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**Service Category Definition - Ryan White Part B Grant  
April 1, 2017 - March 31, 2018**

Local Service Category:	<b>Early Intervention Services – Incarcerated</b>
Amount Available:	<b>To be determined</b>
Unit Cost	
Budget Requirements or Restrictions (TRG Only):	Maximum 10% of budget for Administrative Cost. No direct medical costs may be billed to this grant.
DSHS Service Category Definition:	<p>Support of Early Intervention Services (EIS) that include identification of individuals at points of entry and access to services and provision of:</p> <ul style="list-style-type: none"> <li>• HIV Testing and Targeted counseling</li> <li>• Referral services</li> <li>• Linkage to care</li> <li>• Health education and literacy training that enable clients to navigate the HIV system of care</li> </ul> <p>These services must focus on expanding key points of entry and documented tracking of referrals.</p> <p>Counseling, testing, and referral activities are designed to bring HIV-positive individuals into Outpatient Ambulatory Medical Care. The goal of EIS is to decrease the number of underserved individuals with HIV/AIDS by increasing access to care. EIS also provides the added benefit of educating and motivating clients on the importance and benefits of getting into care. Individuals found to be HIV-negative should be referred to appropriate prevention services.</p>
Local Service Category Definition:	This service includes the connection of incarcerated in the Harris County Jail into medical care, the coordination of their medical care while incarcerated, and the transition of their care from Harris County Jail to the community. Services must include: assessment of the client, provision of client education regarding disease and treatment, education and skills building to increase client's health literacy, establishment of THMP/ADAP post-release eligibility (as applicable), care coordination with medical resources within the jail, care coordination with service providers outside the jail, and discharge planning.
Target Population (age, gender, geographic, race, ethnicity, etc.):	Services are for all HIV/AIDS infected individuals incarcerated in The Harris County Jail.
Services to be Provided:	Services include but are not limited to CPCDMS registration/update, assessment, provision of client education, coordination of medical care services provided while incarcerated, medication regimen transition, multidisciplinary team review, discharge planning, and referral to community resources.
Service Unit Definition(s) (TRG Only):	One unit of service is defined as 15 minutes of direct client services or coordination of care on behalf of client.
Financial Eligibility:	Due to incarceration, no income or residency documentation is required.
Client Eligibility:	HIV-positive incarcerated resident of the Harris County Jail.
Agency Requirements (TRG Only):	<p>As applicable, the agency's facility(s) shall be appropriately licensed or certified as required by Texas Department of State Health Services, for the provision of HIV Early Intervention Services, including phlebotomy services.</p> <p>Agency/staff will establish memoranda of understanding (MOUs) with key points of entry into care to facilitate access to care for those who test</p>

**Service Category Definition - Ryan White Part B Grant  
April 1, 2017 - March 31, 2018**

	positive. Agency must execute Memoranda of Understanding with Ryan White funded Outpatient Ambulatory Medical Care providers. The Administrative Agency must be notified in writing if any OAMC providers refuse to execute an MOU.
Staff Requirements:	Not Applicable.
Special Requirements (TRG Only):	Must comply with the Houston EMA/HSDA Standards of Care. The agency must comply with <b>the DSHS Early Intervention Services Standards of Care</b> . The agency must have policies and procedures in place that comply with the standards <i>prior</i> to delivery of the service.

**Service Category Definition - Ryan White Part B Grant  
April 1, 2017 - March 31, 2018**

***FY 2018 RWPC “How to Best Meet the Need” Decision Process***

<b>Step in Process: Council</b>		Date: <b>06/08/17</b>
Recommendations:	Approved: Y_____ No: _____ Approved With Changes:_____	If approved with changes list changes below:
1.		
2.		
3.		
<b>Step in Process: Steering Committee</b>		Date: <b>06/01/17</b>
Recommendations:	Approved: Y_____ No: _____ Approved With Changes:_____	If approved with changes list changes below:
1.		
2.		
3.		
<b>Step in Process: Quality Assurance Committee</b>		Date: <b>05/18/17</b>
Recommendations:	Approved: Y_____ No: _____ Approved With Changes:_____	If approved with changes list changes below:
1.		
2.		
3.		
<b>Step in Process: HTBMTN Workgroup</b>		Date: <b>04/26/17</b>
Recommendations:	<b>Financial Eligibility:</b>	
1.		
2.		
3.		



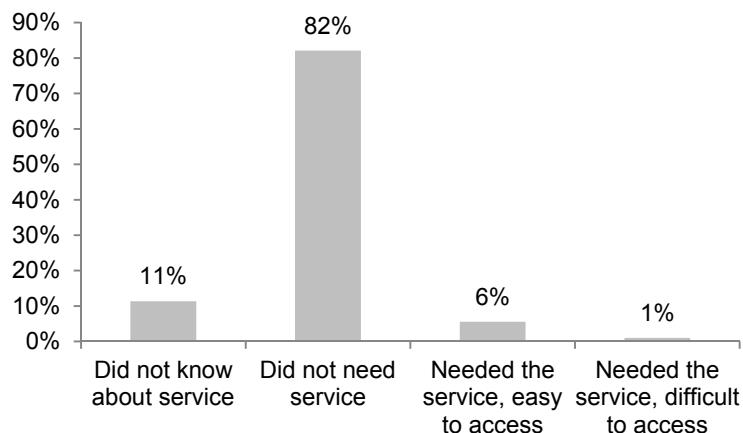
## EARLY INTERVENTION (JAIL ONLY)

*Early intervention services (EIS)* refers to the provision of HIV testing, counseling, and referral in the Ryan White HIV/AIDS Program setting. In the Houston Area, the Ryan White HIV/AIDS Program funds EIS to persons living with HIV (PLWH) who are incarcerated in the Harris County Jail. Services focus on post-incarceration care coordination to ensure continuity of primary care and medication adherence post-release.

(**Graph 1**) In the 2014 Houston Area HIV needs assessment, 7% of participants indicated a need for *early intervention services* in the past 12 months. 6% reported the service was easy to access, and 1% reported difficulty. 11% stated that they did not know the service was available.

(**Table 1**) When barriers to *early intervention services* were reported, the most common barrier type was accessibility (40%). Accessibility barriers reported include release from incarceration.

**GRAPH 1-Early Intervention (Jail Only), 2016**



**TABLE 1-Top 4 Reported Barrier Types for Early Intervention (Jail Only), 2016**

	No.	%
1. Accessibility (AC)	2	40%
2. Interactions with Staff (S)	1	20%
3. Resource Availability (R)	1	20%
4. Transportation (T)	1	20%
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(**Table 2 and Table 3**) Need and access to services can be analyzed for needs assessment participants according to demographic and other characteristics, revealing the presence of any potential disparities in access to services. For *early intervention services*, this analysis shows the following:

- More males than females found the service accessible.
- More other/multiracial PLWH found the service accessible than other race/ethnicities.
- More PLWH age 25 to 49 found the service accessible than other age groups.
- In addition, more recently release and unstably housed PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Early Intervention (Jail Only), by Demographic Categories, 2016**

Experience with the Service	Sex		Race/ethnicity				Age		
	Male	Female	White	Black	Hispanic	Other	18-24	25-49	50+
Did not know about service	12%	8%	13%	13%	7%	14%	4%	15%	7%
Did not need service	81%	86%	86%	80%	88%	43%	96%	77%	88%
Needed, easy to access	6%	5%	1%	6%	5%	43%	0%	6%	5%
Needed, difficult to access	1%	2%	0%	2%	0%	0%	0%	1%	1%

**TABLE 3-Early Intervention (Jail Only), by Selected Special Populations, 2016**

Experience with the Service	Unstably Housed <sup>a</sup>	MSM <sup>b</sup>	Out of Care <sup>c</sup>	Recently Released <sup>d</sup>	Rural <sup>e</sup>	Transgender <sup>f</sup>
Did not know about service	11%	12%	0%	26%	0%	9%
Did not need service	78%	82%	100%	26%	97%	86%
Needed, easy to access	9%	6%	0%	42%	3%	5%
Needed, difficult to access	2%	1%	0%	5%	0%	0%

<sup>a</sup>Persons reporting housing instability <sup>b</sup>Men who have sex with men <sup>c</sup>Persons with no evidence of HIV care for 12 mo.

<sup>d</sup>Persons released from incarceration in the past 12 mo. <sup>e</sup>Non-Houston/Harris County residents <sup>f</sup>Persons with discordant sex assigned at birth and current gender





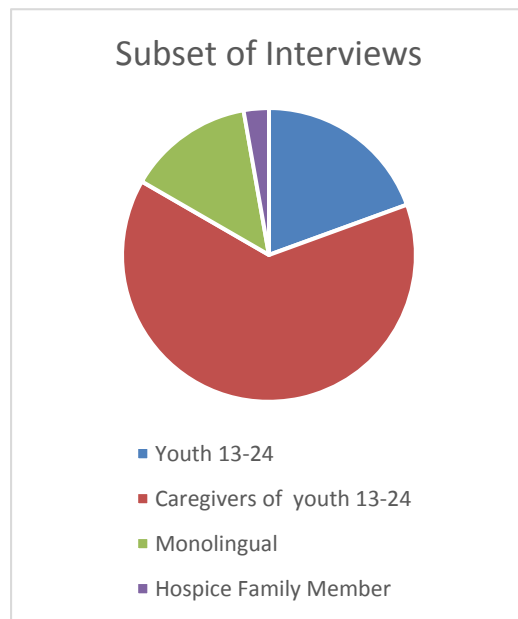
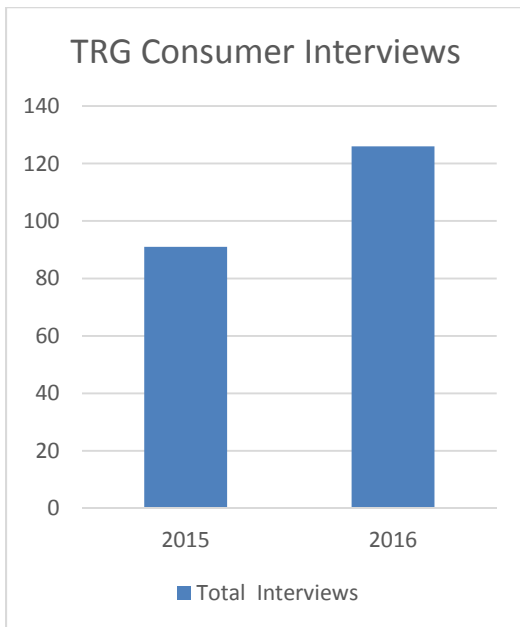
# TRG Consumer Interview Results 2016

Interview and feedback Period April-2016-December 2016



## OVERVIEW

The Consumer Interview Process is used by The Resource Group (TRG) to determine client satisfaction and collect additional feedback from consumers. Client interviews are required as part of the Quality Compliance Reviews (QCR) at each agency in Houston and the fifty-one county areas of East Texas. During the 2016 QCR season one hundred and twenty-six (126) client participated in the interview process including monolingual Spanish clients, youth as young as 13 with caregivers/guardians. HIV positive clients have been in care ranging from two months though thirty years. The majority of sessions conducted were individual based interviews, while a few were conducted as group interviews. Below is a comparison between the 2015 and 2016 reporting process showing an increase in participation. Four agencies had an increase in the participation of their clients, while three agencies did not reach the requested ten (10) clients for interviews. Youth participation had an increase while, monolingual was the same as the previous year. The total interviews include a new perspective of feedback not collected or documented in this process. The before mentioned perspective was from a hospice client's family member.



## CROSS-SERVICE TRENDS

Overall, Clients reported satisfaction with the services they are receiving. Clients, who are in care, feel comfortable and satisfied with their medical team and care process. A high percentage of clients felt they were leaders on their health care team or an important team member of their team. Clients continue to become more descriptive in their roles with their medical team. Clients stated the medical staff answer questions and explain the things the client does not understand. Case managers were described as “good at helping and explaining things”.

Statements included;

- One client’s statement would like to addressed “the decision makers related to funding” is as follows “You will never know how much the funding helps people out and access to the services provides hope to us”
- “A list of private doctors who accept insured HIV + patients would be helpful as a reasonable clinic alternative.”

Clients in Houston and throughout East Texas mentioned general communication between staff and consumers at most service agencies needs improvement. Clients continue to become more open about discussing concerns and reporting dissatisfaction for improvement purposes. There is an ongoing disconnection between clients and the agency complaint process or how concerns are resolve at some agencies. Some clients continue to report they were not aware of the complaint process for problems with services. Some clients were familiar with the agency process and complaint forms. In general, the clients’ responses included;

- “The medical staff has an expertise in my ID (infectious disease) needs.”
- The compassion and willingness to listen is bigger than anything medically that they could have to offer. I struggle with HIV stigma. The compassion helps me know that HIV did not define me as a person.”
- “I needed help and it was made available to me. The staff treats everyone the same.”
- “The medical staff keeps their word and they explain everything to me.”
- “I like that the medical staff here slows down to talk to me. I would be concerned if they rushed me. My questions could be missed if they did that.
- “Once the nurse helped get my prescriptions filled when I had trouble getting them.”
- “The services are convenient and affordable”

Services which received the most detailed comments were Mental Health Services, Oral Health Care, Home and Community-Based Health Care Services and Ryan White Part D services. There was an increase in statements and conversations related to services each year in the TRG Client Interview Process. Most clients were comfortable offering suggestions and recommendation as to how more clients can be reached. In previous years, having online surveys available for clients who may not have the time during their day to complete a survey has been suggested.

Clients who had complaints expressed their complaints have been addressed and resolved. While a few clients worried that if they complained, it may affect their service or that it may take them longer to get an appointment. Clients expressed an explanation of “why they are waiting” was a good way to communicate. In instances, such as the doctor is running late or when calling letting clients know if some is out for the day or for a week. One client stated “I don’t mind the waiting, but communication would be helpful so I can decide if I am willing to wait or if I need to

reschedule and appointment. I would like my time respected.” Phone system problems such as getting a live person and getting medication refills were discussed as problems. One client suggests an exit survey to ask about any complaints or comments at the end of a visit.

The lessons learned and questions which will be added to the questionnaire for 2017 include:

- “What topics or service would you like to learn more about?”

The client satisfaction questions are reviewed by TRG consumers and feedback is utilized to improve the evaluation process. The Client Interview Process has identified the need for Ryan White agencies to create and facilitate agency specific/ customized trainings for their consumers which may include but are not limited to:

- Consumers reviewing and providing feedback on agency policies and procedures
- Consumer trainings on each service which the agency provides and details to help clients understand the length of processes for specific procedures or service.

#### SERVICE-SPECIFIC TRENDS

##### Early Intervention Services – Incarcerated (EIS)

EIS clients seem to be very knowledgeable and appreciative of access to service. Statements used to describe what keeps them coming back to the service and what is important about the services included;

- One statement from an incarcerated client said “The staff is nice and discreet. They remember me and that makes it easier for me”.
- “I was seen within three days of getting here (referring to being incarcerated)”.
- ” The doctor takes his time and seems like he cares.”





EARLY INTERVENTION SERVICES - INCARCERATED  
2016 CHART REVIEW REPORT

## PREFACE

### DSHS Monitoring Requirements

The Texas Department of State Health Services (DSHS) contracts with The Houston Regional HIV/AIDS Resource Group, Inc. (TRG) to ensure that Ryan White Part B and State of Texas HIV Services funding is utilized to provide in accordance to negotiated Priorities and Allocations for the designated Health Service Delivery Area (HSDA). In Houston, the HSDA is a ten-county area including the following counties: Austin, Chambers, Colorado, Fort Bend, Harris, Liberty, Montgomery, Walker, Waller, and Wharton. As part of its General Provisions for Grant Agreements, DSHS also requires that TRG ensures that all Subgrantees comply with statutes and rules, perform client financial assessments, and delivery service in a manner consistent with established protocols and standards.

As part of those requirements, TRG is required to perform annual quality compliance reviews on all Subgrantees. Quality Compliance Reviews focus on issues of administrative, clinical, consumer involvement, data management, fiscal, programmatic, and quality management nature. Administrative review examines Subgrantee operating systems including, but not limited to, non-discrimination, personnel management and Board of Directors. Clinical review includes review of clinical service provision in the framework of established protocols, procedures, standards and guidelines. Consumer involvement review examines the Subgrantee's frame work for gather client feedback and resolving client problems. Data management review examines the Subgrantee's collection of required data elements, service encounter data, and supporting documentation. Fiscal review examines the documentation to support billed units as well as the Subgrantee's fiscal management and control systems. Programmatic review examines non-clinical service provision in the framework of established protocols, procedures, standards and guidelines. Quality management review ensures that each Subgrantee has systems in place to address the mandate for a continuous quality management program.

*In 2016, DSHS contracted with Germane Solutions to perform chart reviews of specific service categories. These chart reviews change from year-to-year and are determined at the beginning of each calendar year. TRG does not duplicate the chart reviews if a review was conducted Germane Solutions. Therefore, these chart review reports will incorporate the Germane Solutions data when applicable.*

### QM Component of Monitoring

As a result of quality compliance reviews, the Subgrantee receives a list of findings that must be address. The Subgrantee is required to submit an improvement plan to bring each finding into compliance. This plan is monitored as part of the Subgrantee's overall quality management monitoring. Additional follow-up reviews may occur (depending on the nature of the finding) to ensure that the improvement plan is being effectively implemented.

### Scope of Funding

TRG contracts with one Subgrantee to provide Early Intervention Services in the Houston HSDA.

## INTRODUCTION

### Description of Service

Early Intervention Services-Incarceration (EIS) includes the connection of incarcerated in the Harris County Jail into medical care, the coordination of their medical care while incarcerated, and the transition of their care from Harris County Jail to the community. Services must include: assessment of the client, provision of client education regarding disease and treatment, education and skills building to increase client's health literacy, establishment of THMP/ADAP post-release eligibility (as applicable), care coordination with medical resources within the jail, care coordination with service providers outside the jail, and discharge planning.

### Tool Development

The Early Intervention Services review tool is based upon the established local standards of care.

### Chart Review Process

The collected data for each site was recorded directly into a preformatted computerized database. The data collected during this process is to be used for service improvement.

### File Sample Selection Process

Using the ARIES database a file sample was created from a provider population of 927 who accessed Early Intervention Services in the measurement year. The records of 59 clients were reviewed (representing 6% of the unduplicated population). The demographic makeup of the provider was used as a key to file sample pull.

*NOTE: DSHS has changed the file sample percentage which will result in a lower number of files being reviewed in 2016.*

### Demographics-Early Intervention Services

2015 Annual		
<b>Total UDC:</b>	<b>Total New:</b>	
<b>871</b>	<b>293</b>	
Age	Number of Clients	% of Total
Client's age as of the end of the reporting period		
Less than 2 years	0	0.00%
02 - 12 years	0	0.00%
13 - 24 years	55	6.31%
25 - 44 years	464	53.27%
45 - 64 years	340	39.04%
65 years or older	12	1.38%
Unknown	0	0.00%
	<b>871</b>	<b>100%</b>
Gender	Number of Clients	% of Total
"Other" and "Refused" are counted as "Unknown"		
Female	157	18.03%
Male	700	80.37%
Transgender FTM	0	0.00%
Transgender MTF	14	1.61%
Unknown	0	0.00%
	<b>871</b>	<b>100%</b>
Race/Ethnicity	Number of Clients	% of Total
Includes Multi-Racial Clients		
White	138	15.84%
Black	637	73.13%
Hispanic	90	10.33%
Asian	0	0.00%
Hawaiian/Pacific Islander	0	0.00%
Indian/Alaskan Native	6	0.69%
Unknown	0	0.00%
	<b>871</b>	<b>100%</b>

From 01/01/15 - 12/31/15



2016 Annual		
<b>Total UDC:</b>	<b>Total New:</b>	
<b>927</b>	<b>279</b>	
Age	Number of Clients	% of Total
Client's age as of the end of the reporting period		
Less than 2 years	0	0.00%
02 - 12 years	0	0.00%
13 - 24 years	53	5.72%
25 - 44 years	492	53.07%
45 - 64 years	369	39.81%
65 years or older	13	1.40%
Unknown	0	0.00%
	<b>927</b>	<b>100%</b>
Gender	Number of Clients	% of Total
"Other" and "Refused" are counted as "Unknown"		
Female	148	15.97%
Male	766	82.63%
Transgender FTM	0	0.00%
Transgender MTF	13	1.40%
Unknown	0	0.00%
	<b>927</b>	<b>100%</b>
Race/Ethnicity	Number of Clients	% of Total
Includes Multi-Racial Clients		
White	156	16.83%
Black	661	71.31%
Hispanic	106	11.43%
Asian	1	0.11%
Hawaiian/Pacific Islander	0	0.00%
Indian/Alaskan Native	3	0.32%
Unknown	0	0.00%
	<b>927</b>	<b>100%</b>

From 01/01/16 - 12/31/16



## RESULTS OF REVIEW

### Intake Assessment

Percentage of HIV-positive clients who had a completed intake assessment present in the client record.

	Yes	No	N/A
Number of client with a completed intake assessment in the client record.	56	1	2
Number of HIV-infected clients in early intervention services that were reviewed.	57	57	59
Rate	<b>98%</b>	2%	-

### Intake Assessment

Percentage of HIV-positive clients that self-reports being in care (attending a medical appointment) in the last 6 months prior to incarceration.

	Yes	No	Unknown	N/A (New Dx)
Number of client with a completed intake assessment in the client record.	40	10	3	6
Number of HIV-infected clients in early intervention services that were reviewed.	53	53	53	59
Rate	<b>75%</b>	19%	6%	-

### Health Literacy and Education: Risk Assessment

Percentage of HIV-positive clients that had documentation of the client being assessed for risk and provided targeted health literacy and education in the client record (including receipt of a blue book).

	Yes	No	Partial (blue book only)	N/A
Number of client records that documented health literacy and education.	38	4	12	5
Number of HIV-infected clients in early intervention services that were reviewed.	54	54	54	59
Rate	<b>70%</b>	7%	22%	-

### Health Literacy and Education: Medication Adherence

Percentage of HIV-positive clients who had documentation of discussion of medication adherence by the EIS case manager in the client record.

	Yes	No	N/A
Number of client records who had documentation of discussion of medication adherence by the EIS case manager in the client record	34	20	5
Number of HIV-infected clients in early intervention services that were reviewed.	54	54	59
Rate	<b>63%</b>	37%	-

Linkage: Newly Diagnosed

Percentage of newly-diagnosed clients (incarcerated 30 days or longer) that initiate care through the EIS program

	Yes	No	N/A
Number of newly-diagnosed clients (incarcerated 30 days or longer) that initiate care through the EIS program	6	0	53
Number of newly-diagnosed HIV-infected clients in early intervention services that were reviewed.	6	6	59
Rate	<b>100.0%</b>	0.0%	-

Linkage: Medical Care

Percentage of HIV-positive clients that accessed a medical provider and obtained an appointment.

	Yes	No	N/A
Number of client records that document linkage to a medical provider and access to an appointment	55	0	4
Number of HIV-infected clients in early intervention services that were reviewed.	55	55	59
Rate	<b>100.0%</b>	0.0%	-

Multidisciplinary Team Conference

Percentage of HIV-positive clients who received early intervention services that had at least one multidisciplinary team conference

	Yes	No	N/A
Number of client records that showed evidence of at least one multidisciplinary team conference.	0	55	4
Number of HIV-infected clients in early intervention services that were reviewed.	55	55	59
Rate	<b>0%</b>	100.0%	7%

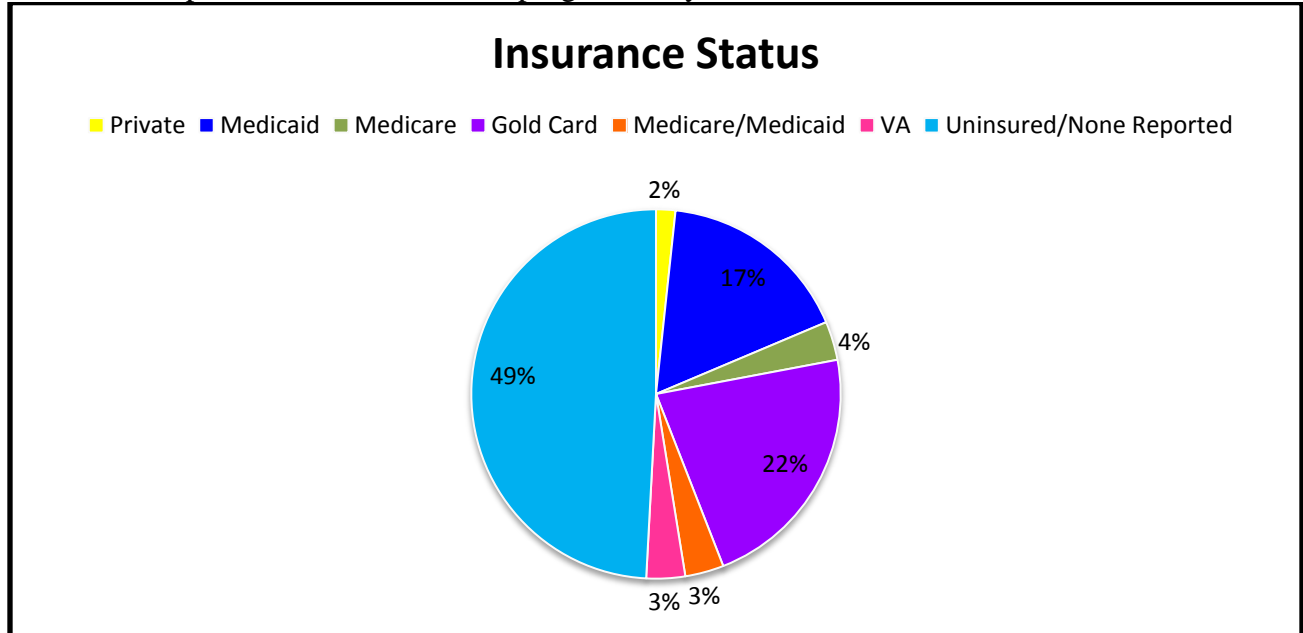
Discharge Planning

Percentage of HIV-positive clients who had a discharge plan present in the client record.

	Yes	No	N/A
Number of client with a completed discharge plan in the client record.	44	10	5
Number of HIV-infected clients in early intervention services that were reviewed.	54	54	59
Rate	<b>81%</b>	19%	8%

### Insurance Status

Clients self-reported insurance status at program entry.



### HISTORICAL DATA

Not applicable for 2016 Chart Review as this is the first time this service category has been presented.

### CONCLUSIONS

Overall, quality of services is good. Through the chart review: 98% (56) of clients completed an intake assessment and 81% (44) developed a discharge plan. Of the clients enrolled into the EIS program 100% were linked accessed a care provider; with 100% (6) of the newly-diagnosed clients accessing care. However, only 50% (3) of the newly-diagnosed clients documented a discharge plan. 75% (40) of clients self-reported accessing medical care within the last six months of entering the EIS program and 51% (30) reported a third-party payer source (including the Gold Card)



**RYAN WHITE PART B/DSHS STATE SERVICES  
1718 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE  
EARLY INTERVENTION SERVICES FOR THE INCARCERATED**

**DEFINITION:**

Early Intervention Services are designed to bring HIV-positive individuals into Outpatient Ambulatory Medical Care through counseling, testing, and referral activities.

#	STANDARD	MEASURE
<b>9.0 Service-Specific Requirements</b>		
9.1	<p><b>Scope of Service</b> The goal of Early Intervention Services (EIS) is to decrease the number of underserved individuals with HIV/AIDS by increasing access to care, educating and motivating clients on the importance and benefits of getting into care, through expanding key points of entry.</p> <p>The provision of EIS includes:</p> <ul style="list-style-type: none"> <li>• HIV Testing and Targeted counseling**</li> <li>• Referral services</li> <li>• Linkage to care</li> <li>• Health education and literacy training that enable clients to navigate the HIV system of care</li> </ul> <p>Early intervention Services for the Incarcerated specifically includes the connection of incarcerated in the Harris County Jail into medical care, the coordination of their medical care while incarcerated, and the transition of their care from Harris County Jail to the community. Services must include: assessment of the client, provision of client education regarding disease and treatment, education and skills building to increase client's health literacy, establishment of THMP/ADAP eligibility (as applicable), care coordination with medical resources within the jail, care coordination with service providers outside the jail, and discharge planning.</p> <p><b>**Limitation:</b> Ryan White Part B funds can only be used for HIV testing as necessary to supplement, <u>not supplant</u>, existing funding.</p>	<ul style="list-style-type: none"> <li>• Program's Policies and Procedures indicate compliance with expected Scope of Services.</li> <li>• Documentation of provision of services compliant with Scope of Services present in client files.</li> </ul>

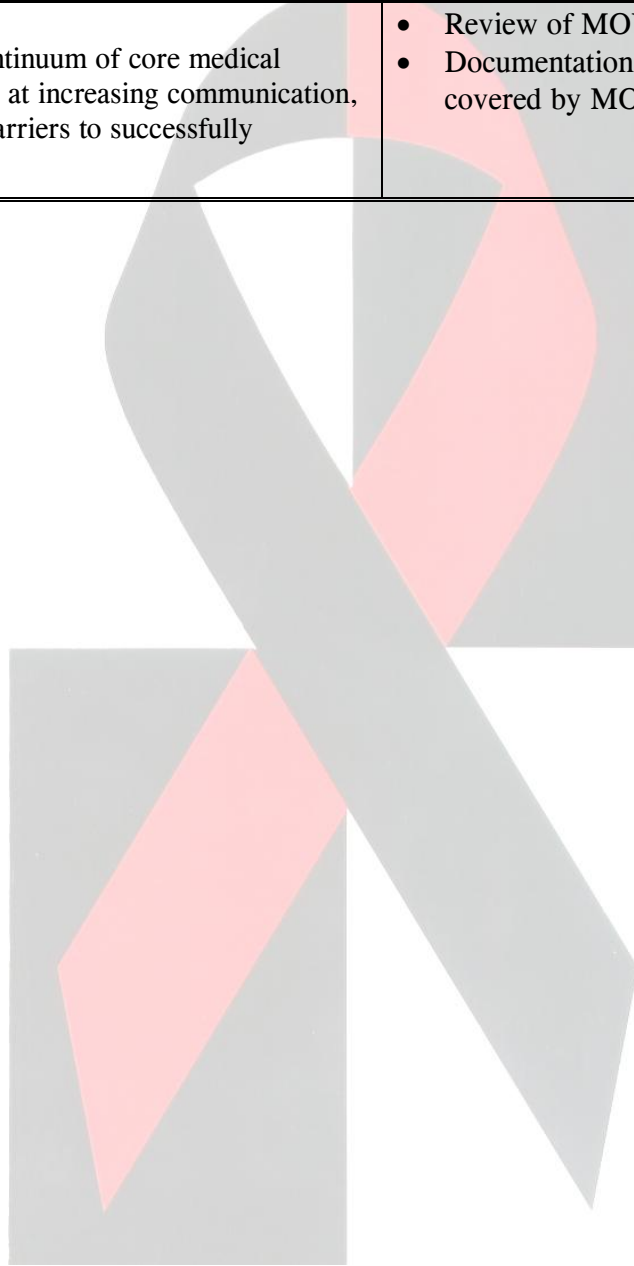
#	STANDARD	MEASURE
<b>9.0 Service-Specific Requirements</b>		
9.2	<u>Agency License</u> The agency's facility(s) shall be appropriately licensed or certified as required by Texas Department of State Health Services, for the provision of HIV Early Intervention Services, including phlebotomy services.	<ul style="list-style-type: none"> <li>Review of agency</li> </ul>
9.3	<u>Program Policies and Procedures</u> Agency will have a policy that: <ul style="list-style-type: none"> <li>Defines and describes EIS services (funded through Ryan White or other sources) that include and are limited to counseling and HIV testing, referral to appropriate services based on HIV status, linkage to care, and education and health literacy training for clients to help them navigate the HIV care system</li> <li>Specifies that services shall be provided at specific points of entry</li> <li>Specifies required coordination with HIV prevention efforts and programs</li> <li>Requires coordination with providers of prevention services</li> <li>Requires monitoring and reporting on the number of HIV tests conducted and the number of positives found</li> <li>Requires monitoring of referrals into care and treatment</li> </ul>	<ul style="list-style-type: none"> <li>Program's Policies and Procedures indicate compliance with expectations.</li> </ul>
9.4	<u>Staff Qualifications</u> All agency staff that provide direct-care services shall possess: <ul style="list-style-type: none"> <li>Advanced training/experience in the area of HIV/infectious disease</li> <li>HIV early intervention skills and abilities as evidenced by training, certification, and/or licensure, and documented competency assessment</li> <li>Skills necessary to work with a variety of health care professionals, medical case managers, and interdisciplinary personnel.</li> </ul> Supervisors must possess a degree in a health/social service field or equivalent experience.	<ul style="list-style-type: none"> <li>Review of personnel files indicates compliance</li> </ul>
9.5	<u>Continuing Education</u> Each staff will complete a minimum of 12 hours of training annually to remain current on HIV care.	<ul style="list-style-type: none"> <li>Evidence of training will be documented in the staff personnel records.</li> </ul>

#	STANDARD	MEASURE
<b>9.0 Service-Specific Requirements</b>		
9.6	<p><u>Supervision</u> Each agency must have and implement a written plan for supervision of all Early Intervention staff. Supervisors must review a 10 percent sample of each staff member's client records each month for completeness, compliance with these standards, and quality and timeliness of service delivery. Each supervisor must maintain a file on each staff supervised and hold supervisory sessions on at least a monthly basis. The file must include, at a minimum:</p> <ul style="list-style-type: none"> <li>• Date, time, and content of the supervisory sessions</li> <li>• Results of the supervisory case review addressing at a minimum completeness and accuracy of records, compliance with standards, and effectiveness of service.</li> </ul>	<ul style="list-style-type: none"> <li>• Program's Policies and Procedures indicate compliance with expectations.</li> <li>• Review of documentation indicates compliance.</li> </ul>
9.7	<p><u>Client Eligibility</u> In order to be eligible for services, individuals must meet the following:</p> <ul style="list-style-type: none"> <li>• HIV-positive status</li> <li>• Language(s) spoken and Literacy level (client self-report)</li> </ul> <p><i>Due to client's state of incarceration, this service is excluded from the requirement to document income and residency.</i></p>	<ul style="list-style-type: none"> <li>• Documentation of HIV status is present in the client file.</li> <li>• Documentation in compliance with TRG Policies for Documentation of HIV Status.</li> </ul>
9.8	<p><u>CPCDMS Update/Registration</u> As part of intake into service, staff will register new clients into the CPCDMS data system (to the extent possible) and update CPCDMS registration for existing clients.</p>	<ul style="list-style-type: none"> <li>• Current registration of client is present in CPCDMS.</li> </ul>
9.9	<p><u>Assessment of Client</u> Staff will complete an intake assessment form for all clients served. The assessment will include identified needs upon release, assessment of support system upon release, and desired provider to receive referral information on.</p>	<ul style="list-style-type: none"> <li>• Intake assessment form is present in the client file.</li> </ul>
9.10	<p><u>Provision of Client Education</u> Staff provide client with education regarding the disease and its management, risk reduction, medication adherence and other health-related education.</p>	<ul style="list-style-type: none"> <li>• Documentation of client education is present in the client file.</li> </ul>
9.11	<p><u>Increase Health Literacy</u> Staff assesses client ability to navigate medical care systems and provides education to increase client ability to advocate for themselves in medical care systems.</p>	<ul style="list-style-type: none"> <li>• Documentation of health literacy evaluation and education is present in the client file.</li> </ul>

#	STANDARD	MEASURE
9.12	<u>Coordination of Care</u> Staff assists in the coordination of client medical care while incarcerated including, but not limited to, medical appointments and medications.	<ul style="list-style-type: none"> <li>Documentation of coordination of care is present in the client file.</li> </ul>
9.13	<u>Medication Regimen Establishment/Transition</u> Staff assists clients to become eligible for TXMP/ADAP medication program prior to release. Staff assists client with transition of medication from correctional facility to outside pharmacy.	<ul style="list-style-type: none"> <li>Documentation of THMP/ADAP application and its submission is present in client file.</li> <li>Documentation of connection/referral to outside pharmacy.</li> </ul>
9.14	<u>Transitional Team Multidisciplinary (TTMD) Review</u> Staff creates opportunities for MDT review with all involved agencies to discuss client's case.	<ul style="list-style-type: none"> <li>Schedule of available times for TTMD reviews with involved agencies available for review.</li> <li>Documentation of TTMD reviews present in client file.</li> </ul>
9.15	<u>Discharge Planning</u> Staff conducts discharge planning into Houston HIV Care Continuum. Discharge planning should include but is not limited to: <ul style="list-style-type: none"> <li>Review of core medical and other supportive services available upon release, and</li> <li>Creation of a discharge plan.</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of review of services present in client file.</li> <li>Documentation of client discharge plan is present in client file.</li> </ul>
9.16	<u>HIV Testing and Targeted Counseling</u> According to the HRSA National Monitoring Standards all four components must be present. Part B funds can only be used for HIV testing to supplement, not supplant, existing funding. <ul style="list-style-type: none"> <li>If Ryan White Part B funds are used for HIV testing, agency must submit a waiver to TRG and document the reason(s) necessary to supplement existing funding.</li> </ul>	<ul style="list-style-type: none"> <li>Review of monthly expenses indicates compliance</li> <li>Waiver are present when funds are utilized for testing</li> </ul>
9.17	<u>Referral Process</u> Staff makes referrals to agencies for all clients to be released from Harris County Jail. The referral will include a packet with <ol style="list-style-type: none"> <li>A copy of the Harris County Jail Intake/Assessment Form,</li> <li>Proof of HIV diagnosis,</li> <li>A list of current medications, and</li> <li>Provide client ID card or "known to me as" letter on HCSO letterhead to facilitate access of HIV/AIDS services in the community.</li> </ol>	<ul style="list-style-type: none"> <li>Documentation of referral present in client file</li> <li>Documentation of referral feedback present in client file.</li> <li>Copy of "known to me as" letter present in client file.</li> </ul>



#	STANDARD	MEASURE
9.18	<p><u>MOUs with Core Medical Services</u>                      The Agency must maintain MOUs with a continuum of core medical service providers. MOUs should be targeted at increasing communication, simplifying referrals, and decreasing other barriers to successfully connecting clients into ongoing care.</p>	<ul style="list-style-type: none"> <li>• Review of MOUs at annual quality compliance reviews.</li> <li>• Documentation of communication and referrals with agencies covered by MOUs is present in client file.</li> </ul>





STUDY PROTOCOL

Open Access



# Individuals motivated to participate in adherence, care and treatment (imPACT): development of a multi-component intervention to help HIV-infected recently incarcerated individuals link and adhere to HIV care

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## Abstract

**Background:** Policy-makers promote a seek, test, treat and retain (STTR) strategy to expand HIV testing, support linkage and engagement in care, and enhance the continuous use of antiretroviral therapy for those HIV-infected. This HIV prevention strategy is particularly appropriate in correctional settings where HIV screening and treatment are routinely available yet many HIV-infected individuals have difficulty sustaining sufficient linkage and engagement in care, disease management, and viral suppression after prison release.

**Methods/design:** Our research team developed Project imPACT (individuals motivated to Participate in Adherence, Care and Treatment), a multi-component approach for HIV-Infected recently incarcerated individuals that specifically targets their care linkage, retention, and medication adherence by addressing multiple barriers to care engagement after release. The ultimate goals of this intervention are to improve the health of HIV-infected individuals recently released from prison and reduce HIV transmission to their communities by maintaining viral suppression. This paper describes the intervention and technology development processes, based on best practices for intervention development and process evaluation. These processes included: 1) identifying the target population; 2) clarifying the theoretical basis for intervention design; 3) describing features of its foundational interventions; 4) conducting formative qualitative research; 5) integrating and adapting foundational interventions to create and refine intervention content based on target audience feedback. These stages along with the final intervention product are described in detail. The intervention is currently being evaluation and a two arm randomized, controlled trial in two US state prison systems.

(Continued on next page)

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**Discussion:** Based on a literature review, qualitative research, integration of proven interventions and behavioral theory, the final imPACT intervention focused on the transition period two to three months before and three months after prison release. It emphasized pre-release readiness, pre- and post-release supportive non-judgmental counseling, linking individuals to a HIV care clinic and technological supports through videos and text messages. This article provides a useful model for how researchers can develop, test, and refine multi-component interventions to address HIV care linkage, retention and adherence.

**Clinical trial registration:** NCT01629316, first registered 6-4-2012; last updated 6-9-2015.

**Keywords:** HIV, Medication adherence, Retention in care, Justice-involved individuals

**Abbreviations:** imPACT, Individuals motivated to participate in adherence, care, and treatment; STTR, Seek, test, treat and retain; ART, Antiretroviral therapy; HIV, Human immunodeficiency virus; TDCJ, Texas Department of Criminal Justice; NCDPS, North Carolina Department of Public Safety; RNA, Ribonucleic ACID; U.S., United States; IMB, Information, motivation, behavior; SCT, Social cognitive theory; MI, Motivational interviewing; PACT, Participating and communicating together; TCU, Texas Christian University; Project CONNECT, Client-oriented new patient navigation to encourage connection to treatment; AIDS, Acquired immunodeficiency program; ADAP, AIDS drug assistance program

## Background

It is now widely recognized that individuals who maintain an undetectable plasma HIV-1 RNA (viral load) can live a healthy, nearly normal life span and have markedly reduced risk of transmitting HIV to other individuals [1–5]. Theoretically, achieving timely diagnosis, linkage and retention in care, and appropriate HIV treatment among all HIV-infected persons could substantially reduce—if not eliminate—the HIV epidemic [6–8]. The continued occurrence of 40,000 to 50,000 new HIV infections annually in the United States [9], despite the availability of effective treatment and prevention methods, has prompted researchers and policy-makers to investigate gaps in implementation. Using what has been termed “the HIV treatment cascade,” researchers found that high proportions of HIV-infected individuals drop off at each of several key steps, with the largest, an approximately 50 % drop-off, occurring between diagnosis with HIV and consistent engagement in care [10]. These observations have led policy-makers to promote a seek, test, treat and retain (STTR) strategy to expand HIV testing, support linkage and engagement in care, and enhance the continuous use of antiretroviral therapy (ART) for those identified as HIV-infected. In fact, the US Centers for Disease Control and Prevention Division of HIV AIDS Prevention and the US National AIDS Strategy [11] emphasizes increasing testing, linkage and retention in care [10, 12, 13] as a means to prevent HIV transmission.

The STTR approach to HIV prevention is particularly appropriate among certain high risk groups, such as those in correctional settings. HIV screening is available and conducted routinely in prison within the United States. HIV prevalence among incarcerated persons is three to five times higher than that of the general population [14–16]. In studies conducted in Texas and North

Carolina, respectively, between 2004 and 2009, about 55 to 59 % of HIV-infected inmates leave prison with suppressed viral loads [17, 18] although in a 2010 study, Baillargeon and colleagues reported only 37 % of HIV-infected releasees with an undetectable viral load at prison release [14].

While many HIV-infected individuals are diagnosed with HIV and receive recommended HIV medical treatment in prison, most have difficulty sustaining sufficient linkage and engagement in care, disease management, and viral suppression after prison release. In one study, only 30 % of HIV-infected released individuals had filled their antiretroviral prescriptions within 60 days of release [17]. In other studies of care engagement, only 20 to 54 % of HIV-infected individuals released from prison had enrolled in an HIV clinic within one month of release [14, 19]. Not surprisingly, viral loads increase after release from prison [18, 20]. Moreover, as expected, such disruptions in care result in higher HIV-associated morbidity, mortality, and viral resistance to ART in recently released individuals [21–23] and raises the potential for transmission of the virus. Given these factors, interventions that effectively support the continuity of ART as HIV-infected individuals transition back to their communities are part of more comprehensive national STTR HIV prevention and intervention efforts.

The STTR approach suggests that HIV-infected justice-involved individuals (that is individuals who have been involved in the criminal justice system, such as through incarceration) could benefit from an intervention to enhance both timely and continued engagement in HIV care and adherence to ART. However, as studies that have identified barriers to care engagement and ART adherence among released HIV-infected individuals indicate, there is not one single ideal, addressable target for improvement.

Instead, research shows that multiple barriers hinder HIV-infected individuals from accessing care and adhering to prescribed medications. Challenges that interfere include: returning to neighborhoods that lack social and economic capital and contain drug-using social networks [24, 25]; facing intersectional discrimination of both incarceration and HIV [24, 26]; strained interpersonal relationships [17]; mental illness and substance abuse [24, 27]; and difficulty accessing housing [17, 18, 26, 28], transportation [18, 28], insurance, and employment [17, 26, 28]. Such findings suggest the need for multi-component interventions that can address multiple factors simultaneously to successfully help HIV-infected prisoners maintain viral suppression during reentry.

**Purpose of the current study**

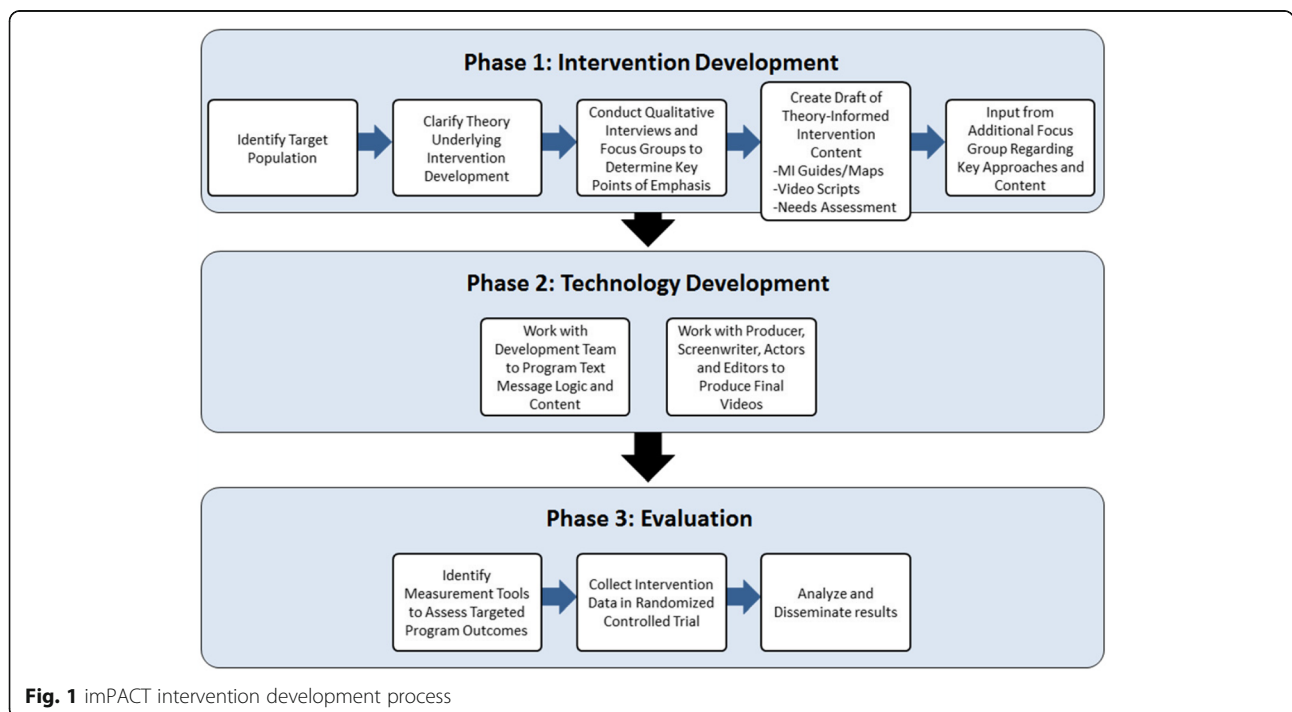
Our research team developed Project imPACT (individuals motivated to Participate in Adherence, Care and Treatment), a multi-component approach for HIV-Infected recently incarcerated individuals that specifically targets their care linkage, retention, and medication adherence by addressing multiple barriers to care engagement. The ultimate goals of this intervention are to improve the health of HIV-infected individuals recently released from prison and reduce HIV transmission to their communities by maintaining viral suppression. This paper describes the intervention and technology development processes, based on best practices for intervention development and process evaluation [29]. As shown in Fig. 1, this process included: 1) identifying the target

population; 2) clarifying the theoretical basis for intervention design; 3) describing features of its foundational interventions; 4) conducting formative qualitative research; 5) integrating and adapting foundational interventions to create and refine intervention content based on target audience feedback. These stages are described in more detail below along with the final intervention product.

**Methods/Design**

**Target population for the intervention**

We designed the intervention for HIV-infected men and women who were English-speaking, age 18 years and older, incarcerated within the Texas or North Carolina state prison systems [Texas Department of Criminal Justice (TDCJ) or the North Carolina Department of Public Safety (NCDPS)], treated with ART with a recorded plasma HIV RNA level of <400 copies/mL and expected to be released to the community within approximately 12 weeks. We elected to focus on individuals in these two states because these were settings with a strong research focus and a relatively large number of HIV-infected individuals who faced documented challenges to care engagement after release. Additionally, combined, the two states incarcerate approximately 1 in 7 of all individuals incarcerated in a U.S. state prison system in the US [30]. In each of these settings, it is standard practice for prison staff to conduct routine discharge planning before release, which is limited to the



**Fig. 1** imPACT intervention development process

provision of referrals to community clinics, housing, and other services based on availability and need.

Given that incarcerated individuals have higher rates of HIV infection than the general population and that they face unique challenges during community reentry, we chose to design an intervention that targeted HIV-infected individuals in the two months before and three months after release from incarceration. Individuals with a suppressed viral load at the time of prison release comprised the target population for the imPACT intervention. The imPACT intervention also targets the high risk reentry period, as the target population had demonstrated an ability to adhere sufficiently to ART and care during incarceration. A lack of control of HIV, despite the structured prison environment, suggested the presence of biological or behavioral factors that would be best addressed by different interventions.

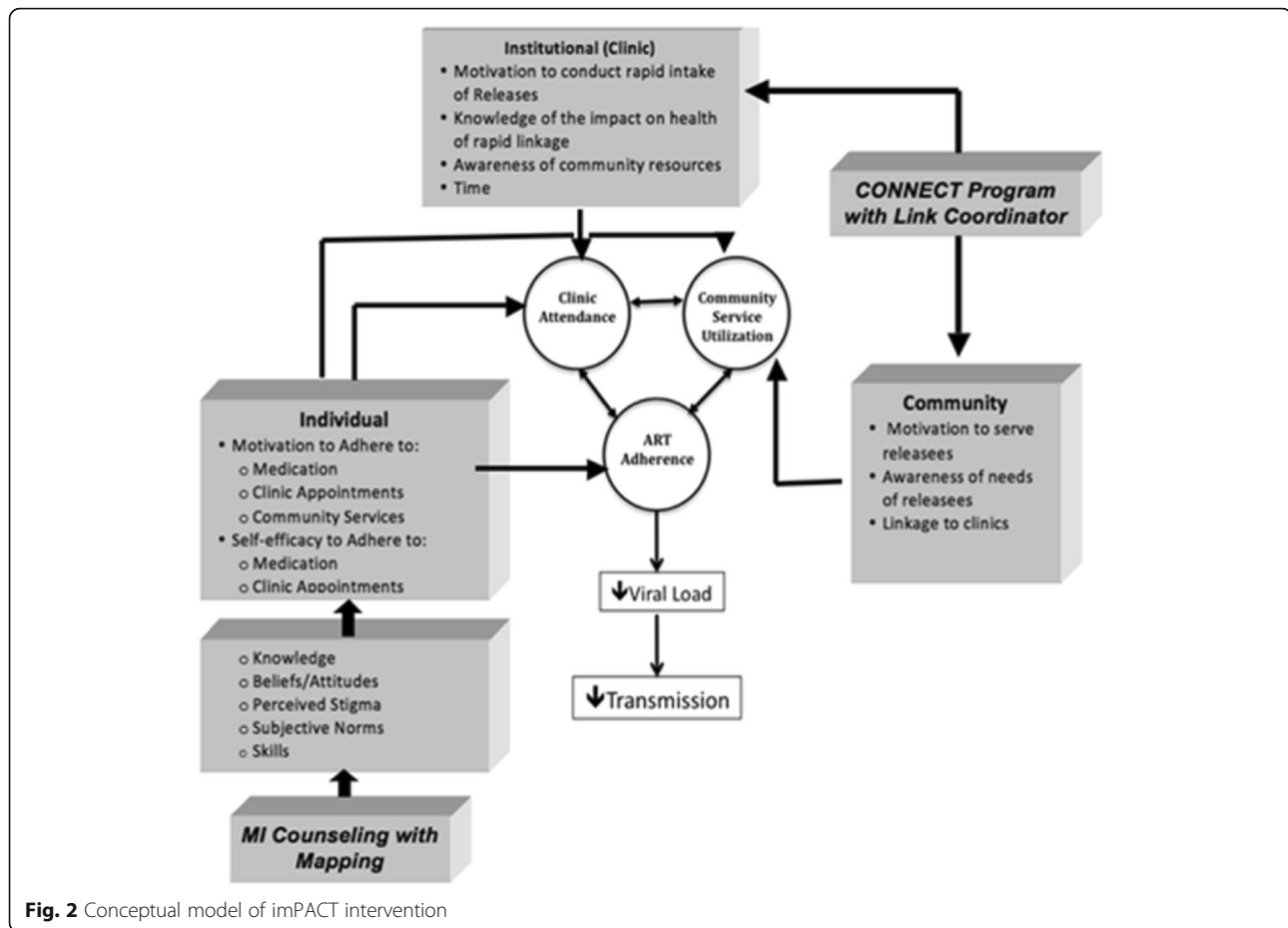
Because of the complexity of the intervention and the extensive resources that would be needed to administer each component in multiple languages, we limited this initial evaluation to English-speaking individuals with plans to adapt it for monolingual Spanish-speakers if it found to be effective. We designed imPACT for both men and women, and given that the HIV and incarceration epidemics also disproportionately affect racial and ethnic minorities [9], the research team felt that creating an intervention that could appeal to demographically diverse group of men and women, rather than targeting a particular ethnic, racial, gender or sexual orientation group, would be important for future uptake of the intervention among the populations most in need.

### Theoretical foundation

Adapting from our previous work designing motivational interviewing-based medication adherence interventions [30–36], we used a socio-ecological framework to ground the imPACT intervention in two leading health behavior theories: The Social Cognitive Theory [37] and the Information-Motivation-Behavioral (IMB) Skills model [38]. Social Cognitive Theory (SCT) posits that whether an individual successfully carries out and maintains a learned behavior is determined by the reciprocal interactions among the individual's beliefs about his/her self-efficacy to perform the behavior, experienced responses to the behavior which generate outcome expectancies, and environmental factors that influence one's ability to carry out the behavior [37]. The role of self-efficacy is a core tenet of SCT, such that individuals with high self-efficacy are more likely to adopt observed behaviors. Enhancing self-efficacy can increase a behavior, and mastery experiences, social modeling, and verbal encouragement can enhance self-efficacy. Hence, from SCT, a key approach to enhancing behaviors like attending clinic visits or adhering to medication is to

incorporate activities that use mastery, modeling, and encouragement to enhance self-efficacy. The SCT also emphasizes the importance of reciprocal interactions of the individual with aspects of his/her environment, such as institutional or community-level barriers that HIV-infected individuals face. The IMB model asserts direct pathways between HIV-related information, motivation, and necessary behavioral skills, including medication-taking proficiency [39], as predictors of engagement and adherence. Knowledge about the medical condition including regarding available effective strategies for its management, is considered necessary but insufficient to improve behavior alone [38, 40, 41]. Motivation includes personal attitudes towards medication adherence, perceived social support for the behavior, and perceptions of how others believe people with the condition should behave. Motivation and knowledge together directly affect adherence, but also in the IMB, they act on behavior primarily through enhancing behavioral skills, particularly when the behavior is complex and involves new skills, such as with medication adherence. Information and motivation provide building blocks for the client to gain the specific behavioral tools and strategies needed to adhere. These are comprised of tactics like enlisting social support, responding to side effects, using medication reminders or other self-regulation strategies [41]. Interventions that have used the IMB model have been shown to effectively improve many health-related behaviors, including antiretroviral adherence [41–43]. In the Deep South in particular, the IMB model has been shown to characterize relationships among determinants of ART adherence [44]. Being informed, socially supported, and perceiving fewer negative consequences of adherence were independently related to stronger behavioral skills for taking ART, which in turn was associated with adherence [44]. Both the SCT and IMB have demonstrated predictive validity in explaining medication and medical visit adherence [45].

Given the extensive literature demonstrating that numerous barriers to antiretroviral adherence and HIV care access occur at multiple levels of a socio-ecological framework, the research team integrated the IMB, SCT, and existing empirical evidence into a theoretically and empirically-grounded conceptual framework (Fig. 2) for designing the imPACT intervention (described below). The conceptual model targets both the client's motivation and self-efficacy to adhere by providing opportunities to gain knowledge (both via interactions with a counselor and from models who are representative of the target population), clarify values, modify beliefs and attitudes, identify and address institutional and community level barriers and facilitators, and master behavioral skills, including use of medication reminders.



In addition to these health behavior theories, our intervention was informed by concepts in cognitive psychology demonstrating that graphical displays and visual representations are generally more effective in communicating complex systems of interrelated feelings, thoughts and actions, are more readily remembered, and better facilitate a shared understanding between two individuals, than language [46, 47]. Some studies have shown visual representations to be particularly useful among individuals with limited education or cognitive capacities, including among individuals involved with the criminal justice system [48].

### Role of foundational interventions

The imPACT intervention combines elements from three existing theory-based interventions our group had previously developed and tested. We elected to use a multi-component intervention based on extensive evidence of the multi-level challenges faced by formerly incarcerated individuals as well as studies demonstrating that comprehensive, multi-component medication adherence interventions are more effective than single-focus interventions [45, 49]. Given the complexity of barriers occurring at multiple

levels (individual, institutional, community) of a social ecological framework for individuals released from prison both accessing medical care and adhering to ART (Fig. 2), a comprehensive approach was considered particularly imperative for the imPACT intervention. We adapted previously-developed motivational interviewing counseling interventions, integrated them with TCU cognitive mapping elements, and designed accompanying videos and electronic medication reminders primarily to influence individual-level behavior to support ART adherence and engagement and participation in care, respectively. These components acted mainly by enhancing motivation and self-efficacy to engage in these behaviors (Fig. 2), including seeking out and utilizing needed and available institutional and community resources (e.g., filling prescriptions, attending mental health or substance abuse treatment). To address institutional and community-level obstacles to accessing ART and care, we designed the imPACT intervention to integrate the fundamental components of an effective Link Coordinator program called Project CONNECT (described below). Below we describe each of the foundational interventions that we adapted and integrated to create the final imPACT intervention.

### **Motivational interviewing-based multi-component interventions for HIV-positive persons**

Motivational interviewing (MI) is an effective, non-judgmental, client-centered counseling approach designed to enhance health-related behaviors [50], such as medication-taking and attending medical visits. It is grounded in SCT and allows individualized tailoring in a standardized manner, which makes it particularly well-suited to addressing complex, multidimensional behaviors. The MI counseling style is based on creating a client–counselor relationship that is a partnership, and on evidence that meeting the client where they are rather than directly confronting or directing him or her increases a client’s intrinsic motivation and self-efficacy to change behavior. MI is based on the supposition that clients feel ambivalent about unhealthy behaviors and, as such, the MI counselor guides the client toward positive behavior changes following several principles that help clients resolve their ambivalence.

In previous studies [30–35], we have successfully used multi-component, MI-based interventions for HIV-infected individuals in clinical settings to promote adherence to HIV treatment and prevention recommendations. The MI session protocols included specific steps the MI counselor followed, using a guide, to build clients’ motivation and self-efficacy, or confidence, to make changes selected, such as helping them identify strategies to overcome barriers, conducting skills-building exercises, or enhancing facilitators to healthy behavior (for example, identifying a social network member “buddy” for support, or using “reminder systems” to prompt taking medication). Scripted audio-booklet series used conversations between patient and counselor characters in an entertaining manner to prepare clients for the MI sessions, demonstrate empathy, and model mastery over behavior change. These materials are previously described in detail elsewhere [30–35]. In a two-arm, 140 participant randomized attention-controlled trial, the PACT intervention group had 2.75 times higher odds of achieving >95 % adherence than did the controls ( $P = 0.045$ ; 95 % CI:1.023–7.398) [30]. Similarly, in a trial of nearly 500 HIV-positive participants, SafeTalk significantly reduced the number of unprotected sex acts with at-risk partners at 8 months from baseline in the intervention arm, while participants in the control arm experienced an increase in the number of unprotected sex acts [33].

Based on this success using an MI-based multi-component approach to addressing HIV treatment and prevention behavior change among patients in HIV clinical settings, we chose to adapt these programs for the in-prison and post-prison release settings.

### **TCU cognitive mapping**

A cognitive map is a mental representation that humans use to acquire, categorize and store, and recall information

regarding attributes of one’s physical or social environment, such as spatial relationships of places or hierarchical relationships among individuals. Cognitive mapping can be used in counseling as a multi-faceted technique to help clients spatially organize and relate ideas, feelings, and actions and to facilitate communication and problem solving in sessions. Mapping is a counselor skill similar in some aspects to clinical notetaking, and Rogerian reflective listening skills used in MI. Based on evidence that, on average, literacy levels are relatively low among prison populations [51, 52], and data regarding the myriad advantages that visual, non-text-based representations, such as cognitive mapping, offer for communicating with low literacy clients during counseling sessions, we elected to integrate this approach into existing steps in the MI-based counseling session guides. Members of our research team had demonstrated previously, with justice-involved individuals, that using TCU Cognitive Mapping Enhanced Counseling improved clients’ knowledge, confidence, and motivation regarding general HIV information, risky sex and drug use, HIV testing, and risk reduction skills [53]. These investigators and their colleagues had successfully used cognitive mapping methods within a counseling program with probationers, including those engaging in HIV-risky behaviors [54], and found that the approach was effective at increasing perceived treatment effectiveness, with a particularly beneficial impact on those with lower levels of treatment readiness. We applied these techniques to develop appropriate cognitive mapping exercises for key steps in the MI protocol (Table 1) and to train the interventionists to utilize these methods.

### **Project CONNECT–Client-Oriented New patient Navigation to Encourage Connection to Treatment**

Project CONNECT is a multidisciplinary, structural, clinic-level intervention to improve linkage to HIV care [55] for recently diagnosed HIV clinic patients in the community. We elected to incorporate Project CONNECT to address the need for released inmates on ART to link quickly to HIV care before they run out of the ART they are dispensed at release, and to link to a clinic that can address the competing psychosocial barriers to care arising at the institutional and community levels. A core component of Project CONNECT is a roughly one-hour orientation visit with a social worker or facilitator within five days of the patient’s initial call to the clinic. During the orientation visit, the Project CONNECT facilitator builds rapport with the new patient. The patient completes a theory-driven semi-structured interview, a standardized questionnaire assessing psychosocial barriers to care and urgent health needs (e.g., PHQ9 to assess depression), and baseline laboratory testing. With this information, the facilitator schedules a clinic appointment within three weeks, and makes prompt referrals for substance abuse, mental



**Table 1** imPACT intervention components

Intervention components	Targeted theoretical constructs	Content/components
Motivational Interviewing Sessions	<ul style="list-style-type: none"> <li>• Information</li> <li>• Motivation</li> <li>• Self-efficacy</li> <li>• Behavioral Skills</li> </ul>	<ul style="list-style-type: none"> <li>• 2 monthly in-prison face to face sessions, with first approximately 8 weeks prior to release, augmented by:               <ul style="list-style-type: none"> <li>○ cognitive mapping</li> </ul> </li> <li>• 6 bi-weekly phone sessions after release</li> </ul>
Accompanying Videos	<ul style="list-style-type: none"> <li>• Information</li> <li>• Motivation</li> <li>• Self-efficacy</li> </ul>	<ul style="list-style-type: none"> <li>• Modeling by patient characters</li> <li>• Information</li> <li>• Motivation to take responsibility for health</li> </ul>
Link Coordination	<ul style="list-style-type: none"> <li>• Environmental Barriers</li> </ul>	<ul style="list-style-type: none"> <li>• One-time needs assessment, approximately 4 weeks prior to release</li> <li>• Schedule appointment at comprehensive, accessible HIV care home</li> <li>• Provide health care home with needs assessment results</li> <li>• Arrange for ADAP and drug/Medicaid assistance applications, if needed</li> <li>• Reschedule appointment up to two times, if missed</li> </ul>
SMS Reminders	<ul style="list-style-type: none"> <li>• Reminder</li> </ul>	<ul style="list-style-type: none"> <li>• Training in cell phone use</li> <li>• Assessment of medication regimen</li> <li>• Tailored reminder messages selected by the participant</li> <li>• For each ART dose due, SMS reminder message and SMS request to confirm dose taken</li> </ul>

health, and other ancillary services (e.g., rapid institution of prophylactic medications), as needed. In a pre-/post- trial of nearly 900 patients conducted as part of a continuous quality improvement initiative, a significantly greater percentage of the participants receiving the Project CONNECT intervention attended a primary HIV provider visit within 6 months of contacting the clinic compared to the participants from the pre-CONNECT period (81 % vs. 69 %,  $p < 0.01$ ) [55] ([http://www.cdc.gov/hiv/pdf/prs\\_compendium\\_project\\_connect\\_ei.pdf](http://www.cdc.gov/hiv/pdf/prs_compendium_project_connect_ei.pdf)). Project CONNECT demonstrated that rapid linkage to appropriate care that systematically evaluated patients' medical and psychosocial needs, and referred to existing resources to address specific needs, supported linkage to medical care. We incorporated a similar Link Coordinator position with Project imPACT and used the Project CONNECT model to guide us. Based on the Project CONNECT model, we designed the intervention to link individuals to a comprehensive medical home that could best provide needed services (e.g. housing referrals, substance abuse treatment, mental health treatment, etc.,) rather than have the imPACT intervention provide such services directly.

#### Formative qualitative studies to inform intervention adaptation and integration

During our initial formative work, we first conducted in-depth, semi-structured interviews and focus groups in Texas and North Carolina among HIV-infected formerly incarcerated patients, and community-based HIV service providers whose clients included formerly incarcerated men and women (full details reported previously, [56, 57]). Data showed that justice-involved individuals often had a reduced sense of agency over their own lives and health after incarceration, and the importance of the system facilitating initial linkage to care after release also declined. Findings highlighted

the importance of getting individuals into a medical home soon after release to address a key individual-level barrier to adherence to medication and appointments: substance abuse. Numerous community and policy level barriers that would need to be addressed included lack of housing, employment, transportation, and enrollment in safety net programs. At the same time, interpersonal and community social support were identified as key facilitators that could be built upon in an intervention at the community and institutional levels. In addition, the assemblage of barriers generated a set of competing demands and disorder in participants' lives that made it challenging for them to attend to their health care needs consistently [57].

Health care providers (case managers, mental health care professionals, nurses, nurse practitioners, and physicians) of formerly incarcerated individuals identified similar individual, community, and organization/institutional-level obstacles to HIV care and treatment adherence and offered additional insight into the ways that these multilevel factors affect formerly incarcerated HIV-infected individuals' abilities to engage in care and access necessary social services.

Additional barriers that providers identified included the inability of individuals who had been locked up previously to do things for themselves after not doing so during confinement, a lack of familiarity with new technology, competing demands of required reintegration activities. HIV-related stigma was discussed as causing clients to have difficulty accessing transportation to and from medical care because they feared doing so would disclose their HIV status. Providers highlighted the negative effects on health care access of poor coordination between prison and community care systems (including lack of appointment scheduling before release), as well as negative environments/social networks and lack of

essential services and community resources needed to address housing, transportation or behavioral health problems, such as substance abuse.

### Key implications of formative findings

Taken together our formative studies indicated that it is essential that the imPACT intervention have an impact multiple levels to successfully engage formerly incarcerated individuals in HIV care after release. Our research team identified several specific targets that were important for the imPACT intervention to address. ART adherence challenges stemming from the chaotic nature of releasees' lives and competing priorities confirmed the likely benefit of MI for medication-adherence skills-building and an automated medication reminder system. The need to enhance individuals' self-efficacy and motivation to stay health confirmed the importance of including pre- and post-release MI sessions. The lack of care coordination between prison and community settings indicated the need for assisting with linkage to care immediately after release. The multiple unmet basic needs of released inmates suggested the need for a mechanism to better assess and refer these needs to appropriate community resources. The wide variability of barriers for each releasee indicated a need for individualized assessment and tailoring of strategies to achieve health goals, like that found in MI. The small supply of ART given upon release and reports of limited support from prisons for completing drug assistance and insurance paperwork prior to release, indicated the need for routine assistance completing AIDS Drug Assistance Program (ADAP) applications before release. We also developed the Link Coordination component to some extent by meeting with community clinics throughout the state to orient them to the intervention and the Link Coordinator. This socialization of the project was helpful. Clinics were those that were identified by the prison as being commonly mentioned by inmates as sources of care, and were receptive to being at receiving end of the referrals. Reports of formerly incarcerated individuals' inconsistent experience with technology pointed to the need to provide training in the use of any technology required for participation in the intervention. And, finally, releasee experiences with stigma and discrimination that impacted their ability to engage in care, emphasized the importance of providing compassionate, non-judgmental, non-stigmatizing support through this intervention.

During the intervention development process, we conducted one additional focus group among seven HIV-infected former inmates to obtain their input regarding specific aspects of the intervention in development. Focus group members endorsed the idea that receiving support from others to facilitate the transition back to the community would greatly enhance releasees' abilities

to avoid lapses in medical care. In particular, they strongly recommended that the intervention schedule the first post-release clinic appointment for the patient. As one participant put it, "But it would have been better if they had actually made the appointment for me from prison ... it would have been better than me having to get a referral that's sent to the halfway house and allowed them to make the appointment. If the appointment had already been set up [when] I got out, then I wouldn't have had, run out of medicine and I wouldn't have had to wait." Participants supported the use of videos and emphasized that the videos should indicate the need for former inmates to take ownership of their health. Participants also recommended that the intervention start before release to motivate prisoners to plan for their post-incarceration care and living situation. Participants endorsed the potential utility of cell phone reminders but stressed the need for significant training in using the technology, particularly for those incarcerated for longer stays who would be less familiar with this technology.

### Technical development of videos

To adapt the audio-booklet materials from the foundational interventions for use with prisoners, we created videos which our formative studies indicated would be more appealing and comprehensible for this population. In total, two videos were created that used the same approaches—conversations with realistic patient and counselor characters, demonstration of empathy and modeling mastery over behavior change, testimonials and individual stories—to achieve similar goals, namely introducing the intervention and enhancing participant self-efficacy and motivation to access and adhere to community-based HIV care. We worked collaboratively with The Studio, Inc. to complete the technical design, filming, editing, and final production of the videos. The Studio, Inc. is a Chapel Hill, NC production company that applies state-of-the-art techniques to the development of educational videos, including interventions aimed at health promotion and disease prevention. The Studio, Inc. team included a script writer, graphic designer, music producer, videographer, director and several actors. In collaboration with The Studio, Inc., our research group spent approximately 12 months in an iterative process developing the content, creating realistic characters, finalizing the script, filming, incorporating music and editing to produce a final product that achieved the goals of this intervention component and won a 2012 Telly Award for Best Educational Video, the premier award honoring the finest video productions. As described below, the videos were shown to individual inmates at two successive intervention visits before release.

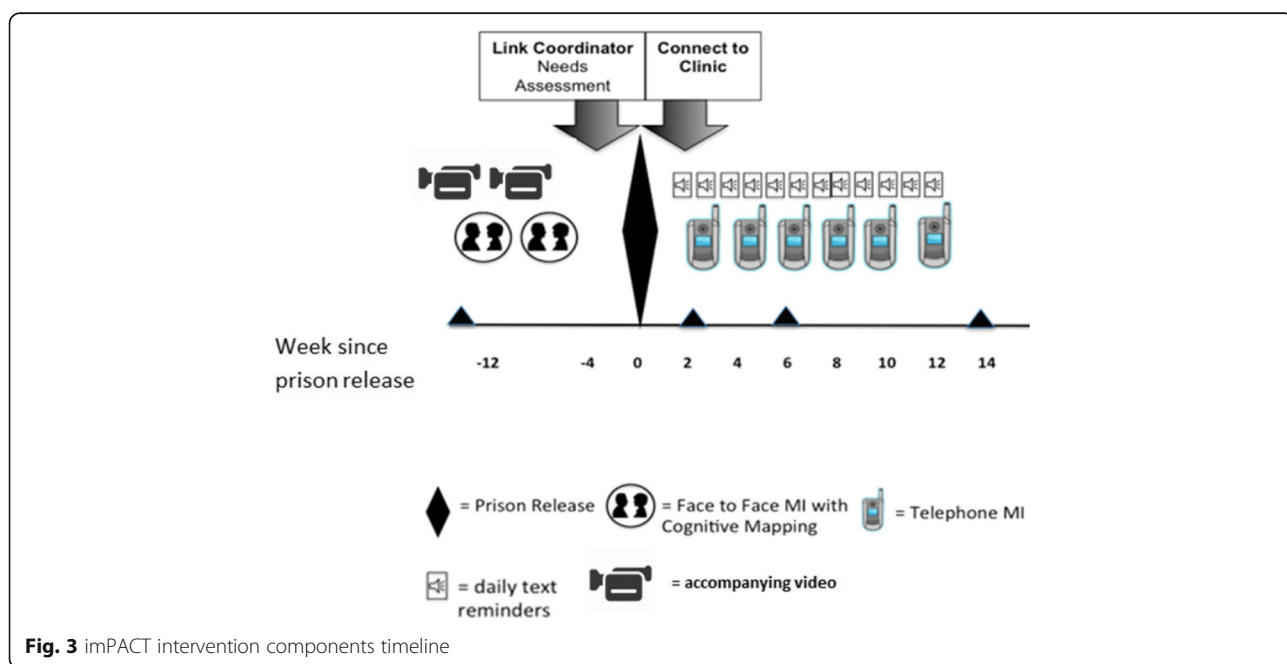
### Technical development of SMS messaging

To update the reminder skills taught in the *PACT* intervention (prior to the rise in popularity of text messaging) to help clients overcome forgetfulness, we incorporated into imPACT a text message reminder system. This approach was consistent with the formative data we obtained, where releasees indicated they were unaccustomed to managing their own care after having spent months or years in a prison system with set schedules, and that scheduled reminders would, thus, be beneficial during the transition period. Moreover, at the time we developed imPACT we had planned to give flip-phone to trial participants to facilitate study retention and data were beginning to emerge demonstrating that text reminders could be effective for enhancing ART adherence, particularly when partnered with other intervention components [58]. We worked with computer programmers at the Cecil G. Sheps Center for Health Services Research to develop an automated, individually tailorable SMS system to deliver medication reminders. During the development process, we faced decisions regarding the type and frequency of reminders and the degree of interactivity of the SMS program. Considerations included: how often to send the messages (e.g., link them to each dose, once daily or weekly?); whether the messages should just be reminders or also be inspirational; whether to use standard or self-authored messages; how many follow-up texts per dose should be sent and at what intervals; how long after release should the texts be continued; and whether to require clients to respond to messages, and if so, using words or numbers. Because input from our formative work indicating that prisoners, particularly those who had

been incarcerated for long time periods or with low literacy, would face significant challenges to using complex technology, and might find intermittent reminders confusing, we elected to send dose-based reminders that required minimal reading, writing, or interaction (Fig. 5). Because there was little evidence at the time regarding the relative advantages of standardized versus self-authored, or reminder-based versus inspirational messaging, and because our formative work indicated significant concerns regarding HIV-associated stigma and unintended serostatus disclosure, we designed the intervention to offer participants a menu of standard reminding, inspirational messages, or an option to design their own. Once the SMS system was programmed, our team conducted beta-test of the programing and made minor programming adjustments to address logical errors that came to light during testing. The final intervention is described below.

### Final imPACT intervention

Integrating our previously developed interventions with each other and findings from our formative work, we designed the final imPACT intervention to have four main components: 1) motivational interviewing counseling augmented by cognitive mapping; 2) two relatively short videos, one to immediately precede each face-to-face in-prison MI session; 3) Link Coordination with needs assessment; and 4) medication adherence SMS reminders. Figure 3 illustrates the temporal relationship among the four components relative to each other and to the time of prison release. Below we describe each component of the final intervention.



**Fig. 3** imPACT intervention components timeline

**Motivational interviewing (MI) augmented by cognitive mapping**

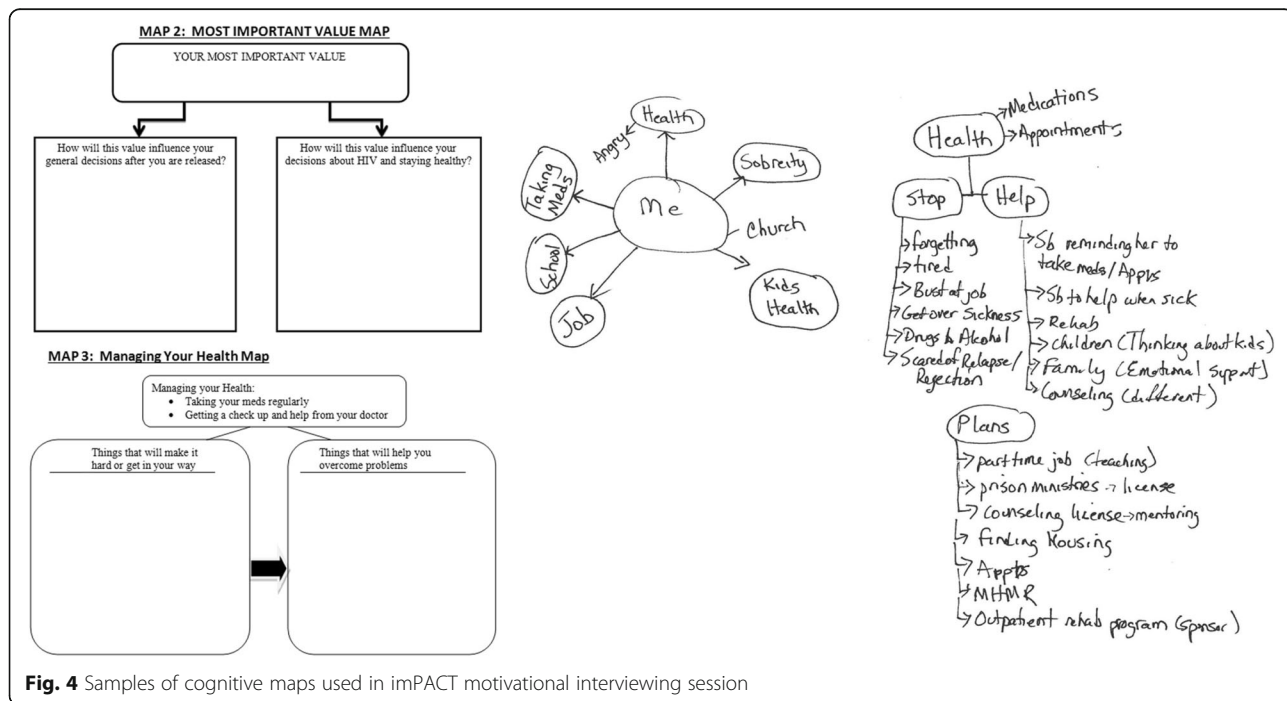
imPACT MI sessions are conducted by a trained masters-level counselor in two individual face-to-face sessions in prison, approximately four weeks apart, and lasting approximately one hour each. These sessions are followed by six additional sessions delivered by telephone by the same counselor who delivers the participant’s pre-release sessions, approximately every two weeks over 12–14 weeks after release. Each session begins with building rapport and invites participants to choose from a menu of topics that are most salient to them. MI counselors use Rogerian techniques, like reflective listening, to help participants feel understood, and raise awareness of ambivalence they may feel about their chosen behavior and any discrepancies between their values and their expected behaviors. Through these techniques, counselors lead participants to make self-motivating statements to access care and adherence to ART after release. The MI counselor also uses specific techniques to build participants’ self-efficacy to make incremental realistic changes, such as helping them identify strategies to overcome barriers, build skills necessary for maintaining health, or enhance facilitators (e.g., support from family or using a medication reminder) to change.

Each in-person session is augmented by the potential use of several cognitive maps which can include both *Guide maps* which are “fill-in-the-blank” tools used to facilitate planning, decision-making, problem solving, and assessment (Fig. 4), and *Freestyle maps* which are

produced “freehand” by participants in collaboration with counselors to generate brainstorming.

For each in-person and phone MI session, we designed a stepwise guide (Appendix, Table 2) for the counselor, adapted for the target population from previous MI interventions. Each session guide contains clear objectives for the session; a list of materials (e.g., copies of cognitive maps, pencils, etc.) and conditions (e.g., a private room, freedom from distractions, etc.) the counselor will need to carry out the session; and a description up to 10 steps that comprise the session. One exception to this is session 3, the first phone session which, as a transitional session, is abbreviated to four steps rather than 10. The guide provides a recommended structure that allows the counselor to flexibly address client concerns as they arise. Each step in the guide includes instructions (e.g., “Use reflective listening to client’s response) and sample statements for the counselors to direct them to carry out that step by indicating the tone and intention of the step rather than serving as a verbatim statement to be used by the counselor.

As indicated in the Appendix (Table 2), the first MI session focuses on rapport-building and unique steps that facilitate building trust and getting to know the client, such as assessing and clarifying their values and their expectations for release. In general, the subsequent MI sessions focus on preparing him/her to adhere to ART and engage in care after release, and follow seven key steps: 1) Topic Selection; 2) Assessing Facilitators & Barriers; 3) Identifying Ideas; 4)



**Fig. 4** Samples of cognitive maps used in imPACT motivational interviewing session

Rating Perceived Importance & Confidence to address the Selected Topic; 5) Exploring Goal Setting Based On Readiness; 6) Exploring Advantages And Disadvantages; and 7) Making Plans For Coping. Each session ends with Closure that includes summarizing the session and (except in the last session) scheduling the next session.

To maintain intervention quality and fidelity, the sessions are designed to be audio-recorded, with permission from participants, and for counselors to use a standardized written data recording sheet to record the content of each step of the session. The data recording sheets can also serve as a bulleted guide to help the counselors remember to complete each step. These sheets and the audio-recordings are intended for use during routine clinical supervision.

#### **Videos**

Before each in-prison MI session, participants are shown (on a private computer with headphones) one of the two 15 min videos that we produced for the trial and provided an orientation to the intervention and prepared the participant for each upcoming MI session, as described above.

#### **Brief link coordination with needs assessment**

Shortly before release, a study Link Coordinator meets with the participant once, and using a standardized set of questions, conducts an evaluation of anticipated needs following community re-entry. The needs assessment pays particular attention to plans for clinical care, medication access, housing, and transportation. The intervention is designed for the Link Coordinator to schedule a clinic appointment for the participant, ideally within 5 days of release, and to share the needs assessment with the referral clinic before the appointment. The goal of the needs assessment, based on the Project CONNECT model, is to link a patient with a comprehensive clinic and inform the clinic of the patient's psychosocial and medical needs, thereby resulting in appropriate referrals for other needed services, in addition to better care engagement. In addition, the Link Coordinator submits applications for state ADAP or pharmaceutical company drug assistance programs, as needed. Following release, the Link Coordinator supports participant clinic attendance by calling participants with appointment reminders and leveraging available community resources, when necessary. All post-release Link Coordinator encounters with the participant are conducted by telephone. If the initial clinic appointment is not kept by the participant, the Link Coordinator makes one additional clinic appointment on behalf of the participant. All interactions between the

Link Coordinator and the participant cease once the arranged clinic appointment is attended or, in the case of two missed appointments, after the second missed appointment.

#### **Text message antiretroviral medication reminders**

In this component of the intervention, to support adherence, participants receive medication reminder text messages on study-provided flip phones 15 min before each scheduled ART dose for the first 12 weeks post-release. Text messages consist of phrases created by participants, after study staff provides examples (e.g., "Remember to take your vitamins"). As shown in Fig. 5, the timing of text reminders is customized to the participant's regimen, which the Link Coordinator assesses prior to release, and are followed in 15 min by a query text asking if they have followed through with the action prompted by the code phrase (e.g., "Did you take your vitamins?"), and instructions to press 1 for 'yes' and 2 for 'no.' When the response is 'yes' and occurs within 2 h of the dose time, the participant receives a text message that says, "Thanks for letting us know." The system does not respond to a participant's response if it is received more than 2 h after his/her dosage time, to avoid encouraging participants to take their ART more than 2 h after the dose is due. When the response is 'no' and is sent within 1.5 h, the following text is sent: "Thanks for letting us know. We will check back in 30 min." If an additional 'no' response is received within 2.25 h of the reminder, the participant is sent the following text message: "Thanks for letting us know." No further texts are sent to those not responding to the initial question until the next scheduled dose and reminder.

#### **Discussion**

This article describes the development of imPACT, a multi-component intervention for linkage and engagement in HIV medical care for prisoners during their transition from incarceration to community reentry. Based on a literature review, qualitative research with men and women from the target population and care providers, integration of proven interventions and behavioral theory, the final imPACT intervention focused on the transition period two to three months before and three months after prison release. It emphasized pre-release readiness, pre- and post-release supportive non-judgmental counseling, linking individuals to a HIV care clinic within five days of release and providing technological supports through videos and text messages. Although linkage and adherence to community-based care and treatment are recognized as critical both to the health of HIV-infected individuals and to HIV prevention in their communities, particularly among

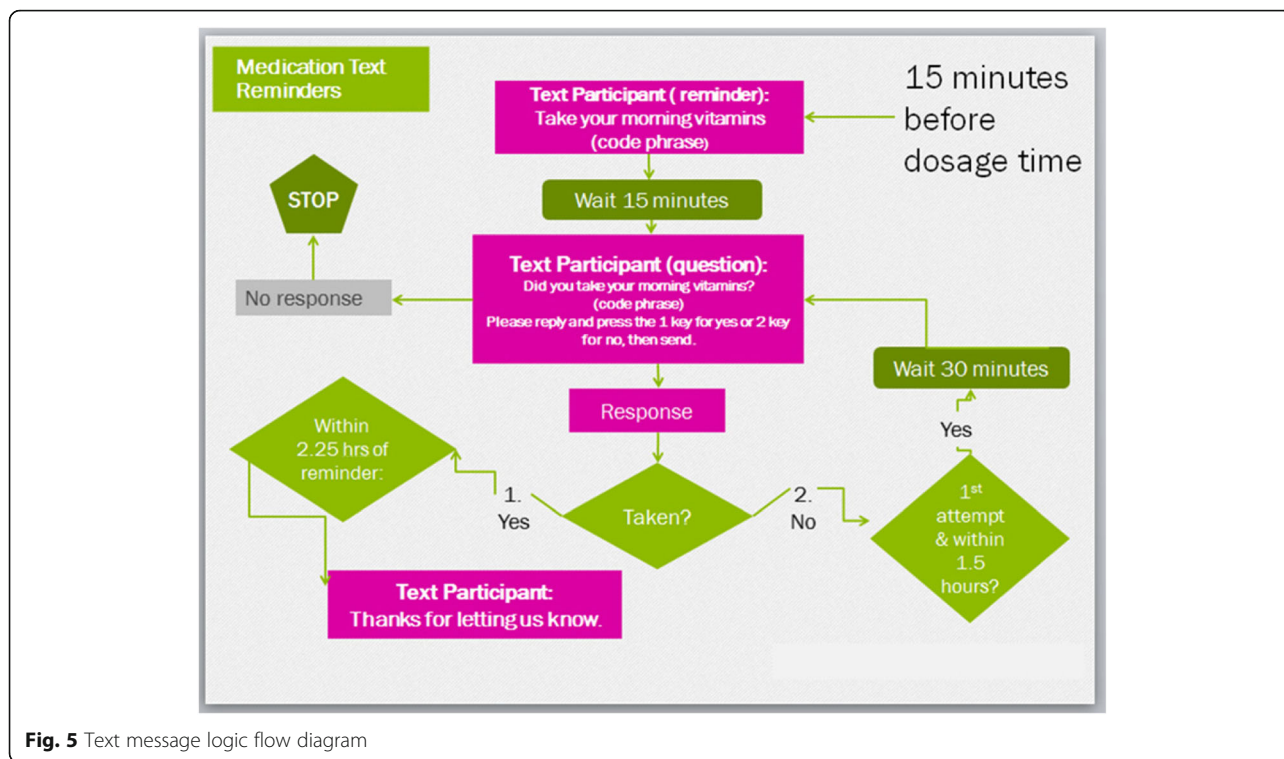


Fig. 5 Text message logic flow diagram

recently released prisoners, few interventions specifically target the required skills and means to overcome community-level barriers in this population. We developed Project imPACT to fill this gap.

The imPACT intervention is grounded in psychological and health behavior change theories [37, 41] and informed by qualitative interviews and focus group discussions as well as direct feedback from a focus group of HIV-infected formerly incarcerated individuals. The final intervention includes two videos, motivational interviewing counseling, link coordination and text message reminders. The final videos use patient characters to role model how similar others have maintained health successfully, including motivation and skills that helped them after release. Motivational interviewing counseling sessions help participants identify internal motivations for staying healthy and develop skills and self-efficacy to overcome barriers, using features known to enhance intervention effectiveness, such as elicit-provide-elicite techniques [50] and cognitive mapping [46, 48, 53, 54]. Link coordination serves to overcome community and institutional barriers to accessing care.

The current article provides a useful model for how researchers can develop, test, and refine multi-component interventions to address HIV care linkage, retention and adherence. The HIV prevention field that attempts to reduce HIV spread via enhancing the HIV treatment cascade

is still relatively new but rapidly growing [5, 7, 10], and while there is a call to develop interventions to simultaneously tackle multiple steps in the cascade [10], there is currently a lack of consensus on a model for doing so. Our development approach had several strengths, including the use of multiple theories and a novel focus on both linkage and adherence; adaptation of previously developed interventions via significant target audience input; an iterative approach to development and usability testing where the intervention was revised at several points in the process; and the application of state-of-the-art video and text-messaging technology.

We are just completing the evaluation of the efficacy of the imPACT intervention to help patients maintain a suppressed viral load for 24 weeks after prison release in a randomized controlled trial (Fig. 1) conducted from March 2012 through February 2015 (RCT; Clinical Trials registration number NCT01629316) [59]. Participants are 381 HIV-infected participants receiving HIV care in the Texas or North Carolina state prison systems who were virally suppressed in prison and within 3 months of release from prison. Our evaluation will include analysis of process data to assess the acceptability, feasibility, and usefulness of the intervention from the perspective of study participants, cost of intervention delivery, effects on adherence and clinic attendance.

## Appendix 1

**Table 2** imPACT motivational interviewing sessions' objectives, steps, visual aids, and sample content

Face-to-Face In Prison imPACT Motivational Interviewing Sessions		
Session/Step	Maps/Visual Aids used in Step	Examples of Sample Statements Provided to Counselor in the Guide for that Step
Session 1 Objectives		
1. Build rapport with client 2. Explore general post-release expectations		3. Explore post-release expectations for ART adherence and treatment 4. Develop an action plan for time between Session 1 & 2
Step One: Introduction	No Map	The most important thing for you to know before we start is that this is a time for you to explore any concerns that you have about taking your HIV medicines or getting treatment, especially what these things will be like for you when you get released from prison.
Step Two: Discussing What Is Important To You.	Map 1: "What is Important to You?" Map	I'd like to spend some time learning a bit about you and about the things in life that matter to you. Looking at this worksheet called "What is Important to You" in different areas of your life, You are in the center. Let's look at different areas starting with your Family and Friends.
Step Three: What Makes Me Tick	A Matrix of Values with Pictorial Icons	If it sounds alright with you, I'd like to go through a list of values that are important to some people—we call this list "What Makes Me Tick".
Step Four: Exploration Of Choices And Values	Map 2: Most Important Value Map	Tell me about how [MOST IMPORTANT VALUE] influences your decisions now. Response and Reflection
Step Five: Adherence & Hiv Treatment Assessment	Map 2: Most Important Value Map	Tell me a bit about how [MOST IMPORTANT VALUE] affects the decisions you make about your HIV treatment and staying healthy. Response and Reflection
Step Six: Explore Release Expectations	Map 3: Managing Your Health Map	I'm wondering what you think might help you stay healthy and take your medicine after you get out? [Use "MAP 3: MANAGING YOUR HEALTH MAP" to explore barriers and facilitators to post-release engagement in medical care and medication adherence.]
Step Seven: Making Plans	Map 4: Before the Second Session Map	If it's OK, let's think together and fill out this map (4) about some things you would like to do before your next session. What steps can you begin now to prepare for success after release? Of the ideas that we've talked about, what specific things do you feel ready to try?
Step Eight: Summarize Session	No Map	Thank you for sharing all of this information with me. I know that sometimes it's not always easy to think about these things, and I appreciate you being so open. Now I have a better understanding about what you think your life might be like after you get out of prison, such as [summarize facilitators and barriers, referencing Managing Your Health Map].
Step Nine: Closure	Map 4	We'll be meeting again in about a month, and we'll have more time to talk about how you're feeling thinking about what your life might be like after you get out then.
Session 2 Objectives		
1. Continue to build rapport with client 2. Review Session 1 3. Update progress on "Before Second Session Map"		4. Complete Link Coordinator Referral Form 5. Identify Support Person 6. Prepare for 1 <sup>st</sup> Phone Counseling Session
Step One: Introduction	Map 3: Managing Your Health Map Map 4: Before the Second Session Map	The last time we met we spent some time talking about things that are important to you. You mentioned [VALUES CHOSEN IN SESSION 1] as things that you think about when you make decisions about your health. Let's review the two Maps we created together ...
Step Two: Topic Selection	A Matrix of HIV Care Related Topics with Pictorial Icons	Again, these sessions are a time for you to talk openly without being judged, so what, if any, topic on the list would you like to talk about today? I'd like to understand a little more about what [SELECTED TOPIC] means to you in terms of your HIV treatment
Step Three: Assess Facilitators & Barriers	Map 3: Managing Your Health	I'd like to understand more about how you are feeling about [PROPOSED BEHAVIOR/TOPIC]. Let's think about what it will be like for you after you are released: Do you think [PROPOSED BEHAVIOR] will be something you are able to do all, most, some or none of the time? [REFER TO MANAGING YOUR HEALTH MAP FROM SESSION 1] What do you think may help you to [PROPOSED BEHAVIOR] after you get out? What do you think may get in the way? Reflection
Step Four: Identify Ideas Using Elicit-Provide-Elicit	Map 5: Generating Ideas for Success	1. Elicit ideas: Have you had any previous experience trying to do [SELECTED BEHAVIOR]?

**Table 2** imPACT motivational interviewing sessions' objectives, steps, visual aids, and sample content (*Continued*)

		<p>2. Provide more information: Would you like to talk about some of the ideas you saw in the video or other ideas I've heard that have worked for other people?</p> <p>3. Elicit their reaction: Do any of these ideas sound like something you'd like to try?</p>
Step Five: Rate Importance & Confidence	Visual Analogue Ruler	To help me understand exactly how [important this is to you/confident you are you can do this], on a scale from 0 to 10 with 0 being not at all [important/confident] and 10 being very [important/confident], how important is [PROPOSED BEHAVIOR] to you? Question down: Why an [stated number] and not a [number 2–4 less than stated number]? Question up: Why an [stated number] and not an [number 2–4 more than stated number]? What would it take for you to move from a [stated number] to a [number 2–4 more than stated number]?
Step Six: Explore Goal Setting Based On Readiness	None	Ready: It sounds like you may be ready to think about trying to take some/a small step(s) toward [PROPOSED BEHAVIOR] after you are released. Is that right?
Ready = Moderate/High In Importance And Confidence		Not Ready: What would it take for you to be ready to take a small step towards [PROPOSED BEHAVIOR] between now and the next time I speak with you after you are released?
Not Ready = Very Low In Importance And Confidence		Possibly Ready: It sounds like you value moving towards [PROPOSED BEHAVIOR] but you are not quite ready. What would it take for you to get ready? OR What would it take for you to make this step between now and the next time I speak with you after you are released?
Possibly Ready = All Others		
Step Seven: Exploring Advantages And Disadvantages	None	Can you tell me some things you might like about [PROPOSED BEHAVIOR]? What about some things you might not like about [PROPOSED BEHAVIOR]? Where does this leave you now? [Provide double-sided summary]
Step Eight: Link Coordinator Referral Form	Referral Needs Assessment Form	I will not share anything you're not comfortable with. But if it's okay with you, I'd like for us to work together to jot down some notes to share with the Link Coordinator.
Step Nine: Identifying Support Person	None	Tell me about the people you think will be in your life on the outside, and who might give you the support you need to meet your goals for being healthy.
Step Ten: Making Plans For Coping	Matrix of Coping Strategies with Icons	Thanks for working with me to come up with a plan for when you're released from prison. One thing I'd like to talk about now, if it's okay, is what might happen if your plan doesn't work out.
Step Eleven: Closure		
Phone MI Sessions after Prison Release		
Session 3 Objectives		
1. Reconnecting with participant		4. Check in to see if participant has attended doctor's appointments
2. Inform participant about upcoming phone counseling sessions		5. Assess Release Plan with Link Coordinator
3. Assess how participant has been dealing with release		6. Prepare for next 2 week plan to initiate or maintain care and treatment
Step	Examples of Sample Statements Provided to Counselor in the Guide for that Step	
Step One: Introduction	The last time we met we spent some time creating an action plan for after you were released. What do you remember about your action plan?	
Step Two: Doctors Visit	Now I would like to talk about your Doctor's visit. How was your appointment with [NAME OF DOCTOR OR CLINIC]? How much do you feel you have what you need to stay healthy?	
Step Three: Medication Adherence	Finally, if it is ok with you I would like to check in to see how things are going for you with taking your meds?	
Step Four: Closure	Review session and any changes to action plan	
Sessions 4–8		
1. Reconnecting with client		4. Make Plans for Coping
2. Review previous session		5. Prepare for next 2 week plan to improve or continue adherence plan [not included in session 8]
3. Assess progress with adherence goals		6. Prepare for closure from the intervention/transition [sessions 7 and 8 only]
Step One: Greeting & Review Of Phone Session Protocol		
Step Two: Review Previous Session		
Step Three: Topic Selection		
Step Four: Assess Facilitators & Barriers		
Step Five: Identify Ideas to Overcome Barriers and Enhance Facilitators		



**Table 2** imPACT motivational interviewing sessions' objectives, steps, visual aids, and sample content (*Continued*)

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Step Six: Rate Importance & Confidence to Use Ideas to Address selected Topic

Step Seven: Explore Goal Setting

Step Eight: Exploring Advantages And Disadvantages

Step Nine: Making Plans For Coping

Step Ten: Closure

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### Availability of data and materials

The datasets generated during and/or analysed during the current study reported in this manuscript are not publicly available due to their qualitative nature but are potentially available from the corresponding author on reasonable request.

### Authors' contributions

All authors provided substantial contributions to the conception and design of this work and made important contributions to its critical revision. CG and JCA drafted the manuscript. In addition, CG, KA, MG and NF assisted with data acquisition and analysis, JCA and SB assisted with data interpretation and JG assisted with data management. All authors read and approved the final manuscript.

### Competing interests

The authors declare that they have no competing interests.

### Consent for publication

This manuscript does not contain any individual person's data.

### Ethics approval and consent to participate

The institutional review boards at Texas Christian University and the University of North Carolina at Chapel Hill (IRB#: 10-1183), as well as review committees at both prison systems and the US Office of Human Research Programs (OHRP), approved all aspects of this research. Informed consent to participate was obtained from all study participants.

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