

Unlocking the Complexity of the Health Care System: Kentucky's Health Navigators



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PREFACE

Health navigation comes in many forms. Sometimes it takes the form of helping an individual find the treatment, medication, or health services they need. Other times navigation takes the form of helping a patient overcome barriers of child care, finances, or transportation so they can see a doctor. In other cases navigation means working with patients to enhance health literacy so they comply with medical instructions and are not readmitted to a hospital. And sometimes health navigation entails lending an empathetic hand to patients undergoing the rigors of cancer treatment.

Here we adopt a fairly broad definition of what constitutes “health navigation.” We include individuals, groups, and agencies that most would agree are health navigators. At the same time, in the course of this research we came across many individuals who view themselves as health navigators—even if the purists do not. In general we err on the side of inclusion and encourage readers to make their own judgments. We also estimate the underlying demand for navigation services across Kentucky and conclude that the need for navigation is likely greater than the existing capacity.

This work is a collaborative effort between the Foundation for a Healthy Kentucky, the University of Kentucky College of Communication and Information, and the Center for Business and Economic Research (CBER) in the Gatton College of Business and Economics.

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College of Communication and Information

Research has connected poor health literacy—the ability of individuals to understand basic health information and make appropriate decisions—to poor health outcomes and increased costs for healthcare. There are many indicators that point to poor health literacy in Kentucky: our citizens frequently make poor health choices, they suffer from high levels of chronic disease and disability, and they have low levels of prose literacy. The College of Communication and Information has launched a Health Literacy Initiative to help improve the health literacy and health outcomes of our citizens. Information about the College’s Health Literacy Initiative is available at <http://cis.uky.edu/hl/>. Inquiries about the College and its various initiatives should be directed to:

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Center for Business and Economic Research

The Center for Business and Economic Research (CBER) is the applied economic research branch of the Carol Martin Gatton College of Business and Economics at the University of Kentucky. Its purpose is to disseminate economic information and provide economic and policy analysis to assist decision makers in Kentucky's public and private sectors. In addition, CBER performs research projects for federal, state, and local government agencies, as well as for private-sector clients nationwide. The primary motivation behind CBER's research agenda is the belief that systematic and scientific inquiries into economic phenomena yield knowledge that is indispensable to the formulation of informed public policy. Inquiries about the Center and its various initiatives should be directed to:

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Unlocking the Complexity of the Health Care System: Kentucky's Health Navigators

Introduction

There are numerous individuals, organizations, and agencies across Kentucky helping people “navigate” the health care system, including patient navigators, nurse navigators, and patient advocates. Each of these navigating functions exists at a point on a continuum of care, “beginning in the community and continuing on through testing, diagnosis, and survivorship to the end of life.”¹ Patient navigators—often a paraprofessional without *extensive* medical training—shepherd individuals into or patients through the healthcare system, working to remove or lower barriers to care such as a lack of knowledge, transportation, child care, or finances. Alternatively, by enhancing the patient’s ability to improve their health, some paraprofessional health navigators—sometimes referred to as Community Health Workers—attempt to keep individuals *out* of the health care system.² Nurse navigators, on the other hand, work within the system and help guide the patient through care, typically in the context of cancer treatment but also for chronic disease management. Finally, patient advocacy, according to the Freeman Institute, is “what you say” while patient navigation is “what you do.”³ In fact, while the nonprofit patient advocates are probably better known, the growing network of for-profit patient advocates is indicative of the growing importance of patient advocacy.⁴ Regardless of whether one is helping individuals enter the healthcare system, navigate through financial obstacles, or understand their medical treatment, all of these self-described navigators see themselves as important pathfinders for citizens who could otherwise be stymied by the complexity of the health care labyrinth. Yet, despite the important role they play and their wide-spread presence, the evidence suggests that the need for their services exceeds their capacity to deliver them.

Kentucky's Health Status

Kentucky's health challenges are well documented—providing health navigators with a compelling *raison d'être*. Our cancer rates are higher,⁵ less than one-fifth of Kentucky adults meet aerobic and muscle strengthening guidelines (17%), we lead the nation in smoking (29%), and rank in the top quintile for obesity (30%).⁶ And sadly, it's not just the adults—1 in 5 (21%) Kentucky children and teens are obese, the third highest rate in the nation, portending a future we can ill afford. The implications are evidenced by Kentucky's 43rd ranking in *America's Health Rankings 2011*,⁷ which delineates our high rates of chronic disease, disability, and health care costs.

According to the Centers for Disease Control and Prevention (CDC), more than 75 percent of health care costs are due to chronic conditions such as heart disease, cancer, stroke, diabetes, and arthritis.⁸ Many patients have multiple chronic conditions and their care costs up to seven times as much as those with one chronic condition.⁹ Much of the chronic disease is caused by four *preventable* health risk behaviors—lack of exercise, poor nutrition, smoking, and heavy alcohol consumption.¹⁰ When compared to the U.S. as well as states that are widely considered to be Kentucky's competitors for economic development prospects, Kentuckians are more likely to smoke, be obese, and not engage in regular physical activity—but are slightly less likely to be heavy drinkers (see Table 1).¹¹ Over 62 percent of Kentucky adults demonstrate at least one of the four behaviors that put them at risk of devel-

¹ Harold P. Freeman Patient Navigation Institute <<http://www.hpfreemanpni.org>>.

² *Community Health Workers: Closing Gaps in Families' Health Resources*, Policy Brief No. 14, National Assembly of Human Services, available online at: <<http://www.nationalassembly.org/fspc/documents/PolicyBriefs/Brief14.pdf>>.

³ Ibid.

⁴ Kristen Gerencher, “Advocates Can Help,” *Wall Street Journal*, April 17, 2011.

⁵ According to the Kentucky Cancer Registry Annual Report, December 2008, “the age-adjusted incidence rate for all cancer sites in Kentucky is 11.8% higher than the estimated age-adjusted incidence rate for all cancer sites in the United States. Kentuckians have significantly higher rates of both lung and colon cancers as compared to the U.S.” Available online at: <<http://www.kcr.uky.edu/>>.

⁶ Centers for Disease Control and Prevention (CDC). *Behavioral Risk Factor Surveillance System Survey Data*. Atlanta, Georgia: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, 2011. Available online at: <<http://apps.nccd.cdc.gov/brfss/>>.

⁷ Available online at: <<http://www.americashealthrankings.org/KY>>.

⁸ Chronic Disease, Centers for Disease Control and Prevention (CDC), online at: <<http://www.cdc.gov/chronicdisease/resources/publications/AAG/chronic.htm>>.

⁹ Mark W. Stanton, *The High Concentration of U.S. Health Care Expenditures*, Agency for Healthcare Research and Quality (AHRQ), Issue 19 (June 2006), available at: <<http://www.ahrq.gov/research/ria19/expendria.htm>>.

¹⁰ CDC, online at: <<http://www.cdc.gov/Features/LiveLonger/?source=govdelivery>>. Also see Ford ES, Zhao G, Tsai J, Li C. “Low-risk lifestyle behaviors and all-cause mortality: Findings from the National Health and Nutrition Examination Survey III Mortality Study,” *American Journal of Public Health*, published online ahead of print August 18, 2011.

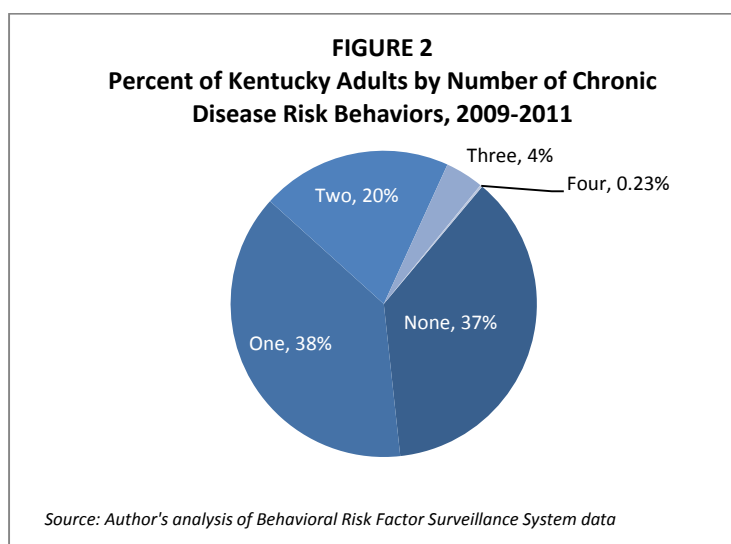
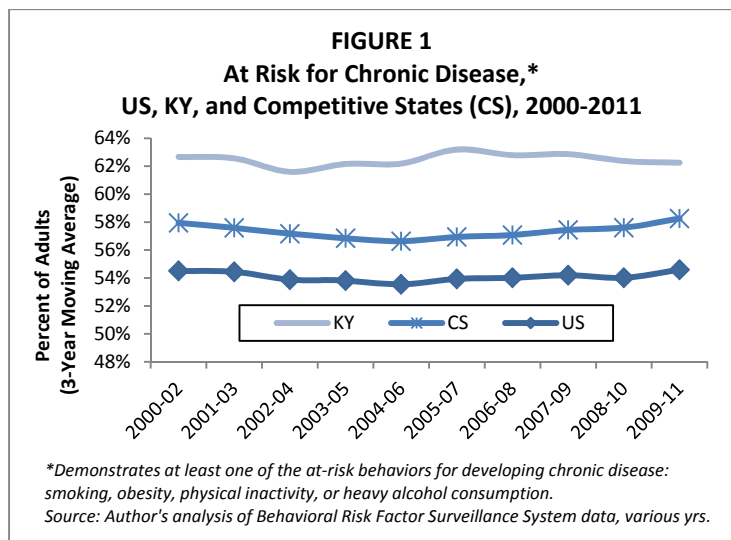
¹¹ The competitive states are AL, AR, FL, GA, IL, IN, LA, MI, MO, MS, NC, OH, SC, TN, VA, & WV.

oping a chronic disease, compared to 58 percent in the competitive states and 55 percent in the United States (see Figure 1).¹² And in Kentucky, the uninsured—the focus of many health navigation efforts—are more likely to be at risk of developing at chronic disease (76%) than the insured (60%). Overall, nearly one-quarter of Kentucky adults exhibit multiple chronic disease causing behaviors (see Figure 2).

TABLE 1
Four Risk Behaviors that Contribute to Chronic Disease, U.S., Competitive States, and Kentucky, 2009-2011

Adults, 18 and Older	US (%)	CS (%)	KY (%)
Current Smoker	18.5*	21.2*	26.5
Obese	27.6*	29.7*	31.5
Lack of Physical Activity	24.7*	27.1*	29.4
Heavy Alcohol Consumption	5.5*	5.0	4.8

Source: Author's analysis of data from Centers for Disease Control and Prevention (CDC), Behavioral Risk Factor Surveillance System Survey Data, Atlanta, Georgia: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, 2009-2011
Note: The competitive states are AL, GA, IL, IN, MO, MS, NC, OH, SC, TN, VA, & WV.
**These percentages are statistically different from the Kentucky percentages (alpha=.05).*



¹² Kentucky's estimate is statistically difference from the competitive states and the U.S. (p<.05).

Beyond these statewide averages, considerable regional variation exists across Kentucky in the health status of our citizens and resources for maintaining or improving health.¹³ Moreover, overlaying the geographic differences are significant health challenges facing segments of our population, such as uninsured rates for the Hispanic (37.4%) and African-American (20.1%) populations that are, collectively, one and a half times greater than the state average (17.5%).¹⁴ While the Patient Protection and Affordable Care Act is expected to usher thousands of currently uninsured Kentuckians into the health care system over the next several years, this will create new challenges and opportunities. The Kaiser Family Foundation estimates that 37 percent of the nation’s uninsured population could gain coverage through the law’s expanded Medicaid provisions,¹⁵ and in Kentucky this could represent over 200,000 individuals.

Health Knowledge, Health Literacy, and Health Outcomes

Whether the influx of newly insured knows how to access and navigate the health care system will likely be as important as improving individual health practices for all Kentuckians if we are to overcome our legacy of poor health. Improving educational attainment and achievement in general and health literacy in particular, defined as “the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions,”¹⁶ will determine whether the health of Kentuckians shows significant improvements. Reading and understanding prescription labels, doctor’s instructions, nutrition information, or basic health literature is essential for good health. Indeed, research confirms what commonsense suggests—higher levels of education attainment and enhanced health literacy are associated with improved health outcomes.¹⁷ And while the primary goal of a navigator is to move an individual into or a patient through the healthcare system, a byproduct of the information provided by a navigator can be enhanced health literacy—which might obviate the need for care. Indeed, improving patient compliance and instilling healthier behaviors through better information and one-to-one interaction is the mission of many community health workers.

Enhanced knowledge can lead to better health outcomes. Evidenced by data from the 2011 Behavioral Risk Factor Surveillance System (BRFSS), increasing levels of educational attainment—a good proxy for health literacy and knowledge—are generally associated with better health behaviors (see Table 2). As education levels increase, the rate of poor or fair health, obesity, diabetes, and heart disease declines. Moreover, this relationship remains strong while controlling for other socioeconomic factors like income, race, ethnicity, and gender.

TABLE 2				
Selected Health Outcomes, Kentucky, 2010-2011				
(percent of adult population)				
Education Level	Health Status is Fair or Poor	Obese	Diabetes*	Angina/Heart Disease
Less than H.S.	50	34	16	10
H.S. or G.E.D.	25	31	12	7
Some Post H.S.	17	31	9	6
College Graduate	10	25	7	3
All Education Levels	22	30	10	6

Source: Centers for Disease Control and Prevention (CDC). Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, 2011.
**Diabetes data is for 2010*

Likewise, what is true for individuals is also true for communities. Our index of county health status, which is based on obesity, smoking, physical activity, oral health, and binge drinking BRFSS data, shows a similar pattern. The index ranges from 0 to 1, with a higher score signifying a better health outcome—Woodford County has the

¹³ See, for example, *County Health Rankings & Roadmaps* <<http://www.countyhealthrankings.org/>>, and *2012 Kentucky Healthcare Market Report* (Community and Economic Development Initiative of Kentucky, 2012) <<http://www.healthy-ky.org/>>.

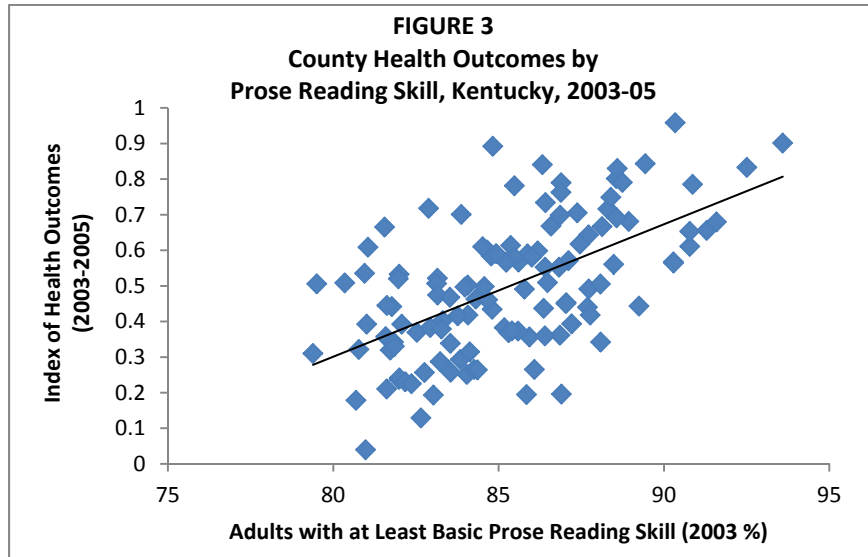
¹⁴ 2010 Health Insurance Coverage, Small Area Health Insurance Estimates (SAHIE), online at: <<http://www.census.gov/did/www/sahie/index.html>>.

¹⁵ Kate Tormey and Debra Miller, *Health Care Reform: Six Ways It Will Affect States*, The Council of State Governments, online at: <http://www.csg.org/policy/documents/BOS_HealthCareReform_TormeyandMiller.pdf>.

¹⁶ *Healthy People 2010*, <<http://www.healthypeople.gov/default.htm>>.

¹⁷ *Health Literacy Fact Sheets*, Center for Health Care Strategies, Inc., <http://www.chcs.org/usr_doc/Health_Literacy_Fact_Sheets.pdf>.

highest score and Jackson County the lowest.¹⁸ As shown in Figure 3, there is a relatively strong linear relationship between county-level health scores and county-level prose literacy estimates.¹⁹ And while prose literacy is not synonymous with health literacy, possessing a basic reading comprehension capacity is arguably a necessary but not sufficient condition for basic health literacy and therefore illustrative of how overall literacy and good health go together. The overall relationship between prose literacy and health outcomes at the county level is robust even when controlling for these other factors, remaining statistically significant in every model tested.²⁰



Efficacy of Health Navigators

Health navigators, nurse navigators, and health advocates can help reduce barriers for patients—including barriers of information and knowledge—so that they use the health system more effectively. The literature is replete with examples extolling the benefits of health navigation. For example, according to the U.S. Department of Health & Human Services Agency for Healthcare Research and Quality (AHRQ), “using a combination of health coaching, case manager, and care coordinator skills, health navigators (in the Genesys HealthWorks’ innovative Self-Management Support program) help insured and uninsured patients cared for by patient-centered primary care medical homes adopt healthier behaviors and better manage chronic diseases.”²¹ Other research has found that “patient navigation improves biennial mammography rates for inner city, low income, minority populations,”²² and that navigators help reduce the “delay in breast cancer care for poor and minority populations.”²³ In Kentucky, the Appalachian Regional Health (ARH) Care System Patient Navigation Program in Hazard has found the average time between suspicious findings, diagnostic confirmation, and treatment has declined substantially for breast and colon cancer patients working with a navigator; furthermore, these patients are more likely to continue with follow-up care.²⁴ Likewise, research on patient navigation services for cervical cancer patients in rural Kentucky has concluded that “using local navigators appears to be reducing the time needed to obtain recommended care, in-

¹⁸We use pooled 2003-2005 BRFSS data because the prose literacy data is from 2003. Each of the BRFSS variables is standardized by converting it to a Z-score and then combined into a single index.

¹⁹The Pearson’s $r=0.59$. These data are from the U.S. Department of Education, Institute of Education Sciences, National Center for Education Statistics, 2003 National Assessment of Adult Literacy.

²⁰Using multiple regression analysis we introduced other variables, such as per capita personal income, urbanity/rurality (using Beale codes), whether there is a hospital in the county, the number of hospital beds per 1,000 population, health care employment, and the percentage of the county’s population without health insurance. The variable for prose literacy was significant in every model (0.05 level).

²¹AHRQ Web site, available online at: <<http://www.innovations.ahrq.gov/content.aspx?id=2905>>.

²²Phillips, Christine, et al., “Patient Navigation to Increase Mammography Screening Among Inner City Women,” *J Gen Intern Med* 26(2):123-9, 2010.

²³Battaglia, Tracy, et al., “Improving Follow-up to Abnormal Breast Cancer Screening in an Urban Population,” *Cancer* 2007;109(2 Suppl):359-67.

²⁴Power Point presentation on the ARH Patient Navigation Program, 2011.

cluding diagnostic and follow-up treatment.”²⁵ However, as researchers have scrutinized navigation programs across the country more closely they have generally concluded that a lack of good data and common metrics keep the health policy community from making strong conclusions about their cost-effectiveness.²⁶

Kentucky’s Health Navigators

Since knowledge about individual health practices, health care options, and health (care) advocacy is so clearly important, organizations and entities that promote, communicate, advocate, educate, and engage the public on health issues play a vital role in improving Kentucky’s health outcomes. These groups have various missions, such as working to “ease stress and provide emotional support for the entire family,” “provide medical and scientific education that will benefit the public good by promoting positive health habits, disease prevention [and] management, and public safety,” “education of the community about healthy lifestyles,” “identify and provide assistance to overcome any barriers to cancer care, such as finances, transportation, language, culture, communication or fear, “ and “link patients, caregivers and families to community resources to address specific needs during cancer treatment.” Some of these organizations and associations are well known, such as the local health departments or hospitals, while others are less well known. These entities range from large to small, from regional in scope to statewide, and from narrowly focused on specific diseases to general health promotion. Some are clearly and exclusively patient or nurse navigators while others are engaged in health or patient advocacy—and some straddle the lines between these categories.

In the section below we list the navigation efforts identified in the course of this research, which began in early 2011 and continued through early-to-mid 2012. The navigation programs and efforts were identified through interviews with health care officials in the public, private and nonprofit sectors, Internet searches, and literature reviews. Then, several follow-up surveys and interviews were conducted through email, over the phone, or in person. Casting a wide net, these conversations included local health department personnel, state public health officials, hospital employees, health advocates, and individual navigators. While the list below is broad and comprehensive, there are undoubtedly important patient navigators, nurse navigators, and patient advocates not listed. Their omission is more likely a reflection of our failure to identify them than a decision to not include them.

Kentucky Pink Connection. Operating in 58 counties in central and eastern Kentucky,²⁷ the primary purpose of this organization “is to provide support by reducing and/or eliminating barriers to screening, diagnosis and treatment for breast cancer patients.”²⁸ Originally funded by the Komen Foundation, it is supported with grants and donations from multiple sources. According to Executive Director Vicki Blevins, “Over the past 3 years [2009-2011], Susan G. Komen, Lexington Affiliate has provided grant funds in the amount of \$558,086 for the Kentucky Pink Connection program. This funding has provided 2,562 women within the 58 Affiliate counties with over 4,700 services and/or products.”²⁹ There are three staff members (2 full-time and 1 part-time) who work directly with hospital-based navigators referring breast cancer patients needing, for example, transportation or childcare assistance to keep appointments with their healthcare providers.³⁰ The Kentucky Pink Connection staff has been trained at the Harold P. Freeman Navigation Institute, and, according to Director Blevins, hope to expand their services to patients dealing with other types of cancer.³¹

Kentucky Homeplace. According to one health policy expert with vast knowledge of navigation programs across the county, “the closest thing to a widespread system of navigators [in Kentucky] is Homeplace.”³² Providing

²⁵ Mark Dignan, University of Kentucky, *Patient Navigation for Cervical Cancer in Rural Kentucky* (PowerPoint presentation), National Cancer Institute, available online at: <http://www.accnweb.com/docs/2009/WV/17_MarkDignan-PatientNavigation.pdf>.

²⁶ See, for example, Guadagnolo BA, et al., “Metrics for evaluating patient navigation during cancer diagnosis and treatment: crafting a policy-relevant research agenda for patient navigation in cancer care,” *Cancer* 2011 Aug;117(15 Suppl):3565-74, and Scott Ramsey, et al., “Evaluating the Cost Effectiveness of Cancer Patient Navigation Programs: Conceptual and Practical Issues,” *Cancer*. 2009 December 1; 115(23): 5394–5403.

²⁷ The 58 counties are: Adair, Anderson, Bath, Bell, Bourbon, Boyd, Boyle, Breathitt, Carter, Casey, Clark, Clay, Clinton, Cumberland, Elliott, Estill, Fayette, Floyd, Franklin, Garrard, Green, Greenup, Harlan, Harrison, Jackson, Jessamine, Johnson, Knott, Knox, Laurel, Lawrence, Lee, Leslie, Letcher, Lincoln, Madison, Magoffin, Martin, McCreary, Menifee, Mercer, Montgomery, Morgan, Nicholas, Owsley, Pendleton, Perry, Pike, Powell, Pulaski, Rockcastle, Russell, Scott, Taylor, Wayne, Whitley, Wolfe, Woodford.

²⁸ Kentucky Pink Connection Web site, available at: <<http://www.kypinkconnection.com/>>.

²⁹ E-mail communication with Vicki Blevins, November 21, 2011.

³⁰ These hospital-based navigators include Central Baptist Hospital, St. Joseph East, St. Joseph Hospital, UK Markey Cancer Center, Pikeville Medical Center, Frankfort Regional Medical Center, and the Appalachian Regional Medical Center in Hazard, e-mail with Vicki Blevins, November 15, 2011.

³¹ Telephone conversation with Vicki Blevins, November 8, 2011.

³² Interview with Dr. Gil Friedell, November 23, 2011.

services since 1994, it was “established by the University of Kentucky Center for Excellence in Rural Health and funded by the Kentucky General Assembly to address health disparities in rural portions of the state.”³³ With over 30 staff members working in 40 counties,³⁴ they work to educate individuals on “chronic disease management and healthier lifestyles.”³⁵ Their services include providing individuals with health information, referrals to agencies or providers, assisting with making appointments, acting as a liaison with agencies and providers, and helping to arrange transportation. In the last fiscal year, Kentucky Homeplace worked with 8,452 (unduplicated) clients who are seen, on average, 3 to 4 times per year.³⁶

Local Health Departments. The network of local health departments and districts across Kentucky, arguably, constitutes the center of gravity for patient navigation efforts in the state. While only a few of the 59 local health departments³⁷ actually employ patient navigators *per se*, a common theme garnered from an email survey and telephone interviews with local health department or district directors is that virtually all staff provide navigation functions. With over 3,700 staff employed at local health departments and districts, this represents a large cadre of potential health navigators. When asked if they employ a health navigator, this answer from a local health department director is indicative of many received from other directors: “I don’t have a position dedicated to this as their main function. The reality is that all of our staff do this on an ongoing basis. On any given day our staff are helping someone find a doctor or dentist who accepts Medicaid, find transportation, sign up for WIC benefits, etc. This is a normal part of all of our jobs.”³⁸ Another health department director wrote that “all of our clinic nurses are nurse navigators” in that they work with patients to find medication and treatment.³⁹

Some health departments, such as those in Montgomery and Fayette Counties, have Community Health Workers (CHW) or Community Health Specialists. There are two full-time specialists working in the Montgomery County Health Department Bridge Program, for example, which is designed to bridge the gap between the client and the services they need. While they perform as health navigators, they do not “refer to them as navigators simply because they do much more than navigation of the health care system,” according to Gina Brien with the Montgomery County Health Department.⁴⁰ “Although this is a lot of their work, they also work to meet the social needs of the client such as food stamps, housing, employment, and obtaining KCHIP or Medicaid if applicable. They also provide education in all areas of health and social services and refer them to community classes related to their needs. The CHW’s make scheduled home visits with the client and follow them through a 3 month period unless their needs are met sooner.”⁴¹

Moreover, there are a number of programs or initiatives administered or coordinated through the local health departments that represent a form of patient navigation, some of which are described below in more detail. These include, but are not limited to, the Kentucky Diabetes Prevention and Control Program, the Breast and Cervical Cancer Treatment Program, HANDS program for first-time, at-risk expecting or new mothers, Racial and Ethnic Approaches to Community Health across the US (REACH US), various programs in women’s health, such as the Community Health Outreach Works (CHOW), and the Kentucky Prescription Assistance Program (KPAP).⁴²

Kentucky Prescription Assistance Program – KPAP. This program helps Kentuckians acquire free or reduced-cost prescription drugs for qualifying individuals and/or their families. With a network of nearly 300 locations (see Appendix A), “staff members collaborate with medical personnel and community agencies, like churches, hospitals and social services, to provide information about KPAP, identify resources and determine how the community can best help individuals access assistance programs.”⁴³ The Kentucky Department of Public Health views this as an important navigation program in that they are assisting lower-income individuals access prescription medication.

³³ Kentucky Homeplace Web site, available at: <<http://www.kyruralhealth.org/homeplace>>.

³⁴ A listing of staff contacts as well as the counties in which they work is available online at: <<http://www.kyruralhealth.org/homeplace>>.

³⁵ Kentucky Homeplace, Quarterly Report, available online at:

<http://www.kyruralhealth.org/sites/default/files/PDF/Outreach/HPQuarter_2012_2.pdf>.

³⁶ *Ibid.*

³⁷ A listing of local health departments is available online at: <<http://chfs.ky.gov/NR/rdonlyres/F37BDF08-7C60-4E61-B001-29B8D2A68FE6/0/AlphaLHDListing71212.pdf>>.

³⁸ E-mail from a health department director, received Feb. 1, 2012.

³⁹ E-Mail from a health department director, January 23, 2012.

⁴⁰ E-mail from Gina Brien, January 2011.

⁴¹ *Ibid.*

⁴² Interview with Charles Kendell, Executive Officer, Commissioner’s Office, Kentucky Department for Public Health, February 2011.

⁴³ KPAP Web site: <<http://chfs.ky.gov/dph/info/dpqi/KPAP.htm>>.

Health Access Nurturing Development Services (HANDS). With about 70 coordinators around the state (see Appendix B), this is a home visitation program for expecting, first-time parents. The HANDS parent visitor discusses topics and issues that will enhance the baby’s chances for success. In FY2012, there were 163,026 professional or paraprofessional home visits with 10,113 families receiving services.⁴⁴

Kentucky Diabetes Prevention and Control Program. This program is a public health initiative “consisting of a network of state, regional and local health professionals whose mission is to reduce new cases of diabetes as well as the sickness, disability and death associated with diabetes and its complications.”⁴⁵ At least one of its stated functions—to facilitate efforts to improve access to quality care for those with or at risk for diabetes—is designed to help individuals enter the healthcare system and seek the necessary treatment for their condition.

Breast and Cervical Cancer Treatment Program (BCCTP) and the Kentucky Women’s Cancer Screening Program. These programs are designed to screen women for breast and cervical cancer and then, if eligible, ensure they seek treatment through the Kentucky Medicaid program.⁴⁶

Racial and Ethnic Approaches to Community Health across the US (REACH US). This program uses four **Community Health Workers (CHOWS)** who are certified health navigators (2 in Lexington and 2 in Louisville)⁴⁷ to “educate a targeted population (African American women) about the importance of breast and cervical cancer screening. The CHOWs go out into the community and participate in health fairs, church functions, etc., providing education and encouragement so that women will get screened.”⁴⁸

There are a number of programs designed to assist the elderly, individuals with disabilities, and their families that operate under the auspices the **Area Agencies on Aging (AAA)**; many of these programs can be characterized as helping people navigate the healthcare system. The funding for the Area Agencies on Aging, which are located at the 15 Area Development Districts, comes through the Kentucky Cabinet for Health and Family Services, **Department for Aging and Independent Living.**⁴⁹ These include the State Health Insurance Assistance Program, the Long Term Care Ombudsman Program, and the Aging Disability Resource Center.⁵⁰

State Health Insurance Assistance Program (SHIP). With 3 state-level staff, 15 local coordinators, and approximately 200 local staff—80 percent of whom are volunteers—the purpose of this program is to help people understand how to enroll in Medicare and Medicaid (see Appendix C for a list of SHIP coordinators). They work to provide “information, counseling and assistance to seniors and disabled individuals, their family members and caregivers. The program seeks to educate the general public and Medicare beneficiaries so they are better able to make informed decisions about their health care.”⁵¹ Between July 2010 and June 2011, there were 27,924 total client contacts.⁵²

Long-Term Care Ombudsman Program. The goal of this program is to help patients and families navigate the long-term care environment, including helping individuals and families make the transition to home care, should they desire it. According to their Web site, “the Kentucky Long-Term Care Ombudsman program advocates for residents of nursing homes, personal care homes and family care homes. Ombudsmen work to resolve problems of individual residents and to bring about improvements in care through changes at the local, state and national levels.”⁵³ Currently there are 4 state-level staff, 15 district long-term care ombudsman, and 80 volunteers working with individuals covering the state’s 556 long-term care facilities.⁵⁴ In FY2010, they received 5,879 complaints, opened 4,100 cases, and performed 13,621 facility visits.⁵⁵ The program receives federal, state and local funding and does not charge for services.

⁴⁴ HANDS information sheet distributed at the Commission on Tax Reform public meeting held at Bryan Station High school, August 21, 2012.

⁴⁵ Kentucky Diabetes Prevention and Control Program brochure, available online at: <<http://chfs.ky.gov/NR/rdonlyres/8D1361B1-5537-4317-8661-D509B8032E05/0/ProgramBrochure08.pdf>>.

⁴⁶ More information is available at their respective Web sites, available at: <<http://chfs.ky.gov/dms/bcctp>> and <<http://chfs.ky.gov/dph/info/dwh/cancerscreening.htm>>.

⁴⁷ E-mail from Vivian Lasley-Bibbs, Cabinet for Health and Family Services, May 2, 2012.

⁴⁸ E-mail from Charles Kendell, April 18, 2011.

⁴⁹ Dept. for Aging and Independent Living Web site, available at: <<http://chfs.ky.gov/dail/default.htm>>.

⁵⁰ Much of the information presented about these programs below comes from a telephone interview with Commissioner Deborah Anderson, Nov. 18, 2011, and subsequent e-mail from Rebel Baker, also on Nov. 18, 2011.

⁵¹ State Health Insurance Assistance Program, Web site at: <<http://chfs.ky.gov/dail/ship.htm>>.

⁵² E-mail from Rebel Baker, November 18, 2011.

⁵³ Kentucky Long-Term Care Ombudsman, Web site at: <<http://chfs.ky.gov/dail/klcop.htm>>.

⁵⁴ E-mail from Rebel Baker. Also, contact information for each of the Long-Term Care Ombudsman Districts is available online at: <<http://chfs.ky.gov/dail/lccoDistricts/default.htm>>.

⁵⁵ Ibid.

Aging Disability Resource Center. This staff works with the elderly and disabled to help them navigate within a system that offers a variety of resources, including health resources.⁵⁶ There is one state-level staff person, no volunteers, but 30 to 40 staff who worked with 60,174 clients from April 2011 to September 2011—85 percent of whom were at least 60 years old and 60 percent indicating they had a physical disability.

Family Resource and Youth Services Centers (FRYSC). Located at over 800 of Kentucky's public schools,⁵⁷ the primary purpose of the so-called FRYSCs "is to remove nonacademic barriers to learning as a means to enhance student academic success."⁵⁸ In the context of health navigation, these Centers have played an important role in educating parents about the health insurance available for Medicaid-eligible children and helping families enroll their children in the Kentucky Children's Health Insurance Program (KCHIP).⁵⁹ According to Cindy Arflack, the KCHIP Outreach Coordinator, "we have trained all of our volunteers including the FRYSC coordinators to actually help the families complete the applications and fax them to our central processing (center)."⁶⁰

Community Action Councils (CAC). According to the Community Action Kentucky Web site, this "network consists of 23 Community Action Agencies and provides a broad array of services to over 500,000 low and moderate income Kentuckians each year through a variety of services including weatherization, Head Start, employment and self-sufficiency training, Low Income Home Energy Assistance Program, transportation, senior services, and more."⁶¹ According to Candace Mattison, the Community Services director, the staff at the local Councils is "very much involved in helping individuals navigate the health care system, especially through information and referrals."⁶² They are also quite involved in the KPAP program with several Community Action Council contacts listed (see Appendix D for a list of CAC contacts).

Kentucky Cancer Program (KCP). The Kentucky Cancer Program has a network of cancer control specialists serving all 120 counties through 13 regional offices. According to its Web site, "for more than 30 years, KCP has been a resource for the public, patients and their families, survivors, health care providers, and community organizations. Our mission is to reduce cancer incidence and mortality by promoting cancer education, research and service programs."⁶³ The KCP produces a series of resource guides—referred to as "Pathfinders"—that provide a "comprehensive guide to cancer services and resources in each of the state's 15 Area Development Districts."⁶⁴

In addition to producing education materials, the KCP has implemented *Cultivando la Salud*, a science-based program developed by the National Center for Farmworker Health, Inc. and originally funded by the Centers for Disease Control and Prevention. According to the Rachele Seger, the program coordinator, "this breast and cervical cancer education program provides outreach services to Spanish-speaking women through bilingual community health educators called *promotoras*. *Promotoras* working in both urban and rural communities are providing education and screening referrals in the Falls, Lincoln Trail, and Green River Districts. Spanish language outreach activities include: educational presentations; patient navigation to screening; and community exhibits. KCP has received funding from Susan G. Komen for the Cure and the Kentucky Department for Public Health to fund these outreach services."⁶⁵ The geographic scope of this initiative includes Jefferson, Bullitt, Hardin, Oldham, Shelby, Spencer, Breckinridge, Meade, Nelson, Grayson, Larue, Crittenden, Daviess, Hancock, Henderson, Hopkins, McLean, Webster, and Union Counties.⁶⁶

Area Health Education Center (AHEC). Another entity training health navigators to work with the Hispanic community through the *Promotora* program is the North Central Area Health Education Center, which covers 16 counties and has offices in Park Hills as well as Lexington.⁶⁷ After receiving a 40-hour class over a 12-13 week peri-

⁵⁶ See the Aging and Disability Resource Guide online, at: <<http://chfs.ky.gov/dail/resourcemarket>>.

⁵⁷ For a listing of contacts for the FRYSCs see <<http://chfs.ky.gov/NR/rdonlyres/FF9B3C44-3601-46AE-8B15-CAE6F72104E8/0/DFRYSCDatabase8311.xls>>.

⁵⁸ Family Resource and Youth Services Centers, online at: <<http://chfs.ky.gov/dfrcv/frysc/default.htm>>.

⁵⁹ KCHIP Web site, available at: <<http://kidshealth.ky.gov/en/kchip/>>.

⁶⁰ E-mail from Cindy Arflack, November 14, 2011.

⁶¹ Community Action Kentucky Web site at: <<http://www.communityactionky.org/Home.aspx>>.

⁶² Telephone conversation with Candace Mattison, November 8, 2011.

⁶³ Kentucky Cancer Program Web site at: <<http://www.kycancerprogram.org/>>.

⁶⁴ These guides are available for the Western part of the state at: <<http://www.kycancerprogram.org/publications>>, and for the eastern part of the state at: <<http://www.kcp.uky.edu/pathfinders.html>>.

⁶⁵ E-mail from Rachele Seger, April 4, 2012.

⁶⁶ Contact information for the KCP regional offices is available online, refer to: <<http://www.kycancerprogram.org/regional-offices>>.

⁶⁷ The North Central AHEC provides services in these counties: Anderson, Boone, Bourbon, Bracken, Campbell, Fayette, Franklin, Gallatin, Grant, Harrison, Jessamine, Kenton, Owen, Pendleton, Scott, and Woodford.

od that covers “a variety of health topics, such as basic hygiene, women's health, prevention and treatment of common health problems, local health resources, children’s health, HIV/AIDS, and others,”⁶⁸ the “*promotoras* then go out to help the community on health issues such as health fairs, etc.”⁶⁹ There is a network of 8 regional AHEC offices across Kentucky—all with a general goal to enhance community health education.

Hospital-based Navigators. We have identified 35 hospital-based health navigators who are concentrated in Kentucky’s urban triangle region and generally at larger hospitals (see Table 3).⁷⁰ The Kentucky Hospital Association lists 122 hospitals in its 2010 *Kentucky Hospital Statistics* report, including, but not limited to, community, long-term acute care, rehabilitation, and psychiatric hospitals.⁷¹ Of these, 80 have social work services and 42 offer oncology services.⁷² Of the 17,865 beds in Kentucky’s hospitals,⁷³ those using navigators account for 7,562 beds—or about 42 percent of the total number of beds. And, while the average size of a hospital in Kentucky is between 140 and 150 beds, those with navigators are typically much larger with, on average, about 360 beds.

TABLE 3
Patient Navigators at Kentucky’s Hospitals

Hospital	County	Beds	Number	Focus Areas
Baptist Hospital East	Jefferson	407	4	Breast (2), colon, lung
Central Baptist Hospital	Fayette	383	3	Breast, colon, oncology
Ephraim McDowell Regional Medical Center	Boyle	197	1	Not disease specific
Frankfort Regional Medical Center	Franklin	173	1	Breast health
Hazard ARH Regional Medical Center	Perry	308	1	Breast, colon
Jewish Hospital	Jefferson	462	1	Nurse navigator used to reduce readmission rate
King’s Daughters Medical Center	Boyd	455	3	Breast, lung, and gastrointestinal
Lourdes	McCracken	331	1	Navigator to improve general health outcomes
Norton Hospital	Jefferson	905	5	Norton Cancer Institute has patient navigators for breast health, gastrointestinal, hepatic, lung, brain tumor and other diseases.
Norton Audubon Hospital	Jefferson	432		
Norton Suburban Hospital	Jefferson	373		
Pikeville Medical Center	Pike	261	1	Navigation at the Leonard Lawson Cancer Center is focused on breast health
Saint Joseph East	Fayette	174	1	Breast health
Saint Joseph Hospital	Fayette	468	1	Breast health
St. Elizabeth Edgewood	Kenton	480	8	Part-time nurse navigators focus on breast health.
St. Elizabeth Florence	Boone	161		
St. Elizabeth Ft. Thomas	Campbell	284		
St. Elizabeth Grant	Grant	25		
Trover Health System	Hopkins	390	1	Breast health
UK Chandler Medical Center	Fayette	489	1	Breast health through Markey Cancer Center
University of Louisville Hospital	Jefferson	404	2	James Graham Brown Cancer Center has patient navigators for breast health, gastrointestinal, lung, brain and other diseases.

The vast majority of these are nurse navigators focusing on breast cancer treatment, but the navigation effort at Jewish Hospital in Louisville has a slightly different focus. Partnering with the Louisville Metro Department of Public Health and Wellness, they are working to lower readmission rates of individuals recently discharged from the hospital.⁷⁴ According to a March 13, 2012, press release, “the two organizations have collaborated to implement an initiative designed to help underserved people living in Louisville’s urban neighborhoods better manage their health conditions in their homes. The program began March 1, 2012, and uses a nurse from Jewish Hospital to provide free health coaching and support for low-income patients after they’ve had an inpatient hospitalization. In addition, health department peer advisors make home visits to connect patients with community resources

⁶⁸ North Central AHEC Web site: <http://www.nckyahec.org/index.asp?page=community_programs>.

⁶⁹ E-mail from Maria Gomez, Program Coordinator, Office of Health Equity, March 15, 2011.

⁷⁰ We identified navigation programs by examining the hospital Web sites, calling hospitals to ask about navigation programs—especially those with social workers, oncology, or larger facilities (i.e., more than 100 beds)—and asking other navigators if they were aware of similar initiatives in other hospitals.

⁷¹ Refer to the Master Hospital Index 2010 – Beds, pp. 125-8.

⁷² Kentucky Hospital Association Web site at: <http://info.kyha.com/KHADBS/Hospital_Services.asp>.

⁷³ *Kentucky Hospital Statistics 2010*, Kentucky Hospital Association, as of August 6, 2010.

⁷⁴ Telephone conversation with Ryan Irvine, Louisville Metro Department of Public Health and Wellness, Feb. 1, 2012.

like transportation and support them in managing their health. It is funded with a Mission and Ministry Grant from Catholic Health Initiatives.”⁷⁵

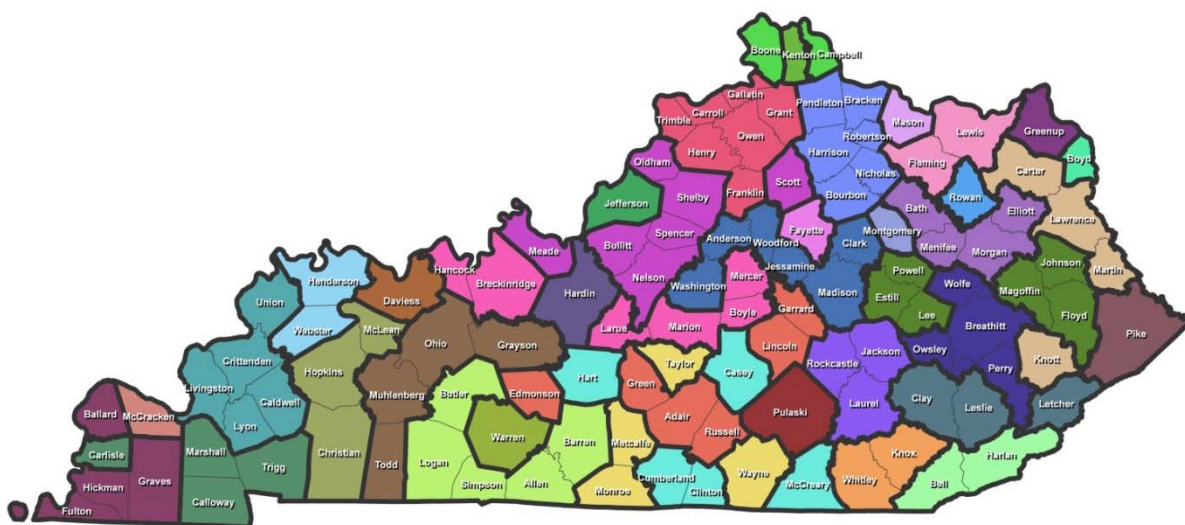
While we have identified and described a rather vast network of individuals, agencies, groups and providers across Kentucky who act as health navigators, the need for their services is great. In the section below we examine whether the capacity of these navigators is sufficient to meet the need.

Estimating Whether Navigator Capacity is Adequate

We began this report by discussing Kentucky’s health challenges. Here we expand on that discussion by illustrating the distribution of cancer incidence and those at risk for chronic disease across the state. By comparing these numbers to the location of navigators we can draw some general conclusions about whether the current supply of navigators is sufficient for the latent or actual demand for their services. Our general conclusion is that the need for their services appears to exceed their capacity to deliver them.

Chronic Disease and Health Navigators. We begin by estimating the number of Kentucky adults at-risk for chronic disease by using data from the Behavioral Risk Factor Surveillance System, as described at the beginning of this report (refer to Table 1). To generate county-level estimates, we calculate the percentage of adults at risk for chronic disease for each of the 39 BRFSS regions (Figure 4).⁷⁶ As shown in Table 4, Fayette County has the lowest estimated percentage (51%) while the BRFSS group of Bath, Elliott, Menifee, and Morgan Counties has the highest (82%).

FIGURE 4
Behavioral Risk Factor Surveillance System (BRFSS) Regions



Source: University of Kentucky Markey Cancer Control Program and College of Public Health under the direction of the Kentucky Department for Public Health.

⁷⁵ Jewish Hospital & St. Mary’s HealthCare and Louisville Metro Department of Public Health and Wellness selected for award from national leadership program, available online at: <<http://www.jhsmh.org/About-Us/JHSMH-News-Center/News-Article/ID/1335/Jewish-Hospital-St-Marys-HealthCare-and-Louisville-Metro-Department-of-Public-Health-and-Wellness-selected-for-award-from-national-leadership-program.aspx>>.

⁷⁶ These county groups were developed by researchers at the University of Kentucky Markey Cancer Control Program and College of Public Health under the direction of the Kentucky Department for Public Health. The thirty-nine county groups were developed using a methodology which considered socioeconomic, demographic, and health-related statistics at the county level, together with geographical proximity and number of BRFSS respondents, to cluster counties based on similar characteristics. Aggregating counties in this manner provides more reliable estimates for areas with small populations. Figure 4 shows counties belonging to the same groups. Note that 14 counties had enough respondents from the BRFSS to produce stable estimates on their own: Boyd, Daviess, Fayette, Greenup, Hardin, Jefferson, Kenton, Mason, McCracken, Montgomery, Pike, Pulaski, Rowan, Warren.

TABLE 4
Chronic Disease Causing Behaviors by Region
(2009-2011 Pooled BRFSS Data)

Behavioral Risk Factor Surveillance System Regions	Obese	Current Smoker	Lack of Physical Activity	Heavy Alcohol Drinkers	At Risk for Chronic Disease
Adair, Edmonson, Garrard, Green, Lincoln, Russell	45%	39%	38%	7%	75%
Allen, Barren, Butler, Logan, Simpson	32%	28%	33%	3%	67%
Anderson, Clark, Jessamine, Madison, Washington, Woodford	37%	22%	29%	2%	66%
Ballard, Fulton, Graves, Hickman	32%	19%	30%	4%	58%
Bath, Elliott, Menifee, Morgan	37%	46%	34%	8%	82%
Bell, Harlan	31%	33%	36%	7%	71%
Boone, Campbell	27%	20%	24%	5%	56%
Bourbon, Bracken, Harrison, Nicholas, Pendleton, Robertson	26%	33%	29%	2%	67%
Boyd	35%	21%	33%	6%	65%
Boyle, Breckinridge, Hancock, Larue, Marion, Mercer	33%	27%	29%	4%	67%
Breathitt, Owsley, Perry, Wolfe	46%	31%	44%	4%	79%
Bullitt, Meade, Nelson, Oldham, Spencer, Shelby, Scott	33%	24%	25%	5%	57%
Calloway, Carlisle, Marshall, Trigg	33%	29%	27%	7%	65%
Carroll, Franklin, Gallatin, Grant, Henry, Owen, Trimble	34%	31%	27%	3%	71%
Carter, Knott, Lawrence, Martin	34%	30%	40%	3%	71%
Casey, Clinton, Cumberland, Hart, McCreary	37%	28%	41%	1%	71%
Christian, Hopkins, McLean	30%	23%	33%	5%	61%
Clay, Leslie, Letcher	35%	30%	34%	1%	69%
Caldwell, Crittenden, Livingston, Lyon, Union	35%	25%	34%	3%	67%
Daviess	26%	27%	26%	2%	57%
Estill, Floyd, Johnson, Lee, Magoffin, Powell	38%	29%	41%	2%	76%
Fayette	27%	16%	21%	3%	51%
Fleming, Lewis	35%	34%	33%	5%	73%
Grayson, Muhlenberg, Ohio, Todd	34%	25%	29%	5%	66%
Greenup	38%	24%	27%	3%	65%
Hardin	29%	21%	28%	4%	58%
Henderson, Webster	32%	29%	27%	7%	64%
Jackson, Laurel, Rockcastle	32%	29%	32%	2%	63%
Jefferson	31%	23%	26%	6%	57%
Kenton	29%	23%	23%	11%	59%
Knox, Whitley	32%	32%	36%	2%	70%
McCracken	30%	20%	27%	3%	58%
Mason	27%	26%	29%	4%	57%
Metcalfe, Monroe, Taylor, Wayne	34%	22%	35%	2%	63%
Montgomery	30%	27%	27%	3%	59%
Pike	35%	31%	35%	4%	71%
Pulaski	27%	34%	36%	4%	66%
Rowan	41%	23%	29%	1%	66%
Warren	29%	23%	25%	5%	58%

Assuming that someone at risk for chronic disease would be most in need of navigation services, we multiply the county’s estimated percentage at risk for chronic disease times the number of individuals in the likely underlying population. While one could easily assume that the entire county population should be the focus of navigation efforts, we conservatively limit the target population to two groups—the Medicaid eligible⁷⁷ and the uninsured.⁷⁸ For example, Adair County is part of a larger 6 county BRFSS group with an estimated 75 percent of the adult population (18 and older) at risk for chronic disease. Adair County’s total population is about 18,500, but its Medicaid-

⁷⁷ Medicaid is a state-federal partnership to provide health care coverage for people with lower incomes, older people, people with disabilities, and some families and children. The total Medicaid eligible numbers are the 2011 county-level totals for all individuals—children and adults—available from the Kentucky Department for Medicaid Services in its MS-264 reports, which are available online at: <<http://chfs.ky.gov/dms/stats.htm>>.

⁷⁸ The county-level uninsured estimates are for all individuals under the age of 65. These data are from the U.S. Census, Small Area Health Insurance Estimates, available online at: <<http://www.census.gov/did/www/sahie/index.html>>.

eligible population is 4,259 and uninsured population is 3,402. We assume that the likely target population for navigation efforts in Adair County is 5,745, which is equal to 75 percent of 7,661.⁷⁹

While there are many navigators—professional, paraprofessional, and lay volunteers—described above, here we focus on those most likely to be engaged with individuals trying to manage chronic disease—Kentucky Homeplace and local health department staff. However, we do not assume that all Homeplace or health department staff is actively engaged in navigation efforts. Instead, we limit the pool of potential Kentucky Homeplace navigators to community health workers and exclude administrative staff. Then, based on a 2008 national study of the local health department workforce, we assume, probably somewhat generously, that 70 percent of a local health department workforce could be engaged at some level as health navigators (even though some local health department directors indicated that *all* their staff are potential navigators).⁸⁰ Using personnel data obtained from the Kentucky Department of Public Health as well as three of the local health departments, we allocate the number of health department staff to the various counties.⁸¹ So, staying with our Adair County example above, it is one of 10 counties forming the Lake Cumberland District Health Department, which has 243 employees. Adair County's total population makes up about 9 percent of the total population of these 10 counties, so we allocate 9 percent of the 243 employees to Adair County, or about 22 people. We then take 70 percent of this total, which is around 15 people, who are available for health navigation in Adair County; there is no Homeplace presence in Adair County.

With about 15 health navigators responsible for approximately 5,745 individuals in Adair County, this results in a ratio of about 374 individuals for 1 navigator.⁸² This method yields a minimum ratio of 159:1 in Montgomery County and a maximum of 1,058:1 in Powell County, which, ironically, are contiguous counties. The average ratio for all 120 counties is 364:1 and the Kentucky ratio is 348:1.

What do these ratios suggest about the existing capacity of Kentucky's network of health navigators? We use social worker case management studies to give us an idea of what a reasonable or appropriate ratio might be for our purposes. Needless to say, there is no single ratio that is necessarily appropriate. In a 2008 working paper produced by the Case Management Society of America and the National Association of Social Workers, they state:

The size of caseloads crosses a large span of numbers of cases, which are considered ratios of clients-to-case manager. Caseloads ranged widely over six delivery examples contained in the literature reviewed by the CLWG (Caseload Working Group). Specifically, caseloads ranged from a high in a social work clinic model of 365 clients to 1 case manager (365:1) (Wilson, Curtis, Lipke, Bachenski, & Gillian, 2005) to 50:1 or 40:1 in community mental health (Hromco, Moore, & Nikkel, 2003) to 26:1 or 32:1 in acute inpatient units considered less intense (Underwood, McKagen, Thomas, & Cesta, 2007) to 20:1 in a maternity ambulatory outpatient clinic (Kane & Issel, 2005) to 12:1 or 10:1 in the intensive Mental Health (MH) CM model (Dewa et al., 2003) to 2:1 or 1:1 in acute inpatient intensive care settings (Underwood et al.). This wide expanse of cases in different CM settings exemplified the central difficulty in producing one single caseload calculator to configure caseloads across the entire CM spectrum.⁸³

The Kentucky Homeplace Quarterly Reports provide another source of information. The Quarterly Report for the second quarter of 2012 indicates that for the preceding fiscal year the Homeplace staff saw 8,452 (unduplicated) clients 3 to 4 times during the year. This represents about 30 staff working in about 38 different counties—which results in a ratio that ranges from about 220 to 280 depending on the denominator one uses.

⁷⁹ This is $(0.75 * (4259 + 3402)) = 5745$. We should note that this is a conservative estimate since the uninsured population tends to have a higher probability of chronic disease than the general population.

⁸⁰ *The Local Health Department Workforce: Findings from the 2008 National Profile of Local Health Departments*, (National Association of County & City Health Officials, 2010), available online at: <www.naccho.org>. Using the data in Figure 3.2 of the workforce report, we exclude information system, public information, manager/directors, and administrative/clerical personnel, which constitute almost 30 percent of the local health department workforce. We include everyone else—including the roughly one-third who are not categorized.

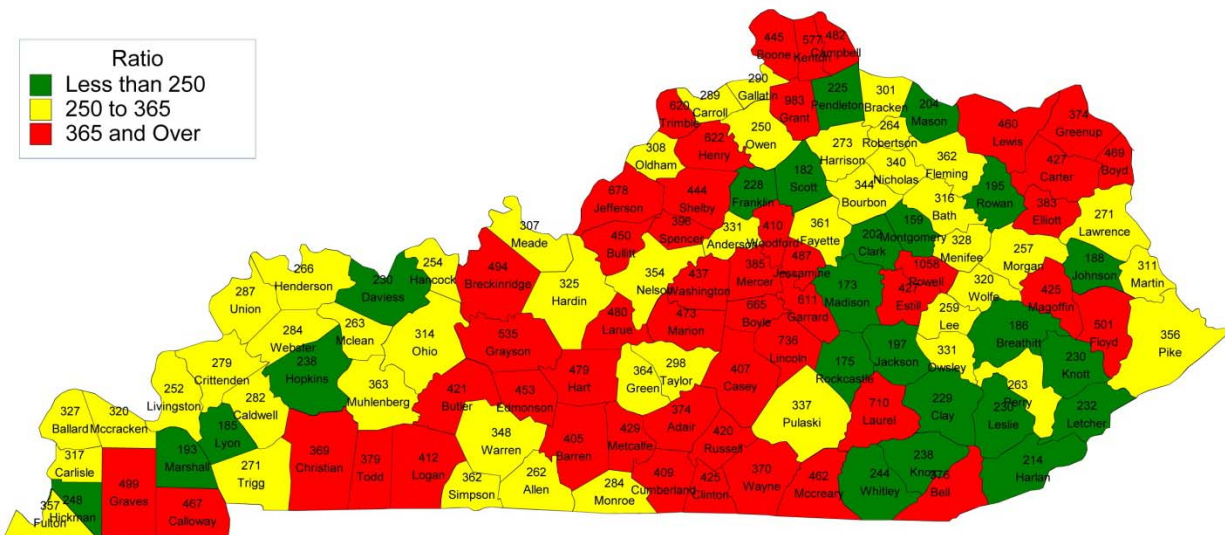
⁸¹ Ron Horseman, branch manager, Local Health Personnel Branch, provided us with staff levels for 56 of the 59 departments/districts, e-mail Sept. 24, 2012. In the case of districts which cover multiple counties, we allocate the health department staff according to a county's share of the total population for that group of counties. We contacted the other three departments directly for data on their staff levels (e.g., Louisville Metro, Lexington-Fayette, and Northern Kentucky).

⁸² The actual result is 374, not 383, which is due to rounding differences.

⁸³ Available online at: <<http://www.socialworkers.org/practice/aging/Caseload%20Concept%20Paper%20final.pdf>>.

Using the thresholds of 250, the Kentucky Homeplace ratio, and 365, the highest ratio from the social worker caseload literature review, we create three categories to illustrate county-level ratios across Kentucky (Figure 5). Without ratios derived from evidence-based studies, one should view these numbers as illustrative of relative differences across the state and not draw strong conclusions based on the absolute values of the ratios. That is, we cannot say that a ratio of 250:1 or lower is appropriate and a ratio of 365:1 or higher is too high, but we can use these data to see the relative differences in capacity across Kentucky. This information has value in that it can be used to strategically allocate health navigation resources across the state.

FIGURE 5
Ratio of Navigator to Potential Client



Cancer Incidence and Health Navigators. According to data from the Kentucky Cancer Registry, the incidence rate of all invasive cancers suggests there will be about 24,000 cases per year in Kentucky. As we indicated previously, our research has found about 35 hospital-based navigators who focus mainly on breast cancer, but other cancers as well. The total number of new cases of invasive cancer divided by the total number of navigators equals 686. If we assume the navigator will have the patient under his or her care for about 6 months, the ratio drops to half that amount or about 343.⁸⁴ If we limit this solely to the incidence of invasive breast cancer, which is about 3,100 cases each year, then the ratio necessarily drops to about 60, depending on one’s assumptions on the length of treatment and navigation.⁸⁵ However, this implies, of course, that the vast majority of the new cancer cases—over 20,000—are not working with a navigator.

What then, is an effective navigation ratio? One source notes that ideal ratios (using breast health nurse navigators) are “1 FTE for 25 to 30 patients under treatment and 75 to 80 post-treatment.”⁸⁶ This illustrative analysis suggests that Kentucky falls short in the number of navigators that could be used to help shepherd cancer patients through the rigors of their treatment.

Conclusion

Kentuckians experience higher rates of cancer and other chronic diseases compared to the U.S. average. There are many individuals, organizations, and agencies actively working to ameliorate this situation, including several who are viewed as health navigators. Research shows that navigators can positively affect the behaviors and

⁸⁴ The length of time a cancer patient works with a navigator varies, of course. One navigator indicated 6 months is about average.
⁸⁵ The length of time for treatment and recovery for breast cancer varies, of course, to many factors. We assume about 8 months for illustrative purposes. See <http://breastcancer.about.com/od/whattoexpect/a/Breast-Cancer-Treatment-Recovery-Times_2.htm>.
⁸⁶ Joann Zeller, “Growing Your Patient Navigation Program,” *ACCC’s Cancer Care Patient Navigation* (Association of Community Cancer Centers), available online at: <<http://accc-cancer.org/education/pdf/PN2009/s25.pdf>>.

health outcomes of individuals, but there is less evidence—thus far at least—to demonstrate their cost-effectiveness. The research and analysis presented here suggests despite their wide-spread presence across the state, the need for navigation services likely exceeds the current capacity to provide it.

Appendix A—Kentucky Prescription Assistance Program (KPAP) Contacts

COUNTY	ADVOCATE ORGANIZATION	PRIMARY CONTACT	EMAIL	PHONE	FAX	STREET	CITY, STATE, ZIP
Adair	Lake Cumberland CAA	Stanley Lawson	Stanley.Lawson@lc-caa.org	(270) 384-2147		115 Jamestown St	Columbia, KY 42728
Allen	KY Homeplace - Allen	Angel Carpenter	aca244@uky.edu	(270) 237-3168 (877) 661-6956	(270) 237-3179	1421 Old Gallatin Rd.	Scottsville, KY 42164
Anderson	Bluegrass Community Action Partnership (M-F 7:30 - 3:30)	Becky Stratton	becky.stratton@bgcap.org	(502) 839-7102	(502) 839-7102	117 1/2 Hilltop	Lawrenceburg, KY 40342
Ballard	KY Homeplace - Ballard	Angelic Carpenter	astor2@uky.edu	(270) 335-3358 (877) 213-7164	(270) 335-3382	132 North 4th Street	Wickliffe, KY 42087
Ballard	HEART USA	Charles Thompson	bigdood@yahoo.com	(270) 442-2590		2812 Fairmont St	Paducah, KY 42003
Barren	KY Homeplace - Barren	Tammy Glass	tammy.glass@uky.edu	(270) 659-2053 (877) 284-1271	(270) 659-0046	119 Park Ave.	Glasgow, KY 42141
Bath	KY Homeplace - Bath	Janet Kegley	jkkegl2@uky.edu	(606) 738-4729 (888) 223-2910	(606) 738-6315	101 South KY 7 PO Box 67	Sandy Hook, KY 41171
Bath	New Hope Clinic	Julia Maness	juliamaness@yahoo.com	(606) 674-8822	(606) 674-8262	41 South Court St.	Owingsville, KY 40360
Bath	Gateway District Health Dept.	Sandra Ellington	sandra.ellington@ky.gov	(606) 674-6396	(606) 674-3071	Gudgell Avenue PO Box 555	Owingsville, KY 40360
Bath	Bath County Health Center	Clydene Jones	clydener.jones@ky.gov	(606) 674-2731	(606) 674-3071	68 Oberlin Street	Owingsville, KY 40360
Bell	Bell-Whitley CAA	Devona McFadden	devonamcfadden@bell-whitley.org	(606) 337-3044		129 Pine Street	Pineville, KY 40977
Bell	KY Homeplace - Bell	Brenda Harris	bjharr2@uky.edu	(606) 337-6886	(606) 337-7183	121 Virginia Ave.	Pineville, KY 40977
Bell	Pineville Community Hospital	Bonnie Browning	browning32@bellsouth.net	(606) 337-4367		850 Riverview Ave	Pineville, KY 40977
Boone	HealthPoint Family Care	Heather Goodwin	hgoodwin@healthpointfc.org	(859) 655-6146	(859) 655-6123	4341 Winston Avenue	Latonia, KY 41015
Bourbon	Bourbon County Community Action	Jamie Allen	jamieallen@communityaction.org	(859) 987-5277	(859) 988-0357	141 Main Street	Paris, KY 40361
Boyd	CARES (County Only 10:00-5:00)	Larin Crawford-Barham	cares.larin@gmail.com	(606) 324-2949		P.O. Box 1503 2516 Carter Avenue	Ashland, KY 41105
Boyd	Northeast KY CAA - Boyd	Margaret Tilsey	Margaret.Tilsey@nkcaa.net	(606) 324-8617		1844 Carter Ave.	Ashland, KY 41101
Boyd	Select Home Care Options	Katrina Kerns	katrina@shcoky.com	(606) 327-1100	(606) 327-1191	4338 13th Street	Ashland, KY 41101
Boyd	Ashland Community and Technical College	Megan Horne	mhorne0001@kctcs.edu	(606) 326-2074		1400 College Drive	Ashland, KY 41101
Boyd	Kings Daughters Medical Center	Courtney Hall	courtney.hall@kdmc.net	(606) 408-4813		Lexington Avenue	Ashland, KY 41101
Boyle	Blue Grass Community Action Partnership-Boyle	C.R. Payne	cr.payne@bgcap.org	(859) 236-2955	(859)236-2955	225 West Walnut St.	Danville, KY 40422
Boyle	Hope Clinic	Ann Smith	asmith@emrhc.com	(859) 239-2363	(859) 239-2390	448 South Third St	Danville, KY 40422
Bracken	PrimaryPlus - Bracken (Patients Only)	Tammy Woods	woodt@primaryplus.net	(606) 756-2117		1551 Augusta Chatham Rd.	Augusta, KY 41002
Bracken	Bracken County Health Department	Donna Teegarden	donnas.teegarden@ky.gov	(606) 735-2157	(606) 735-2159	429 Frankfort St. PO Box 117	Brooksville, KY 41004
Bracken	Licking Valley CAP	Sophrina Story	scoffey@lvcap.com	(606) 735-2948			Brooksville, KY 41004
Breathitt	Juniper Health Inc.	Crystal Spencer	crystal.spencer@juniperhealth.org	(606) 464-2401	(606) 464-3290	PO Box 690 125 Main Street	Beattyville, KY 41311
Breathitt	Middle KY Community Action Partnership	L. Diane Fugate	mkcap@setel.com	(606) 666-5902		1137 Main St. Suite 106	Jackson, KY 41339
Breathitt	KY Homeplace - Breathitt	Julia Keene	jkeen0@uky.edu	(606) 666-7106	(606) 666-5984	1154 Main St.	Jackson, KY 41339
Breckinridge	Central KY Community Action	Wendy Moore	wmoore@ckcac.org	(270) 756-6813	(270) 756-9210	108 S. Third Street	Hardinsburg, KY 40143
Bullitt	City of Hillview	Karen Gathof	kgathof@hillviewky.org	(502) 957-5280	(502) 955-5673	298 Prairie Dr.	Louisville, KY 40229
Bullitt	Multi-Purpose CAA	Jessica Hardesty	jessica@mpcaa.org	(502) 543-4077	(502) 543-2279	214 Frank E. Simon Rd	Shepherdsville, KY 40165
Butler	KY Homeplace - Butler	Lisa Lack	lisa.lack@uky.edu	(270) 526-6267	(270) 526-4512	Ashley Plaza Suite D 811 Main St.	Morgantown, KY 42261
Caldwell	Pennyrile Allied - Princeton	Helen Shipman	bobbi.w@pacs-ky.org	(270) 365-5097	(270) 885-1605	116 E. Main St.	Princeton, KY 42445
Caldwell	KY Homeplace - Caldwell	Rhonda Wadsworth	rwadsworth08@uky.edu	(270) 365-2415	(270) 365-5316	605 S Jefferson	Princeton, KY 42445

Calloway	KY Homeplace - Calloway	Carla Gray	cgray0@uky.edu	(270) 767-9829	(270) 767-9829	602 Memory Lane	Murray, KY 42071
Calloway	Angels Clinic	Sherry Crittendon	angelexdir@aol.com	(270) 759-2223	(270) 759-2225	Angels Community Clinic 1005 Poplar St.	Murray, KY 42071
Calloway	West Kentucky Allied Services - Calloway	Amanda Enochs	amandan.enochs@gmail.com	(270) 753-0908		607 Popular St. Suite C	Murray, KY 42071
Campbell	HealthPoint Family Care	Heather Goodwin	hgoodwin@healthpointfc.org	(859) 655-6146	(859) 655-6123	4341 Winston Ave	Latonia, KY 41015
Carlisle	HEART USA	Charles Thompson	bigdood@yahoo.com	(270) 442-2590		2812 Fairmont St	Paducah, KY 42003
Carlisle	KY Homeplace - Carlisle	Donna Hooper	dkhoop2@email.uky.edu	(270) 472-3674 (877) 213-7162	(270) 472-1917	35 Browder * PO Box 1198	Fulton, KY 42041
Carroll	Three Rivers District Health (M-F 8:00-4:30)	Rebecca Wilson	rebecca.wilson@ky.gov	(502) 732-6641	(502) 732-8681	401 11th Street	Carrollton, KY 41008
Carter	Northeast KY CAA - Grayson	Donna Jackson	donna.jackson@nkcaa.net	(606) 474-8118		603 W. Main St.	Grayson, KY 41143
Carter	Northeast KY CAA - Olive Hill	Karen Mosier	karen.mosier@nkcaa.net	(606) 286-4443		539 Hitchins Ave	Olive Hill, KY 41164
Carter	Grahn School Community Center	Starlene Harris	harrisstarlene@hotmail.com	(606) 286-0177		3655 Grahn Rd	Grahn, KY 41142
Carter	KY Homeplace - Carter	Beth Smith	easmith123@uky.edu	(606) 474-2742	(606) 474-2592	101 Fraley Miller Plaza, Suite B PO Box 546	Grayson, KY 41143
Casey	Lake Cumberland CAA - Casey	Pat Sharp	pat.sharp@lc-cad.org	(606) 787-9915		85 Deldon Ave P.O. Box 479	Liberty, KY 42539
Casey	Lake Cumerland ADD	Bonnie Winfrey	bonnie@lcadd.org	(270) 866-4200	(270) 866-2044	2384 Lakeway Dr.	Russell Springs, KY 42642
Christian	Pennyrile Allied - Hopkinsville	Robert Kelly	robert.k@pacs-ky.org	(270) 885-4959	(270) 885-1605	1100 S. Liberty Street P.O. Box 549	Hopkinsville, KY 42240
Christian	KY Homeplace - Christian	Sherry Morris	smorr5@uky.edu	(270) 527-4350 (800) 862-0603		1101 Main St. * PO Box 378	Benton, KY 42025
Clark	Clark County Health Dept	Janna Smith	jannasmithre@gmail.com	(859) 744-1488	(859) 737-2618	273 Shopper's Drive	Winchester, KY 40391
Clark	Clark County Prescription Assistant Program	Ruth Chestnut	clarkpap@gmail.com	(859) 744-1488	(859) 737-2618	273 Shopper's Drive	Winchester, KY 40391
Clark	Rapha Ministries	Rebecca Prater	raphaministeries@bellsouth.net	(859) 737-4022		137 N Main Street	Winchester, KY 40391
Clay	Christian App Project - Jackson	Peggy Harrison	pharrison@chrisapp.org	(606) 287-3039		6042 Hwy. 421 S. *	McKee, KY 40447
Clay	KY Homeplace - Clay	Michelle Ledford	kmledf2@uky.edu	(606) 599-1039	(606) 598-4315	105 Main Street	Manchester, KY 40962
Clay	Cumberland Valley District Health Dept- Clay	Leslie Brown	leslier.brown@ky.gov	(606) 599-0112	(606) 598-4315	105 Main Street	Manchester, KY 40962
Clinton	Lake Cumberland CAA - Clinton	Hershell Key	hershell.key@lc-cao.org	(606) 387-5880		110 Spring Street PO Box 74	Albany, KY 42602
Crittenden	HEART USA	Charles Thompson	bigdood@yahoo.com	(270) 442-2590		2812 Fairmont St	Paducah, KY 42003
Crittenden	Pennyrile Allied - Marion	Kathey Penn	kathey.p@pacs-ky.org	(270) 965-4763	(270) 965-4763	107 S. Main St. Suite 109 P.O. Box 252	Marion, KY 42064
Cumberland	Lake Cumberland CAA - Cumberland	Tammy Cary	tammy.cary@lc-cao.org	(270) 864-4386		601 Courthouse Square	Burkesville, KY 42717
Daviess	McAuley Clinic	Duane Bivins		(270) 926-6575	(270) 926-2559	501 Walnut Street	Owensboro, KY 42301
Daviess	Daviess County Community Access Project	Suzanne Craig	suzanne.craig@ky.gov	(270) 852-2927	(270) 852-2937	1600 Breckenridge Street	Owensboro, KY 42303
Daviess	Green River District Health Dept.	Suzanne Craig	suzanne.craig@ky.gov	(270) 852-2927		1600 Breckenridge Street	Owensboro, KY 42301
Edmonson	KY Homeplace - Edmonson	Sharon Cherry	scherr2@uky.edu	(270) 597-2246 (800) 507-2132	(270) 597-2317	221 Mammoth Cave Rd. *	Brownsville, KY 42210
Elliott	Northeast KY CAA	Billie Knipp	Billie.Knipp@nkcaa.net	(606) 738-6577		103 Gee St. P.O. Box 775	Sandy Hook, KY 41171
Elliott	KY Homeplace - Elliott	Shirely Prater	sdpr223@uky.edu	(606) 738-5927	(606) 738-6078	P.O. Box 67 101 South KY 7	Sandy Hook, KY 41171
Estill	Christian App Project - Jackson County (M-Th 8:00-5:00)	Peggy Harrison	pharrison@chrisapp.org	(606) 287-3039		6042 HWY 421 S *	McKee, KY 40447
Fayette	Bluegrass Community Health Center	Dia Obonyo	dia.obonyo@eku.edu	(859) 259-2635	(859) 254-7874	1306 Versailles Rd Suite 120	Lexington, KY 40504

Fayette	Refuge Medical Clinic (Clients Only)	Kara Moore	kmoore@refugeministriesky.org	(859) 225-4325	(859) 225-0458	525 Corral Street	Lexington, KY 40508
Fayette	Nathaniel Mission	Carol Wood	lola@nathanielmission.org	(859) 255-0062	(859) 367-0089	616 DeRoode Street	Lexington, KY 40508
Fayette	Mission Lexington (Clients Only) (M-F 5 hrs daily)	Peg Nethery	pegnethery@insightbb.com	(859) 272-0219	(859) 272-0434	1393 Trent Blvd Suite 2102	Lexington, KY 40517
Fayette	Bluegrass Care Clinic-Lexington	Amy Downs		(859) 323-6303		740 S. Limestone MN672	Lexington, KY 40536
Fayette	Lexington Rescue Mission Health Clinic (Walk-ins Tu 6:00-8:00)	Nicole Stickland	wnstrick@insightbb.com	(859) 381-9600	(859) 381-9603	444 Glen Arvin Ave	Lexington, KY 40588
Fayette	Blue Grass Community Action Partnership-Fayette	Bridget Rice	bridgett.rice@commaction.org	(859) 233-4600		710 West High Street	Lexington, KY 40508
Fayette	UKHC Polk-Dalton Clinic (Clients Only)	Jayma Jeffers-Craig	jamymajefferscraig@uky.edu	(859) 218-2803	(859) 257-6951	217 Elm Tree Lane	Lexington, KY 40507
Fayette	Lexington-Fayette County Health Dept.	Judith Quinlan	judithe.quinlan@ky.gov	(859) 288-2389	(859) 288-2331	650 Newtown Pike	Lexington, KY 40508
Fayette	UK Dept of Pediatrics	Meredith Edens	mljone2@email.uky.edu	(859) 218-2541		740 S. Limestone	Lexington, KY 40536
Fayette	Faith Pharmacy	Matthew McMahan	matt.mcmahan@gmail.com	(859) 257-2154	(859) 323-0195	240 E. 7th Street	Lexington, KY 40508
Fayette	Fayette Community Action Council #1	Katrine Lewis	katrina.lewis@commaction.org	(859) 273-6395	(859) 273-8816	3439 Blackhorn Dr. Suite 100	Lexington, KY 40515
Fayette	Fayette Community Action Council #2	Becky Parsons	becky.parsons@commaction.org	(859) 246-1192	(859) 2461192	1902 Cambridge Dr.	Lexington, KY 40504
Fayette	Fayette Community Action Council #3	Danielle Gilchrist	dannielle.gilchrist@commaction.org	(859) 255-1047	(859) 244-2219	522 Patterson St. 2nd Floor	Lexington, KY 40508
Fayette	Fayette Community Action Council #4	Deborah Railey	deborah.railey@commaction.org	(859) 233-4600	(859) 244-2261	913 Georgetown St	Lexington, KY 40508
Fayette	Fayette Community Action Council #5	Jennifer Fishback	jennifer.fishback@commaction.org	(859) 294-5249	(859) 299-5440	1169 Winburn Dr	Lexington, KY 40511
Fayette	Fayette Community Action Council #6	Betty Jones	betty.jones@commaction.org	(859) 233-4600	(859) 244-2219	710 West High Street	Lexington, KY 40508
Fleming	PrimaryPlus	Amber Hampton	adawn20@hotmail.com	(606) 845-0028		520 Elizaville Rd	Flemingsburg, KY 41041
Fleming	Licking Valley CAP	Sophrina Story	scoffey@lvcap.com	(606) 845-0081		203 High Street	Flemingsburg, KY 41041
Fleming	Fleming County Hospital	Riki Webb	r2franklin3@yahoo.com	(606) 849-5264		930 Elizaville Rd.	Flemingsburg, KY 41041
Floyd	KY Homeplace - Floyd	Kathy Hamilton	kha225@uky.edu	(606) 377-6463	(606) 377-7862	9879 Rt. 122 P.O. Box 237	McDowell, KY 41647
Floyd	Big Sandy Area Community Action Program	Wendy Bolen	wbolen@bsacap.org	(606) 874-3595		193 E Court Street	Prestonsburg, KY 41653
Franklin	Mission Frankfort Clinic	Mark Howell	mhowell@fbcfrankfort.org	(502) 227-4528	(502) 227-4520	201 St. Clair St.	Frankfort, KY 40601
Franklin	Blue Grass Community Action Partnership	Sharon West	sharon.west@bgcap.org	(502) 695-5615	(502) 695-5615	336 St. Clair Street	Frankfort, KY
Franklin	Franklin County Health Dept.	Susan Nesselrode					
Fulton	KY Homeplace - Fulton	Donna Hooper	dkhoop2@email.uky.edu	(270) 472-3674 (877) 213-7162	(270) 472-1917	350 Browder St. P.O. Box 1198	Fulton, KY 42041
Gallatin	Three Rivers District Health Dept- Gallatin	Dianne Coleman	diannem.coleman@ky.gov	(859) 567-2844		102 West Pearl Street	Warsaw, KY 41095
Gallatin	Triad Health Systems	Jessica Wheeler	jwheeler.triad@zoomtown.com	(859) 567-1591	(859) 567-1253	870 US 42 W	Warsaw, KY 41095
Gallatin	Gallatin County KPAP	Jan Hill	j.hill@yahoo.com	(859) 567-5691		207 Washington St. PO Box 144	Warsaw, KY 41095
Garrard	Garrard County Health Dept.	Marcia Hodge	marciaa.hodge@ky.gov	(859) 792-2153		89 Farra Drive	Lancaster, KY 40444
Garrard	Blue Grass Community Action Partnership (M-F 8:00-4:30)	Mosella Stump	mosella.stump@bgcap.org	(859) 792-3422	(859) 792-3422	61 Public Square	Lancaster, KY 40444
Garrard	Christian Appalachian Project - Jackson County (M-Th 8:00-5:00)	Peggy Harrison	pharrison@chrisapp.org	(606) 287-3039		6042 HWY 421 S *	McKee, KY 40447
Grant	Faith Community Pharmacy (4th W @ mo - 9:00-11:00)	Christine Sokol	svdprx.cs@fuse.net	(859) 426-7837	(859) 426-5708	134 N Main	Williamstown, KY 41097

Graves	HEART USA						1029 Medical Center Circle	Mayfield, KY 42066
Graves	West Kentucky Allied Services - Graves	Rahshal Jackson	shalstennis2@yahoo.com	(270) 444-7380			P.O. Box 2617 700 Highland Blvd.	Paducah, KY 42002
Graves	Purchase Area Development District	Vicki Williams	vicki.williams@purchaseadd.org	(270) 251-6165			P.O. Box 588 1002 Medical Dr.	Mayfield, KY 42066
Graves	KY Homeplace - Graves	Mary Beth Rohrer	mbrohr2@uky.edu	(270) 251-0153	(270) 247-7865		620 South 6th Street	Mayfield, KY 42066
Grayson	Grayson County Alliance Rx Project	Glenda Killingbeck	rxp@windstream.net	(270) 259-4633			125 E. Market St. Suite 3	Leitchfield, KY 42754
Green	Lake Cumberland CAA - Green	Ramona Murrell	ramona.murrell@lc-caa.org	(270) 932-7324			203 West Court St.	Greensburg, KY 42743
Greenup	Greenup County Health Dept	Lana Bailey	lbail3@email.uky.edu	(606) 473-6496	(606) 473-1039		US HWY 23 PO Box 916	Greenup, KY 41144
Greenup	Northeast KY CAA	Donna Jackson	donna.jackson@nkcaa.net	(606) 473-9873	(606) 473-9873		811 Seaton Ave. Suite A	Greenup, KY 41144
Greenup	KY Homeplace - Greenup	Lana Bailey	lbail3@uky.edu	(606) 473-6496	(606) 473-1039		U.S Highway 23 P.O. Box 916	Greenup, KY 41144
Hardin	Lincoln Trail ADD District	Sandy Huddleston	sandykpap@windstream.net	(270) 769-2393	(270) 769-2993		613 College Street	Elizabethtown, KY 42701
Hardin	Helping Hand of Hope	Debbie Wise	helpinghand@bbtel.com	(270) 769-3092			121 E. Dixie Avenue P.O. Box 642	Elizabethtown, KY 42701
Hardin	Community Health Clinic Clients Only (M-F 9:00-4:00)	Andrea Williams	chmedassist@bbtel.com	(270) 763-9589	(270) 763-9689		114 East Memorial Drive	Elizabethtown, KY 42701
Hardin	North Hardin Hope, Inc.	David Dozer	nhhope@bbtel.com	(270) 351-4673			620 South Wilson PO Box 775	Radcliffe, KY 40160
Hardin	Central KY Community Action	Sandy Huddleston	sandykpap@windstream.net	(270) 730-0669			613 College St Rd, P.O. Box 604	Elizabethtown, KY 42702
Harlan	Harlan County CAA	Heather Brewer	hbrewer@harlancountycaa.org	(606) 573-5335			P.O. Box 1556 319 Camden Street	Harlan, KY 40831
Harlan	KY Homeplace - Harlan	Shirley Madrey	smadr2@uky.edu	(606) 574-0239	(606) 574-9268		313 Central Street	Harlan, KY 40831
Harrison	Journey Medical Mission	June Whitehead	journeymmrn@yahoo.com	(859) 235-0063			203 W. Pike Street P.O. Box 686	Cynthiana, KY 41031
Harrison	Harrison Memorial Hospital	Crissy Culberson	crystald.culberson@ky.gov	(859) 234-8750			302 Radville Avenue	Cynthiana, KY 41031
Harrison	Harrison Community Action Council							
Hart	KY Homeplace - Hart	Sharon Cherry	scherry2@uky.edu	(270) 597-2246 800-507-2132	(270) 597-2317		221 Mammoth Cave Rd. *	Brownsville, KY 42210
Henderson	Matthew 25 AIDS Services - Henderson	Stacey Pruden	spruden@matthew25clinic.org	(270) 826-0200			452 Old Corydon Rd.	Henderson, KY 42420
Henderson	Henderson Co Community Access Program	Suzanne Craig	suzanne.craig@ky.gov	(270) 852-2927	(270) 852-2937		472 Klutey Pk Plaza	Henderson, KY 42420
Henry	Tri-County CAA	Sherrill Lefel	sherrill@tricitycaak.org	(502) 845-7808			125 Park Rd. P.O. Box 208	New Castle, KY 40050
Hickman	HEART USA	Charles Thompson	bigdood@yahoo.com	(270) 442-2590			2812 Fairmont St	Paducah, KY 42003
Hickman	KY Homeplace - Hickman	Donna Hooper	dkhoop2@email.uky.edu	(270) 472-3674 (877) 213-7162	(270) 472-1917		350 Browder St PO Box 1198 *	Fulton, KY 42041
Hopkins	Pennyrile Allied - Madisonville	Bobbi Ann Wilcox	bobbi.w@pacs-ky.org	(270) 821-8114	(270) 821-8114		130 Branch St. P.O. Box 427	Madisonville, KY 42431
Hopkins	The Salvation Army	Kassy Holmes	kassy_holmes@uss.salvationarmy.org	(270) 825-3620	(270) 821-9650		The Salvation Army P.O. Box 489	Madisonville, KY 42431
Jackson	Christian App Project	Peggy Harrison	pharrison@chrisapp.org	(606) 287-3039			6042 Hwy. 421 S.	McKee, KY 40447
Jackson	KY Homeplace - Jackson	Michelle Ledford	kmledf2@uky.edu	(606) 599-1039	(606) 598-4315		105 Main Street *	Manchester, KY 40962
Jackson	Whitehouse Clinic	Rebecca Cheek	becky.cheek@whitehouseclinics.com	(606) 287-7104			1010 Main Street	McKee, KY 40447
Jefferson	Volunteers of America - Louisville	Tina Haley	tinah@voaky.org	(502) 574-0121			933 Goss Avenue	Louisville, KY 40217
Jefferson	Wings Clinic Clients only	Gloria Walker		(502) 561-8844			550 South Jackson 2nd Floor	Louisville, KY 40202
Jefferson	FHC - Portland Clinic	Martina Pleasant	mpleasant@fhclouisville.org	(502) 772-8187			2215 Portland Avenue	Louisville, KY 40212
Jefferson	Park Duvalle (By appointment only) (M-F 9-4)	Sandra Mucker	smucker@pdchc.org	(502) 774-4401	(502) 788-6401		3015 Wilson Ave	Louisville, KY 40211
Jefferson	Southwest Community Ministries - by appt only	Mary Wells		(502) 935-0310			9800 Stone Street Road	Louisville, KY 40272

Jefferson	South Louisville Community Ministries (M-F 9-5)	Mary Kenney	mowslcm@hotmail.com	(502) 367-6445		4803 Southside Dr.	Louisville, KY 40215
Jefferson	University Physicians Associates - AMES Clinic	Darlene Williams	dewilliams@upalouisville.org	(502) 561-8805		550 S. Jackson St.	Louisville, KY 40218
Jefferson	U of L Health Care Group - Outpatient Pharmacy ACB	Kim Brown	kimberbr@uhl.org	(502) 56-2276		550 S Jackson St. 1st Floor Pharmacy	Louisville, KY 40202
Jefferson	James Graham Brown Cancer Center Pharmacy	Robin Lillpop (IV Drugs) Leslie Lochner (PO Drugs)	robinli@uh.org	(502) 561-7424 (502) 562-4161	(502) 561-7385	529 S Jackson St. 2nd Floor Pharmacy	Louisville, KY 40202
Jefferson	Baptist Fellowship Center	Judy Drummond	adminassistant@bfcenter.org	(502) 774-2734 Ext #10		550 S Jackson St ACB Pharmacy 1st Floor	Louisville, KY 40202
Jefferson	Family Health Center - Phoenix	Kathy Gillispie					
Jefferson	Jewish Physician Group	Marsha Mitchell					
Jefferson	Norton Cancer Institute	Susie Raque	susie.raque@nortonhealthcare.org	(502) 424-4618	(502) 629-3166	315 East Broadway	Louisville, KY 40202
Jefferson	Shawnee Christian Healthcare Center	Morgana Dockery					
Jessamine	Blue Grass Community Action Partnership	Tracy Fain	tracy.fain@bgcap.org	(859) 885-3512		200 South Main St.	Nicholasville, KY 40356
Jessamine	Refuge Clinic Jessamine County only	Kara Moore	kmoore@refugeministriesky.org	(859) 225-4325		215 E. Maple Street	Nicholasville, KY 40356
Johnson	KY Homeplace - Johnson	Judy Bailey	jbail2@uky.edu	(606) 789-4232	(606) 789-3937	232 Preston St.	Paintsville, KY 41240
Johnson	Big Sandy Area Community Action Program	Angela McKinney	amckinney@bsacap.org	(606) 789-6515		230 Court Street	Paintsville, KY 41240
Kenton	Faith Community Pharmacy (M-Th 9:00-3:30)	Rosana	svdprx.ra@fuse.net	(859) 426-7837	(859) 426-5708	7033 Burlington Pike Suite 4	Florence, KY 41042
Kenton	HealthPoint Family Care	Heather Goodwin	hgoodwin@healthpointfc.org	(859) 655-6146	(859) 655-6123	4341 Winston Ave	Latonia, KY 41015
Kenton	Northern KY Health Dept. - Edgewood	Paul Trickle	paul.trickel@ky.gov	(859) 363-2081		610 Medical Village Dr.	Edgewood, KY 41017
Kenton	Mental Health America of Northern KY-Patients only	David Olds	dolds@mhanky.org	(859) 431-2134		513 Madison Ave. 3rd Floor	Covington, KY 41011
Knott	KY Homeplace - Knott	Paul Vance	pvanc2@uky.edu	(606) 785-9884	(606) 785-0270	59 Cowtown Rd	Hindman, KY 41822
Knott	LKLP CAC - Knott	Shirley Conley	s.conley@lklp.net	(606) 785-3373		125 W. Main St. P.O. Box 21	Hindman, KY 41822
Knox	Knox Co. Health Dept.	Paula Niccum	pjniccum@yahoo.com	(606) 546-5919		261 Hospital Dr.	Barbourville, KY 40906
Knox	Grace Community Health Center	Sherri Scalf	sscalf@gracehc.com	(606) 526-9005		39 Cumberland Gap Plaza	Gray, KY 40734
Knox	KY Homeplace - Knox	Paul Frederick	pfred2@uky.edu	(606) 277-0018	(606) 277-0078	PO Box 1029 320 High Street	Barbourville, KY 40906
Larue	Larue County Community Action Council	Faith Miller	fMiller@ckcac.org	(270) 358-3937	(270) 358-0080	120 S. Greensburg	Hodgenville, KY 42748
Laurel	Cumberland Valley Distict Health Dept.	Leslie Brown	leslie.brown@ky.gov	(606) 864-4764	(606) 864-3732	P.O. Box 1269 103 Shera-lyn Lane	London, KY 40743
Laurel	KY Homeplace - Laurel	Lisa Wilson	lisa.wilson1@uky.edu	(606) 878-1950	(606) 878-1598	188 Dog Patch Trading Ctr.	London, KY 40741
Laurel	St. Joseph - London	Debra Mills	debramills@sj-london.org	(606) 330-7387		190 London Shopping Center	London, KY 40741
Lawrence	Northeast KY CAA - Lawrence	Delphia Fitchpatrick	delphia.fitchpatrick@nkcaa.net	(606) 638-4067		180 Bulldog Lane Suite 202 P.O. Box 428	Louisa, KY 41230
Lawrence	Lawrence County Health Dept.	Elizabeth Kitts	elizabethl.kitts@ky.gov	(606) 638-4389		1080 Meadowbrook Lane	Louisa, KY 41230
Lawrence	KY Homeplace - Lawrence	Angela McGuire	amc224@email.uky.edu	(606) 638-1079 (877) 213-7161	(606) 638-4941	108 Bulldog Lane Rm 161	Louisa, KY 41230
Lee	Juniper Health Inc.	Crystal Spencer	crystal.spencer@juniperhealth.org	(606) 464-2401	(606) 464-3290	PO Box 690 125 Main Street	Beattyville, KY 41311
Lee	Mid KY Community Action Partnership- Lee	Brenda Begley	mkbreathittcaa@setel.com	(606) 464-2259		1970 Old Hwy. 11	Beattyville, KY 41311
Lee	KY Homeplace - Lee	Linda Thacker	linda.thacker@uky.edu	(606) 464-2156 (877) 847-9821	(606) 464-9420	120 Main Street PO Box 1540	Beattyville, KY 41311
Leslie	LKLP CAC - Leslie	Sue Osborne	s.osborne@lklp.net	(606) 672-2155		121 Maple St.	Hyden, KY 41749

Letcher	Mountain Comprehensive Health Core	Brandy Wilson	bwilsonmchc@hotmail.com	(606) 633-4871		226 Medical Plaza	Whitesburg, KY 41858
Letcher	LKLP CAC - Letcher	Tammy Whitaker	t.whitaker@lkpl.net	(606) 633-4458		2 Main Street	Whitesburg, KY 41858
Letcher	Letcher County Health Department	Lana Polly-Mullins	lana.polly-mullins@ky.gov	(606) 633-2945		2 Main St.	Whitesburg, KY 41858
Lewis	Lewis County Health Dept.	Amanda Reeder	amanda.reeder@ky.gov	(606) 796-2632		185 Commercial Drive P.O. Box 219	Vanceburg, KY 41179
Lewis	Holy Reedemer Catholic Church	Michelle Bertot	michelle.ted.bertot@gmail.com	(606) 796-3052		239 KY 59	Vanceburg, KY 41179
Lewis	Lewis Co Primary Care Center	Carolyn Smith	woodst@primaryplus.net	(606) 796-3029		Route 1 59 AA HWY	Vanceburg, KY 41179
Lincoln	Blue Grass Community Action Partnership- Lincoln	Jennifer Jackson	jennifer.jackson@bgcap.org	(606) 365-2312		201 E. Main St.	Stanford, KY 40484
Lincoln	Christian Appalachian Project - Jackson County (M-Th 8:00-5:00)	Peggy Harrison	pharrison@chrisapp.org	(606) 287-3039		6042 HWY 421 S *	McKee, KY 40447
Livingston	HEART USA	Charles Thompson	bigdood@yahoo.com	(270) 442-2590		2812 Fairmont St	Paducah, KY 42003
Livingston	KY Homeplace - Livingston	Tessa Vail	tturn2@uky.edu	(877) 847-9822		509 Mill Street	Smithland, KY 42081
Livingston	Pennyrile Allied - Smithland	Ginger Dietz	ginger.d@pacs-ky.org	(270) 928-2827	(270) 928-2827	502 Rudd Street P.O. Box 373	Smithland, KY 42081
Logan	KY Homeplace - Logan	Lisa Lack	lisa.lack@uky.edu	(270) 726-8350	(270) 726-8027	151 South Franklin	Russellville, KY 42276
Lyon	Pennyrile Allied - Eddyville	Beverly Stephenson	beverly.s@pacs-ky.org	(270) 388-7812	(270) 388-7812	Lyon County Cths. Sq. P.O. Box 567	Eddyville, KY 42038
Lyon	KY Homeplace - Lyon	Rhonda Wadsworth	rwadsworth08@uky.edu	(270) 365-2415	(270) 365-5316	605 South Jefferson St. *	Princeton, KY 42445
Madison	Big Hill Christian Church	Peggy Hollingsworth	pebkpap@chapel.us	(859)623-1592		1150 Groggins Lane	Richmond, KY 40475
Madison	Health Now Clinic (Tu & F- 5:30pm-9:00pm)	Sheila Virgin	healthnow@richmond.ky.us	(859) 979-0948	(859) 623-1633	239 W. Main Street City Hall - First Floor	Richmond, KY 40475
Madison	Christian Appalachian Project - Jackson County (M-Th 8:00-5:00)	Peggy Harrison	pharrison@chrisapp.org	(606) 287-3039		6042 HWY 421 S *	McKee, KY 40447
Madison	White House Clinics - Madison	Crystal Abney	crystal.abney@whitehouseclinics.com	(859) 626-7700		401 Highland Drive	Richmond, KY 40475
Madison	Berea Primary Care	Sally Workman	sally.workman@whitehouseclinics.com	(859) 985-1415		301 Estill St.	Berea, KY 40403
Magoffin	Big Sandy Area Community Action Program	Teresa Lykins	tl@bsacap.org	(606) 349-2217		P.O.Box 346 131 South Church St.	Salyersville, KY 41465
Magoffin	KY Homeplace - Magoffin	Judy Bailey	jbail2@uky.edu	(606) 349-8842	(606) 349-8841	132 East Mountain Pkwy P.O. Box 1569	Salyersville, KY 41465
Marion	Lincoln Trail ADD District (By appointment only) (M-F 9:00-4:30)	Sandy Huddleston	sandykpap@windstream.net	(270) 737-0669		613 College Street *	Elizabethtown, KY 42701
Marshall	KY Homeplace - Marshall	Tessa Vail	tturn2@uky.edu	(270) 527-4351 (877) 847-9822	(270) 527-4352	1101 Main St. PO Box 378	Benton, KY 42025
Martin	Martin County Health Dept.	Deborah F. Ramey	deborahf.ramey@ky.gov	(606) 298-7752	(606) 298-0413	PO Box 346	Inez, KY 41224
Martin	KY Homeplace - Martin	Angela McGuire	amc224@email.uky.edu	(606) 638-1079 (877) 213-7161	(606) 638-4941	108 Bulldog Lane Room 161 *	Louisa, KY 41230
Martin	Big Sandy Area Community Action Prg	Phyllis Walker	pwalker@bsacap.org	(606) 298-3217		1200 Main Street	Inez, KY 41224
Mason	PrimaryPlus - Mason	Tammy Woods	woodst@primaryplus.net	(606) 759-0433		927 Kenton Station Rd.	Maysville, KY 41056
Mason	Buffalo Trace District Health Dept.	Lindsay Neff Gregory	lindsayl.gregory@ky.gov	(606) 564-9447	(606) 564-7696	130 E 2nd St. P.O. Box 70	Maysville, KY 41056
McCracken	HEART USA	Charles Thompson	bigdood@yahoo.com	(270) 442-2590		2812 Fairmont St	Paducah, KY 42003
McCracken	Heartland Cares - Paducah	Angie Polovick		(270) 444-8183		619 N. 30th St.	Paducah, KY 42001
McCracken	St. Nicholas Family Clinic	Kathryn Dukes	kathryn@stnicholasfamilyclinic.com	(270) 575-3247	(270) 442-7335	1901 Kentucky Ave	Paducah, KY 42003
McCracken	KY Homeplace - McCracken	Angelic Carpenter	astor2@uky.edu	(270) 443-9576	(270) 442-0839	1526 Park Ave	Paducah, KY 42003
McCracken	American Cancer Society	Angelic Carpenter	astor2@uky.edu	(270) 443-9576	(270) 442-0839	1524 Park Ave	Paducah, KY 42003

McCreary	Lake Cumberland CAA - McCreary	Rhonda Bruce	rhonda.bruce@lc-caa.org	(606) 376-2593		431 N. Hwy 27 P.O. Box 141	Whitley, KY 42653
McCreary	McCreary Christian Center	Sue T. Singleton	mcccinc2002@yahoo.com	(606) 376-8742		76 Medical Lane P.O. Box 363	Whitley City, KY 42653
McCreary	Lake Cumberland Area Development District	Bonnie Winfrey	bonnie@lcadd.org	(270) 866-4200	(270) 866-2044	2384 Lakeway Dr.	Russell Springs, KY 42642
McLean	Health First Community - McLean	Jerrell Rich	Jerrell-rich@yahoo.com	(270) 273-9310		295 Main St.	Calhoun, KY 42327
Meade	Meade County Community Action	Sandy Huddleston	sandykpap@windstream.net	(270) 737-0669		613 E College St *	Elizabethtown, KY 42701
Menifee	KY Homeplace - Menifee	Janet Kegley	jkkegl2@uky.edu	(606) 738-4729 (888) 223-2910	(606) 738-6315	101 South KY 7 PO Box 67 *	Sandy Hook, KY 41171
Menifee	Menifee County Health Department	Tamara Lawson	tamarar.lawson@ky.gov	(606) 768-2151		PO Box 106	Frenchburg, KY 40322
Mercer	Blue Grass Community Action Partnership-Mercer	Melinda Wofford	melinda.wofford@bgcap.org	(859) 734-9549		111 Short Street	Harrodsburg, KY
Metcalfe	KY Homeplace - Metcalfe	Janice Compton	jcomp2@uky.edu	(270) 487-9354 (877) 284-1272	(270) 487-1357	512 West 4th Stret PO Box 1088	Tompkinsville, KY 42167
Monroe	KY Homeplace - Monroe	Janice Compton	jcomp2@uky.edu	(270) 487-9354 (877) 284-1272	(270) 487-1357	512 West 4th Street PO Box 1088	Tompkinsville, KY 42167
Montgomery	St. Joseph Mt. Sterling	Traci Beasley	beatr@sjhlex.org	(859) 497-7976			
Montgomery	Montgomery County Health Department	Deborah Faulkner	deborah.faulkner@ky.gov	(859) 498-3808		117 Civic Center	Mt. Sterling, KY 40353
Montgomery	KY Homeplace Montgomery	Janet Kegley	jkkegl2@uky.edu	(606) 738-4729 (888) 223-2910	(606) 738-6315	101 South KY 7 PO Box 67 *	Sandy Hook, KY 41171
Morgan	KY Homeplace - Morgan	Shirley Prater	sdpr223@uky.edu	(606) 743-4005 x 312	(606) 743-4002	151 University Dr.	West Liberty, KY 41472
Morgan	Morgan County Health Dept.	Renee Pieratt	margaretr.pierratt@ky.gov	(606) 743-3744		493 Riverside Ave	West Liberty, KY 41472
Muhlenberg	Pennyrile Allied - Greenville	Ruth Wickham	ruth.w@pacs-ky.org	(270) 338-5080	(270) 338-5080	518 Hopkinsville Street	Greenville, KY 42345
Muhlenberg	The Salvation Army	Kassy Holmes	kassy_holmes@uss.salvationarmy.org	(270) 825-3620	(270) 821-9650	The Salvation Army P.O. Box 489	Madisonville, KY 42431
Nelson	Nelson County Community Clinic - Clients only	Jan Tronzo	nccc@bardstown.com	(502) 349-5990	(502) 349-5993	300 W John Fitch Suite 200	Bardstown, KY 40004
Nelson	Flaget Hospital Rx Assistance Program (M-Th 8-5:00, F 8:00-12N)	Margaret Neel	fcha.man@flaget.com	(502) 331-9553	(502) 348-5032	300 W John Fitch Suite 200	Bardstown, KY 40004
Nicholas	Nicholas County Community Action (M-F 7:30-6:00)	Veronica Clark	vclark@communityaction.org	(859) 289-7172	(859) 289-7173	149 Scrubgrass Rd.	Carlisle, KY 40311
Oldham	TricountyCAA - Henry Co. (Tu-Th 8:00-4:30)	Sherrill Leffel	sherrill@tricountycaak.org	(502) 255-7514	(502) 845-7663	125 Park Rd *	New Castle, KY 40050
Oldham	Family Connection Resource Center	Graham Reynolds	graham.reynolds@oldham.kyschools.us	(502) 222-4059		500 W Jefferson St	LaGrange, KY 40031
Oldham	Mission Crestwood			(502) 225-6711		6400 Sweet Bay Dr	Crestwood, KY 40014
Oldham	Hope Health Clinic	Bob Hamilton	bob.hamilton@hopehealthclinicky.com	(502) 225-6711		1025 Sanibel Way Suite E	LaGrange, KY 40031
Owen	Three Rivers District Health Dept- Owen	Katie Gilson	katherineb.gilson@ky.gov	(502) 484-5736		1005 Hwy. 22 East	Owenton, KY 40359
Owsley	Middle KY Community Action Partnership-- Owsley	Brenda Begley	mkowsleycaa@setel.com	(606) 593-5103		1137 Main St. Suite 106	Jackson, KY 41339
Owsley	KY Homeplace - Owsley	Linda Thacker	linda.thacker@uky.edu	(606) 593-6023	(606) 593-6087	200 Mulberry *	Beattyville, KY 41314
Pendleton	Three Rivers District Health Dept- Pendleton	Jim Thaxton	jamest.thaxton@ky.gov	(859) 654-6985		329 Hwy 330 West	Falmouth, KY 41040
Perry	LKLP CAC - Perry	Donna Hays	d.hays@lklp.net	(606) 436-8853		398 Roy Campbell Dr.	Hazard, KY 41701
Perry	ARH Cancer Center	Ashley Teague		(606) 439-6843		110 Medical Center Dr.	Hazard, KY 41701
Perry	KY River Area Agency on Aging & Independent Living			(606) 436-3158	(606) 436-2144	917 Perry Park Rd	Hazard, KY 41701
Pike	KY Homeplace - Pike	Barb Justice	bajust0@uky.edu	(606) 433-0327	(606) 433-0440	478 Town Mtn. Road PO Box 2243	Pikeville, KY 41501
Pike	KY Homeplace - Pike Elliot Building	Barbara Justice	bajust0@uky.edu	(606) 433-0327	(606) 433-0440	Pikeville Med Ctr Elliot Bldg. 4th Floor P.O. Box 2243	Pikeville, KY 41501
Pike	Pikeville Medical Center	Janette Curtis	janette.curtis1973@yahoo.com	(606) 218-3997	(606) 218-4535	911 Bypass Road	Pikeville, KY 41501

Pike	Pike County Health Department - Belfry Clinic	Jennifer Lowe	jennifer.lowe@ky.gov	(606) 353-7210		P.O. Box 854	Belfry, KY 41514
Pike	Pike County Health Department - Pikeville	Sandra Guzman	guzman.sandra3@gmail.com	(606) 437-5500		119 River Drive	Pikeville, KY 41501
Pike	Big Sandy Area Community Action Program	Dawn Stephens	dstephens@bsacap.org	(606) 432-2775		478 Town Mtn. Road	Pikeville, KY 41501
Powell	KY Homeplace - Powell	Pollyanna Gilbert	pshou1@uky.edu	(606) 663-8000 (877) 213-7165	(606) 663-8001	68 East Elkins Street	Stanton, KY 41301
Powell	Powell County Health Dept	Kathy Neal	kathy.neal@ky.gov	(606) 663-4360	(606) 663-9790	376 North Main St	Stanton, KY 40380
Powell	Christian Appalachian Project - Jackson County (M-Th 8:00-5:00)	Peggy Harrison	pharrison@chrisapp.org	(606) 287-3039		6042 HWY 421 S *	McKee, KY 40447
Pulaski	Lake Cumberland CAA - Pulaski	Linda Whitaker	Linda.Whitaker@lc-caa.org	(606) 679-6203		410 E. Mt. Vernon Street	Somerset, KY 42502
Pulaski	Lake Cumberland Area Development District	Bonnie Winfrey	bonnie@lcadd.org	(270) 866-4200	(270) 866-2044	2384 Lakeview Dr	Russell Springs, KY 42642
Robertson	Robertson County Community Action	Sophrina Story	scoffey@lucap.com	(606) 724-5513		69 McDowell Street	Mt. Olive, KY 41064
Robertson	Robertson County Health Department	Lindsay Neff Gregory	LindsayL.Gregory@ky.gov	(606) 564-9447	(606) 724-5527	45 McDowell Street	Mt. Olivet, KY 41064
Robertson	Primary Plus - Robertson	Tammy Woods	woodst@primaryplus.net	(606) 756-2117			Mt. Olivet, KY 41064
Rockcastle	Rockcastle Regional Hospital	Deborah Gilbreath	d.gilbreath@ky.gov	(606) 256-7702		P.O. Box 1310 145 Newcomb Ave.	Mount Vernon, KY 40456
Rockcastle	Christian App Project - Rockcastle	Carolyn Lindsey	clindsey@chrisapp.org	(606) 256-5921		196 Beiting Lane	Mt. Vernon, KY 40456
Rowan	People's Clinic Foundation	Roger Kindinger	peoplesclinic@windstream.net	(606) 780-0140		751 West 1st Street	Morehead, KY 40351
Rowan	KY Homeplace - Rowan	Janet Kegley	jkkegl2@uky.edu	(606) 738-4729 (888) 223-2910	(606) 738-6315	101 South KY 7 PO Box 67 *	Sandy Hook, KY 41171
Rowan	Morehead State University	Madonna Weathers	m.weathers@moreheadstate.edu	(606) 783-2155		112 Allie Young Hall	Morehead, KY 40351
Rowan	St. Claire Regional Medical Center	Joan Wells	jmwells@st-claire.org	(606) 783-6604		222 Medical Circle	Morehead, KY 40351
Rowan	Gateway Area Development District	Vanessa Frazier	vanessa.frazier@ky.gov	(606) 780-0090		110 Lake Park Dr.	Morehead, KY 40351
Rowan	Rowan County Health Department	Chris Lambert	christina.lambert@ky.gov	(606) 784-8954		730 W Main Street	Morehead, KY 40351
Russell	Lake Cumberland CAA - Russell	Mia Bradshaw	Mia.Bradshaw@lc-caa.org	(270) 343-4600		23 Industry Dr.	Jamestown, KY 42629
Russell	Lake Cumberland Area Development District						
Scott	Blue Grass Community Action Partnership –Scott	Janice Scheer	janice.scheer@bgcap.org	(502) 863-9703		800 Cincinnati Pike Suite 10	Georgetown, KY 40324
Scott	Medical Mission Patients only-(Thurs only)	Mary Ralph	cmm_123@bellsouth.net	(502) 867-7841	(502) 867-0047	101 Windsor Path Suite 1	Georgetown, KY 40324
Shelby	Multi-Purpose CAA	Julee Carmack	julee@mpcaa.org	(502) 633-7162		P.O. Box 305 213 Washington St.	Shelbyville, KY 40065
Shelby	Serinity Center	Betty Ritter	bdr2037@aol.com	(502) 647-5555		544 Main St. Suite 2	Shelbyville, KY 40065
Shelby	Mercy Medical Clinic (M-Th)	Chris Bushnell	cbushnell@operationcareky.org	(502) 647-4668	(502) 647-4615	615 Washington St.	Shelbyville, KY 40065
Shelby	Shelby Family Medicine	Kathy Floyd	kathy.floyd@jhsmh.org	(502) 633-4622		60 Mack Walters Rd	Shelbyville, KY 40065
Simpson	KY Homeplace - Simpson	Angel Carter	aca244@uky.edu	(270) 659-2246 (800) 507-2132	(270) 597-2317	1421 Old Gallatin *	Scottsville, KY 42164
Spencer	Multi-Purpose CAA - Shelby (By appointment only)	Jill Whitehouse	jill@mpcaa.org	(502) 633-7162		213 Washington St. PO Box 305 *	Shelbyville, KY 40065
Spencer	Park Duvalle - Spencer	Julee Carmack	julee@mpcaa.org	(502) 633-7162		213 Washington St. PO Box 305 *	Shelbyville, KY 40065
Spencer	Elk Creek Baptist Church	Lisa Hughes		(502) 210-9872		5734 Elk Creek Rd.	Taylorsville, KY 40071
Taylor	Lake Cumberland CAA - Taylor	Leanne Sutton	Leanne.Sutton@bgcap.org	(270) 465-6554		110B North Jackson Street	Campbellsville, KY 42718
Todd	Pennyrile Allied - Elkton	Penny Hyams	molly.t@pacs-ky.gov	(270) 265-5422	(270) 265-5422	Todd County Cths. Washington St. P.O. Box 501	Elkton, KY 42220
Trigg	Pennyrile Allied - Cadiz	Kelly Marlowe	kelly.m@pacs-ky.gov	(270) 522-3265	(270) 522-3265	65A Main Street P.O. Box 1266	Cadiz, KY 42211

Trigg	HEART USA	Charles Thompson	bigdood@yahoo.com	(270) 442-2590		2812 Fairmont St	Paducah, KY 42003
Trigg	KY Homeplace - Trigg	Sherry Morris	smorr5@uky.edu	(270) 527-4350 (800) 862-0603		1101 Main St. PO Box 378 *	Benton, KY 42025
Trimble	Tricounty CAA - Trimble (M-W-F 8:00 - 4:30)	Sherrill Leffel	sherrill@tricountycaak.org	(502) 255-7514	(502) 255-0986	3240 HWY 421 N PO Box 44	Bedford, KY 40006
Warren	Matthew 25 AIDS Services - Bowling Green	Stacey Pruden	spruden@matthew25clinic.org	(270) 826-0200		452 Old Corydon Rd.	Henderson, KY 42420
Warren	Middle KY Community Action Partnership- Warren	Helen Allen	mkcap@setel.com	(606) 666-5902		1137 Main St.	Jackson, KY 41339
Warren	Barren River Area Dev. Dst. Area Agency on Aging	Rodney Kirtley	rkirtley@bradd.org	(270) 782-9223		177 Graham Ave	Bowling Green, KY 42101
Warren	KY Homeplace - Warren	Tammy Glass	tammy.glass@uky.edu	(270) 659-2053 (877) 284-1271	(270) 659-0046	119 Park Avenue *	Glasgow, KY 42141
Warren	CCSHCN - Warren	Rebecca Cecil		(502) 429-4430		310 Whittington Parkway Suite 200	Louisville, KY 40222
Washington	Central KY Community Action- Washington	Dana Kelty	dkelty@ckcac.org	(859) 336-7766		226 W Main	Springfield, KY 40069
Wayne	Lake Cumberland CAA - Wayne	Helen Fairchild	helen.fairchild@lc-caa.org	(606) 348-8481		P.O. Box 116 120 W Columbia Ave	Monticello, KY 42633
Wayne	Lake Cumberland Area Development District	Bonnie Winfrey	bonnie@lcadd.org	(270) 8664200	(270) 866-2044	2384 Lakeway Dr.	Russell Springs, KY 42642
Webster	Trover Health System	Kim Yancy	kyancy@trover.org	(270) 825-7366		215 East Main Street	Providence, KY 42450
Webster	Health First Community - Webster	Jerrell Rich	jerrell_rich@yahoo.com	(270) 667-7017		215 E. Main Street	Providence, KY 42450
Whitley	Home Health Agency	Tammy Lay	tammy.lay@ky.gov	(606) 549-0886		114 N. 2nd Street	Williamsburg, KY 40769
Whitley	Bell-Whitley CAA	Devona McFadden	devonamcfadden@bell-whitley.org	(606) 337-3044		129 Pine Street	Pineville, KY 40977
Whitley	Whitley County Health Dept.	Cynthia Timperio	cynthiag.timperio@ky.gov	(606) 549-3380		114 N. 2nd St.	Williamsburg, KY 40769
Whitley	Cedaridge Ministry	Martha Logan	martha.cedaridge10@gmail.com	(606) 549-1372	(606) 549-3526	537 S 10th Street PO Box 818	Williamsburg, KY 40769
Wolfe	Mid KY Community Action Partnership- Wolfe	Nellie Combs	mkbreathittcaa@setel.com	(606) 668-3549		Wolfe County Courthouse - 2nd. Floor P.O. Box 805	Campton, KY 41301
Wolfe	KY Homeplace - Wolfe	Pollyanna Gilbert	pshou1@uky.edu	(606) 668-7900 (877) 213-7165	(606) 668-3539	10 Court Street P.O. Box 236	Campton, KY 41301
Woodford	Blue Grass Community Action Partnership	Sarah Wells	sarah.wells@bgcap.org	(859) 873-8182		285 Beasley Road	Versailles, KY 40383

Appendix B—Health Access Nurturing Development Services (HANDS)

District	Counties Served	Coordinator	Address	City	State	Zip	Telephone	E-Mail Add
Allen County Health Department	Allen	Annette Harston	PO BOX 129	Scottsville	KY	-42164	270-237-4423	patriciaa.harston@ky.gov
Anderson County Health Department	Anderson	Amanda Blair	1180 Glensboro Rd	Lawrencburg	KY	40342	502-839-4551 x 1113	amanda.blair@ky.gov
Barren River District Health Department	Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Simpson, Warren	Tammy Drake	PO BOX 1157	Bowling Green	KY	42102-1157	270-781-8039 X-132	Tammy.drake@barrenriverhealth.org
Bell	Bell	July Lefevers	310 Cherry Street	Pineville	KY	40965	606-337-7046 ext 222	Judy.Lefevers@ky.gov
Bourbon County Health Department	Bourbon	Donna Evans	341 East Main Street	Paris	KY	-40361	859-987-1915	donnak.evans@ky.gov
Boyd County Health Department	Boyd-Ashland	Kimberley Crawford	2924 Holt Street	Ashland	KY	41101	606-329-9444	kimberlyc.crawford@ky.gov
Boyle County Health Department	Boyle	Jennifer Larson	448 South Third Street	Danville	KY	-40423	859-236-2053	jennifers.larson@ky.gov
Bracken County Health Department	Bracken	Amy Mains	429 Frankfort Street	Brooksville	Ky	-41004	606-735-2157	amya.main@ky.gov
Breathitt County Health Department	Breathitt	Dr. Sheila Sharpe	PO Box730	Jackson	KY	41339-0730	606-666-5274	SheilaG.Sharpe@ky.gov
Breathitt County Health Department	Breathitt	Treva Huff	PO BOX 730	Jackson	KY	41339-0730	606-666-5274	Treva.Huff@ky.gov
Breckinridge County Health Department	Breckinridge	Paulette Glasscock	PO BOX 456	Hardinsburg	KY	-40143	270-756-5121	pauletteb.glasscock@ky.gov
Brighton Center (ECS)	Boone, Campbell	Becky Duke	PO BOX 325	Newport	KY	41072-0325	859-491-8303 X-2311	bduke@brightoncenter.com
Brighton Center (ECS)	Boone,Campbell	Dellisa Ford-Edwards	PO BOX 325	Newport	KY	41072-0325	859-491-8303 ext. 2023	dedwards@brightoncenter.com
Buffalo Trace District Health Department	Mason, Robertson	Melanee Davis	130 E. Second St.	Maysville	KY	-41056	606-564-9447 ext 129	MelaneeA.Davis@ky.gov
Bullitt County Health Department	Bullitt	Ida Butterworth	P.O. Box 278	Shepherdsville	KY	-40165	502-955-5668 x 2129	Idam.Butterworth@ky.gov
Calloway County Health Department	Calloway	Laura Vincent	602 Memory Lane	Murray	KY	42071	270-753-3381	LauraK.Vincent@ky.gov
Children's Hospital Medical Center		Margaret Clark, ECS	3333 Burnet Avenue	Cincinnati	OH	45229-3039	513-636-2834	margaret.clark@cchmc.org
Christian County Health Department	Christian	Pat Mashburn	1700 Canton Street	Hopkinsville	KY	-42240	270-887-4160	pata.mashburn@ky.gov
Clark County Health Department	Clark	Shawna Thomerson	400 Professional Avenue	Winchester	KY	-40391	859-744-4482	shawnad.thomerson@ky.gov
Cumberland Valley District Health Department	Clay, Harlan, Jackson, Rockcastle	Sherry Hall	PO BOX 158	Manchester	KY	40962	606-598-5564	SherryL.Hall@ky.gov
Estill County Health Department	Estill	Rebecca Crawford	365 River Drive	Irvin	KY	-40336	606-723-5181	rebeccan.crawford@ky.gov
Family Care Center	Fayette	Karen Hacker	1135 Red Mile Place	Lexington	KY	-40504	859-288-4099	karenh2@lexingtonky.gov
Fayette County Health Department	Fayette	Debbie Davenport	650 Newtown Pike	Lexington	KY	-40508	859-288-2324	debbiel.davenport@ky.gov
Fayette County Health Department	Fayette	Cynthia Wilson	650 Newtown Pike	Lexington	KY	40508	859-288-2330	cynthial.wilson@ky.gov
Fayette County Health Department	Fayette	Monika Shields	650 Newtown Pike	Lexington	KY	40508	859-288-2318	monikac.shields@ky.gov
Fleming County Health Department	Fleming	Stephanie Fryman	194 Windsor Drive	Flemingsburg	KY	-41041	606-845-6511	StephanieO.Fryman@ky.gov
Floyd County Health Department	Floyd	Allison Hoover	283 Goble Street	Prestonsburg	KY	-41653	606-886-2788	AllisonR.Hoover@ky.gov
Franklin County Health Department	Franklin	Juliane Reynolds	851 East West Connector	Frankfort	KY	-40601	502-564-9336 x 280	julianeb.reynolds@ky.gov

District	Counties Served	Coordinator	Address	City	State	Zip	Telephone	E-Mail Add
Garrard County Health Department	Garrard	Keri Noe	89 Farra Drive	Lancaster	KY	-40444	859-792-2153	Kaeri.No@ky.gov
Gateway District Health Department	Bath, Menifee, Morgan, Rowan	Renee Hembree	60 Oberline St	Owingsville	KY	-40360	606-674-8716 Cell 6063361096	virginar.hembree@ky.gov
Graves County Health Dept	Graves	Tammy Jackson	416 Central Ave	Mayfield	KY	42066	270-247-3553	TammyM.Jackson@ky.gov
Green River District Health Department	Daviess, Hancock, Henderson, McClean, Ohio, Union, Webster	Candi Kamuf	1600 Breckinridge St.	Owensboro	KY	42303	270-852-5442	candi.kamuf@grdhd.org
Greenup County Health Department	Greenup	Sherri Smith	U.S. 23; PO BOX 377	Greenup	KY	-41144	606-473-9838	Sherri.Smith@ky.gov
Hopkins County Health Department	Hopkins	Jacalyn Henderson	PO BOX 1266	Madisonville	KY	-42431	270-821-5242	JacalynF.Henderson@ky.gov
Jefferson County Health Dept (Louisville Metro)	Jefferson	Louan Martin	400 East Gray Street	Louisville	KY	-40202	502-574-5919 Fax: 502-574-5650	louan.martin@louisvilleky.gov
Jefferson County Health Dept (Family and Children Place)	Jefferson	Yvette Frank	2303 River Road,2nd FL	Louisville	KY	40206	502-893-3900	yfrank@famchildplace.org
Jessamine County Health Dept	Jessamine	Carolyn Beaty	215 East Maple Street	Nicholasville	KY	-40356	859-885-4149	CarolynJ.Beaty@ky.gov
Johnson County Health Department	Johnson	Michelle Baker	630 James Trimble Blvd.	Paintsville	KY	-41240	606-789-2590	michellel.baker@ky.gov
Kentucky River District Health Department	Knott, Lee, Leslie, Letcher, Owsley, Perry, Wolfe	Jackie Williams	441 Gorman Hollow Road	Hazard	KY	-41701	606-439-2361	jackie.williams@ky.gov
Knox County Health Department	Knox	Andrea Grubb, RN	261 Hospital Drive	Barbourville	KY	-40906	606-546-3486	andreak.grubb@ky.gov
Lake Cumberland District Health Department	Adair, Casey, Clinton, Cumberland, Green, McCreary, Pulaski, Russell, Taylor, Wayne	Sylvia Ferrell	39 Jim Hill Service Rd	Monticello	KY	42633	606-348-9349 x 8249	SylviaE.Ferrell@lcdhd.org
Laurel County Health Department	Laurel	Beth Smith	525 Whitley St	London	KY	-40741	606-878-7754- or 878-9036	bethg.smith@ky.gov
Lawrence County Health Dept	Lawrence	Natalie Wellman	1080 Meadowbrook Lane	Louisa	KY	41230	606-638-0354	nataliej.wellman@ky.gov
Lawrence County Health Dept	Lawrence	Faith Frazier	1080 Meadowbrook Lane	Louisa	KY	41230	606-638-4389	Faith.Frazier@ky.gov
Lewis County Health Department	Lewis	Amanda Reeder	185 Commercial Dr.	Vanceburg	KY	-41179	606-796-2632	amanda.reeder@ky.gov
Lincoln County Health Department	Lincoln	Angela Dowell	PO BOX 165	Stanford	KY	40484	606-365-3106	angela.dowell@ky.gov
Lincoln Trail District Health Department	Grayson, Hardin, Laure, Marion, Meade, Nelson, Washington	Shelly Greenwell	PO Box 2609	Elizabethtown	KY	42702-2609	270-769-1601 x1013	Shelly.Greenwell@ky.gov
Little Sandy District	Carter, Elliott	Toni Jobe	PO BOX 909	Grayson	KY	-41143	606-474-6685 or 4115	tonir.jobe@ky.gov
Madison County Health Department	Madison	Jean Webb	PO Box 1208	Richmond	KY	-40476	859-626-4257	jean.webb@ky.gov
Magoffin County Health Department	Magoffin	Meghan Noble	132 E. Mountain Pkwy	Salyersville	KY	-41465	606-349-6212	meghanj.noble@ky.gov
Marshall County Health Department	Marshall	Joanna Colson	307 East 12th Street	Benton	KY	-42025	270-252-2726	joannar.colson@ky.gov

District	Counties Served	Coordinator	Address	City	State	Zip	Telephone	E-Mail Add
Martin County Health Department	Martin	Elizabeth Jewell	346 Main Street	Inez	KY	-41224	606-298-7752	liz.jewell.ky.gov
Mercer County Health Department	Mercer	Carol Chumley	900 North College Street	Harrodsburg	KY	-40330	859-734-4522 x 140	susanc.chumley@ky.gov
Monroe County Health Department	Monroe	Amy Hale	452 East 4th Street	Tompkinsville	KY	-42167	270-487-6782	amy.hale@ky.gov
Montgomery County Health Department	Montgomery	Lisa Lawson Bono	117 Civic Center	Mt. Sterling	KY	-40353	859-498-3808	Lisa.Lawson@ky.gov
Muhlenberg County Health Department	Muhlenberg	Betty Hendrix	105 Legion Drive	Central City	KY	-42330	270-754-3200	bettyc.hendrix@ky.gov
North Central District Health Department	Henry, Shelby, Spencer, Trimble	Connie Meyer	615 11th Street	Shelbyville	KY	-40065	502-633-1231 X-210	ConnieL.Meyer@ky.gov
Northern Kentucky District Health Department	Grant	Debbie Wright	234 Barnes Road	Williamstown	KY	41097	859-578-3691	debbie.wright@nkyhealth.org
Oldham County Health Department	Oldham	Melodie Conway	1786 Commerce Parkway	LaGrange	KY	-40031	502-222-3516 ext 139	Melodia.conway@ky.gov
Pennyrile District Health Department	Caldwell, Crittenden, Livingston, Lyon, Trigg	Linda Burnam	PO BOX 191	Cadiz	KY	-42211	270-522-8121	lindal.burnam@ky.gov
Pike County Health Department	Pike	Lindsay Justice	119 River Drive	Pikeville	KY	-41501	606-437-5500	LindsayM.Justice@ky.gov
Powell County Health Department	Powell	Shawna Thomerson	400 Professional Avenue	Winchester	KY	-40391	859-744-4482	shawnad.thomerson@ky.gov
Purchase District Health Department	Ballard, Carlisle, Fulton, Hickman, McCracken	Tammy Harris	916 Ky Ave	Paducah	KY	42002	270-444-9631 x 132	tammyj.harris@ky.gov
St. Elizabeth Medical Center	Boone, Kenton, Campbell	Mary Garamy	1 Medical Village Dr	Edgewood	KY	41018	859-301-2500	mary.garamy@stelizabeth.com
St. Elizabeth Medical Center	Boone, Kenton, Campbell	Stacie Nance	401 E. 20th St	Covington	KY	41014	859-655-7116	stacie.nance@stelizabeth.com
Three Rivers District Health Department	Owen, Carroll, Gallitin, Pendleton	Allison Napier	510 South Main Street	Owenton	KY	-40359	502-484-3412	AllisonL.Napier@ky.gov
Todd County Health Department	Todd	Sherry Moody	PO BOX 305	Elkton	KY	-42220	270-265-2362	Sherryb.Moody@ky.gov
WEDCO District Health Department	Harrison, Nicholas, Scott	Elizabeth Ritchey	364 Oddville Ave	Cynthiana	KY	-41031	859-234-2842 x 1025	Elizabeth.Ritchey@ky.gov
Whitley County Health Dept	Whitley	Peggy Henderson	114 North Second Street	Williamsburg	KY	-40769	606-549-9296 or 606-549-3380	Peggy.Henderson@ky.gov
Woodford County Health Department	Woodford	Karen Gentry	229 North Main Street	Versailles	KY	-40383	859-873-4541	KarenO.Gentry@ky.gov
Young Families of Children, Inc.	Kenton	Susan Milinkovich	1522 Dixie Highway; Suite 200	Park Hills	KY	-41011	859-491-9200	smilinkovich@childreninc.org

Appendix C—State Health Insurance Assistance Program (SHIP) Contacts

**State Health Insurance Assistance Program (SHIP)
Coordinators in Kentucky**

Statewide	<p>State Health Insurance Assistance Program (SHIP)</p> <p>Helpline-Toll Free:877-293-7447</p>
BARREN RIVER AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren</p>	<p>Daniel Curry / Linda Tate Kentucky Legal Aid 1700 Destiny Lane Bowling Green, KY 42104</p> <p>Toll Free: (866) 452-9243 Phone: (270) 782-5740 Fax: (270) 782-1993 TTY: (270) 782-1924 (Ask for the Intake Department)</p> <p>Email: dcurry@klaid.org</p>
BIG SANDY AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Floyd, Johnson, Magoffin, Martin, Pike</p>	<p>Melissa King</p> <p>Big Sandy ADD 110 Resource Court Prestonsburg, KY 41653</p> <p>Toll Free: (800) 737-2723 Phone: (606) 886-2374 Ext 351</p> <p>Email: melissa.king@bigsandy.org</p>
BLUEGRASS AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Anderson, Boyle, Bourbon, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford</p>	<p>Angela Zeek</p> <p>Legal Aid of the Blue Grass 498 Georgetown Street P. O. Box 12947 Lexington, KY 40583-2947</p> <p>Hotline: (866)-516-3051 Toll Free: (800) 928-4556 Phone: (859) 233-4556 FAX: (859) 233-1907</p> <p>Email: azeek@lablaw.org</p>

**State Health Insurance Assistance Program (SHIP)
Coordinators in Kentucky**

BUFFALO TRACE AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Bracken, Fleming, Lewis, Mason, Robertson</p>	<p>Beth Love and Becky Young</p> <p>Buffalo Trace ADD P.O. Box 460 201 Government St. Ste300 Maysville, KY 41056</p> <p>Toll Free: (800)-998-4347 Phone: (606) 564-6894 Fax: (606) 564-0955</p> <p>Email: blove@btadd.com</p>
CUMBERLAND VALLEY AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Bell, Clay, Harlan, Jackson, Knox, Laurel, Rockcastle, Whitley</p>	<p>Mitchell Goodin</p> <p>Cumberland Valley ADD P.O. Box 1740 342 Old Whitley Road London, KY 40743-1740</p> <p>Toll Free: (800) 795-7654 Phone: (606) 864-7391 FAX: (606) 878-7361</p> <p>Email: mgoodin@cvadd.org</p>
FIVCO AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Boyd, Carter, Elliot, Greenup, Lawrence</p>	<p>Angela Zeek Legal Aid of the Bluegrass</p> <p>320 E. Main St. P.O. Box 1040 Morehead, KY 40351</p> <p>Hotline: (866)-516-3051 Toll Free: (800) 274-5863 Phone: (606) 784-8921 FAX: (606) 783-1342</p> <p>Email: azeek@lablaw.org</p>

**State Health Insurance Assistance Program (SHIP)
Coordinators in Kentucky**

GATEWAY AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Bath, Menifee, Montgomery, Morgan, Rowan</p>	<p>Vanessa Frazier</p> <p>Gateway ADD 110 Lake Park Drive Morehead, KY 40351</p> <p>Toll Free: (800) 862-0526 Phone: (606) 780-0090 FAX: (606) 780-0111</p> <p>Email: vanessa.frazier@ky.gov</p>
GREEN RIVER AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster</p>	<p>Leslie Wilson</p> <p>Green River ADD 300 GRADD Way Owensboro, KY 42301</p> <p>Toll Free: (800) 928-9093 Phone: (270) 926-4433 Fax: (270) 684-0714</p> <p>E-mail: lesliewilson@gradd.com</p>
KIPDA AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble</p>	<p>Michelle Wade</p> <p>KIPDA 11520 Commonwealth Drive Louisville, KY 40299-2340</p> <p>Toll Free: (888) 737-3363 Phone: (502) 266-5571</p> <p>E-mail: michelle.wade@ky.gov</p>

**State Health Insurance Assistance Program (SHIP)
Coordinators in Kentucky**

KY RIVER AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Breathitt, Knott, Lee, Leslie, Letcher, Owsley, Perry, Wolfe</p>	<p>Peggy Roll / Tonya Delph</p> <p>Kentucky River AAAIL 917 Perry Park Road Hazard, KY 41701-9545</p> <p>Toll Free: (800) 928-5723 Phone: (606) 436-3158 Ext. 225 FAX: (606) 436-2144</p> <p>E-mail: peggy@kradd.org tonya@kradd.org</p>
LAKE CUMBERLAND AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Adair, Casey, Clinton, Cumberland, Green, McCreary, Pulaski, Russell, Taylor, Wayne</p>	<p>Gina Ippolito</p> <p>Lake Cumberland AAAIL PO Box 1570 2374 Lakeway Drive Russell Springs, KY 42642</p> <p>Toll Free: (800) 264-7093 Phone: (270) 866-4200 Fax: (270) 866-4212</p> <p>Email: gina@lcadd.org</p>
LINCOLN TRAIL AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson, Washington</p>	<p>Carol Baldwin</p> <p>Lincoln Trail AAAIL PO Box 604 613 College Street Road Elizabethtown, KY 42702-0604</p> <p>Toll Free: (800) 264-0393 Phone: (270) 769-8609 Fax: (270) 769-2993</p> <p>Email: carol.baldwin@ky.gov</p>

**State Health Insurance Assistance Program (SHIP)
Coordinators in Kentucky**

NORTHERN KENTUCKY AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton</p>	<p>Wanda Johnson</p> <p>Legal Aid of the Blue Grass 104 East Seventh Street Covington, KY 41011</p> <p>Hotline: (866)-516-3051 Toll Free: (800) 888-8189 Phone: (859) 431-8200 x1217 FAX: (859) 431-3009</p> <p>Email: wjohnson@lablaw.com</p>
PENNYRILE AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Caldwell, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, Trigg, Christian</p>	<p>Rachel Cook (Coordinator)</p> <p>Edith Lewis (Counselor)</p> <p>Pennyrile Allied Community Services, Inc. P. O. Box 549 1100 South Liberty Street Hopkinsville, KY 42240</p> <p>Toll Free: (800) 264-0643 Phone: (270) 886-6341 FAX: (270) 885-6078</p> <p>Email: rachel.c@pacs-ky.org</p>
PURCHASE AAAIL	S H I P COORDINATOR
<p>Counties:</p> <p>Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, McCracken</p>	<p>Emily Clime</p> <p>Purchase Area Development District P.O. Box 588 1002 Medical Drive Mayfield, KY 42066</p> <p>Toll Free: (800) 866-4213 Phone: (270) 247-7171 FAX: (270) 251-6110</p> <p>Email: emily.clime@purchaseadd.org</p>

Appendix D—Community Action Councils (CAC) Contacts

Community Action Councils

County	City	Address	Phone
ADAIR	Columbia	1115 Jamestown Street	270-384-2147
ALLEN	Scottsville	25 J.L. Turner & Son Place	270-237-4149
ANDERSON	Lawrenceburg	117 ½ Hill Top Drive	502-839-7102
BALLARD	Wickliffe	1136 Barlow Road	270-335-5201
BARREN	Glasgow	411 Happy Valley Road	270-651-8171
BATH	Owingsville	108 Gudgeff Avenue	606-674-2502
BELL	Pineville	129 Pine Street	606-337-3044
BOONE	Florence	7938 Tanner's Gate	859-586-9250
BOURBON	Millersburg	1113 Main Street	859-484-3860
BOURBON	Paris	1414 South Main Street	859-987-5277
BOYD	Ashland	1844 Carter Avenue	606-324-8617
BOYLE	Danville	225 West Walnut Street	859-236-2955
BRACKEN	Brooksville	110 Grandview Drive	606-735-2948
BREATHITT	Jackson	1137 Main Street, Suite 103	606-666-5902
BRECKINRIDGE	Hardinsburg	108 South Third Street	270-756-6813
BULLITT	Shepherdsville	214 Frank E. Simon Avenue	502-543-4077
BUTLER	Morgantown	109 Ashley Plaza Circle	270-526-3735
CALDWELL	Princeton	116 E. Main Street	270-365-5097
CALLOWAY	Murray	607 Poplar Street, Suite C	270-753-0908
CAMPBELL	Newport	437 West 9th Street	859-431-4177
CARLISLE	Bardwell	300 Front Street	270-628-3941
CARROLL	Carrollton	1302 Highland Avenue	502-732-5253
CARTER	Grayson	1103 A Street, Hwy. 7	606-474-8118
CARTER	Olive Hill	539 Hitchins Avenue	606-286-4443
CASEY	Liberty	85 Beldon Avenue	606-787-9209
CHRISTIAN	Hopkinsville	1100 South Liberty Street	270-885-4959
CLARK	Winchester	32 Meadow Lane	859-744-3235
CLAY	Manchester	1535 Shamrock Road	606-598-5127
CLINTON	Albany	Spring Street	270-387-5880
CRITTENDEN	Marion	402 North Walker Street	270-965-4763
CUMBERLAND	Burkesville	County Courthouse	270-864-4386
DAVISS	Owensboro	1800 West 4th Street	270-686-1662
EDMONSON	Brownsville	108 North Main Street	270-597-3912
ELLIOTT	Sandy Hook	103 Gee Street	606-738-6577
ESTILL	Irvine	209 River Drive	606-723-4492
FAYETTE	Lexington	913 Georgetown Street	859-244-2215
FAYETTE	Lexington	1169 Winburn Drive	859-294-5249
FAYETTE	Lexington	1902 Cambridge Drive	859-246-1192
FAYETTE	Lexington	3439 Buckhorn Drive, Suite 100	859-273-6395
FAYETTE	Lexington	522 Patterson Street	859-255-1047
FAYETTE	Lexington	520 Toner Street	859-554-4350
FLEMING	Flemingsburg	203 High Street	606-845-0081
FLOYD	Allen	60 Court Street	606-874-3595
FRANKLIN	Frankfort	73 C. Michael Davenport Blvd., Suite 1	502-695-5615
FULTON	Fulton	201 North Highland Drive	270-472-0002
GALLATIN	Warsaw	432 West Main Street	859-567-4660
GARRARD	Lancaster	61 Public Square	859-792-3422
GRANT	Williamstown	134 North Main Street	859-824-4768
GRAVES	Mayfield	222 West Water Street	270-247-4046
GRAYSON	Leitchfield	125 E. Market St., Suite 30 B	270-259-3500
GREEN	Greensburg	County Courthouse	270-932-7324
GREENUP	Greenup	811 Seaton Avenue, Suite A	606-473-9873
HANCOCK	Hawesville	225 Main Cross Street	270-927-6500
HARDIN	Elizabethtown	1111 North Dixie, Suite 5	270-769-1927
HARLAN	Harlan	319 Camden Street	606-573-5335

Community Action Councils

HARRISON	Cynthiana	216 Old Lair Road	859-234-2121
HART	Munfordville	509 A.A. Whitman Lane	270-524-0224
HENDERSON	Henderson	324 1st Street	270-826-6071
HENRY	New Castle	125 Park Road	502-845-7808
HICKMAN	Clinton	111 Clay Street	270-653-4494
HOPKINS	Madisonville	130 Branch Street	270-821-8114
JACKSON	McKee	649 KY HWY 290	606-364-4484
JEFFERSON	Louisville	810 Barret Avenue	502-574-1157
JEFFERSON	Louisville	4810 Exeter Avenue	502-574-1270
JEFFERSON	Louisville	7219 Dixie Hwy.	502-574-1272
JESSAMINE	Nicholasville	213 S. Main St., Suite 103	859-885-3512
JOHNSON	Paintsville	Johnson Co. Court House, Room 333	606-789-6515
KENTON	Covington	315 E. 15th Street	859-291-8607
KNOTT	Hindman	125 West Main Street	606-785-3322
KNOX	Barbourville	5448 North US 25E	606-546-3152
LARUE	Hodgenville	120 Greensburg Road	270-358-3937
LAUREL	London	I-75 & Hwy. 80	606-864-9121
LAWRENCE	Louisa	180 Bulldog Lane	606-638-4067
LEE	Beattyville	1970 Old HWY 11	606-464-2259
LESLIE	Hyden	121 Maple Street	606-672-2155
LETCHER	Whitesburg	2 Main Street	606-633-4458
LEWIS	Vanceburg	210 Front Street	606-796-3893
LINCOLN	Stanford	201 East Main Street	606-365-2312
LIVINGSTON	Smithland	502 Redd Street	270-928-2827
LOGAN	Russellville	235 E. 4th Street	270-726-2459
LYON	Eddyville	Courthouse	270-388-7812
MADISON	Richmond	123 Pine Street	859-623-6514
MAGOFFIN	Salyersville	131 South Church Street	606-349-2217
MARION	Lebanon	334 Hood Ave.	270-692-6411
MARSHALL	Benton	1107 Poplar Street	270-527-9766
MARTIN	Inez	387 East Main St., Suite 203	606-298-3217
MASON	Maysville	1679 Forest Avenue	606-564-8389
MCCRACKEN	Paducah	709 South 22nd St., Apt. 9	270-444-7380
MCCREARY	Whitley City	431 N HWY 27	606-376-2593
MCLEAN	Calhoun	170 2nd Street	270-273-3355
MEADE	Brandenburg	496 East Broadway	270-422-2545
MENIFEE	Frenchburg	28B Bible Camp Lane	606-768-2369
MERCER	Harrodsburg	111 Short Street	859-734-9549
METCALFE	Edmonton	1303 West Stockton Street	270-432-4006
MONROE	Tompkinsville	200 North Main Street	270-487-5436
MONTGOMERY	Mt. Sterling	1876 Owingsville Road	859-498-5345
MORGAN	West Liberty	151 University Drive	606-743-3133
MUHLENBERG	Greenville	30 Big John Plaza	270-338-5080
NELSON	Bardstown	864 W. Stephen Foster	502-348-9596
NICHOLAS	Carlisle	149 Scrubgrass Road	859-289-7172
OHIO	Hartford	130 E. Washington Street, Suite 101	270-298-4481
OLDHAM	Buckner	1015 Dispatchers Way	502-222-1349
OWEN	Owenton	109 South Madison	502-484-2116
OWSLEY	Booneville	County Courthouse, Room 104, Main Street	606-593-5103
PENDLETON	Falmouth	311 Park Street	859-654-4054
PERRY	Hazard	412 Roy Campbell Drive	606-439-1362
PIKE	Pikeville	478 Town Mt. Road	606-432-2775
POWELL	Clay City	70 7th Street	606-663-2659
PULASKI	Somerset	410 East Mt. Vernon	606-679-6203
ROBERTSON	Mt. Olivet	115 McDowell Street	606-724-5513
ROCKCASTLE	Mt. Vernon	716 Main Street	606-256-5315

Community Action Councils

ROWAN	Morehead	136 Lee Avenue Suite E	606-784-7735
RUSSELL	Jamestown	County Courthouse	270-343-4565
SCOTT	Georgetown	139 Scroggins Park Drive	502-863-9403
SHELBY	Shelbyville	1145 Washington St.	502-633-6371
SIMPSON	Franklin	727 North Main Street, Suite 2	270-586-3238
SPENCER	Taylorsville	44 Creekside Drive	502-477-8296
TAYLOR	Campbellsville	110B N Jackson Street	270-465-6554
TODD	Elkton	Courthouse Washington St.	270-265-5422
TRIGG	Cadiz	65 A Main Street	270-522-3265
TRIMBLE	Bedford	3240 North Hwy. 421	502-255-7514
UNION	Morganfield	227 Richards Lane	270-389-3742
WARREN	Bowling Green	171 Center Street	270-782-4437
WASHINGTON	Springfield	114 South Doctor Street	859-336-7766
WAYNE	Monticello	120 W. Columbia Avenue	606-348-8481
WEBSTER	Dixon	64 North College Street	270-639-5635
WHITLEY	Williamsburg	799 N. U.S. Hwy. 25W	606-549-3933
WOLFE	Campton	County Courthouse 2nd Fl. 10 Court Street	606-668-3549
WOODFORD	Versailles	285 Beasley Road	859-873-8182

