

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**July 1st, 2022 – June 30th, 2023
Annual Report**



Kentucky Homeplace at the 8th Annual KYACHW Conference
<http://www.kyruralhealth.org/homeplace>

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

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My Fellow Kentuckians,

Fiscal Year 2023 was a year of challenges for many of our friends, family, and neighbors. What was considered a 1,000-year flood occurred on July 28, 2022, as 14-16 inches of rain occurred resulting in 44 deaths and nearly 9,000 homes destroyed. Every county impacted was in the Kentucky Homeplace (KHP) service area and many CHWs were directly impacted by the flooding. CHWs from the affected and surrounding counties rallied together in the recovery efforts working to assist those impacted by historic flooding with both short and long-term needs.

KHP CHWs also worked to promote COVID-19 vaccinations by coordinating and participating in 30 Appalachian Community Health Day events throughout the service area during FY 2023. KHP management team conducted numerous CHW trainings throughout the year for both internal and external agencies placing many more CHWs into the community. KHP management also worked to fill numerous CHW vacancies within the program and ended the year with 31 staff and one vacancy.

I want to take this opportunity to thank all of the dedicated staff of Kentucky Homeplace for their efforts to improve the health and well-being of their clients during this year.

FY 23

For the period July 1, 2022 – June 30, 2023, the CHWs provided 69,976 services for 6,566 clients. CHWs logged 21,828 hours on care coordination activities with a value of \$519,725. The amount of medication accessed was \$13,554,402 and other service values (not medications) accessed at \$2,981,024 for a combined total of \$16,535,426.

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

Sincerely,



William Mace Baker, RN

Director, Kentucky Homeplace Program



Program Activities

July 1, 2022-June 30, 2023

Community Engagement Activities

CHWs attended the 8th KYACHW conference held in Lexington, KY

Some CHWs attended, presented, or exhibited at the 7th annual Appalachian Research Day in Paintsville, KY

CHWs presented at various community-based organizations across the service area

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

All CHWs coordinated and attended community health days to provide education around COVID-19 vaccinations

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

CHWs attended CHW advisory Workgroup meetings held by the Kentucky Office of Community Health Workers

CHW training and continuing education

Drug Assistant and Kentucky Prescription Assistant Program trainings

Asthma Healthy Homes update training

Basic Life Support

Mental Health First Aid

CHWs completed Plan Do Study Act training Workshops

Various Database Quality Improvement Trainings

Other News

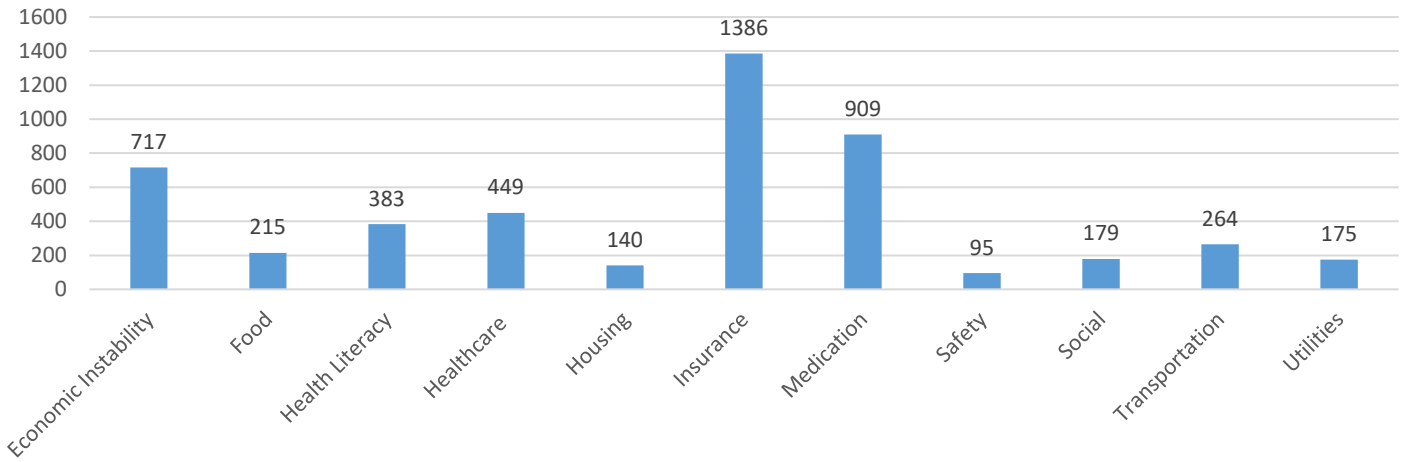
Kentucky Homeplace wishes Janet Kegley a happy retirement after 19 years with the program

The Harlan County office has been relocated to 311 North Main Street Harlan, KY 40831

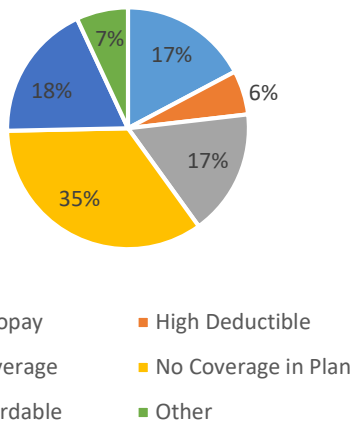
Rural Project Manager, Michaela Amburgey, spoke at the NRHA conference about the “Students Striving Toward Better Health in Self and Others” initiative



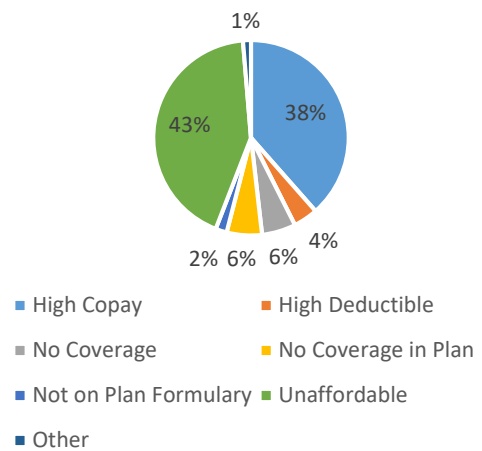
Social Determinants of Health Barriers to Care 07/01/2022 - 06/30/2023



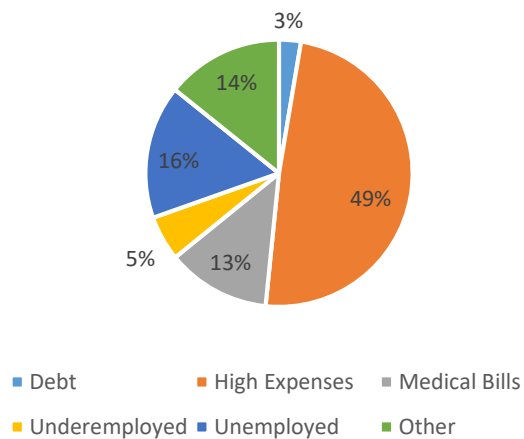
Insurance



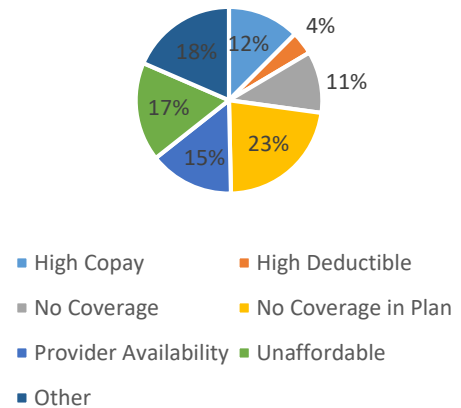
Medication



Economic Instability



Healthcare

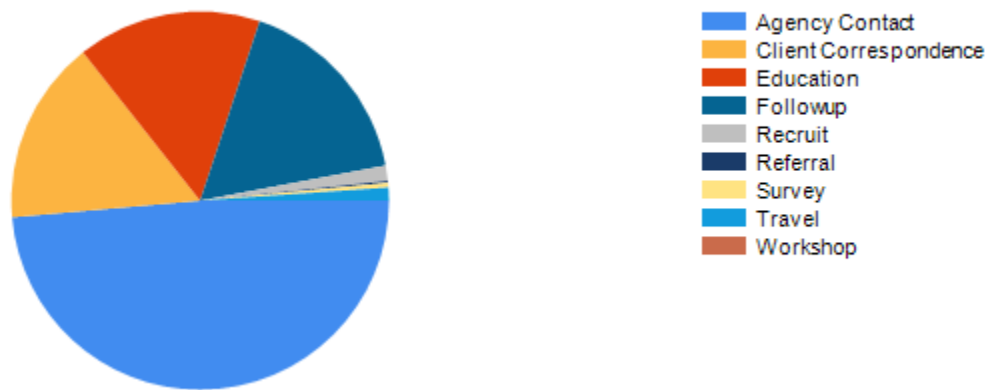


Activity Summary

(Clients visited: 07/01/2022–06/30/2023)

Activity	CHW Hours
Agency Contact	10,608.23
Client Correspondence	3,437.48
Education	3,440.72
Followup	3,691.93
Recruit	282.78
Referral	36.83
Survey	89.67
Travel	237.90
Workshop	2.50
Grand Total:	21,828.05

Total All Regions



Total service value for 21,828 hours equals \$519,725

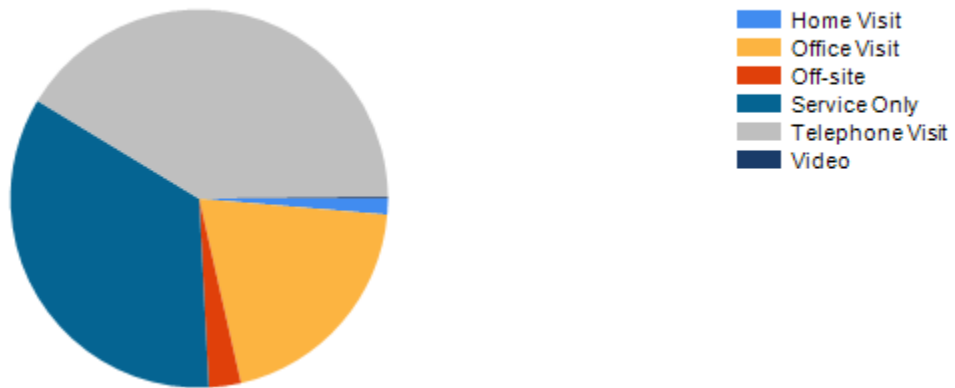


Visit Summary

(Clients visited: 07/01/2022–06/30/2023)

Visit Type	Client Visits
Home Visit	418
Office Visit	6,224
Off-site	850
Service Only	10,673
Telephone Visit	12,757
Video	48
Grand Total:	30,970

Total All Regions



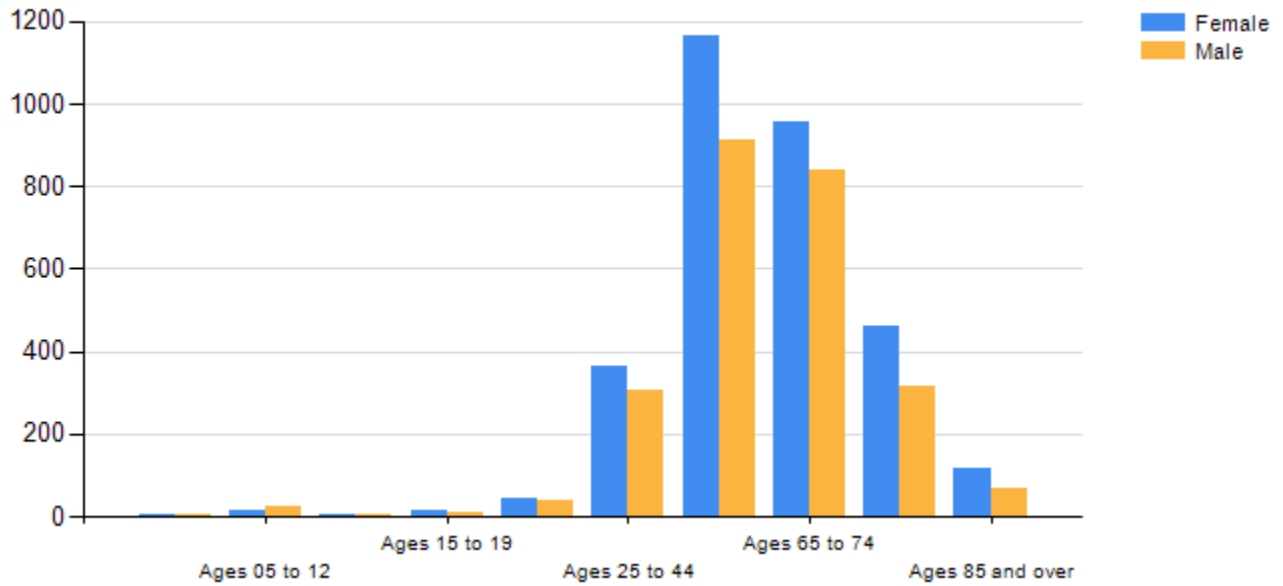
* Service only involves any actions taken on behalf of the client while the client is not present.

Age Gender Summary

(Clients visited: 07/01/2022–06/30/2023)

Age Group	Female	Male
Ages 00 to 04	6	7
Ages 05 to 12	16	23
Ages 13 to 14	3	4
Ages 15 to 19	16	12
Ages 20 to 24	42	39
Ages 25 to 44	363	307
Ages 45 to 64	1,166	911
Ages 65 to 74	957	838
Ages 75 to 84	460	317
Ages 85 and over	116	69

Clients by Gender and Age Group

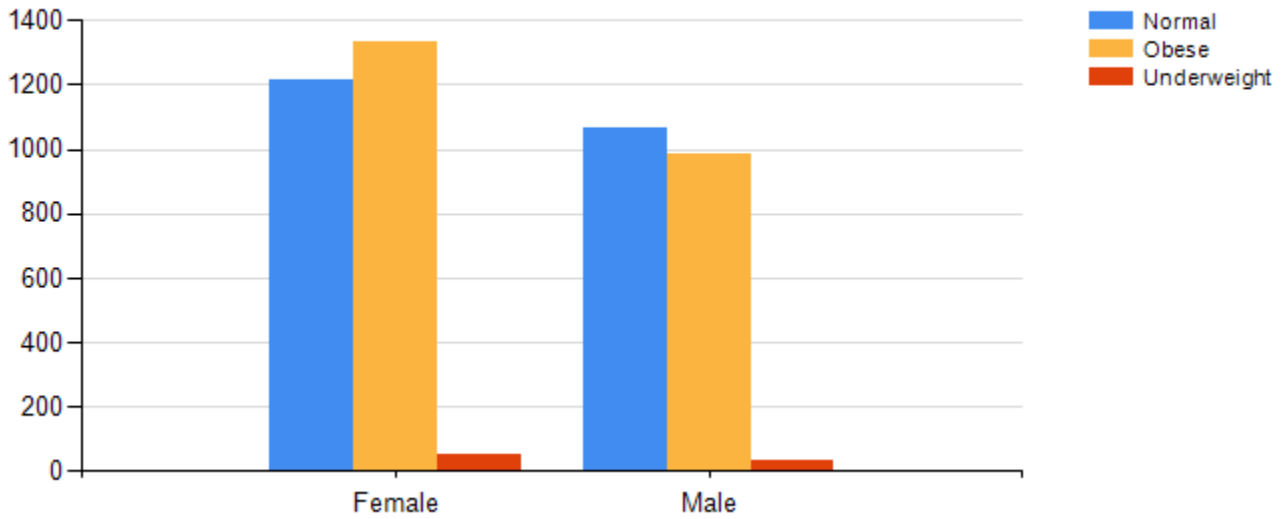


BMI Category Summary

(Clients visited: 07/01/2022–06/30/2023)

Gender	Bmi Category	Clients
Female	Normal	1,217
	Obese	1,331
	Underweight	52
	Total:	2600
Male	Normal	1,063
	Obese	985
	Underweight	32
	Total:	2080
	Grand Total:	4,680

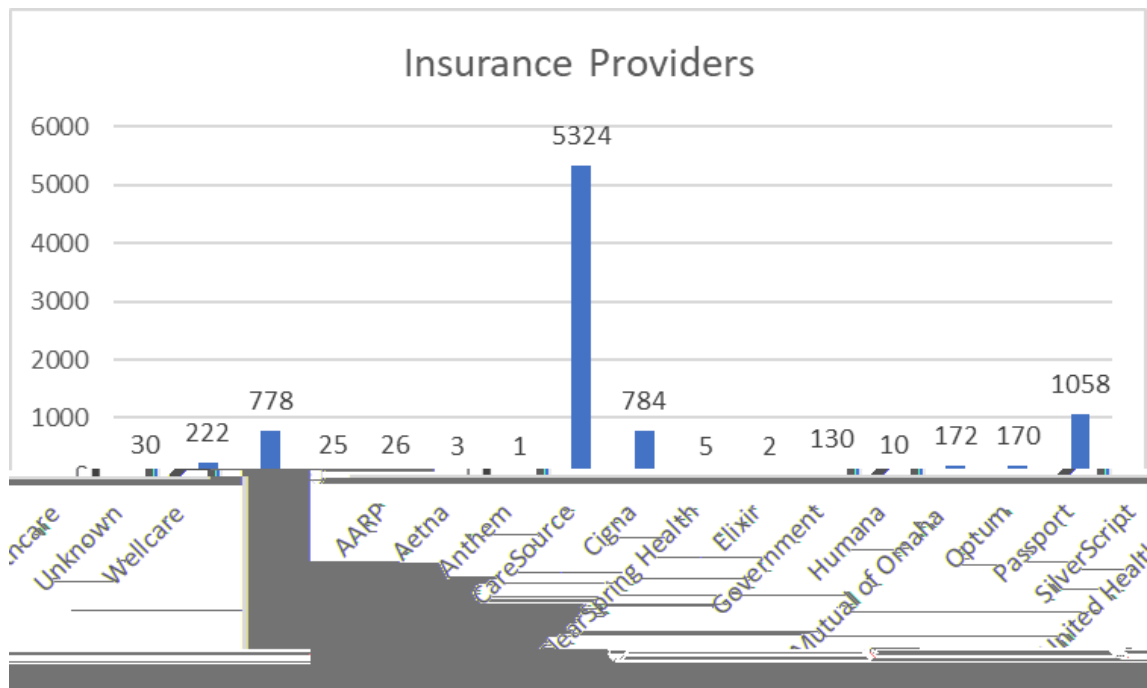
Client BMI Category by Gender



Insurance Summary

(Clients visited: 07/01/2022–06/30/2023)

AARP	30
Aetna	222
Anthem	778
CareSource	25
Cigna	26
Clearspring Health	3
Elixir	1
Government	5,324
Humana	784
Mutual of Omaha	5
Optum	2
Passport	130
SilverScript	10
United Healthcare	172
Unknown	170
Wellcare	1,058



*Government category includes Medicare A, Medicare B, Medicare Advantage, Medicare Supplemental, Traditional Medicaid and Veteran’s Administration.

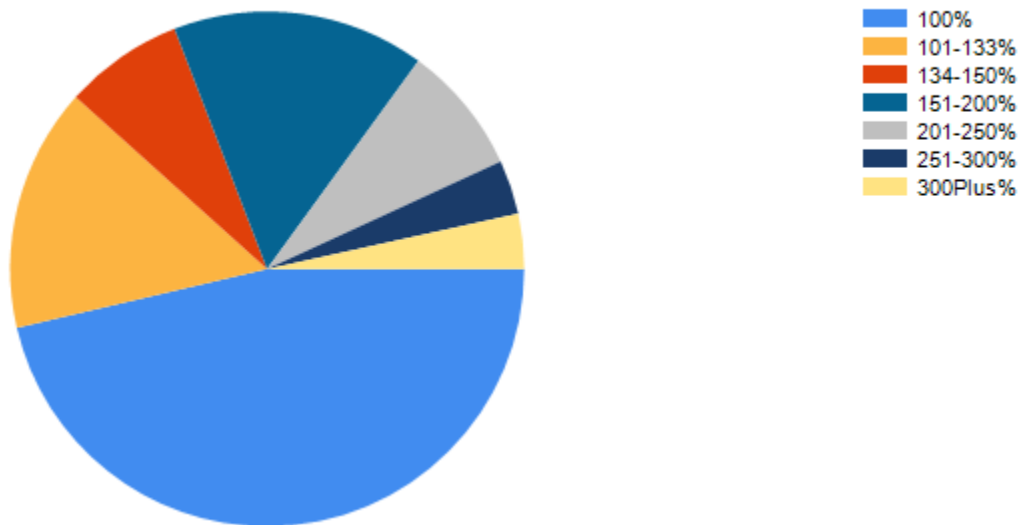


Poverty Level Summary

(Clients visited: 07/01/2022–06/30/2023)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	2,628	868	425	901	461	193	196	5,672

Clients by Poverty Level



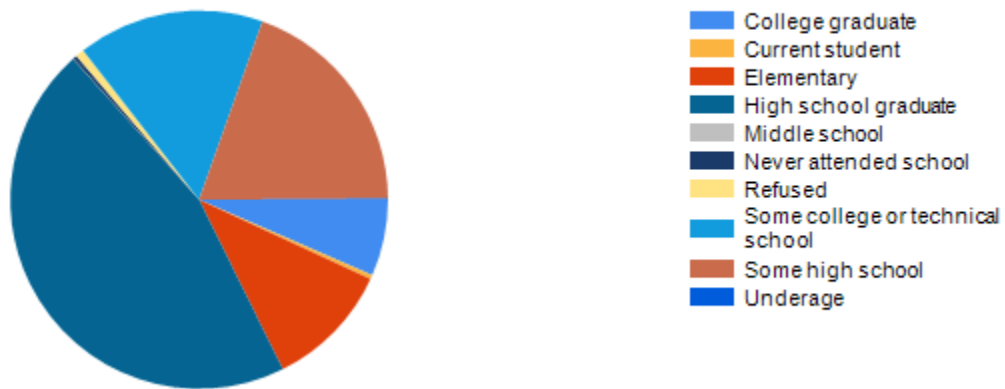
*Total is unduplicated clients

Education Level Summary

(Clients visited: 07/01/2022–06/30/2023)

Education Level	Clients
Never attended school	19
Elementary	612
Some high school	1,104
High school graduate	2,591
Some college or technical school	906
College graduate	371
Refused	42
Underage	5
Current student	20
Middle school	2
Grand Total:	5,672

Total All Regions



*Total is unduplicated clients

Highlights of Kentucky Homeplace CHW Annual Activities



Chyna Smith, CCHW- Knott County, shops for new outfits for children at Emmalena Elementary who were affected by the flood.



Amanda Dials, CCHW-Martin County exhibits during an outdoor health fair.



Kentucky Homeplace CHWS set up in Breathitt County after the historic 1000-year flood to aid victims.



Carole Frazier, CCHW-Perry County and Chyna Smith, CCHW- Knott County exhibit at the UK College of Health Sciences Resource Fair.



**Graduates of Mental Health First Aid with Kentucky Homeplace
Instructors Mace Baker and Michaela Amburgey.**



**Natasha West, CCHW Montgomery County and
Beth Smith, CCHW Carter County attend the
Veterans for Valor Honor Day.**

Kentucky Homeplace Congratulates Janet Kegley on Her Retirement After 19 Years of Service



A celebration was held on September 20th at the Morgan County Kentucky Homeplace office for Janet Kegley, who is retiring after 19 years with the Kentucky Homeplace Program. Janet served as a Community Health Worker, a Regional Coordinator and then as the Project Manager for the program during her time with Kentucky Homeplace. Janet will be dearly missed by all and we wish her the very best in her retirement!

Client Encounters-Actual Situations Encountered by Community Health Workers Highlights

July 1, 2022 - June 30, 2023

I recently had a new client referred to me needing help with all her medications, the initial process is always seeing what the needs are after enrolling them as a client. This lady was so special she said she had prayed for years for the Lord to make a way to help her get her medications. She like most typical clients was over income for Medicaid, not old enough for Medicare and couldn't afford Marketplace due to cost and a high deductible. She stated she had been sharing her mom's medication for years. Such a sad unfortunate situation. The 1st medication she needed help with was an injection for arthritis that was \$8,000 for a 30 days Qty. Then she needed help with 3 other insulins they she couldn't afford. Her glucose and A1C was out the roof due to her not taking her medications properly or even taking them at all. So, our target goals were of course to help get her back on track! We started working on the medications and once the medications are accessed then everything else has to get better to!

In our area we have two clinic sites that offer Sliding Scale if the client qualifies, so that was the next process to help get her signed up so she could get her medications through Slide and be able to be seen on normal visits at the Dr. where she once again had no insurance. I called the Clinic and Pharmacy helped get all set up for her until medications were approved through our Kentucky Homeplace programs. I also provided hypertension counseling and education for diabetes so she could get back on target with her glucose, blood pressure, and that A1C number. She was so excited and thrilled that she actually might would have her prayers answered after coming into contact with me at KYHP.

The next day after going to the clinic site and picking up her medication she called to let me know that she received all 4 of her medications for a total of 88.00! That her receipt print-out showed that she got \$10,000 worth of medications on slide for \$88.00! She was crying and so thankful! All these years of being a patient at the clinic no one had ever told her anything about sliding scale. She always thought she was over income and wouldn't qualify. I'm so thankful that my job allows me to take the time with my clients and break down the situation and get to the root of the problems these clients face every day. Then this week she called to let me know she got her 1st 90 QTY of that \$8,000 injection! We are still waiting on approvals for the other 3 medications but in the meantime, she can still get them at her discounted cost and be able to finally see her provider that sent her to me on a normal basis!

One client at a time we are making a difference and her story is always one of many that we see and address every single day at Kentucky Homeplace. We are the Barrier breakers and voice for our clients! I'm excited to follow-up and encourage her progress along the way.

The month of August has been a really busy month in my office. I have had so many clients fall into the dreaded coverage gap, and needing assistance with very expensive lifesaving medications. One particular story was a middle-aged woman that came into the Health Department needing to see a doctor. The Health Department that my office is located in does not have a medical doctor on call. I talked to this lady and found out that she had walked several miles and had no transportation. She had hurt her leg and it had become infected. The more we talked the more information she gave. This poor lady had Pancreatic Cancer and somehow, she was locked out of her insurance. I started calling clinics to get her in to take care of her infected leg. I called her insurance company to have it unlocked so that she would be able to access medical care and a pharmacy in the county where she lives and not 50 miles away. I was able to work with a program to get her a walking cane and a wig. I worked with her insurance provider to get her transportation and

the local community action agency to get her a fan. She said she had no one to help her and didn't understand how to use a cell phone to look up numbers. I showed her how to dial my number and told her she wasn't alone, I would try and help with anything she needed. Helping assist clients like her is why I love being a Community Health worker.

I had a client that came to me for assistance with her rent and utilities. Her husband had his hours cut down tremendously at work and they were three months late on their rent. She also had received a disconnect letter from the electric company and had already reached out to some local agencies for assistance prior to seeing me. I immediately applied for the grant for assistance with her rent and utilities. I did all the foot work, called her landlord and assisted her in the navigation of the website and turned in all the information that was required for assistance. After about a week, I called to check on the status and they were very behind on approving applications and were not certain that they would have it approved before her electricity was cut off. I knew that I must do something because not only was there only her and her husband in the home, but she also had small children. I called every agency in my community and none could stretch a hand because they didn't have enough funds to assist. We are talking about a \$1,200-dollar electric bill. I reached out to churches and finally was able to speak with a church that could help. Because of my involvement in my community, they have gained trust with me and were eager to help this family out. I was able to get the electric paid and caught up, but, this was just a temporary fix. I needed a solution to the problem or the electric bill was only going to become behind again. I worked for two solid months trying to get her application approved through this organization and finally I was able to get her approved for \$6,000 toward her rent and \$3,000 toward her electric bill. During this time, I worked closely with her landlord and she was very lenient on allowing them to continue to stay in their home. Through dedication and persistence, my client was able to stay in her home and keep the lights on.

A gentleman in an electric wheel chair came into my office upset, worried, and scared. He received a letter from the local city government that the building where he was residing is being torn down and residents needed to find other housing.

The gentleman has no family and didn't know where to turn. He has disabilities that limit his daily living task such as impaired speech, unable to walk, and no transportation. I encouraged him to not worry that we had 30 days to find him housing.

I began searching for available housing in city limits with handicap accessibility. We completed several housing applications for public housing. Worked with all local government resources to find assistance with rent as he lives on fixed income. We came up short with public housing as nothing available with wheel chair accessibility. I then began to reach out to Pastors and friends in the community with rental properties. I would explain the need for something in city limits where my client could have access to shopping and healthcare as he uses his electric wheel chair to get around.

In less than a week I received a call with the news of vacant efficiency apartment with a wheel chair ramp within his budget. We contacted community action for assistance with a deposit and first month rent and he was approved. He was so pleased to receive help as the cost of getting utilities transferred was not in his budget if paying deposit and rent. The local churches and friends came together to move his belongings and supply new household items. The joy and appreciation this gentleman showed when he saw the new microwave, towels, sheets, and kitchen items. He could not

believe all these people cared enough to help. He shed some tears as he thanked Kentucky Homeplace for all the help. He said, I didn't know where to begin when I got the eviction letter. I wouldn't be where I am today without your help.

He continues to visit my office often just to check in and say, Hello! This gentleman is what encourages me to always go the extra mile for every individual that enters the door at Kentucky Homeplace.

The last few months have really been very busy for me. The county I serve has one of the highest unemployment rates in the state, that being said the needs of the people in my community are very high. I have always assisted with helping find free or low-cost medications, dentures and eye glasses, but during the holiday season I have had several grandmothers request assistance in finding gifts for the grandchildren they are raising. I contacted several local churches in my community to help these grandmothers. We were able to provide food, new coats, shoes and special Santa toys for each and every one. I was so happy to help ease the burdens of these special ladies and make this a special time for their families.

I have a client that initially called me for help with paying on her electric but couldn't get help with the local community action agency because she had already received help with wood assistance through them. I had called and got her a \$50 credit paid from a local church, and she was very thankful. I had also called the electric company and got her a two-week extension. From then on out, she calls me about once a week to talk. She said she really wanted to meet me but she has no transportation to come see me. We have been mailing each other things for her charts and she sends them back promptly. Last week, I realized I had not heard from her and tried calling, but didn't get an answer. Yesterday, I had a call come through on my phone, and answered it, but didn't know who was at the other end of the call. It was my client! As soon as she spoke, I knew who she was. She told me that her phone had been messed up and her daughter came to visit and let her call me. She told me that she was cold and was out of wood, which is her only source of heat. I contacted the local community action agency (CAA) and she was eligible for another wood voucher, however, they needed her 2023 award letter. Because her phone was messed up, she couldn't call Social Security to request a copy. I offered to call them for her while she was on the call, put her on speaker, and request the award letter to be faxed to the CAA. I also called the man that delivers the wood and requested that he delivered it as soon as possible, due to the circumstances of the cold weather and the client had no other heat. Normally, CAA requires a scheduled appointment, but after I advised of the situation, they immediately processed her voucher, and the wood was delivered within 2 hours of our call. That night, the lows got down in the 20's and I was very thankful that we were able to get her the wood delivered as fast as we did.

My story is about the loss of my first patient as a Community Health Worker. I have been seeing this client from the very beginning, whom I initially began helping get his medication through various prescription assistance programs. His wife called a few months later and advised me that he had been diagnosed with bladder cancer but he was very optimistic about the situation, and so was the doctor. Months went by, he had been doing great, had lost hardly any weight, and he eventually completed all the treatment. I had been providing them with incontinence supplies, but other than that, everything was going well. About a year later, they found out the cancer had spread and the news wasn't good. He was no longer eating and his wife said the only thing he was able to eat was Ensure and it was \$10 for 4 of them at Walmart and he was drinking about 3 per day; this was a heavy burden on the wife because of the extra expense. I applied and

was able to get him approved for free Ensure through the Abbott Nutrition program for a 1-year supply, at no charge. The first delivery was for a 6-month supply, and because his doctor was willing to go the extra mile with me, we were able to get his favorite flavor of strawberry as well. Just a few short weeks later, my client passed away and his wife called me the same day he passed to thank me for going through it all with her and for helping them during the hard times. This was a new experience for me, as I am use to giving good news all the time, and making people happy by helping every way I know how to; but I never really thought about the heartbreaks that come along with all these clients that I genuinely care and love for. I mailed his wife a sympathy card along with community events that she could attend to try and keep her mind occupied and to hopefully make some friends. They were married for over 50 years, so I know continuing without him will be a struggle, but I want her to know that she is not alone.

This quarter I had an initial enrollment for a client that was referred to me by his daughter who works at a state agency here in town. She was aware of all the things Kentucky Homeplace offered and wanted to see if I could help her daddy. The day he came to me he was actually in such bad shape he could barely sit or stand from being down in his back. Recently with his update in income unfortunately it had kicked him out from receiving Extra Help through the state of Kentucky which allowed him to get meds under \$10.00.

We addressed several medications one being insulin that he could never seem to get with the Extra Help, he hadn't had it in months and his Glucose was running between two and three hundred. He was in need of some coaching and education that I was able to provide for him about hypertension and diabetes. I entered him into our CARE Collaborative and helped coach him about keeping logs of both BP and glucose monitoring to show his doctor so he could get back on track. He stated his blood pressure had been running 160/78 or higher. He needed everything! Including a diabetic exam and foot exam. He had explained to me about his back problem and he had gone to the ER and still couldn't get anyone to help him get his CT Scan scheduled and that he had been in pain for months.

I called both offices and faxed insurance info so they could be working on pre-authorizations to help speed up the process. I also gave him my medicine papers of all the meds I was going to be helping him with and a diabetic foot exam referral and papers. I had also written on the referral about concerns with his glucose and hypertension and the need of several issues like the diabetic foot exam and eye exam. I also called the eye doctor and set him up an appointment for a diabetic eye exam and made him another appointment to come back and see me for glasses.

We just saw him after his 3 month follow-up! He looked like a different man! He said from what you helped me with, I feel like a brand-new man to be this age. His back was completely better, CT scan was complete and conquered. His glucose was running from 100-120 since he had been taking his insulin I got shipped to his home for free. His blood pressure had been the best it's ever been in years. His doctor placed him on another medication and it had made a huge difference. Our next things to take care of are diabetic shoes and glasses. He has been a huge success story and still is keeping the logs I showed him to take back to his next doctor visit.

He is proof that if provided the education and medications, being elderly and living a life in good health is possible, especially with the help of a CCHW and our Kentucky Homeplace Program! He said he had told the Lord if he would send help, he would do his part to be better also. Said he felt better than he had felt in years.

This quarter I had a client call my office needing a place to rent. He had moved here over a year ago and was sleeping on his sister's couch. It was supposed to be temporary but because of his diabetes, he had to have his foot amputated and wasn't about to drive. I spoke with the client about his options and met him off-site to start housing applications.

Upon reviewing his income information, I discovered that he could possibly qualify for extra assistance with his Medicare which would save him almost \$200.00 per month. He informed me that he had started the process several times but could not gather all of the requested documents needed to be approved because he had lived in several states and information from each state was needed, so the case would be denied and closed.

I told him that I would be glad to help him reach out to each state to get the information needed and he agreed to give it another try. After many hours on hold and lots of phone calls, I am happy to report that the client is now living in his own apartment and is receiving the help that he qualified for with Medicare. He is very thankful for the services that he receives from Kentucky Homeplace and so is his sister.

I received a referral from a social worker from our local hospital about a client who needed assistance with food and pullups. He is a cancer patient and he specifically requested fresh blueberries, because his doctor told him they were good for cancer. I contacted my local storehouse outreach and they quickly dropped me off three big cases of blueberries for the client and advised they can get him some each month, if needed. I had some pullups in stock for the client and after calling him to set up a time to come into the office, he advises his transportation wasn't very reliable and he lived on the other side of town about 25 minutes away. After offering to bring them to him at his home, he stated that he drives to a little store at the end of his road and sits on the bench in front of the store each day for a few hours to talk to people; so, I got in my car and met him at the store. As soon as I pulled in, he was sitting on the bench, I walked up to him and sat down beside of him to introduce myself. I sat there on that bench with this client talking about his health, his life, and getting information to get him enrolled as a client. This is one of the reasons I love being a CHW, because we have the opportunity to assist the client in whatever situation is best for them, whether in the office, in their home, or on a bench in front of a small gas station in their hometown.

A client of mine that I had recently got approved for a prescription card in the amount of \$2,500 called and said that for the last two months her card hasn't been working and she was having to pay for her prescriptions, costing almost \$100 each month. I offered to call her local pharmacy and ask about the situation and after speaking to several people there, they were able to find out what the problem was and told me they could refund the patient her money for the last two months. A lot of people are just afraid to speak up and ask questions, and that is another thing that I love about being a CHW, we get to speak up for our clients to make sure they're not getting overlooked and/or taken advantage of.

Recently I had what I would call an exciting win, I had the pleasure of meeting a sweet Client after he was referred to me by a local Doctor. This client came to me desperate, confused, and scared. He has advanced renal carcinoma and he had been prescribed a medication that costs \$30,000 a month. When I first met with him, we sat down and discussed his situation, I was truly heartbroken to discover no one had taken the time to speak with him, they had just shipped him around. He didn't even understand why he was in my office or what I do. I took the time to explain to him why he had been referred to me, and what option we had for finding him some assistance with the medication he had been prescribed. I worked on an application to try to get my client a free 30-day trial of Cabometyx and to hopefully obtain a grant that would help his out-of-pocket cost for his medication. After working on this application, I called to check the status and found out I was successful in getting my Client a free 30-day trial of medication (\$30,000.00) and getting him

a grant for \$10,000.00 toward his out-of-pocket cost for the remainder of Cabometyx he would need. This is a blessing and will help my Client tremendously.

After a while some of your clients will feel like family, I have heard that since I started with Kentucky Homeplace. I have been blessed enough to experience this firsthand. One of my client's wife called and I could tell she was concerned. A medication we had tried to get this client assistance with still hadn't arrived, I knew we had gone through the proper channels and submitted all the paperwork needed, so I called to check the status. I discovered that the application I had sent in had never been processed! I stayed on the phone until I knew it had been submitted. I followed up the next day to double-check and was excited to learn my client's medication had been approved. This medication was going to cost my client over \$9,000.00 for a 90-Day supply. I called my Client and spoke with him and his wife and they were thrilled. I could hear their stress melt away and their tone change. If it wasn't for Homeplace, I'm not sure my client would have ever received the medication he desperately needed.

Recently one of my existing clients that I had helped in the past with diabetic shoes and glasses came in expressing they desperately needed help with access to their medications. She had mentioned that she had been charging her name brand medications to her department store credit card. She said it was the only way she could afford them, and she absolutely couldn't go without these medications. Immediately I renewed her Kentucky Homeplace forms and focused on helping her with the three most expensive medications that she had been charging. The thought of thinking of a client on a limited, fixed income charging medication on a credit card that the interest would be 25% 30% every month was unfathomable.

One medication was for chronic migraines and the cost for a thirty-day supply was \$190.56 per month at her local pharmacy. The second medication was for her diabetes she was paying \$262.00 for a thirty-day supply. The last medication was for her COPD, she was living off samples because she couldn't afford her copay on this one.

I created an application and began to advocate between her and the different three doctors that prescribed each medication. It took me a little over a month, but we were able to get a four months' supply for the chronic migraine medication and the medication for her diabetes. We also saw that she got a ninety-day supply of her inhalers to help improve her lung function with COPD. She called to let me know that she received these medications right at her door and the diabetes medication went to her provider's office!

She was ecstatic and so grateful for Kentucky Homeplace going above and beyond the call of duty to help ensure that she received free medication for the remainder of the year for free. She said a huge burden had been lifted!

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