistance application. Her primary doctor has stopped completing the applications for patients and referred her to Kentucky Homeplace. This lady was in tears as she didn't know much about computers or where to turn for help. I enrolled her in our program and completed the prescription application and she was approved for her medication.

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I had a client come into the office to get help with medicines. After talking to the client, I discovered that she needed glasses too. After getting her the paperwork for her medicines, I

was able to process the application for glasses and received the approval for her that day. She was able to get her eyes examined and glasses within a few weeks of coming to see me and was very happy. She took the paperwork to the doctor and was able to get her medicine in the same amount of time. She discussed with me that she was having to choose between her medicine and her food. I was able to inform her of the food bank in her area.

-I had a client come in to see me because his glasses got broken and his insurance would not pay for a new pair. He was taking classes and needed glasses to work on his classes. I was able to get him a new pair of glasses and he was able to get caught up on his class work. He called to thank Kentucky Homeplace for being able to get him the glasses quickly.

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An elderly lady called me about getting assistance with glasses, due to the fact the eye doctor wants \$450.00 for the glasses. She was on a fixed income and was not able to drive and I was able to help her with the cost of the glasses through an assistance program. She was very grateful for the help.

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An elderly person came to the office needing assistance with medication due to the fact the co-payment was too much and being low income, they were having to decide between medication, rent, or food. The medication was necessary due to the client's health condition. I was able to help them access the medication for free.

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My client came in to check on purchasing an insurance plan for herself and her husband. She had lost her Medicaid coverage during the Medicaid unwinding and being over income for the program. I was added as her Kynector on her case and we began. Upon reviewing the information, we discovered that the household income wasn't correct. Her income was still being reported from her previous employer whom she hadn't worked for since 2022. We went through the process of getting her letter of termination from the employer and uploaded it into the system. Once that was uploaded and eligibility was re-run, and both she and her husband were still eligible for Medicaid. She and her husband can now go to the doctor without the fear of an outlandish bill.

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My client and her husband moved to Kentucky from upstate New York and weren't familiar with any programs in Kentucky. They chose to move to Kentucky due to being centrally located between their two children. She only had Medicare Part A and was interested in obtaining Medicare Part B. I explained that she could only enroll in Medicare Part B in the time period of January 1<sup>st</sup> through March 31<sup>st</sup> and she may be penalized for "not having coverage". I

explained that if she had had adequate coverage from the time she enrolled in Medicare Part A until she got enrolled in Part B, that it would lessen the penalty. I printed off the form for her to document the coverage that she had since retiring from her job. They had Cobra insurance until they moved which wasn't transferable out of state, so she lost it. She plans on seeing me in January to apply for Medicare Part B and bring in the information about her coverage that she had to send in with the application. I also advised her of 340B pharmacies in the area where she could get a lower cost on her medication if she has a provider at one of the facilities and the Kroger Rx savings club.

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I have been working with a gentleman, who was having a difficult time getting his diabetes in control. During the past month, he came in and told me his A1C had gone from 10 to 5.4. He had been doing without his insulin and after I was able to get his insulin regularly, he lost weight, and his A1C is so much better and he has more energy.

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I have been able to assist clients with getting COVID test kits in the past couple of months. This has been a big help to them. To be able to self-test before they go out and interact with others. The clients have told me several times how much KY Homeplace has helped them and that without the help, they wouldn't know what to do.

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A client came in one day with a dilemma. She had been scheduled for surgery in Lexington. The client had no transportation and nobody who could drive them up for the appointment. They had checked with a local transportation company and had been quoted \$120 to take them to the appointment (and it would be another \$120 for the return trip once that was scheduled). However, by the time they had looked into this option, it was too late to schedule an appointment (72 hrs. notice must be provided before they can arrange transportation) She wouldn't know the time of her surgery until the day before she needed to be there and had only found out the day prior that they were going to get her in for surgery. I helped her look at her insurance and noticed that she had a D-SNP Medicare Advantage plan. So, we called her insurance and they confirmed that they offer 24 one-way trips to their members and because she had the Medicare/Medicaid level the distance of each trip was up to 150 miles. Then we called the scheduling department at the hospital and explained that we needed to know at least a general time to arrive so we could schedule transportation, and get the exact address of where she needed to be dropped off. The next issue was that from the client's home to the hospital was 156 miles. So, we needed to find a closer location for pick up, so we found a local

clinic that she could get to easily to use as her pick up address and were successfully able to get her transportation arranged.

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A client came in who was having issues with their Medicaid, they had received a notice saying that at the end of the month, their Medicaid coverage would end and that they qualified for APTC. The client is a full-time student and works 20 hrs. a week, I verified that their income was well within the state's income guidelines. I found out that the state still had a prior source of income listed and that when the client had called the state office, they had accidentally reported their income incorrectly, triggering the Medicaid to end and offer the APTC. Went in to remove the former income, and fixed the income she currently gets to the correct amount. Uploaded several proofs of income. I called the DCBS office to have the case re-processed and approval for Medicaid is pending verification from the prior employer stating that the client is no longer employed and verifying the last date of employment with them. I called the payroll clerk at the former place of employment and asked if they were able to prepare a letter showing the last date of employment and that the client was no longer on the payroll, they agreed and faxed it to my office, and then uploaded the letter for DCBS to process and approve.

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Being a community health worker requires a lot of training and knowledge in order to serve the people living within our individual communities. While there are many traits that one must possess in order to be a successful Community Health Worker, I've found that patience and willingness to take the time to help are some of the most important ones and what means the most for the people I serve in my county. We just wrapped up open enrollment period for Medicare, and I've been blessed to have so many people walk through my door during that time frame that I've been able to help. Open enrollment period is overwhelming for a community health worker, and it is even more overwhelming for the older people in my community that get solicited in every way possible to change their MCO. If it's not constant advertisements on the radio and television, then it's the abundance of mail they receive daily. I had a husband and wife come into my office begging me for help. When I asked what was going on, the lady put a huge plastic grocery bag on my desk and said that they were so confused, that they had no idea what it was or if it was even important. I went through so much mail that day, and after explaining what everything was they were still going to receive similar things until the open enrollment period was over. They left my office that day continuously thanking me for giving them peace of mind and after that initial visit, they came back to my office twice with more mail. Clarification and taking the time with someone has a huge impact on an individual and because I did that with those two people, I was able to give them peace of mind and sometimes that is all someone needs.

There was a little lady that I got the honor of getting to meet several weeks ago. She came in for Medicare open enrollment. She wasn't happy with her MCO because of all the medications she is prescribed. Once I began creating her an online Medicare account to see what she currently had and what different MCOs were available to her, I found that the Medicare card she provided me was an old one that had her social security number on it. I contacted the Social Security Administration and was able to request an updated card for her- she had no idea that she should have had a new one. They provided me with her updated number over the phone and I was able to proceed with creating her account and reviewing plans with her. She chose a plan that was more suitable for her needs and one that provided extra benefits such as money to help pay for groceries monthly, over the counter items as well as money to apply towards her utilities. She had no idea that these extras were available to her, and what stands out most to me about this particular encounter is that once we had completed the application for what she had chosen, she looked at me and said this is going to be such a great help to me, I'll be able to buy little extra things for my grandchildren now. That warmed my heart. So many people are so selfless, and being able to help those people makes my job worth it.

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This was one of the first clients that I inherited from a previous CHW's client file in my office. She brought her elderly mother into my office in September to renew her services with Homeplace. After we went through the renewal process, I made her an appointment with our local dentist to get fitted for a partial and caps on her teeth. She has been unable to find one that will accept her insurance. I also made her a referral for diabetic shoes. She had not had a new pair in several years. The day before my shoe day I called the client to confirm she was coming, and she said she was. She said that the dentist had called her as well and was able to get her in on the same day as my shoe day due to a cancellation. She went to her dental appointment before attending my shoe day. I greeted her with a smile before she was fitted for her shoes, and she said the dentist referred her to an oral surgeon based on what her jaw looked like in the x-rays. While she was with me at the event the oral surgeon called her wanting her to come in the same day for an appointment. She agreed and went to the appointment. I texted her after to check and see how she was doing. The oral surgeon immediately referred her to a specialist, and she is currently waiting for biopsy results before surgery is scheduled this year. I have been keeping contact with her throughout this process.

I received a referral from a local agency for a lady who had no health insurance. She needed some preventive cancer screenings done. She was pretty far past due because she lost her insurance when her husband became self-employed. They had checked insurance quotes, but unfortunately, everything was unaffordable for them. She said she had been pretty concerned about it because of her family history of cancer and because she had past scares of her own. A program immediately came to mind, and I already knew where I could send her. We completed the forms and sent them over, and we had her set up for a mammogram and colonoscopy at no cost to her. During her office visit, I was able to give her resources for free clinics for other healthcare needs and explain other programs that I thought could be beneficial to her and her husband.

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The last 2 months have kind of been a whirlwind with one of my clients. She originally called me needing help getting a refrigerator, she had been without one for about two months. We talked on the phone some and she explained that she was a client of the former CHW that worked here. I made her an appointment to come in and see me. When she came in I found that she had several needs not just a refrigerator, she is diabetic, has renal failure, was very unsteady on her feet, had fallen several times, and was struggling to keep food in the house. She had been to the hospital several times due to her sugar and being found unresponsive by her son who also lives with her permanently. I assured her that I would do my best to help her. After she left my office I contacted several places to find her a used refrigerator. I was having no luck, so I decided I would call Lowes and see what they could do or if they could help in any way. I talked to one of the managers and discussed my client and all of her needs and problems. He asked me to send him a letter on a letterhead. I wrote the letter and I emailed it to the manager. It took a few days but he responded and said that they would donate a new refrigerator to my client and that they would also deliver it and set it up for her. When I contacted my client, she was so happy. Lowes delivered her new refrigerator and I helped her get food from the food pantries to fill it up. She was very thankful to have all of this and we got it all right before Thanksgiving. Unfortunately, the Friday after Thanksgiving her home caught on fire in the night, thankfully she and her son were able to get out but the home was destroyed along with their building and, their vehicles that were parked next to the porch. There was no insurance on the home or vehicles at the time of the fire. When I returned to work that following Monday, I found out about the fire and the client needed help getting her medications due to losing them in the fire. We started by calling the doctor's offices and then the pharmacies. We were able to get all of her medications refilled and I talked with the Red Cross who had given her a few nights in a hotel. My client and her son have no family that they can stay with, or no one who can or will help them. My client ended up back in the hospital due to her glucose levels, her son found an old friend that he could go stay with for the time being. While my client was at the hospital I was in touch with the case worker there. We

worked together and got her applications for the homeless shelter and the housing authority filled out and I turned them in. The homeless shelter had 1 room that she could stay in for 30 days. Currently, my client is staying at the homeless shelter. I have been working with her to find housing, I got her some clothing, and toiletries, and gave her a new glucose machine so that she could keep track of her glucose levels. We are still trying to find her a place to live and we are working on that every day, we have filled out several different housing applications but everyone currently has a wait list and the cost to rent here in is too high for her to be able to afford it. She only has her SSI coming in each month and her son does not work. She calls me several times a day and stops in to see me and talk once or twice a day. She is struggling, she has been through a lot and just needs someone to talk to sometimes. She was able to get a car; her brother did help her so that she would at least have some form of transportation. We will continue looking for housing and stay in contact with all of the low-income apartment complexes and also with HUD.

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I have a client who was referred to me by a recovery center. She needed help with getting affordable dentures. I made her an appointment and she came to see me. We filled out her denture application and I sent her over to talk the manager at a free clinic that does some dental work. The manager was able to help her and we got her dentures. She was very thankful. She called me a few days later and asked if she could come see me, she lives in a sober living house just across the street from my office, and I told her that she was always welcome to come see me. She came in that day and we started talking. She told me her story, she had only been out of prison for about three weeks. She told me that she had a five-year-old son who had passed away due to brain cancer. She told me about staying at Markey Cancer Center with him and as she was crying she started telling me about how he loved to play basketball and how she missed him so much. She told me that after he passed she turned to alcohol to ease the pain, then on to harder drugs. She said that she would start drinking and smoking as soon as she would wake up every day. She spent five years in prison. She does have a support system from her daughter and her other son. They are helping her pay her rent, and food until she gets her first paycheck. She had just started working at a local fast food restaurant. She did ask if I could help get her some black pants and socks for work, she also needed some personal hygiene products. I gave her the personal hygiene items along with some snacks that I had in the office. I later found her some pants and socks which she was very happy to get. She was wearing the same pair every day. She will call me from time to time to see if I have any cleaning supplies, food, or personal hygiene items. She will walk over and see me just to chit-chat. She is doing wonderful and gives all her thanks to God for her recovery and for her being where she is today. She has been through a lot but always seems to find a smile and every time I see her she ends her conversation with whomever she is talking to -God Bless you, God is Good! She is a strong



woman and has so much potential, I am excited to be working with her and to follow her journey from here on out.

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This quarter I have assisted several clients in obtaining a Qualified Health Plan. These clients had been insured through Medicaid, but no longer qualify and had no insurance coverage. The most expensive plan that these clients had to choose was \$24 per month. These clients were so confused when they came to us just trying to figure out what these plans cover. It was very satisfying to be able to assist them with finding coverage.

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I had a gentleman come in who was in desperate need of assistance with some medications. He has no insurance and was also just above the income level for Medicaid. His health is very bad and yet he is still trying to work. I was able to assist him in getting several medications and also Boost high protein because his protein levels were terribly low. He felt so fortunate to have found him and I/we were so happy to be able to help him.

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During this past quarter, I was able to assist a client in obtaining an electrical porch lift. This was possible by gaining information about resources my client was entitled to, along with advocates that work at this facility that would help my client in gaining items needed. I then provided that information to my client directly. My client was so happy, we are now working on additional things needed for his home.

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During this past quarter, I was able to get a temporary ramp for a client in need. This client's current small ramp in place had a piece of broken wood making it difficult for the client to leave her home. I was able to get the temporary ramp through an agency that loans them out. I was then able to deliver the ramp as well. Hopefully, during this loan period, we will be able to find resources to fix or replace the client's broken ramp.

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I had a lady come into my office first thing one morning at 8:15 AM. This lady was in distress and needed help finding a safe house or just a safe place to go. As she came into my office I could tell she had been through a lot, she was scared, cold and hungry. I asked her if it was ok if I locked the main door since my office is located toward the back of the building. She replied with "Please". We sat down and she started telling me her story of how she was a victim of domestic violence and was scared, she had left her home early that morning, walking with just the clothes on her back. She said she was scared and didn't want her boyfriend to know where

she was at and she wanted to get as far away from him as possible. I started calling different agency's looking for open beds, I called at least 20+ different places, I called from Eastern Kentucky, to Northern Kentucky and then all the way to Paducah Kentucky, everywhere I call they said they were at max capacity. I was beginning to lose hope. Finally, I reached out to a resource and let her know what was going on and how I was having no luck at all, and she said let me make a call, I may be able to get her a placement. Within 30 minutes we got a call back that we had a placement for the lady and that they even had transportation available, but it would a few hours before they could make it to the office. The lady accepted and she stayed here with me at my office until transportation arrived, she laid on a couch and took a nap and got some rest, and I had already brought lunch with me that day, and had more than enough for me, so we had lunch together as she shared more of her story with me. She asked if we could keep in touch and if she went next door to buy a cell phone would I help her set it up. I said absolutely! After setting up her new phone and put my contact information in, transportation had finally arrived at 4:15 PM. The lady hugged me and was crying thanking me for the day and for helping get her somewhere safe. Days like this particular Wednesday is what really makes being a CHW worth it!!

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I had this young girl come into the office and she had just aged out of the foster system and was getting her first job and her first (rent) home. She had been referred to me by some of the teachers at the high school and a lady from the health department. She was needing items to furnish her home. She had only been working a week when we first met and she let me know that she hated to even ask, but where she is just starting out that she needed all the help that she could get. She needed everything from a toaster to big items such as couch and appliances. I had so many people reach out to me wanting to donate items. One lady in particular reached out through social media and let me know that she was a foster parent and had adopted 4 kids many years ago which they are now grown adults with children of their own. She understood the struggle and it touched her heart that my client just aged out of the foster system and wanting to do better. A lady and her church wanted to help with donated items. She loaded the donated items into two SUV vehicles and made the trip to bring the items to my client. She brought so many items, and absolutely made my clients Christmas.

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I shared a client with a co-worker here at Kentucky Homeplace who needed assistance making his home safer to navigate. The client is older and has some mobility issues which make it difficult to leave his home for grocery trips or errands. During a home visit my co-worker identified that their porch was in terrible condition and needed to be rebuilt. This was deemed necessary by both my co-worker and me to prevent the client from injuring himself and ending

up hospitalized. It seemed unstable and had holes in the floorboards that would make it difficult for someone in good health to navigate. I participated in a home visit with the client to confirm the condition of the porch and to get measurements for some building estimates. With some persistence, I was able to get a workable estimate of material costs and the size of the new porch we would be replacing the client's old porch with. This estimate sat for some months while the mentioned co-worker and I looked for someone who would build the new porch for this client. My co-worker was able to find someone from a local volunteer group to build the porch after some time and we used the indigent fund to purchase the materials to be delivered to the client's home for the porch project. As of this month, the porch has been completed and the client now has a safe way to enter and leave his home. This will help prevent any injuries that could have been sustained from the client's previous porch and none of the labor or materials were of any cost to the client.

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There is a client from one of the community outreach centers that I work with who came to me for help getting her and her husband's insurance cards. The doctors that they both saw wouldn't provide them with care until they had a copy of their card and this left them with insurance but without the benefit of it. I was able to get their card sent to their home and this filled the need that they came to me for. As a Community Health Worker, I knew that there may be other services I could provide them and I talked with the client about the other services I provided and let her know that she could call me if they had any other needs. Some months later the client came to me again with a need for eyeglasses. With her eye exam and information from her previous enrollment, I was able to get her a free pair of eyeglasses which she was happy with. Having provided several services to her at this point she let me know about some health issues that she had been having and expressed concern about paying for her medication and treatments. I assured her that I would do my best to help her with any medications that she may need to take in the future and that there were programs out there that we could look into if her medical costs became too much. I'm highlighting this client because I think it encapsulates what Community Health Workers specialize in. Gaining the trust of individuals in the community and helping them with things that they didn't think they could receive assistance with.

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This quarter, I've been working with a couple, that are both clients of mine, on a SFH home repair loan/grant, it's been a long process of collecting documentation needed to process the application. This loan will allow the clients to make home improvement at either a low-cost payment or grant money. The SFH provides loans/grant to very-low-income homeowners, to help repair, improve or modernize their homes and to remove health and safety hazards. As of this month, they were approved for the grant at a total of 40,000.00, as long as they don't sell

their property within 3 years, they owe back nothing. This couple had flood damage that they didn't get any help with from FEMA, so this was a blessing for them. Repairs start after the holidays.

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I've had a young lady that is a client of mine, she was needing help with getting her eyeglasses, to be able to get her permit, her insurance covered the eye visit, but not the glasses, I spoke to her about a free eyeglass program I know of and she agreed to get the eye exam. I told her after she gets her eye exam to schedule an appointment with me and we would apply for a voucher to cover the glasses. She got her exam, but the eye doctor's office refused to give her a copy of the exam. She made several attempts to call and get it and they informed her that they didn't do that and she told them that she couldn't afford to buy her glasses and that she was getting help with getting them and they still wouldn't agree to give her a copy. So, I made a call to the office and they told me that she could come in to get a copy of the exam, with a photo ID, so she got her glasses and her permit.

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A client came into the office homeless, 8 months pregnant, and unemployed. The client had aged out of foster care before being incarcerated. The client had no family support in place. I worked with local resources and the client was placed into an apartment within a shelter. I gathered donations for the client's child and alerted the client's doctor about a medical crisis that saved the client and child and led to successful delivery. I alerted the doctor when the client had complications from delivery 3 weeks after delivery. I worked with community resources to assist in clearing a failing semester with a local college so that client could attend in January Semester. I assisted client in successfully obtaining KTAP. I assisted with client with obtaining part-time employment. The client is now in a home, working, and getting ready to start college.

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The client came into the office for medication assistance. I discovered that the client had no idea what their insurance covered and didn't cover. I called insurance, got the policy, and explained it to the client. I worked with client's medical bills and realized that certain procedures had been billed incorrectly. I worked with the insurance company to redo those charges saving client over 900.00 dollars. The client was unable to afford to feed their family a Christmas dinner. The client was given a gift card from the local grocery store in the amount of \$125.00.

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This quarter I was able to assist a client with medication, and while doing the initial interview I learned that she has battled cancer 3 times and also suffered multiple strokes. She expressed

to me that she had trouble with weakness in her legs and an unsteady feeling when standing and walking, which caused her to avoid going to the grocery store, so this put the grocery shopping and most of the cooking on her husband. She was disappointed that she could not do more around the house since her insurance wouldn't cover a rollator for her. I remembered the CARAT program and I was able to reach out to the director and secure her a free rollator. I picked it up for her and when she picked it up from my office she was so thankful and overjoyed to have a new sense of freedom. Just in time to grocery shop and cook for Christmas dinner.

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This quarter I worked with a client who has serious trouble with her lungs. She has COPD and a mass on her right lung that she chose not to have testing or treatment for. I could tell that she got winded, just speaking to me on the phone. The mail-order pharmacy through her insurance and her pharmacy in town were both going to charge her a very high copayment that she could not afford. After some trial and error, and work with her provider's office I was able to get her approved for assistance and she was able to receive her medication for free.

## Client Satisfaction Surveys

### **Jennifer King**

Jennifer is very professional. She is easy to get ahold of when I have questions. Very helpful for services and needs.

### **Linda Colwell**

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

### **Kathy Hamilton**

She has been a blessing to me and our community.

### **Regina Blevins**

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

### **Tim Marcum**

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

# Kentucky Homeplace CHW Contact Information

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