

<b>Data and Info for Workgroup #2</b>	<b>Pg</b>
<b>2017-2021 Houston Area Comprehensive HIV Prevention and Care Services Plan</b> ⇒ Houston EMA HIV Care Continuum (as of December 2018)	<b>1</b>
<b>Houston HSDA Epi Data/Care Continuum</b> (Texas Department of State Health Services)	<b>10</b>
<b>Roadmap to Ending the HIV Epidemic in Houston</b> ⇒ Access to Care: Recommendations 1-7	<b>17</b> <b>19</b>
<b>2016 Houston HIV Care Services Needs Assessment</b> ⇒ Participant Stats	<b>24</b>
<b>2016 Houston HIV Care Services Needs Assessment – Chapter 2</b> ⇒ Overall Ranking of Funded Services, by Need ⇒ Overall Ranking of Funded Services, by Accessibility ⇒ Overall Ranking of Barriers Experienced by Consumers ⇒ Other Identified Needs	<b>26</b> <b>27</b> <b>28</b> <b>29</b> <b>34</b>
<b>2016 Houston HIV Care Services Needs Assessment – Service-Specific</b> ⇒ Health Insurance Assistance ⇒ Medical Nutrition Therapy ⇒ Mental Health Service ⇒ Oral Health Care ⇒ Substance Abuse Services ⇒ Case Management	<b>35</b> <b>36</b> <b>37</b> <b>38</b> <b>39</b> <b>40</b>
<b>TRG Consumer Interview Results 2018</b>	<b>41</b>
<b>2019-2020 Standards of Care for Ryan White Part A</b> ⇒ General Standards ⇒ Health Insurance Assistance ⇒ Medical Nutritional Therapy/Supplements ⇒ Oral Health ⇒ Substance Use Services	<b>45</b> <b>48</b> <b>63</b> <b>65</b> <b>67</b> <b>70</b>
<b>2019-2020 Houston Part B/DSHS State Services Standards of Care</b> ⇒ Health Insurance Assistance ⇒ Mental Health Services ⇒ Oral Health Care Services ⇒ Non-Medical Case Management Targeting Substance Use Disorders	<b>73</b> <b>81</b> <b>90</b> <b>98</b>
<b>Population Fact Sheets</b> ⇒ HIV and African Americans - CDC, February 2019 ⇒ HIV and African American Gay and Bisexual Men - CDC, February 2019 ⇒ HIV and Hispanics/Latinos - CDC, October 2018 ⇒ HIV and Hispanic/Latino Gay and Bisexual Men - CDC, September 2018 ⇒ HIV and Gay and Bisexual Men - CDC, September 2018 ⇒ HIV and Older Americans - CDC, September 2018 ⇒ HIV and Youth - CDC, April 2018 ⇒ HIV and Women - CDC, March 2019 ⇒ HIV and Pregnant Women, Infants and Children - CDC, March 2019 ⇒ HIV and Transgender People - CDC, April 2018 ⇒ 2016 HIV Surveillance Data among PLWH who are Transgender - Texas Department of State Health Services, April 2017	<b>106</b> <b>108</b> <b>110</b> <b>112</b> <b>114</b> <b>116</b> <b>118</b> <b>120</b> <b>122</b> <b>124</b> <b>126</b>



## Houston Area Comprehensive HIV Prevention and Care Services Plan 2017 - 2021

*Capturing the community's vision for an ideal system of  
HIV prevention and care for the Houston Area*

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### HOUSTON EMA HIV CARE CONTINUUM

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#### What is the Care Continuum?

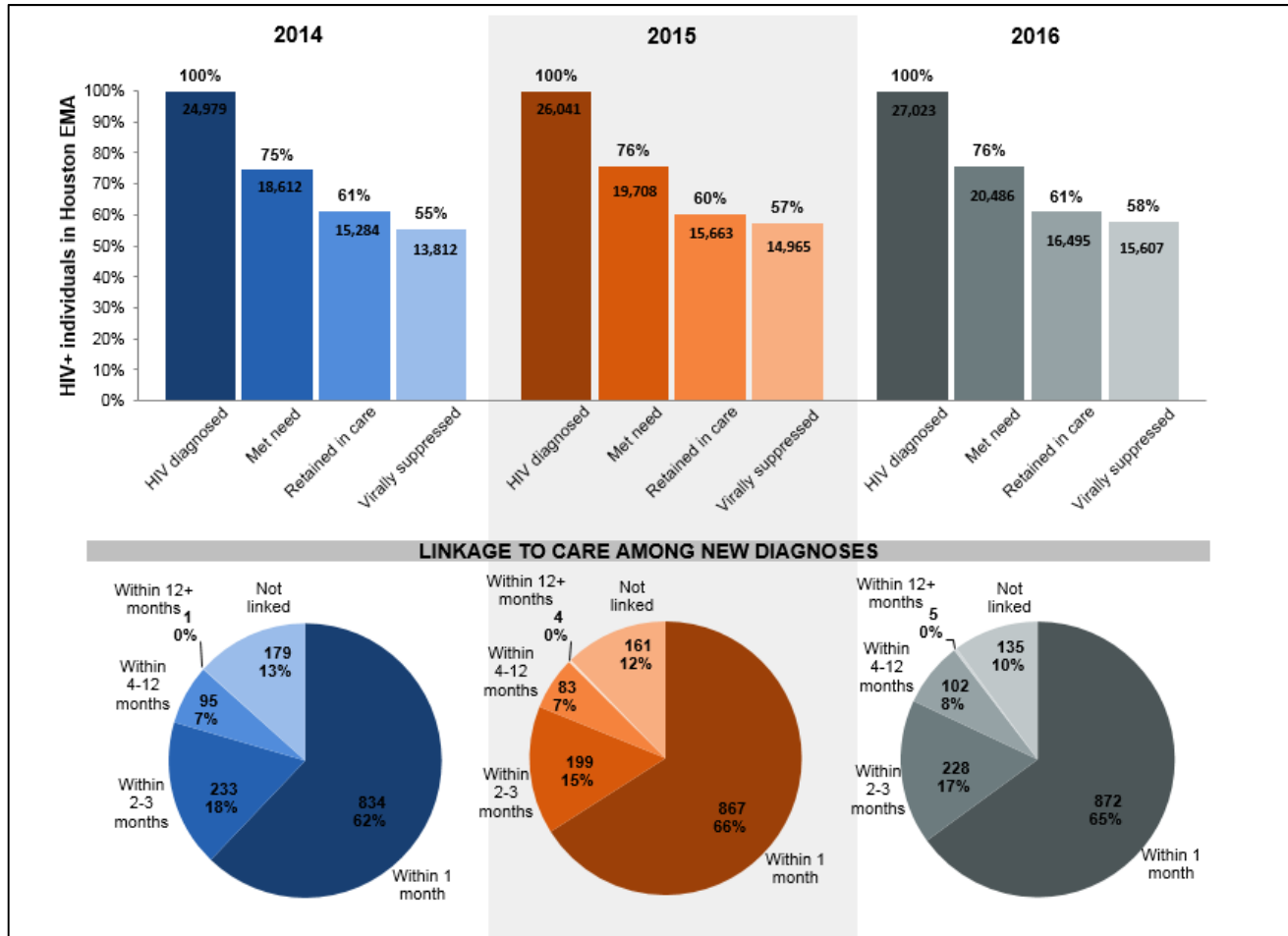
The HIV Care Continuum, previously known as a Treatment Cascade, was first released in 2012 by the Centers for Disease Control and Prevention (CDC). It represents the sequential stages of HIV care, from being diagnosed with HIV to suppressing the HIV virus through treatment. Ideally, the Care Continuum describes a seamless system of HIV prevention and care services, in which people living with HIV (PLWH) receive the full benefit of HIV treatment by being diagnosed, linked to care, retained in care, and taking HIV medications as prescribed to achieve viral suppression.

#### The Houston EMA Care Continuum (HCC)

The HCC is a diagnosis-based continuum. The HCC reflects the number of PLWH who have been diagnosed ("HIV diagnosed"); and among the diagnosed, the numbers and proportions of PLWH with records of engagement in HIV care ("Met need"), retention in care ("Retained in care"), and viral suppression ("Virally suppressed") within a calendar year. Although retention in care is a significant factor for PLWH to achieve viral suppression, 'Virally suppressed' also includes those PLWH in the Houston EMA whose most recent viral load test of the calendar year was <200 copies/mL but who did not have evidence of retention in care.

Linking newly diagnosed individuals into HIV medical care as quickly as possible following initial diagnosis is an essential step to improved health outcomes. In the HCC, initial linkage to HIV medical care ("Linkage to care") is presented separately as the proportion of *newly* diagnosed PLWH in the Houston EMA who were successfully linked to medical care within three months or within one year after diagnosis

*Please see the last page for the Methodology used to develop the Houston EMA HIV Care Continuum.*

**Figure 1: Houston EMA HIV Care Continuum, 2014-2016**

Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2017

From 2014-2016, the total number of HIV diagnosed increased each year, but the percentage of those with met need, retained in care, and virally suppressed also increased. The percentage of those retained in care remained constant

- There was a 3% increase in the percentage of those virally suppressed from 2014 to 2016.
- The percentage of newly diagnosed PLWH linked to care within one month of diagnosis increased by 3%, while the percentage of newly diagnosed PLWH not linked to care decreased by 3% from 2014 to 2016.

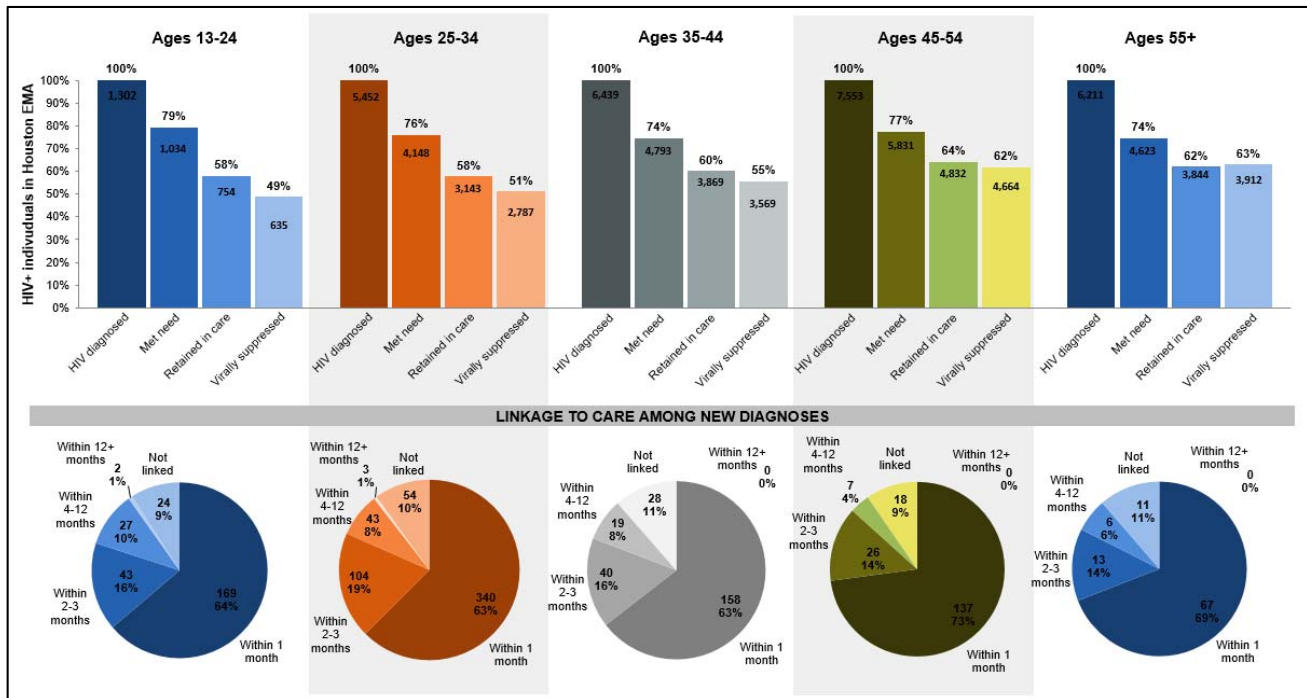
### Disparities in Engagement among Key Populations

Multiple versions of the HCC have been created to illustrate engagement disparities and service gaps that key populations encounter in the Houston EMA.

It is important to note that available data used to construct each version of the Houston EMA HCC do not portray the need for activities to increase testing, linkage, retention, ART access, and viral suppression among many other at-risk key populations, such as those who are transgender or gender non-conforming, intersex, experiencing homelessness, or those recently released from incarceration

## The Houston EMA Care Continuum, by Age

**Figure 2: Houston EMA HIV Care Continuum by Age Groups, 2016**

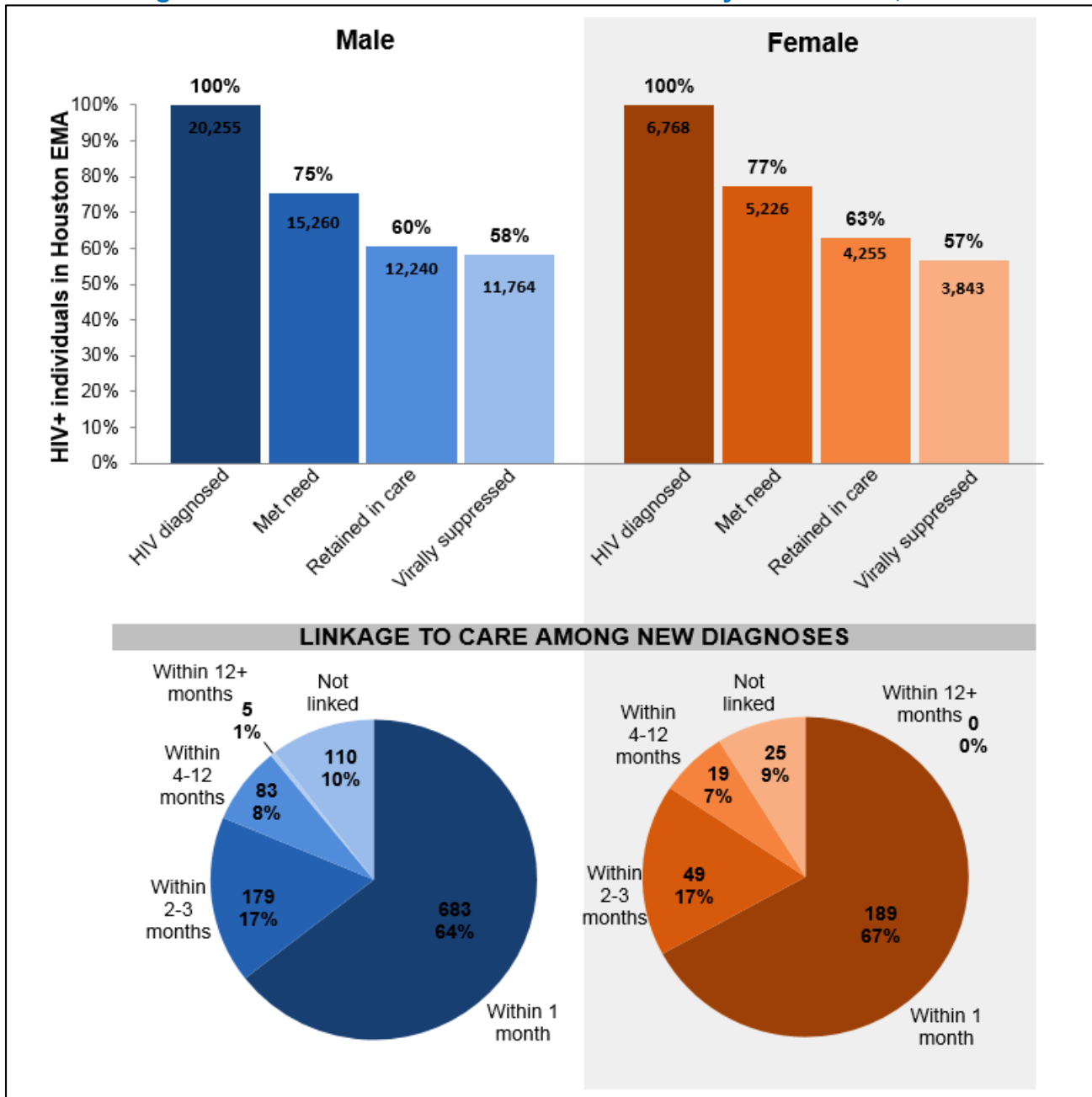


Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2017

- Younger adults had lower percentages of retention and viral suppression compared to older adults.
- Youth and young adults (13-24 years old) had the highest percentage of met need.
- Youth to middle age adults (13-44 years old) had the lowest proportion of newly diagnosed PLWH who were linked within three months of diagnosis when compared to the older adult age groups.

## The Houston EMA Care Continuum, by Sex at Birth

**Figure 3: Houston EMA HIV Care Continuum by Sex at Birth, 2016**

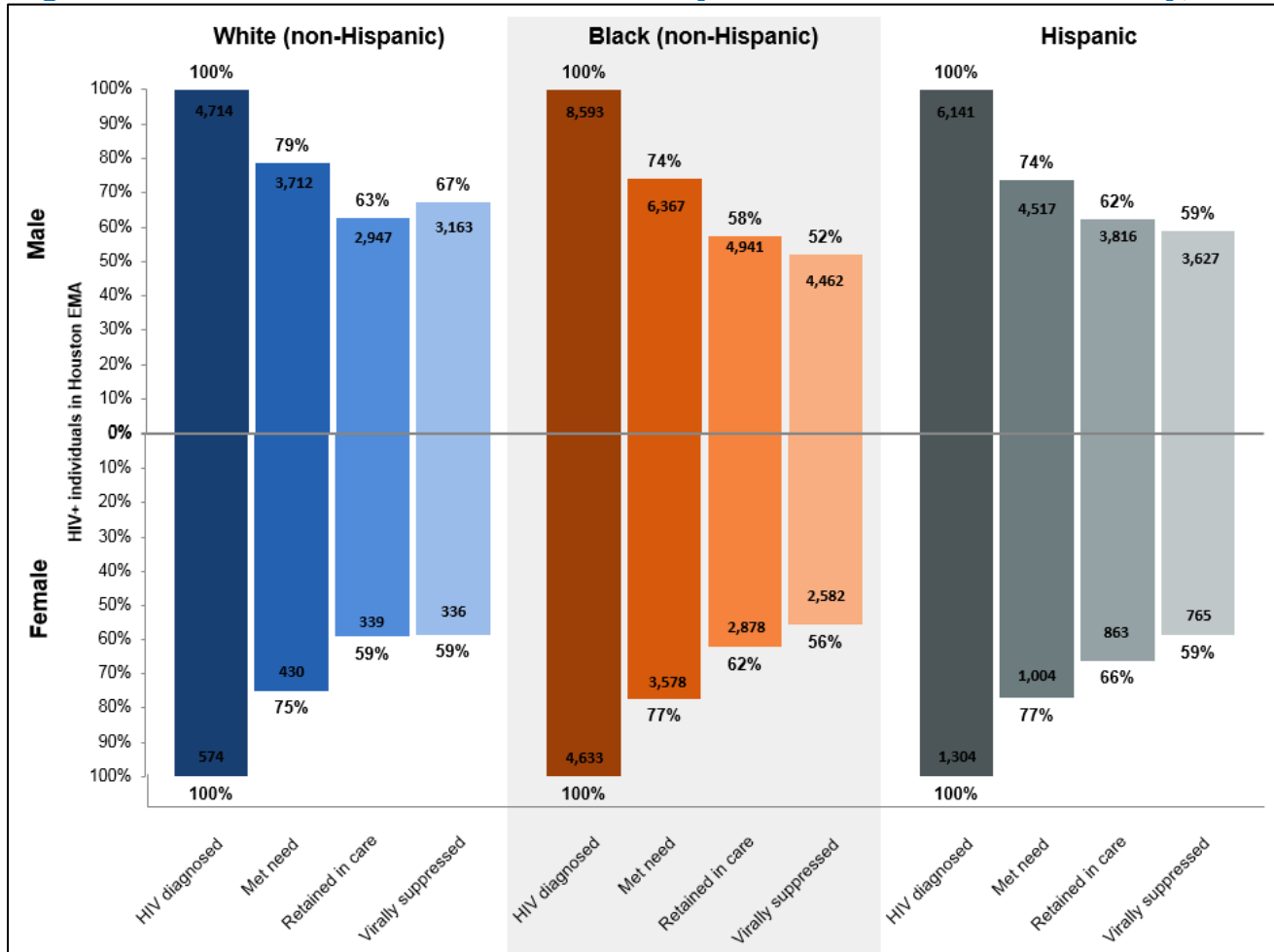


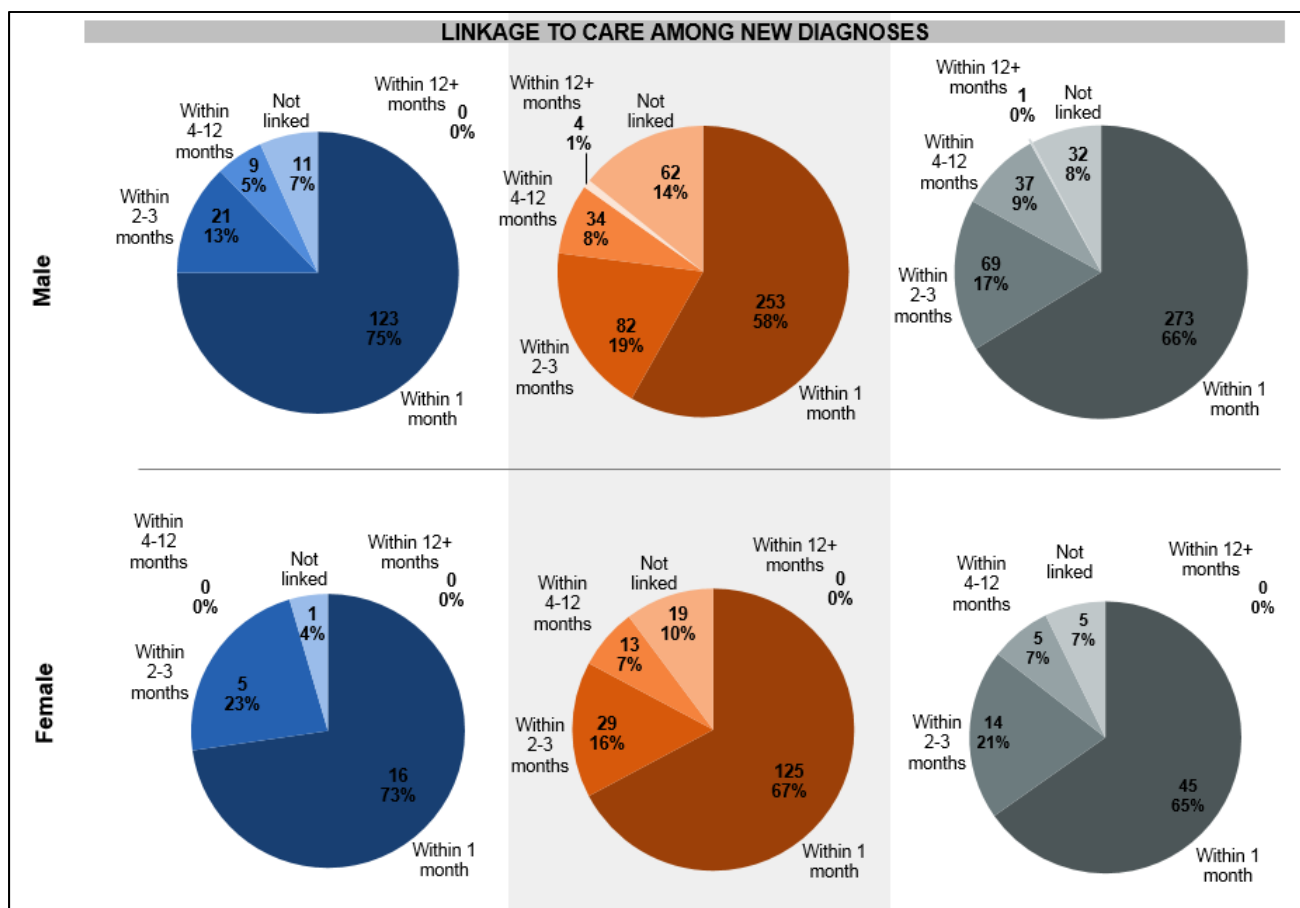
Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2017

- Females living with HIV in the Houston EMA in 2016 had a higher proportion of individuals with met need and retention in care than males living with HIV, although females had a slightly smaller proportion of viral suppression.
- The proportion of newly diagnosed female PLWH linked to care within the first month after diagnosis was 3% higher than males.

## The Houston EMA Care Continuum, by Sex at Birth and Race/Ethnicity

**Figure 4: Houston EMA HIV Care Continuum by Sex at Birth and Race/Ethnicity, 2016**



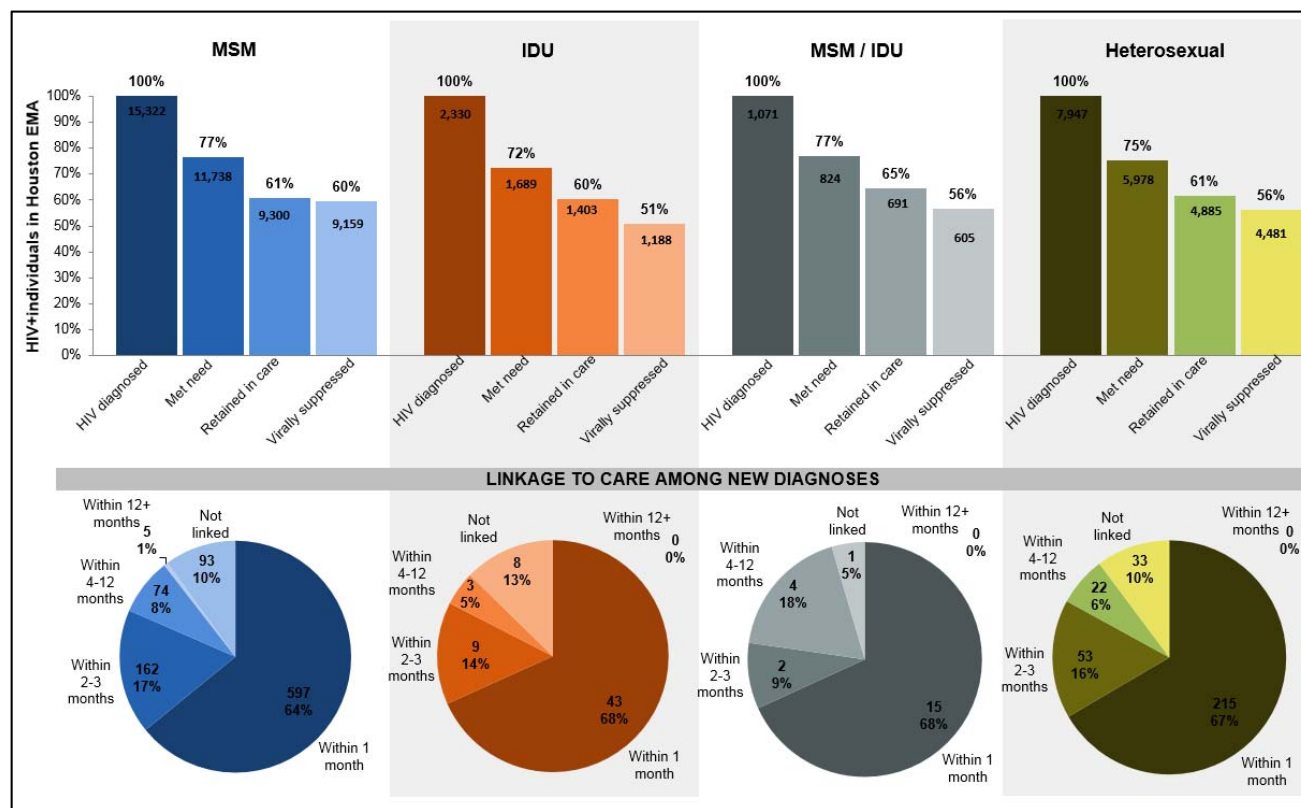


Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2017

- Hispanic and Black (non-Hispanic) males living with HIV had lower proportions of met need, retention in care, and viral suppression compared to White males in 2016.
- Among females, White (non-Hispanic) PLWH had the lowest proportion of individuals with evidence of met need and retention in care while Black (non-Hispanic) PLWH had the lowest proportion of individuals with evidence of viral suppression in 2016.
- Among those newly diagnosed with HIV, White (non-Hispanic) males and females had the highest proportion linked to care within 1 month of diagnosis
- **Overall, Black (non-Hispanic) males living with HIV had the lowest proportion of individuals in each care continuum stage across all birth sex and race/ethnicity groups.**

## The Houston EMA Care Continuum, by Transmission Risk Factor\*

**Figure 5: Houston EMA HIV Care Continuum by Transmission Risk Factor, 2016**



Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2017

**\*Transmission risk factors that are associated with increased risk of HIV exposure and transmission include men who have sex with men (MSM), injection drug use (IDU), MSM who also practice IDU (MSM/IDU), and heterosexual exposure.**

- Although MSM have higher numbers of PLWH than the other risk groups, the proportion of diagnosed MSM living with HIV with evidence of met need and retention in care is similar to those observed for other risk groups.
- MSM also have a higher proportion of diagnosed PLWH who are virally suppressed but a lower proportion of newly diagnosed PLWH who were successfully linked to care within one month of initial diagnosis.
- Those with IDU as a primary transmission risk factor exhibited the lowest proportions of individuals in each care continuum stage.

Questions about the Houston EMA HIV Care Continuum can be directed to: Amber Harbolt, Health Planner in the Office of Support: [amber.harbolt@cjo.hctx.net](mailto:amber.harbolt@cjo.hctx.net)

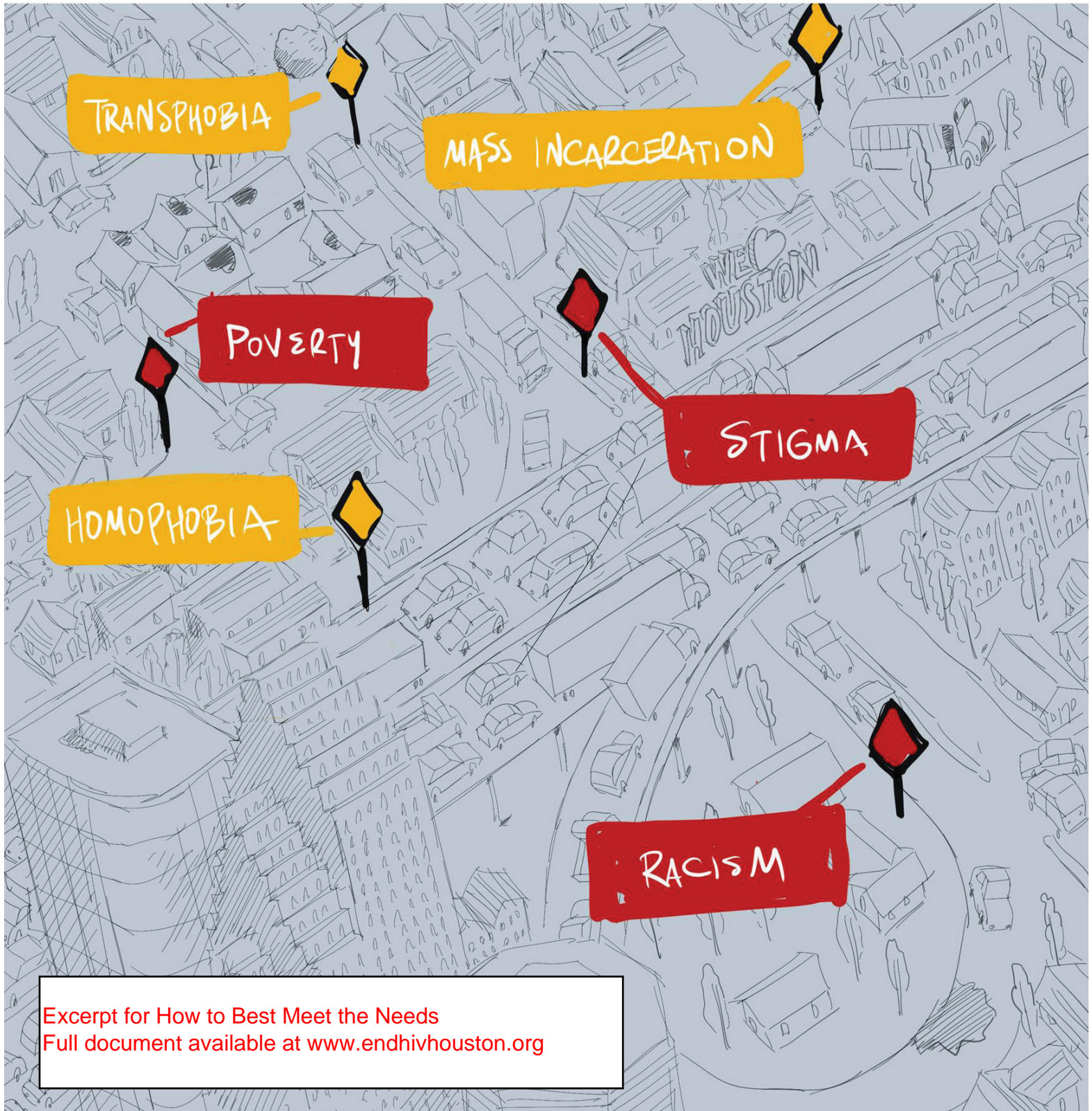
## The methodology used to develop the Houston EMA HIV Care Continuum (HCC):

Measure	Description	Data source
<b>HIV diagnosed</b>	No. of persons diagnosed and living with HIV (PLWH) residing in Houston EMA through end of year (alive).	Texas eHARS data
<b>Met need</b>	No. (%) of PLWH in Houston EMA with met need (at least one: medical visit, ART prescription, or CD4/VL test) in year.	Texas Department of State Health Services HIV Unmet Need Project (incl. eHARS, ELR, ARIES, ADAP, Medicaid, private payer data)*
<b>Linked to care</b> (pie chart)	No. (%) of <b>newly diagnosed</b> PLWH in Houston EMA who were linked to medical care ("Met need") within N months of their HIV diagnosis.	
<b>Retained in care</b>	No. (%) of PLWH in Houston EMA with at least 2 medical visits, ART prescriptions, or CD4/VL tests in year, at least 3 months apart.	
<b>Virally suppressed</b>	No. (%) of PLWH in Houston EMA whose last viral load test of the year was $\leq 200$ copies/mL.	Texas ELRs, ARIES labs, ADAP labs

# ★ ROADMAP ★

## TO ENDING <sup>THE</sup> HIV EPIDEMIC <sup>IN</sup> HOUSTON

~December 2016~





## TABLE OF CONTENTS

### Access to Care

Recommendation 1: Enhance the health care system to better respond to the HIV/AIDS epidemic	11
Recommendation 2: Improve cultural competency for better access to care	12
Recommendation 3: Increase access to mental health services and substance abuse treatment	12
Recommendation 4: Improve health outcomes for people living with HIV/AIDS with co-morbidities	13
Recommendation 5: Develop and publicize complete and accurate data for transgender people and those recently released from incarceration	13
Recommendation 6: Streamline Ryan White eligibility process for special circumstances	13
Recommendation 7: Increase access to care for diverse populations	14

## ACCESS TO CARE

*The vision of the access to care work group is to ensure all residents of the Houston Area receive proactive and timely access to comprehensive and non-discriminatory care to prevent new diagnoses, and for those living with HIV/AIDS to achieve and maintain viral suppression.*

### Recommendation 1: Enhance the health care system to better respond to the HIV/AIDS epidemic

The ability of the local health care system to appropriately respond to the HIV/AIDS epidemic is a crucial component to ending the epidemic in Houston. FQHCs, in particular, represent a front line for providing comprehensive and appropriate access to care for people living with HIV/AIDS. While we acknowledge the commitment of many medical providers to provide competent care, ending the epidemic will require a more coordinated and focused response.

Some specific actions include:

- Develop a more coordinated and standard level of HIV prevention services and referrals for treatment, so that patients receive the same type and quality of services no matter where care is accessed.
- Integrate a women-centered care model approach to increase access to sexual and reproductive health services. Women-centered care meets the unique needs of women living with HIV and provides care that is non-stigmatizing, holistic, integrated, and gender-sensitive.
- Train more medical providers on the Ryan White care system.
- Explore feasibility of implementing a pilot rapid test and treat model, in which treatment would start immediately upon receipt of a positive HIV test.
- Better equip medical providers and case managers with training on best practices, latest developments in care and treatment, and opportunities for continuing education credits.
- Increase use of METRO Q® Fare Cards, telemedicine, mobile units, and other solutions to transportation barriers.
- Develop performance measures to improve community viral load as a means to improve health outcomes and decrease HIV transmission.
- Integrate access to support services such as Women, Infants and Children (WIC), food stamps, Children's Health Insurance Program (CHIP), and health literacy resources in medical settings.

**Ending the epidemic  
will require a more  
coordinated and  
focused response.**

## **Develop cultural trainings in partnership with members of the community that address the specific cultural and social norms of the community.**

### **Recommendation 2: Improve cultural competency for better access to care**

Lack of understanding of the social and cultural norms of the community is one of the most cited barriers to care. These issues include race, culture, ethnicity, religion, language, poverty, sexual orientation and gender identity. Issues related to the lack of cultural competency are more often experienced by members of the very communities most impacted by HIV. Medical providers must improve their cultural understanding of the communities they serve in order to put the “care” back in health care. Individuals will not seek services in facilities they do not feel are designed for them or where they receive insensitive treatment from staff.

Some specific actions include:

- Develop cultural trainings in partnership with members of the community that address the specific cultural and social norms of the community.
- Include training on interventions for trauma-informed care and gender-based violence. This type of care is a treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma that contribute to mental health issues including substance abuse, domestic violence, and child abuse.
- Establish measures to evaluate effectiveness of training.
- Revise employment applications to include questions regarding an applicant’s familiarity with the community being served. New hires with lack of experience working with certain communities should receive training prior to interacting with the community.

### **Recommendation 3: Increase access to mental health services and substance abuse treatment**

Access to behavioral health and substance abuse treatment are two of the most critical unmet needs in the community. Individuals have difficulty staying in care and adhering to medication without access to mental health and substance abuse treatment. Comprehensive HIV/AIDS care must address the prevalence of these conditions.

Some specific actions include:

- Perform mental health assessments on newly diagnosed persons to determine readiness for treatment, the existence of an untreated mental health disorders, and need for substance abuse treatment.
- Increase the availability of mental health services and substance abuse treatment, including support groups and peer advocacy programs.
- Implement trauma-informed care in health care settings to respond to depression and post-traumatic stress disorders.

## **Increase the availability of mental health services and substance abuse treatment.**

**Recommendation 4: Improve health outcomes for people living with HIV/AIDS with co-morbidities**

Because of recent scientific advances, people living with HIV/AIDS, who have access to antiretroviral therapy, are living long and healthy lives. HIV/AIDS is now treated as a manageable chronic illness and is no longer considered a death sentence. However, these individuals are developing other serious health conditions that may cause more complications than the virus. Some of these other conditions include Hepatitis C, hypertension, diabetes, and certain types of cancer. When coupled with an HIV diagnosis, these additional conditions are known as co-morbidities. HIV treatment must address the impact of co-morbidities on treatment of HIV/AIDS.

Some specific actions include:

- Utilize a multi-disciplinary approach to ensure that treatment for HIV/AIDS is integrated with treatment for other health conditions.
- Develop treatment literacy programs and medication adherence support programs for people living with HIV/AIDS to address co-morbidities.

**Recommendation 5: Develop and publicize complete and accurate data for transgender people and those recently released from incarceration**

There is insufficient data to accurately measure the prevalence and incidence of HIV among transgender individuals. In addition, there appears to be a lack of data on those recently released from incarceration. We need to develop data collection protocols to improve our ability to define the impact of the epidemic on these communities.

**Recommendation 6: Streamline the Ryan White eligibility process for special circumstances**

The Ryan White program is an important mechanism for delivering services to individuals living with HIV/AIDS. In order to increase access to this program, we must remove barriers to enrollment for qualified individuals experiencing special situations. We recommend creating a fast track process for Ryan White eligibility determinations for special circumstances, such as when an individual has recently relocated to Houston and/or has fallen out of care.

### Recommendation 7: Increase access to care for diverse populations

According to the 2016 Kinder Houston Area Survey, the Houston metropolitan area has become “the single most ethnically and culturally diverse urban region in the entire country.” Between 1990 and 2010, the Hispanic population grew from 23% to 41%, and Asians and others from 4% to 8%. It is imperative that we meet the needs of an increasingly diverse populace.<sup>10</sup>

Some specific actions include:

- Train staff and providers on culturally competent care.
- Hire staff who represent the communities they serve.
- Increase access to interpreter services.
- Develop culturally and linguistically appropriate education materials.
- Market available services directly to immigrant communities.

<sup>10</sup> [https://kinder.rice.edu/uploadedFiles/Center\\_for\\_the\\_Study\\_of\\_Houston/53067\\_Rice\\_HoustonAreaSurvey2016\\_Lowres.pdf](https://kinder.rice.edu/uploadedFiles/Center_for_the_Study_of_Houston/53067_Rice_HoustonAreaSurvey2016_Lowres.pdf)

★ **ROADMAP** ★  
**TO ENDING <sup>THE</sup> HIV EPIDEMIC <sup>IN</sup> HOUSTON**  
*-December 2016-*

[endhivhouston.org](http://endhivhouston.org)

## PARTICIPANT COMPOSITION

The following summary of the geographic, demographic, socio-economic, and other composition characteristics of individuals who participated in the 2016 Houston HIV Care Services Needs Assessment provides both a “snapshot” of who is living with HIV in the Houston Area today as well as context for other needs assessment results.

(**Table 1**) Overall, 93% of needs assessment participants resided in Harris County at the time of data collection. The majority of participants were male (67%), African American/Black (63%), and heterosexual (54%). Greater than half were age 50 or over, with a median age of 50-54.

The average unweighted household income of participants was \$9,380 annually, with the majority living below 100% of federal poverty (**FPL**). Most participants paid for healthcare using Medicaid/Medicare and assistance through Harris Health System (Gold Card).

**TABLE 1-Select Participant Characteristics, Houston Area HIV Needs Assessment, 2016**

	No.	%		No.	%		No.	%
County of residence			Age range (median: 50-54)			Sex at birth		
Harris	464	93.4%	13 to 17	1	0.2%	Male	341	67.3%
Fort Bend	21	4.2%	18 to 24	17	3.4%	Female	166	37.7%
Liberty	1	0.2%	25 to 49	219	43.2%	Intersex	0	-
Montgomery	6	1.2%	50 to 54	123	24.3%	Transgender	20	3.9%
Other	5	1.0%	55 to 64	133	26.2%	Currently pregnant	1	0.2%
			≥65	14	2.8%			
			Seniors (≥50)	270	53.3%			
Primary race/ethnicity			Sexual orientation			Health insurance		
White	60	11.8%	Heterosexual	274	54.0%	Private insurance	53	8.6%
African American/Black	318	62.7%	Gay/Lesbian	171	33.7%	Medicaid/Medicare	307	49.8%
Hispanic/Latino	121	23.9%	Bisexual	39	7.7%	Harris Health System	146	23.7%
Asian American	5	1.0%	Other	23	4.5%	Ryan White	105	17.0%
Other/Multiracial	3	0.6%	MSM	216	42.6%	None	6	1.0%
Immigration status			Yearly income (average: \$9,380)					
Born in the U.S.	427	84.6%	Federal Poverty Level (FPL)					
Citizen > 5 years	33	6.5%	Below 100%	278	78.8%			
Citizen < 5 years	4	0.8%	100%	45	12.7%			
Undocumented	10	2.0%	150%	13	3.7%			
Prefer not to answer	22	4.4%	200%	10	2.8%			
Other	9	1.8%	250%	2	0.6%			
			≥300%	5	1.4%			

(**Table 2**) Certain subgroups of PLWH have been historically underrepresented in HIV data collection, thereby limiting the ability of local communities to address their needs in the data-driven decision-making processes of HIV planning. To help mitigate underrepresentation in Houston Area data collection, efforts were made during the 2016 needs assessment process to *oversample* PLWH who were also members of groups designated as “special populations” due to socio-economic circumstances or other sources of disparity in the HIV service delivery system.

The results of these efforts are summarized in Table 2.

**TABLE 2-Representation of Special Populations, Houston Area HIV Needs Assessment, 2016**

	No.	%
Unstable Housing	142	28.0%
Injection drug users (IDU)*	8	1.6%
Men who have sex with men (MSM)	216	42.6%
Not retained in care (last 6 months)	4	0.8%
Recently released from incarceration	41	8.1%
Rural (non-Harris County resident)	33	6.4%
Transgender	20	3.9%

\*See Limitations section for further explanation of identification of IDU



## **Chapter 2: Service Needs and Barriers**

## OVERALL SERVICE NEEDS AND BARRIERS

As payer of last resort, the Ryan White HIV/AIDS Program provides a spectrum of HIV-related services to people living with HIV (PLWH) who may not have sufficient resources for managing HIV disease. The Houston Area HIV Services Ryan White Planning Council identifies, designs, and allocates funding to locally-provided HIV care services. Housing services for PLWH are provided through the federal Housing Opportunities for People with AIDS (HOPWA) program through the City of Houston Housing and Community Development Department. The primary function of HIV needs assessment activities is to gather information about the need for and barriers to services funded by the local Houston Ryan White HIV/AIDS Program, as well as other HIV-related programs like HOPWA and the Houston Health Department's (HHD) prevention program.

### Overall Ranking of Funded Services, by Need

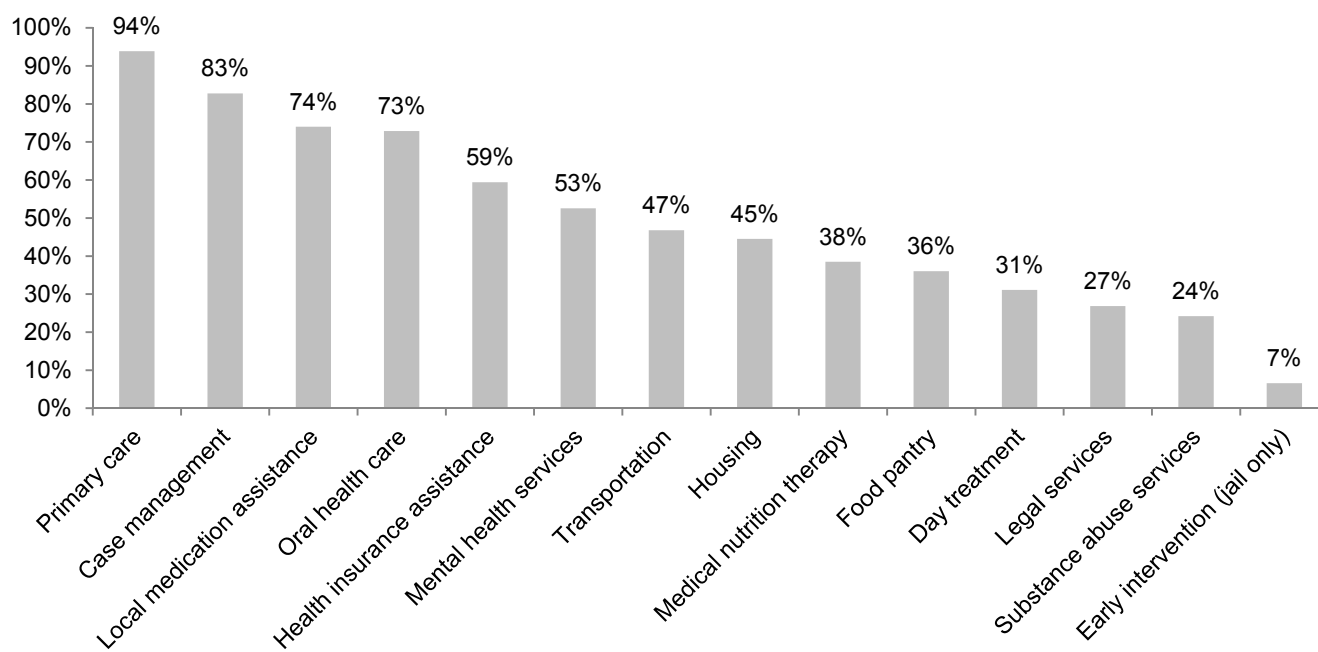
In 2016, 15 HIV core medical and support services were funded through the Houston Area Ryan White HIV/AIDS Program, and housing services were provided through the local HOPWA program. Though no longer funded through the Ryan White HIV/AIDS Program, Food Pantry was also assessed.

Participants of the 2016 Houston HIV Care Services Needs Assessment were asked to indicate which of these funded services they needed in the past 12 months.

(**Graph 1**) All funded services except hospice and linguistics were analyzed and received a ranking of need. At 94%, primary care was the most needed funded service in the Houston Area, followed by case management at 83%, local medication assistance at 74%, and oral health care at 73%. Primary care had the highest need ranking of any core medical service, while transportation received the highest need ranking of any support service. Compared to the last Houston Area HIV needs assessment conducted in 2014, need ranking increased for many core medical services, and decreased for most support services. The percent of needs assessment participants reporting need for a particular service decreased the most for food pantry, housing, and medical nutrition therapy, while the percent of those indicating a need for health insurance assistance increased 12 percentage points from 2014, the most of any service measured.

### GRAPH 1-Ranking of HIV Services in the Houston Area, By Need, 2016

*Definition: Percent of needs assessment participants stating they needed the service in the past 12 months, regardless of service accessibility.*  
*Denominator:*



### Overall Ranking of Funded Services, by Accessibility

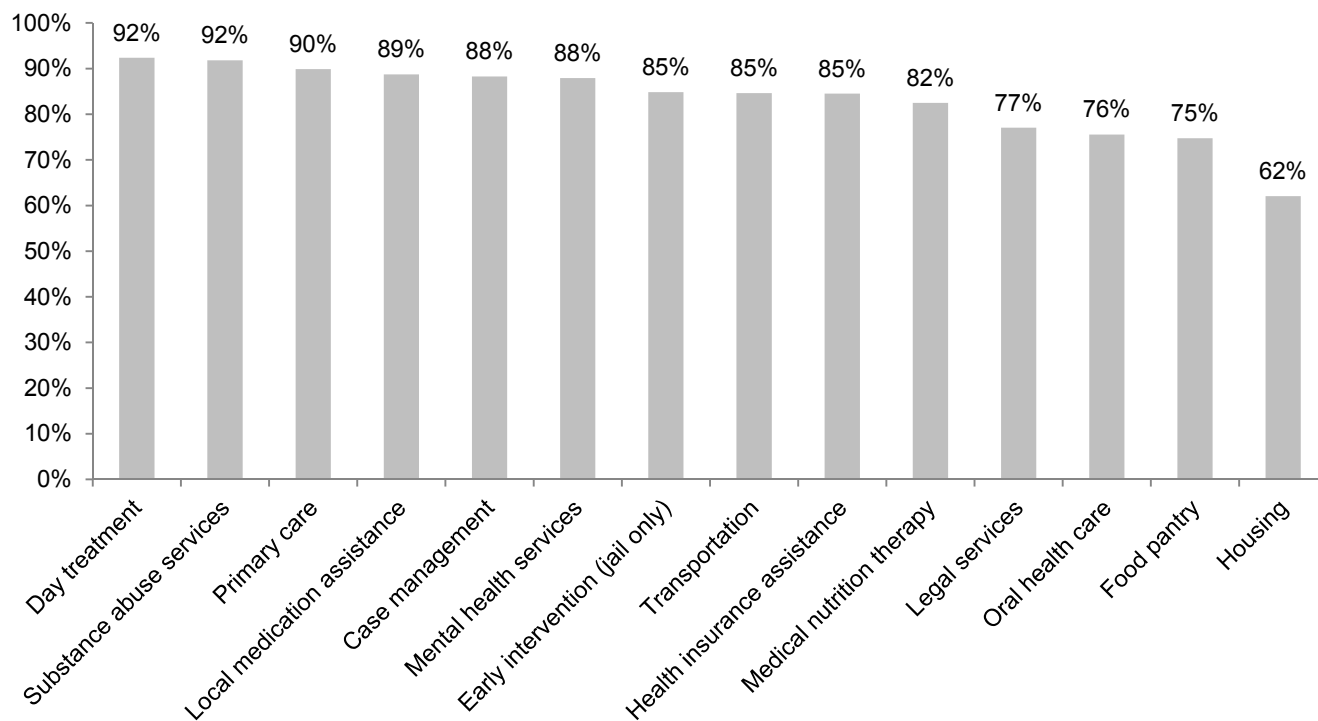
Participants of the 2016 Houston HIV Care Services Needs Assessment were asked to indicate if each of the funded Ryan White HIV/AIDS Program services they needed in the past 12 months was easy or difficult for them to access. If difficulty was reported, participants were then asked to provide a brief description on the barrier experienced. Results for both topics are presented below.

(**Graph 2**) All funded services except hospice and linguistics were analyzed and received a ranking of accessibility. The two most accessible services were day treatment and substance abuse services at 92%

ease of access, followed by primary care at 90% and local medication assistance at 89%. Day treatment had the highest accessibility ranking of any core medical service, while transportation received the highest accessibility ranking of any support service. Compared 2014 needs assessment, reported accessibility increased for each service category, with an average increase of 9 percentage points. The greatest increase in percent of participants reporting ease of access was observed in early intervention services, while transportation experienced the lowest increase in accessibility.

**GRAPH 2-Ranking of HIV Services in the Houston Area, By Accessibility, 2016**

*Definition: Of needs assessment participants stating they needed the service in the past 12 months, the percent stating it was easy to access the service.*



### Overall Ranking of Barriers Types Experienced by Consumers

For the first time in the Houston Area HIV Needs Assessment process, participants who reported *difficulty* accessing needed services were asked to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. Recursive abstraction was used to categorize participant descriptions into 39 distinct barriers. These barriers were then grouped together into 12 nodes, or barrier types.

(**Graph 3**) Overall, the barrier types reported most often related to service education and awareness issues (21% of all reported barriers); wait-related

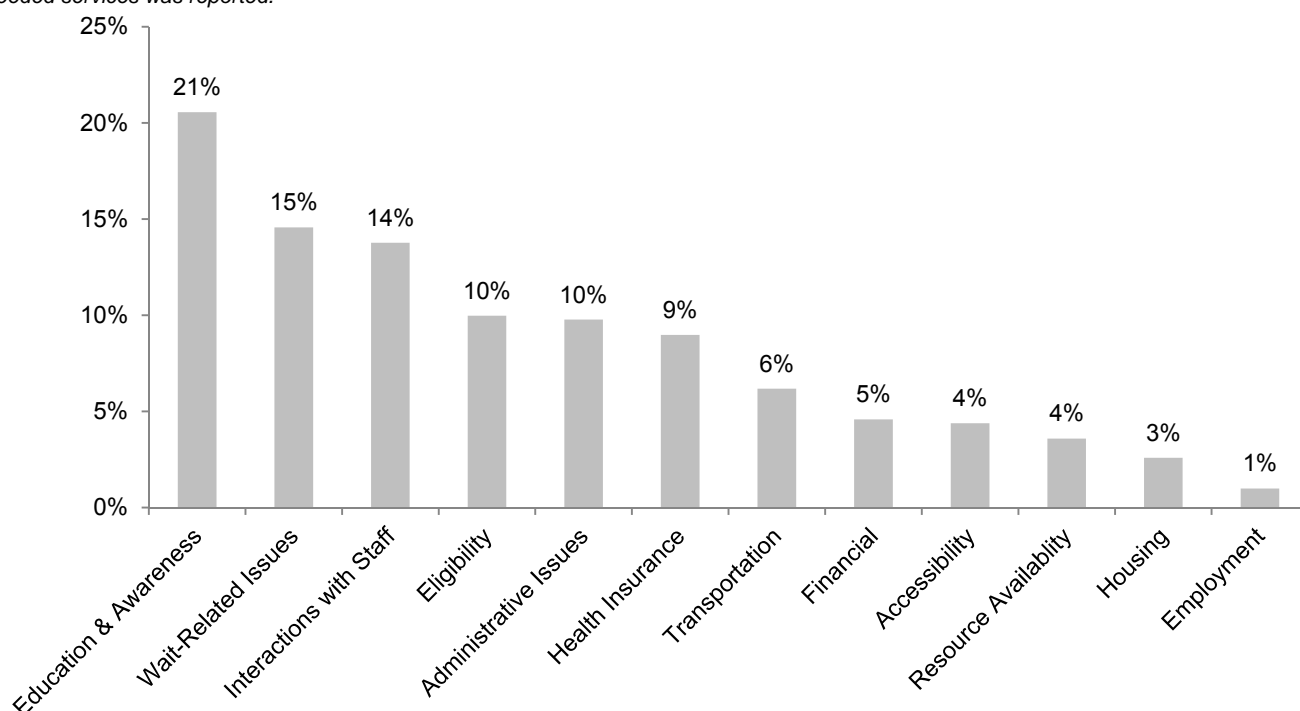
issues (15%); interactions with staff (14%); eligibility issues (10%); and administrative issues (10%).

Employment concerns were reported least often (1%). Due to the change in methodology for barrier assessment between the 2014 and 2016 HIV needs assessments, a comparison of the change in number of reports of barriers will not be available until the next HIV needs assessment.

For more information on barrier types reported most often by service category, please see the Service-Specific Fact Sheets.

#### GRAPH 3-Ranking of Types of Barriers to HIV Services in the Houston Area, 2016

*Definition: Percent of times each barrier type was reported by needs assessment participants, regardless of service, when difficulty accessing needed services was reported.*



### Descriptions of Barriers Encountered

All funded services were reported to have barriers, with an average of 33 reports of barriers per service. Participants reported the least barriers for Hospice (two barriers) and the most barriers for Oral Health Care (86 barriers). In total, 525 reports of barriers across all services were indicated in the sample.

(Table 1) Within education and awareness, knowledge of the availability of the service and where to go to access the service accounted for 82% barriers reported. Being put on a waitlist accounted for a majority (66%) of wait-related issues barriers. Poor communication and/or follow up from staff members when contacting participants comprised a majority (51%) of barriers related to staff interactions. Almost all (86%) of eligibility barriers related to participants being told they did not meet eligibility requirements to receive the service or difficulty obtaining the required documentation to establish eligibility. Among administrative issues, long or complex processes required to obtain services sufficient to create a burden to access comprised most (59%) the barriers reported.

Most (84%) of health insurance-related barriers occurred because the participant was uninsured or underinsured and experiencing coverage gaps for needed services or medications. The largest proportion (81%) of transportation-related barriers occurred when participants had no access to transportation. It is notable that multiple participants reported losing bus cards and the difficulty of replacing the cards presented a barrier to accessing other services. Inability to afford the service accounted for all barriers relating to participant financial resources. The service being offered at a distance that was inaccessible to participants or being recently released from incarceration accounted for most (77%) of accessibility-related barriers, though it is worth note that low or no literacy accounted for 14% of accessibility-related barriers. Receiving resources that were insufficient to meet participant needs accounted for most resource availability barriers. Homelessness accounted for virtually all housing-related barriers. Instances in which the participant's employer did not provide sufficient sick/wellness leave for attend appointments comprised most (60%) employment-related barriers.

TABLE 1-Barrier Proportions within Each Barrier Type, 2016

Education & Awareness	%	Wait-Related Issues	%	Interactions with Staff	%
<b>Availability</b> (Didn't know the service was available)	50%	<b>Waitlist</b> (Put on a waitlist)	66%	<b>Communication</b> (Poor correspondence/ Follow up from staff)	51%
<b>Definition</b> (Didn't know what service entails)	7%	<b>Unavailable</b> (Waitlist full/not available resulting in client not being placed on waitlist)	15%	<b>Poor Treatment</b> (Staff insensitive to clients)	17%
<b>Location</b> (Didn't know where to go [location or location w/in agency])	32%	<b>Wait at Appointment</b> (Appointment visits take long)	7%	<b>Resistance</b> (Staff refusal/ resistance to assist clients)	13%
<b>Contact</b> (Didn't know who to contact for service)	11%	<b>Approval</b> (Long durations between application and approval)	12%	<b>Staff Knowledge</b> (Staff has no/ limited knowledge of service)	7%
				<b>Referral</b> (Received service referral to provider that did not meet client needs)	17%
Eligibility	%	Administrative Issues	%	Health Insurance	%
<b>Ineligible</b> (Did not meet eligibility requirements)	48%	<b>Staff Changes</b> (Change in staff w/o notice)	12%	<b>Uninsured</b> (Client has no insurance)	53%
<b>Eligibility Process</b> (Redundant process for renewing eligibility)	16%	<b>Understaffing</b> (Shortage of staff)	2%	<b>Coverage Gaps</b> (Certain services/medications not covered)	31%
<b>Documentation</b> (Problems obtaining documentation needed for eligibility)	38%	<b>Service Change</b> (Change in service w/o notice)	10%	<b>Locating Provider</b> (Difficulty locating provider that takes insurance)	13%
		<b>Complex Process</b> (Burden of long complex process for accessing services)	59%	<b>ACA</b> (Problems with ACA enrollment process)	17%
		<b>Dismissal</b> (Client dismissal from agency)	4%		
		<b>Hours</b> (Problem with agency hours of operation)	16%		
Transportation	%	Financial	%	Accessibility	%
<b>No Transportation</b> (No or limited transportation options)	81%	<b>Financial Resources</b> (Could not afford service)	100%	<b>Literacy</b> (Cannot read/difficulty reading)	14%
<b>Providers</b> (Problems with special transportation providers such as Metrolift or Medicaid transportation)	19%			<b>Spanish Services</b> (Services not made available in Spanish)	9%
				<b>Released from Incarceration</b> (Restricted from services due to probation, parole, or felon status)	32%
				<b>Distance</b> (Service not offered within accessible distance)	45%
Resource Availability	%	Housing	%	Employment	%
<b>Insufficient</b> (Resources offered insufficient for meeting need)	56%	<b>Homeless</b> (Client is without stable housing)	100%	<b>Unemployed</b> (Client is unemployed)	40%
<b>Quality</b> (Resource quality was poor)	44%	<b>IPV</b> (Interpersonal domestic issues make housing situation unsafe)	0%	<b>Leave</b> (Employer does not provide sick/wellness leave for appointments)	60%

### Waiting List Barriers and Experiences

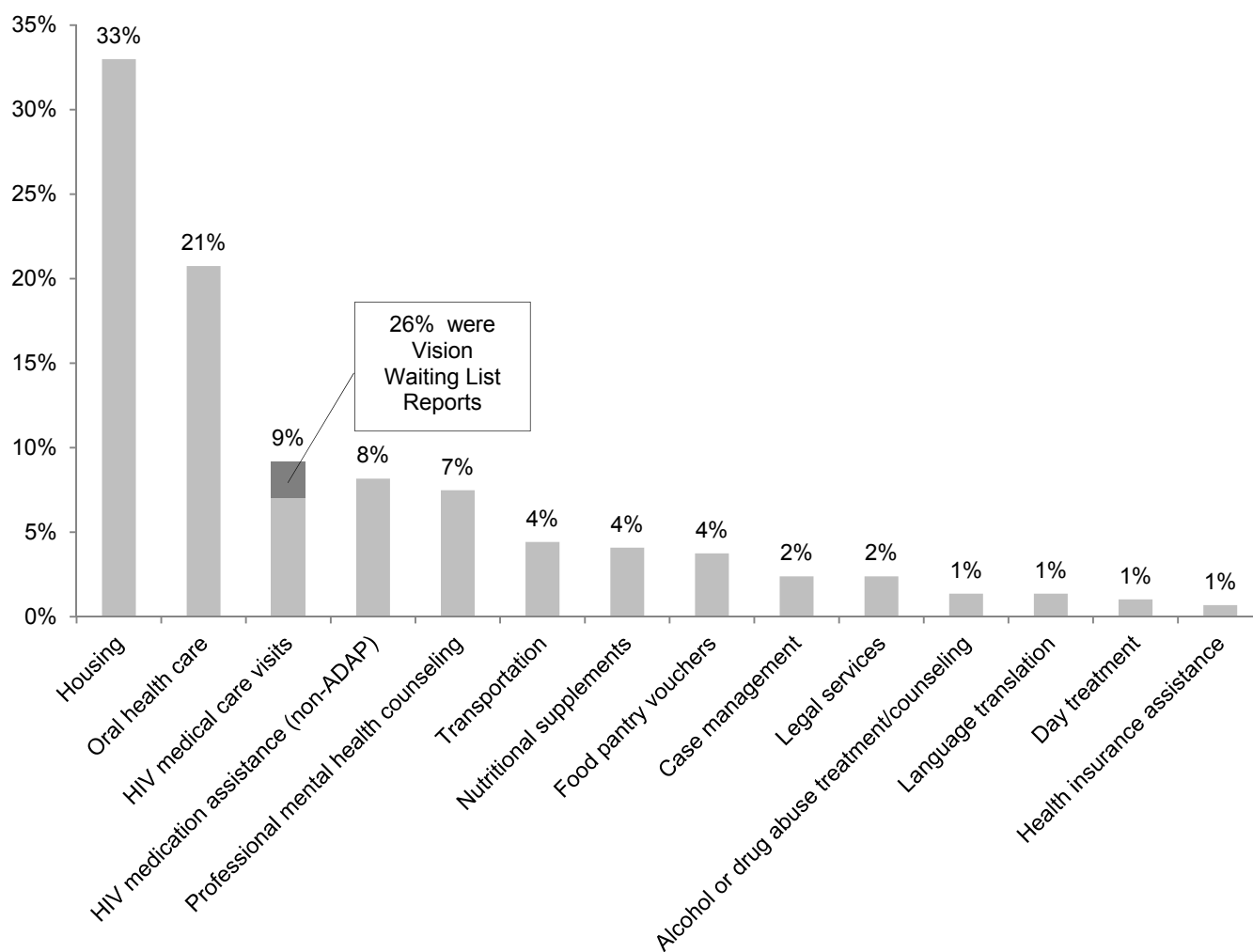
In February 2014, the Ryan White Planning Council formed the ad-hoc Waiting List Workgroup to evaluate the extent to which waiting and waitlists impact the receipt of HIV care and treatment services in the Houston Area, and propose ways to address wait-related issues through changes to the HIV care and treatment system. With input from the Waiting List Workgroup, the 2016 Houston HIV Care Services Needs Assessment included questions specifically designed to elicit information from participants about which services they had been placed on a waiting list for in the past 12 months, the time period between first request for a service and eventual receipt of the service, awareness of other providers of waitlisted services, and services for which

clients reported being placed on a waitlist more than once. Thirty-nine percent (39%) of participants indicated that they had been placed on a waiting list for at least one service in the past 12 months.

(**Graph 4**) A third of participant reports of being on a waiting list were for housing services. This was followed by oral health care (21%), HIV medical care (9%), local medication assistance (8%), and professional mental health counseling (7%). Of all participants reporting being on a wait list for HIV medical care visits, 26% indicated being placed on a waiting list specifically for vision services. There were no reports of participants being placed on a wait list for hospice or pre-discharge planning.

**GRAPH 4-Percentage of Waiting List Reports by Service, 2016**

*Definition: Percent of times needs assessment participants reported being on a waiting list for each service.*



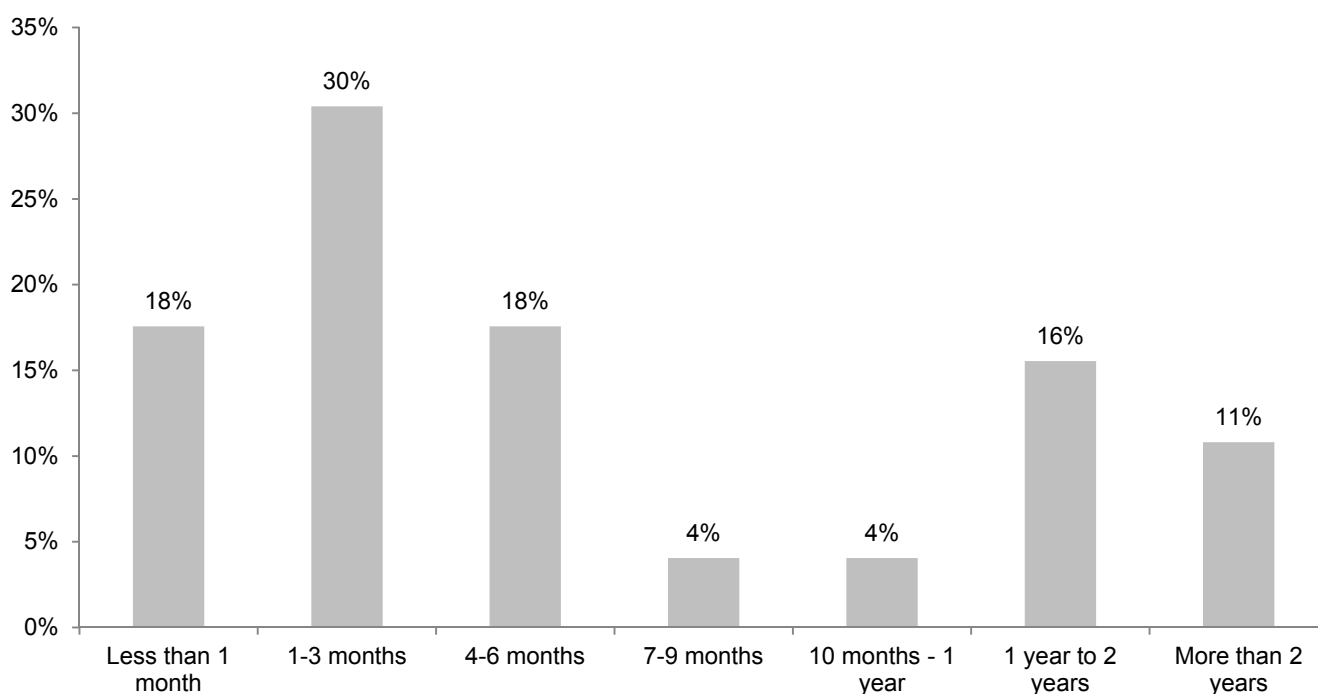
(**Graph 5**) Participant reports of time elapsed from the initial request for a service until receipt of the service vary from 1 day to over 2 years. The greatest number of reports of time elapsed occurred for wait times between one and three months (30%), followed by less than one month (18%) and four to six months (18%).

Most wait times reported for housing services occurred for one to three months (26%), one to two years (26%), or 10 months to one year (18%). It is worth noting that 8% of participants reporting a wait time for housing services had over two years elapse

between first request and receipt of service, with several expressing that they were on a housing wait list at the time of survey. Most reports of wait times for oral health care were less than one month (26%) or four to six months (26%). However, 14% of participants indicating a wait time for oral health care services reported wait times of over one year. Finally, most participants (64%) indicating wait times for HIV medical care including vision services reported waiting one to three months.

#### **GRAPH 5-Percentage of Wait Times Reports, 2016**

*Definition: Percent of times needs assessment participants reported time elapsed from the initial request for a service until receipt of the service each time period.*



Awareness of other providers for services operating waiting lists can offer timely service to consumers with acute needs and reduce wait times for those remaining on wait lists. A majority (83%) of participants who reported being on a wait list for at least one in the past 12 months stated that they were not aware of another provider of the service for which they were waiting, or did not remember if they were aware of another provider. Of the remaining 35% of participants who were aware of another

provider, over half (59%) reported not seeking service from the alternative provider.

Nearly one-third of participants who reported being placed on a wait list in the past 12 months also reported having been placed on a wait list for the service more than once. This was observed primarily for among participants reporting being placed on a wait list for housing services (34%) and oral health care (29%).

### Other Identified Needs

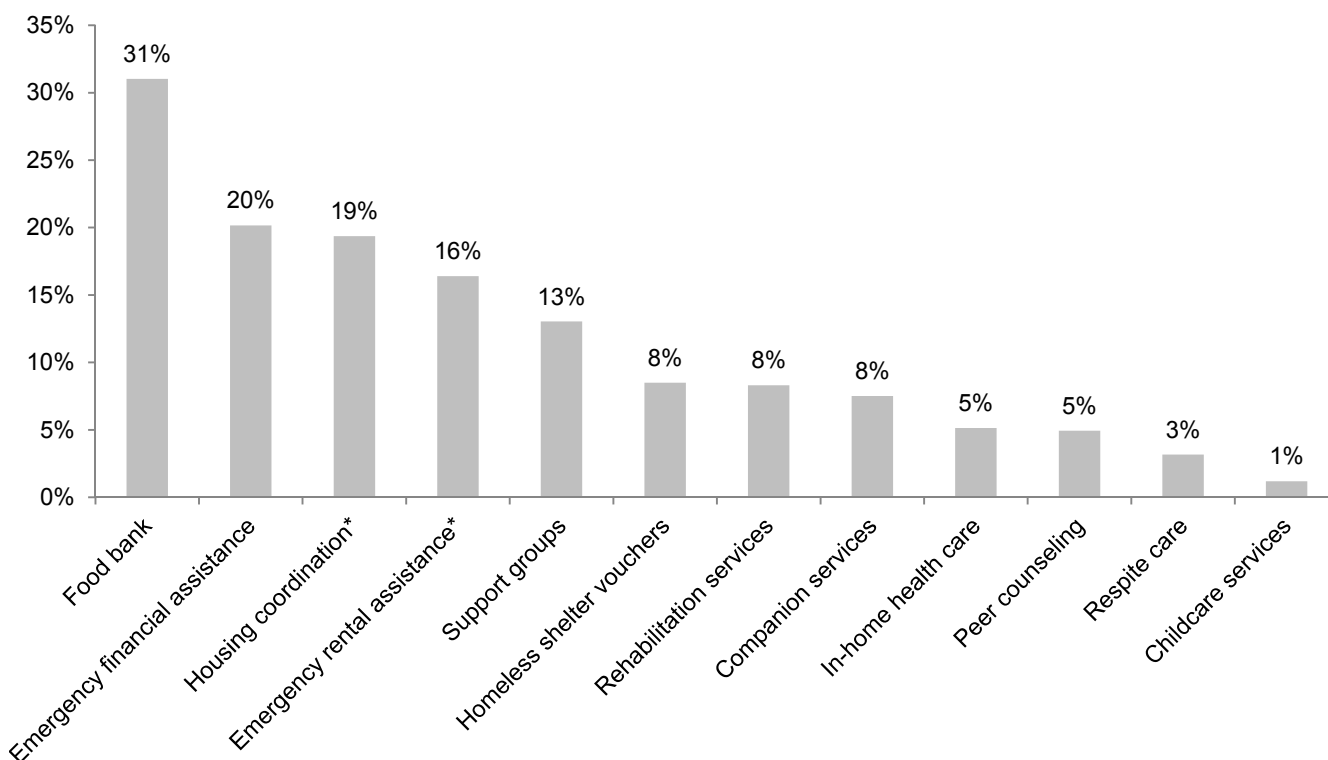
In addition to the HIV services listed above, there are other services allowable for funding by the Ryan White HIV/AIDS Program in local communities if there is a demonstrated need. Several of these other services have been funded by the Ryan White Program in the Houston Area in the past. The 2016 Houston HIV Care Services Needs Assessment measured the need for these services to order to gauge any new or emerging service needs in the community. In addition, some of these services are currently funded through other HIV-specific non-Ryan White sources, namely housing-related services provided by the Housing Opportunities with People with AIDS (HOPWA) program, as indicated.

(Graph 6) Twelve other/non-Ryan White funded HIV-related services were assessed to determine emerging needs for Houston Area PLWH. Participants were also encouraged to write-in other types of needed services. Of the 12 services options provided, 31% of participant selected food bank was needed services, a decrease of 14 percentage points from the 2014 needs assessment. Emergency financial assistance was selected second (20%), followed by housing-related services cited third (20%) and fourth (16%), and support groups cited fifth (13%).

Services that were written-in most often as a need (and that are not currently funded by Ryan White) were (*in order*): employment assistance and job training, vision hardware/glasses, and services for spouses/partners.

### GRAPH 6-Other Needs for HIV Services in the Houston Area, 2016

Definition: Percent of needs assessment participants, who selected each service in response to the survey question, "What other kinds of services do you need to help you get your HIV medical care?"



\*These services are not currently funded by the Ryan White program; however, they are available through the Housing Opportunities for People with AIDS (HOPWA) program.

## PRIMARY HIV MEDICAL CARE

*Primary HIV medical care*, technically referred to as *outpatient/ambulatory medical care*, refers to the diagnostic and therapeutic services provided to persons living with HIV (PLWH) by a physician or physician extender in an outpatient setting. This includes physical examinations, diagnosis and treatment of common physical and mental health conditions, preventative care, education, laboratory services, and specialty services as indicated.

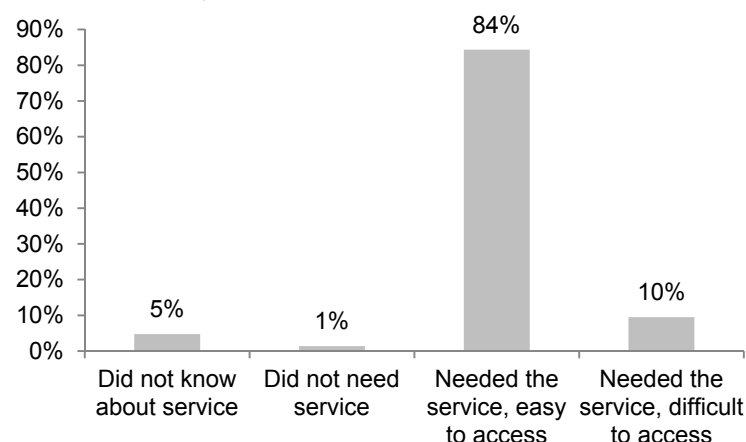
(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 94% of participants indicated a need for *primary HIV medical care* in the past 12 months. 84% reported the service was easy to access, and 10% reported difficulty. 5% stated that they did not know the service was available.

(**Table 1**) When barriers to *primary HIV medical care* were reported, the most common barrier type was administrative (19%). Administrative barriers reported include complex processes, staff, hours of operation, understaffing, and service changes without client notification.

**TABLE 1-Top 5 Reported Barrier Types for Primary HIV Medical Care, 2016**

	No.	%
1. Administrative (AD)	8	19%
2. Interactions with Staff (S)	6	14%
3. Transportation (T)	6	14%
4. Wait (W)	6	14%
5. Education and Awareness (EA)	4	10%

**GRAPH 1-Primary HIV Medical Care, 2016**



(**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 *primary HIV medical care*, this analysis shows the following:

- More females than males found the service accessible.
- More other/multiracial PLWH and whites found the service accessible than other race/ethnicities.
- More PLWH age 50+ found the service accessible than other age groups.
- In addition, more out of care, rural, transgender, recently released, and unstably housed PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Primary HIV Medical Care, 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	5%	3%	5%	4%	6%	0%	0%	6%	4%
Did not need service	1%	2%	0%	2%	2%	0%	0%	2%	2%
Needed, easy to access	84%	86%	83%	85%	85%	87%	83%	83%	86%
Needed, difficult to access	10%	9%	12%	9%	8%	13%	17%	10%	9%

**TABLE 3-Primary HIV Medical Care, 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	7%	4%	0%	11%	0%	14%
Did not need service	0%	1%	0%	0%	0%	0%
Needed, easy to access	81%	85%	67%	79%	79%	73%
Needed, difficult to access	12%	10%	33%	11%	21%	14%

<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

## CASE MANAGEMENT

*Case management*, technically referred to as *medical case management*, *clinical case management*, or *service linkage*, describes a range of services that help connect persons living with HIV (PLWH) to HIV care, treatment, and support services and to retain them in care. Case managers assess client needs, develop service plans, and facilitate access to services through referrals and care coordination. Case management also includes treatment readiness and adherence counseling.

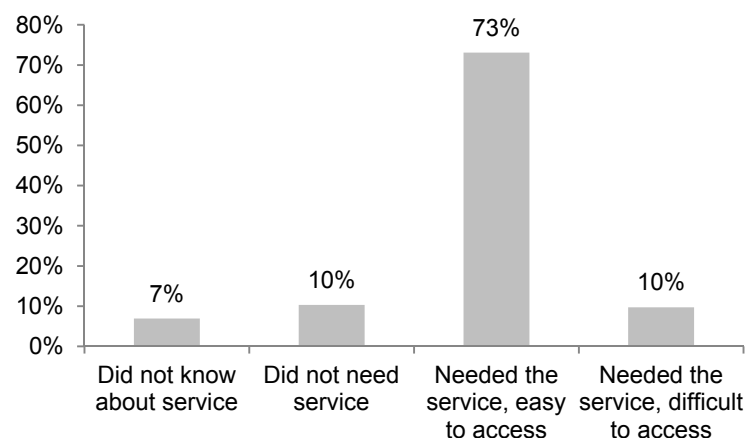
(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 83% of participants indicated a need for *case management* in the past 12 months. 73% reported the service was easy to access, and 10% reported difficulty. 7% stated they did not know the service was available.

(**Table 1**) When barriers to *case management* were reported, the most common barrier type was interactions with staff (54%). Staff interaction barriers reported include poor correspondence or follow up, poor treatment, limited staff knowledge of services, and service referral to provider that did not meet client needs.

**TABLE 1-Top 5 Reported Barrier Types for Case Management, 2016**

	No.	%
1. Interactions with Staff (S)	19	54%
2. Education and Awareness (EA)	6	17%
3. Administrative (AD)	5	14%
4. Resource Availability (R)	2	6%
5. Eligibility (EL)	1	3%

**GRAPH 1-Case Management, 2016**



(**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 *case management*, this analysis shows the following:

- More females than males 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 MSM PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Case Management, 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	7%	8%	1%	9%	7%	13%	13%	7%	7%
Did not need service	11%	8%	10%	11%	11%	0%	13%	7%	16%
Needed, easy to access	73%	76%	72%	73%	72%	87%	75%	76%	68%
Needed, difficult to access	10%	9%	17%	7%	11%	0%	0%	11%	9%

**TABLE 3-Case Management, 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	8%	6%	0%	5%	0%	18%
Did not need service	7%	12%	0%	0%	3%	9%
Needed, easy to access	76%	71%	100%	89%	91%	64%
Needed, difficult to access	10%	11%	0%	5%	6%	9%

<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

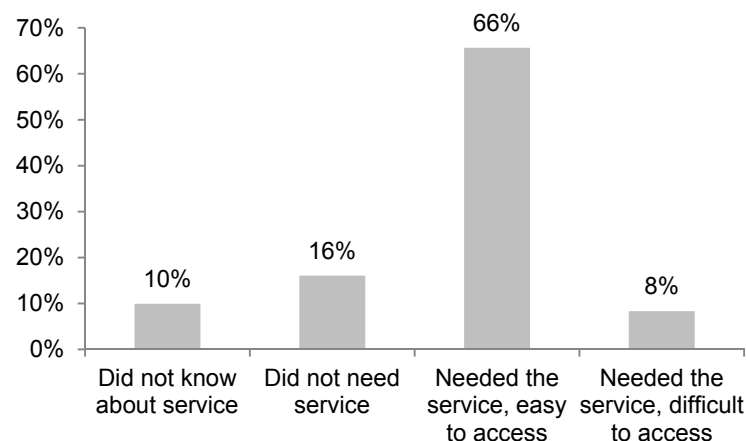
## LOCAL HIV MEDICATION ASSISTANCE

*Local HIV medication assistance*, technically referred to as the *Local Pharmacy Assistance Program (LPAP)*, provides HIV-related pharmaceuticals to persons living with HIV (PLWH) who are not eligible for medications through other payer sources, including the state AIDS Drug Assistance Program (ADAP).

(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 74% of participants indicated a need for *local HIV medication assistance* in the past 12 months. 66% reported the service was easy to access, and 8% reported difficulty. 10% stated that they did not know the service was available.

(**Table 1**) When barriers to *local HIV medication assistance* were reported, the most common barrier type was related to health insurance coverage (24%). Health insurance-related barriers reported include having coverage gaps and being uninsured.

**GRAPH 1-Local HIV Medication Assistance, 2016**



**TABLE 1-Top 5 Reported Barrier Types for Local HIV Medication Assistance, 2016**

	No.	%
1. Health Insurance Coverage (I)	8	24%
2. Administrative (AD)	4	12%
3. Education and Awareness (EA)	3	9%
4. Eligibility (EL)	3	9%
5. Financial (F)	3	9%

(**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 *local HIV medication assistance*, this analysis shows the following:

- More females than males found the service accessible.
- More other/multiracial PLWH than other race/ethnicities found the service accessible.
- More PLWH age 18 to 24 found the service accessible than other age groups.
- In addition, rural and recently released PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Local HIV Medication Assistance, 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	10%	9%	7%	12%	9%	0%	5%	11%	8%
Did not need service	18%	11%	16%	17%	11%	53%	14%	14%	20%
Needed, easy to access	65%	68%	71%	62%	73%	33%	76%	66%	64%
Needed, difficult to access	7%	11%	7%	9%	7%	13%	5%	8%	8%

**TABLE 3-Local HIV Medication Assistance, 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	12%	8%	100%	13%	0%	14%
Did not need service	19%	18%	0%	3%	12%	14%
Needed, easy to access	61%	67%	0%	74%	73%	71%
Needed, difficult to access	8%	8%	0%	11%	15%	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

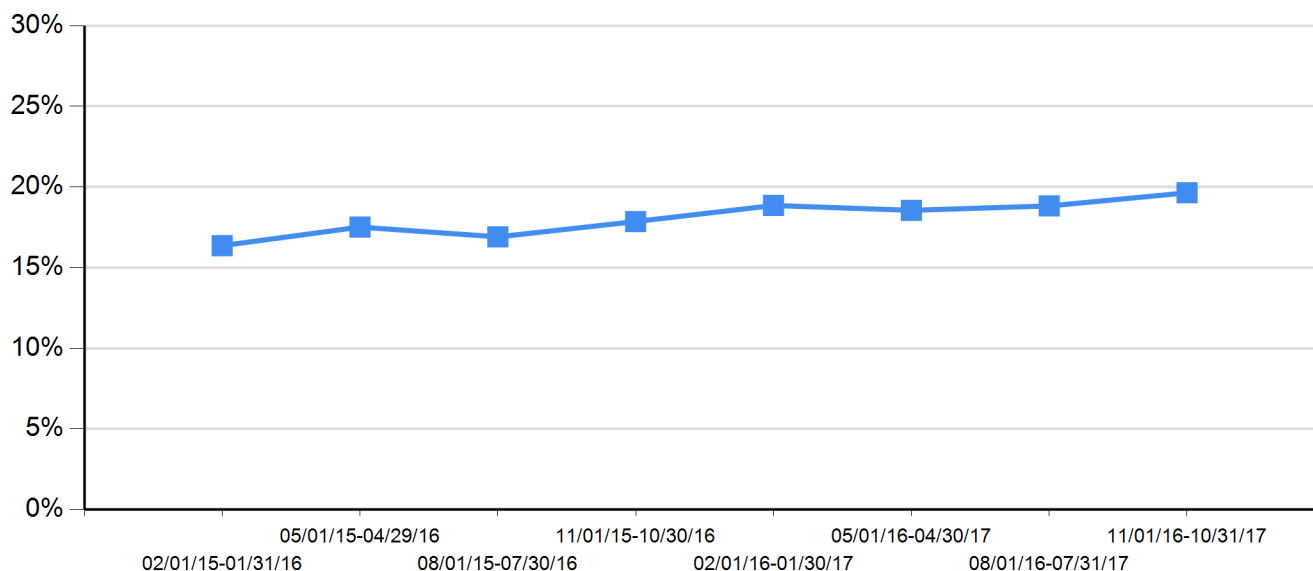
## HARRIS COUNTY PUBLIC HEALTH AND ENVIRONMENTAL SERVICES - RWGA

## Clinical Quality Management Committee Quarterly Report

Last Quarter Start Date: 11/1/2016

Lost to Care				
In+Care Campaign Gap Measure				
	02/01/16 - 01/30/17	05/01/16 - 04/30/17	08/01/16 - 07/31/17	11/01/16 - 10/31/17
Number of uninsured HIV-infected clients who had no medical visits and a detectable or missing viral load in the last 6 months of the measurement year	959	964	1,004	1,068
Number of uninsured HIV-infected clients who had a medical visit with a provider with prescribing privileges at least once in the first 6 months of the measurement year	5,087	5,196	5,333	5,438
Percentage	18.9%	18.6%	18.8%	19.6%
Change from Previous Quarter Results	1.0%	-0.3%	0.3%	0.8%

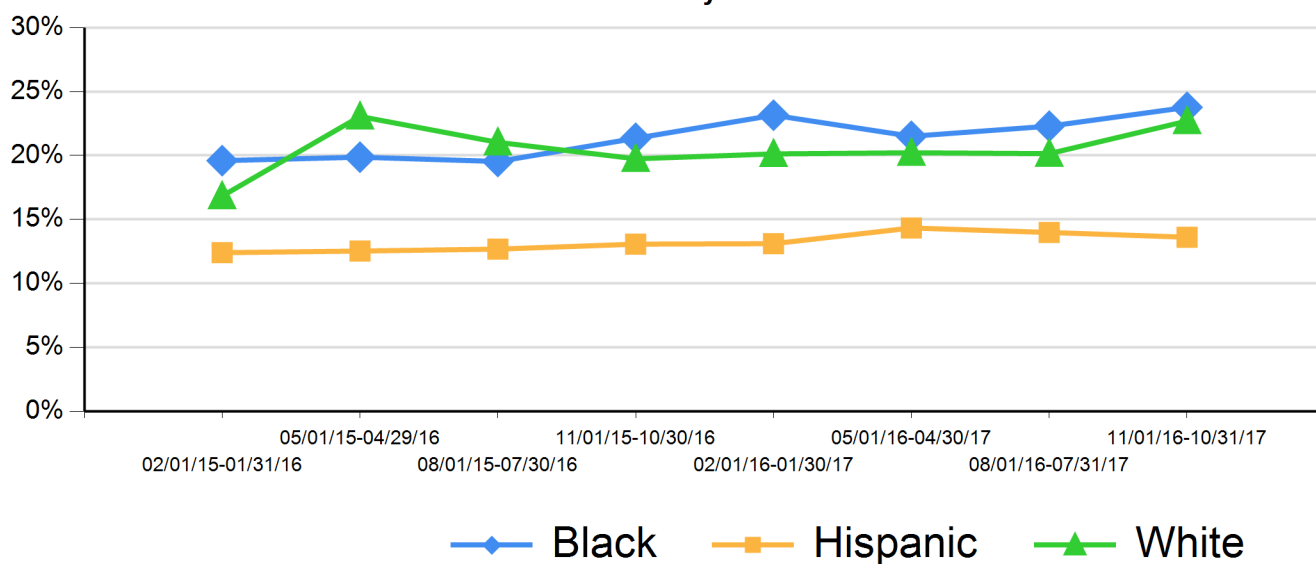
Lost to Care



## Lost to Care by Race/Ethnicity

	05/01/16 - 04/30/17			08/01/16 - 07/31/17			11/01/16 - 10/31/17		
	Black	Hisp	White	Black	Hisp	White	Black	Hisp	White
Number of uninsured HIV-infected clients who had no medical visits and a detectable or missing viral load in the last 6 months of the measurement year	533	278	134	560	279	141	617	278	155
Number of uninsured HIV-infected clients who had a medical visit with a provider with prescribing privileges at least once in the first 6 months of the measurement year	2,479	1,940	663	2,512	1,996	700	2,596	2,043	683
Percentage	21.5%	14.3%	20.2%	22.3%	14.0%	20.1%	23.8%	13.6%	22.7%
Change from Previous Quarter Results	-1.6%	1.2%	0.1%	0.8%	-0.4%	-0.1%	1.5%	-0.4%	2.6%

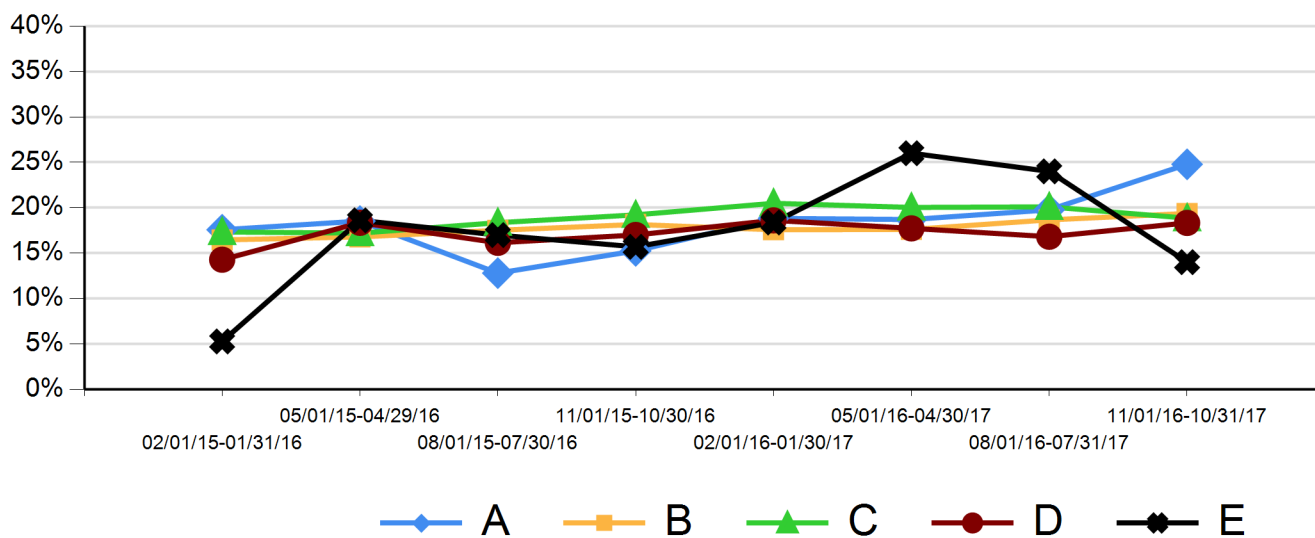
## Lost to Care by Race



## Lost to Care by Agency

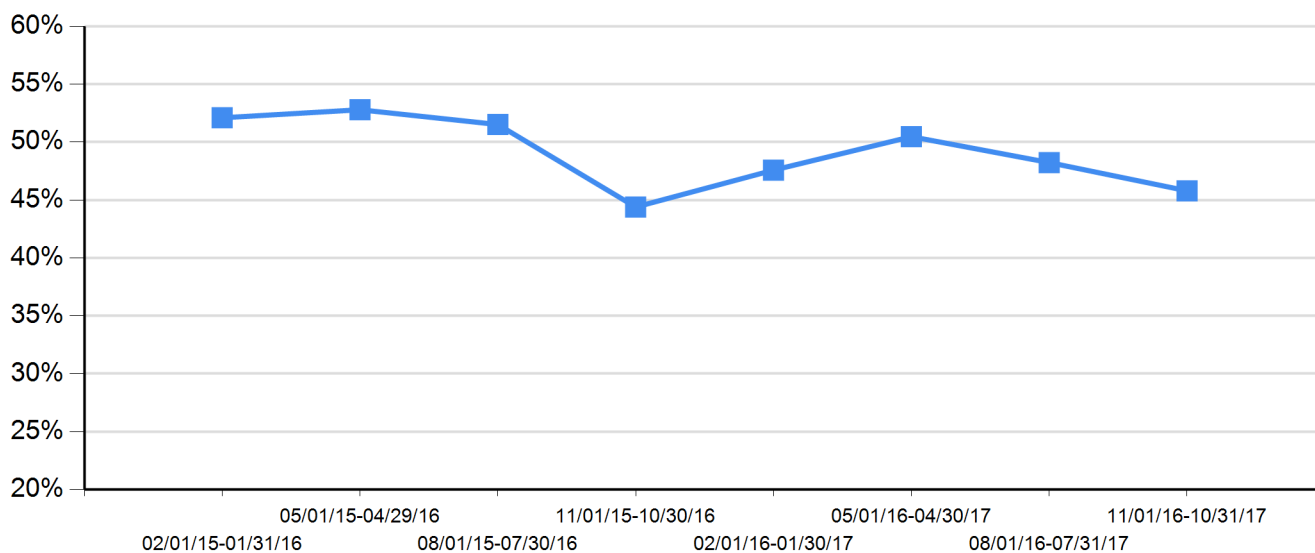
	08/01/16 - 07/31/17					11/01/16 - 10/31/17				
	A	B	C	D	E	A	B	C	D	E
Number of uninsured HIV-infected clients who had no medical visits and a detectable or missing viral load in the last 6 months of the measurement year	133	353	310	204	12	166	375	293	232	7
Number of uninsured HIV-infected clients who had a medical visit with a provider with prescribing privileges at least once in the first 6 months of the measurement year	673	1,892	1,543	1,214	50	670	1,937	1,555	1,266	50
Percentage	19.8%	18.7%	20.1%	16.8%	24.0%	24.8%	19.4%	18.8%	18.3%	14.0%
Change from Previous Quarter Results	1.1%	1.1%	0.1%	-0.9%	-2.0%	5.0%	0.7%	-1.2%	1.5%	-10.0%

## Lost to Care by Agency

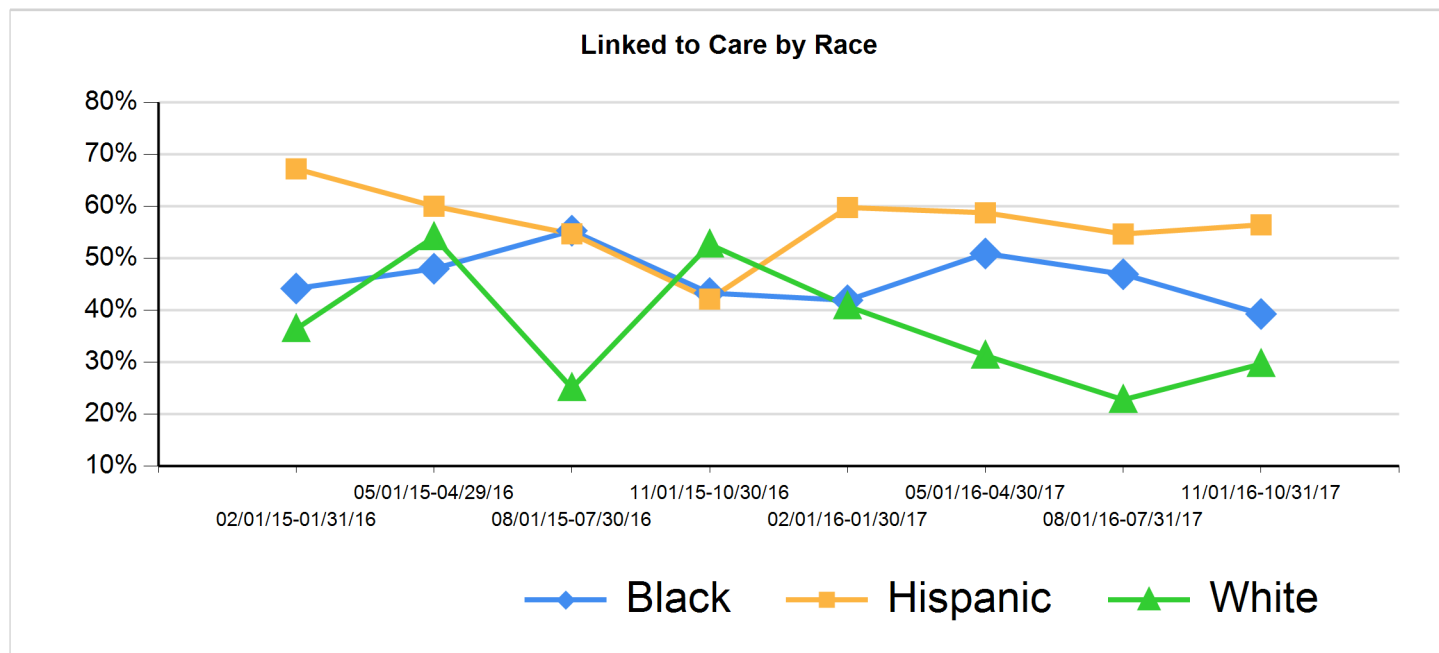


Linked to Care				
In+Care Campaign clients Newly Enrolled in Medical Care Measure				
	02/01/16 - 01/30/17	05/01/16 - 04/30/17	08/01/16 - 07/31/17	11/01/16 - 10/31/17
Number of newly enrolled uninsured HIV-infected clients who had at least one medical visit in each of the 4-month periods of the measurement year	108	108	109	87
Number of newly enrolled uninsured HIV-infected clients who had a medical visit with a provider with prescribing privileges at least once in the first 4 months of the measurement year	227	214	226	190
Percentage	47.6%	50.5%	48.2%	45.8%
Change from Previous Quarter Results	3.2%	2.9%	-2.2%	-2.4%
* exclude if vl<200 in 1st 4 months				

Linked to Care



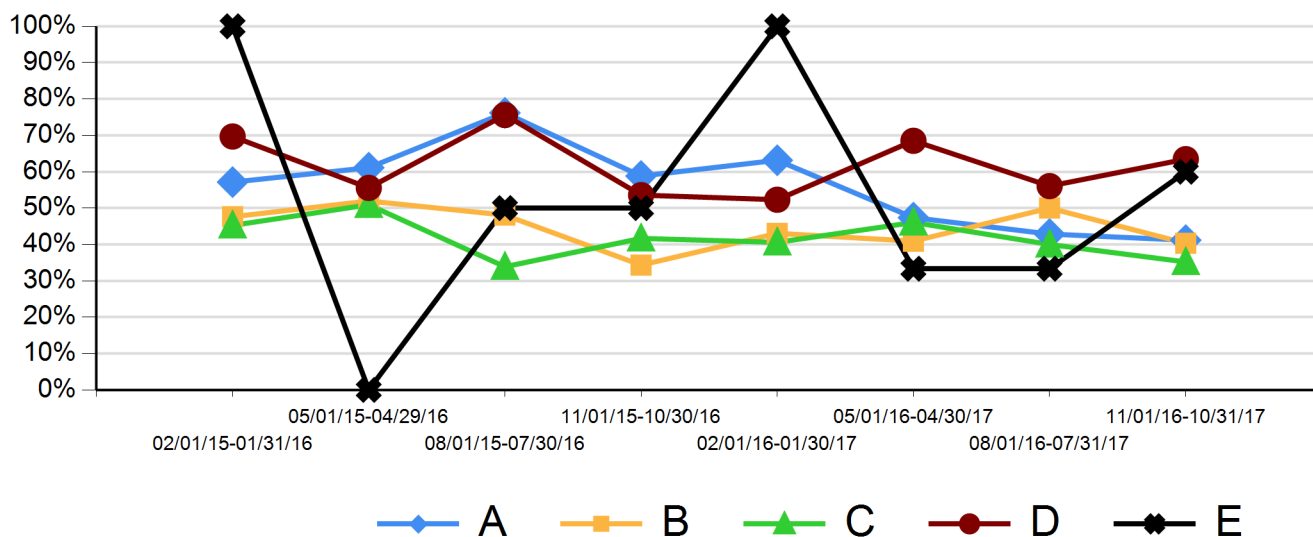
Linked to Care by Race/Ethnicity									
	05/01/16 - 04/30/17			08/01/16 - 07/31/17			11/01/16 - 10/31/17		
	Black	Hisp	White	Black	Hisp	White	Black	Hisp	White
Number of newly enrolled uninsured HIV-infected clients who had at least one medical visit in each of the 4-month periods of the measurement year	57	37	10	53	47	5	31	44	8
Number of newly enrolled uninsured HIV-infected clients who had a medical visit with a provider with prescribing privileges at least once in the first 4 months of the measurement year	112	63	32	113	86	22	79	78	27
Percentage	50.9%	58.7%	31.3%	46.9%	54.7%	22.7%	39.2%	56.4%	29.6%
Change from Previous Quarter Results	9.0%	-1.0%	-9.5%	-4.0%	-4.1%	-8.5%	-7.7%	1.8%	6.9%
* exclude if vl<200 in 1st 4 months									



## Linked to Care by Agency

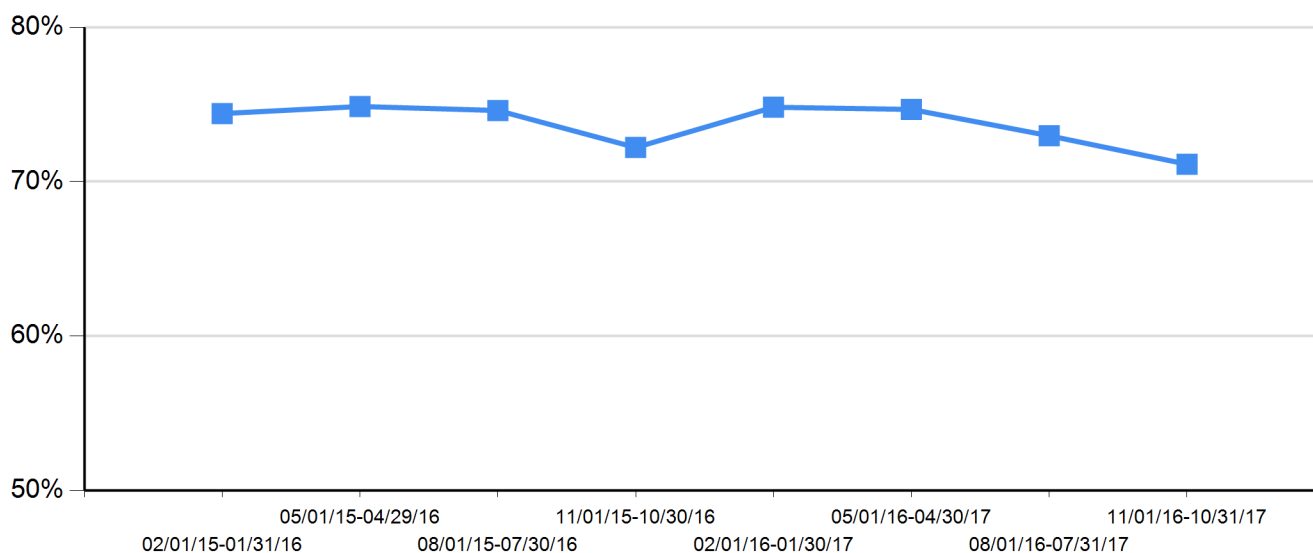
	08/01/16 - 07/31/17					11/01/16 - 10/31/17				
	A	B	C	D	E	A	B	C	D	E
Number of newly enrolled uninsured HIV-infected clients who had at least one medical visit in each of the 4-month periods of the measurement year	6	39	26	37	1	7	25	19	33	3
Number of newly enrolled uninsured HIV-infected clients who had a medical visit with a provider with prescribing privileges at least once in the first 4 months of the measurement year	14	78	65	66	3	17	62	54	52	5
Percentage	42.9%	50.0%	40.0%	56.1%	33.3%	41.2%	40.3%	35.2%	63.5%	60.0%
Change from Previous Quarter Results	-4.5%	9.1%	-6.1%	-12.5%	0.0%	-1.7%	-9.7%	-4.8%	7.4%	26.7%
* exclude if vl<200 in 1st 4 months										

## Linked to Care by Agency

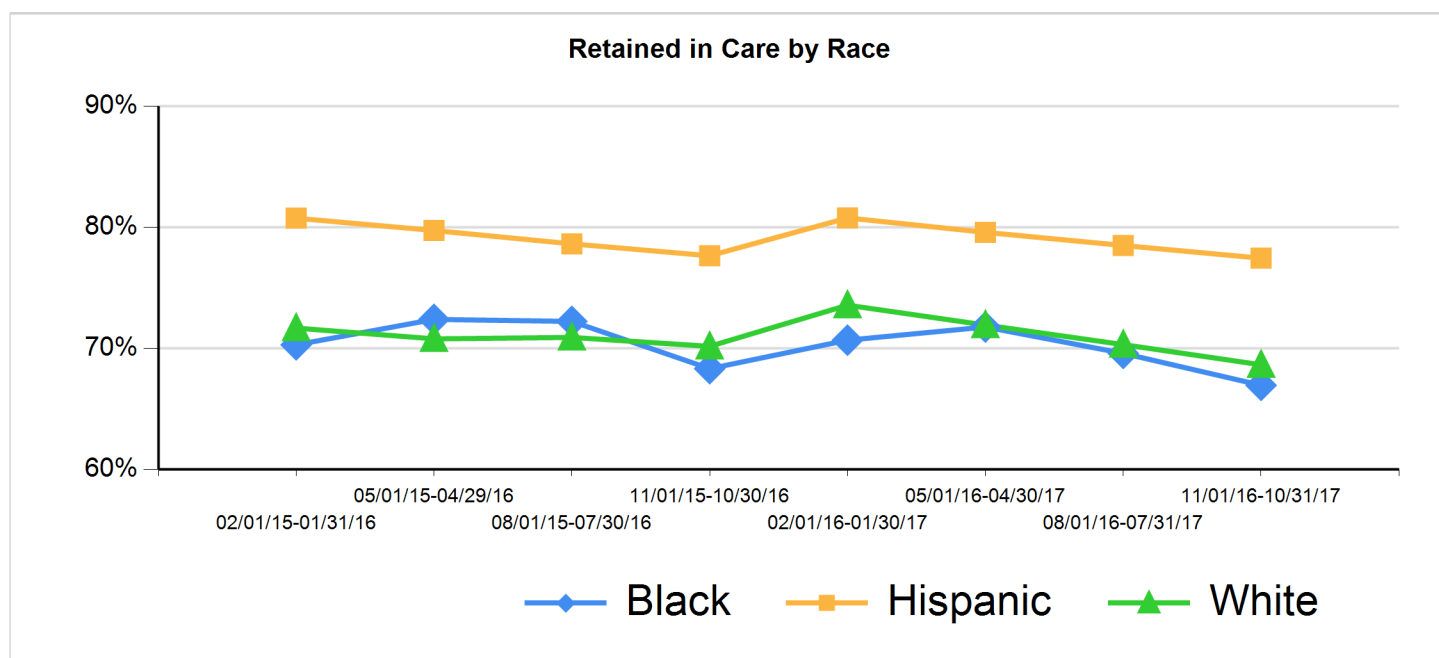


Retained in Care				
Houston EMA Medical Visits Measure				
	02/01/16 - 01/30/17	05/01/16 - 04/30/17	08/01/16 - 07/31/17	11/01/16 - 10/31/17
Number of HIV-infected clients who had 2 or more medical visits at least 3 months apart during the measurement year*	4,187	4,253	4,285	4,225
Number of HIV-infected clients who had a medical visit with a provider with prescribing privileges at least once in the measurement year*	5,596	5,695	5,872	5,940
Percentage	74.8%	74.7%	73.0%	71.1%
Change from Previous Quarter Results	2.6%	-0.1%	-1.7%	-1.8%
* Not newly enrolled in care				

Retained in Care



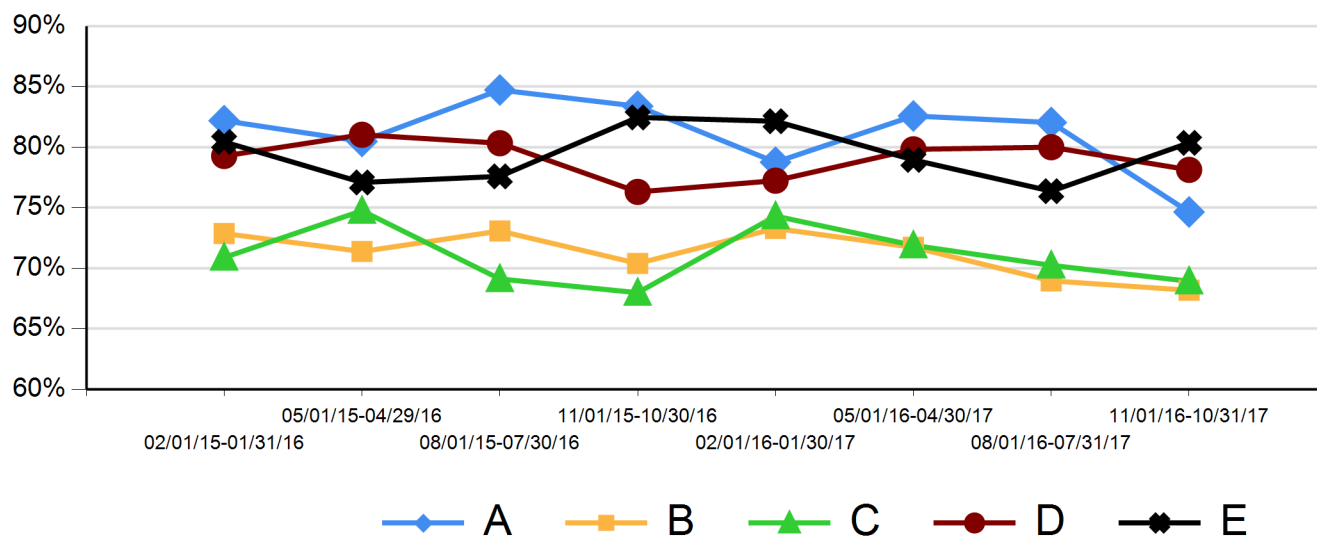
Retained in Care by Race/Ethnicity									
	05/01/16 - 04/30/17			08/01/16 - 07/31/17			11/01/16 - 10/31/17		
	Black	Hisp	White	Black	Hisp	White	Black	Hisp	White
Number of HIV-infected clients who had 2 or more medical visits at least 3 months apart during the measurement year	1,991	1,636	530	1,964	1,671	549	1,921	1,685	525
Number of HIV-infected clients who had a medical visit with a provider with prescribing privileges at least once in the measurement year*	2,775	2,056	737	2,823	2,129	781	2,870	2,176	765
Percentage	71.7%	79.6%	71.9%	69.6%	78.5%	70.3%	66.9%	77.4%	68.6%
Change from Previous Quarter Results	1.1%	-1.2%	-1.6%	-2.2%	-1.1%	-1.6%	-2.6%	-1.1%	-1.7%



## Retained in Care by Agency

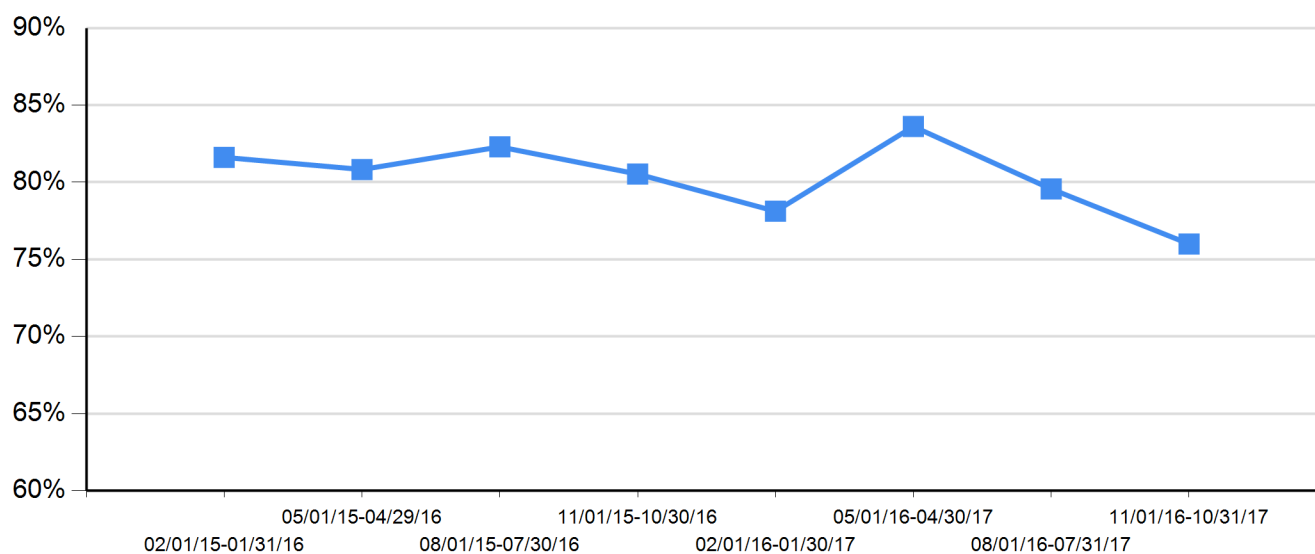
	08/01/16 - 07/31/17					11/01/16 - 10/31/17				
	A	B	C	D	E	A	B	C	D	E
Number of HIV-infected clients who had 2 or more medical visits at least 3 months apart during the measurement year	580	1,428	1,253	1,104	42	524	1,431	1,213	1,118	45
Number of HIV-infected clients who had a medical visit with a provider with prescribing privileges at least once in the measurement year*	707	2,071	1,784	1,380	55	702	2,099	1,760	1,431	56
Percentage	82.0%	69.0%	70.2%	80.0%	76.4%	74.6%	68.2%	68.9%	78.1%	80.4%
Change from Previous Quarter Results	-0.5%	-2.8%	-1.7%	0.2%	-2.6%	-7.4%	-0.8%	-1.3%	-1.9%	4.0%

## Retained in Care by Agency



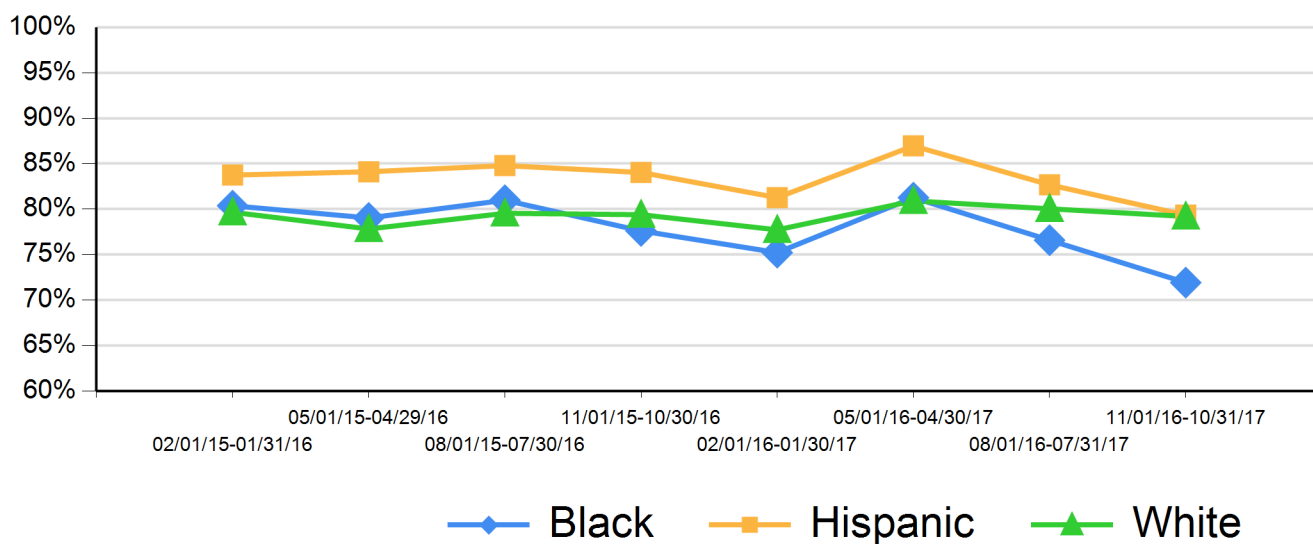
Viral Load Monitoring				
	02/01/16 - 01/30/17	05/01/16 - 04/30/17	08/01/16 - 07/31/17	11/01/16 - 10/31/17
Number of HIV-infected clients who had 2 or more Viral Load counts at least 3 months apart during the measurement year	3,524	3,812	3,652	3,439
Number of HIV-infected clients who had 2 or more medical visits at least 3 months apart with a provider with prescribing privileges, i.e. MD, PA, NP in the measurement year	4,511	4,559	4,590	4,525
Percentage	78.1%	83.6%	79.6%	76.0%
Change from Previous Quarter Results	-2.4%	5.5%	-4.1%	-3.6%

VL Monitoring



VL Monitoring Data by Race/Ethnicity									
	05/01/16 - 04/30/17			08/01/16 - 07/31/17			11/01/16 - 10/31/17		
	Black	Hisp	White	Black	Hisp	White	Black	Hisp	White
Number of HIV-infected clients who had 2 or more Viral Load counts at least 3 months apart during the measurement year	1,743	1,506	466	1,625	1,464	473	1,485	1,421	449
Number of HIV-infected clients who had 2 or more medical visits at least 3 months apart with a provider with prescribing privileges, i.e. MD, PA, NP in the measurement year	2,145	1,732	576	2,122	1,771	591	2,065	1,791	567
Percentage	81.3%	87.0%	80.9%	76.6%	82.7%	80.0%	71.9%	79.3%	79.2%
Change from Previous Quarter Results	6.0%	5.7%	3.2%	-4.7%	-4.3%	-0.9%	-4.7%	-3.3%	-0.8%

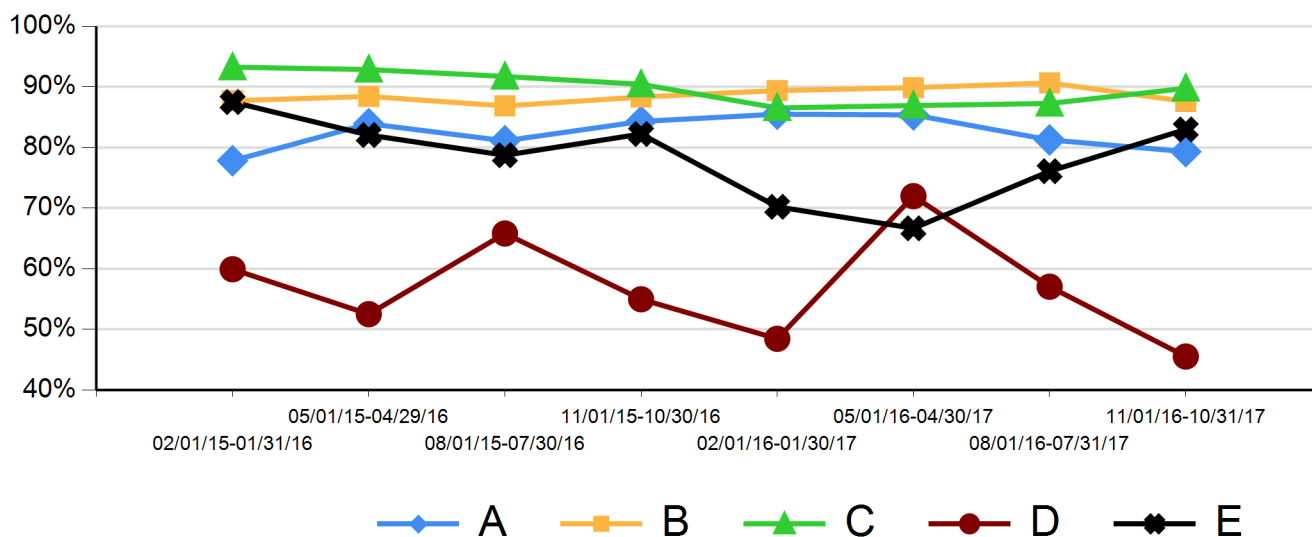
VL Monitoring by Race



## VL Monitoring by Agency

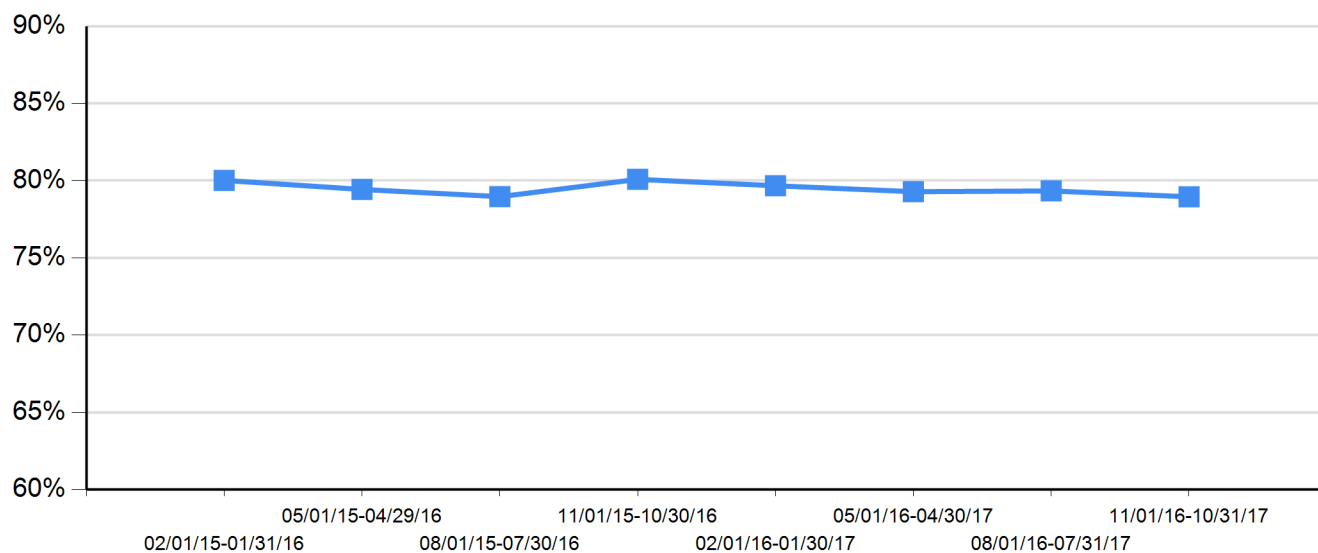
	08/01/16 - 07/31/17					11/01/16 - 10/31/17				
	A	B	C	D	E	A	B	C	D	E
Number of HIV-infected clients who had 2 or more Viral Load counts at least 3 months apart during the measurement year	468	1,348	1,110	665	35	418	1,294	1,140	537	39
Number of HIV-infected clients who had 2 or more medical visits at least 3 months apart with a provider with prescribing privileges, i.e. MD, PA, NP in the measurement year	576	1,487	1,272	1,166	46	527	1,477	1,270	1,180	47
Percentage	81.3%	90.7%	87.3%	57.0%	76.1%	79.3%	87.6%	89.8%	45.5%	83.0%
Change from Previous Quarter Results	-4.1%	0.8%	0.3%	-14.9%	9.4%	-1.9%	-3.0%	2.5%	-11.5%	6.9%

## VL Monitoring by Agency



Viral Load Suppression				
	02/01/16 - 01/30/17	05/01/16 - 04/30/17	08/01/16 - 07/31/17	11/01/16 - 10/31/17
Number of HIV-infected clients who have a viral load of <200 copies/ml during the measurement year	4,174	4,218	4,250	4,157
Number of HIV-infected clients who have had at least 2 medical visits with a provider with prescribing privileges and have been enrolled in care at least six month	5,239	5,320	5,357	5,265
Percentage	79.7%	79.3%	79.3%	79.0%
Change from Previous Quarter Results	-0.4%	-0.4%	0.0%	-0.4%

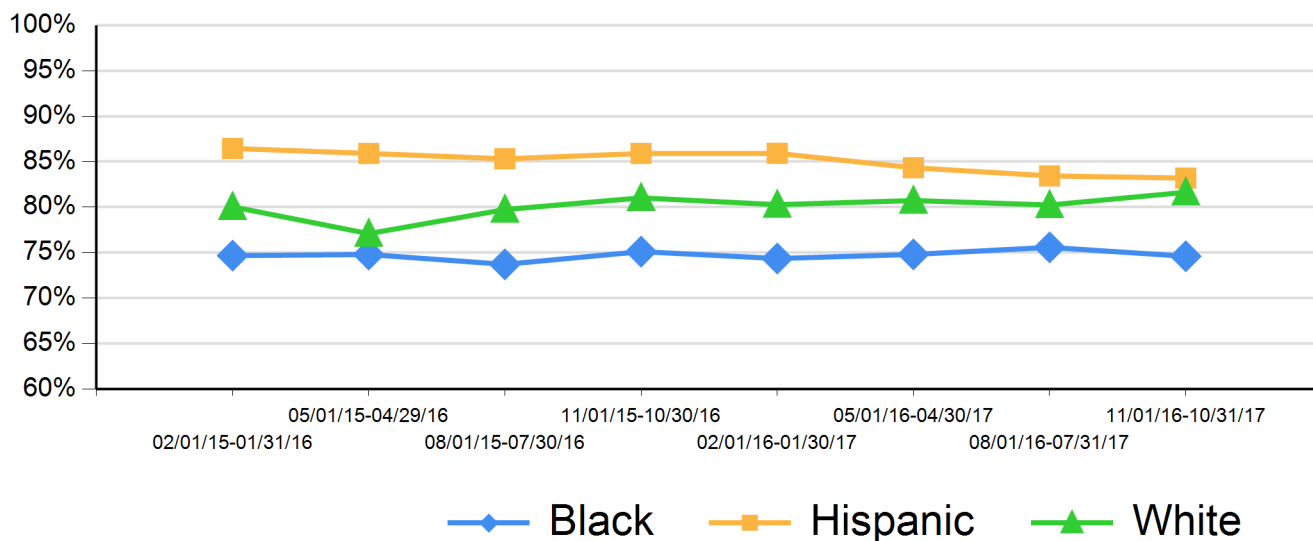
Viral Load Suppression



## VL Suppression by Race/Ethnicity

	05/01/16 - 04/30/17			08/01/16 - 07/31/17			11/01/16 - 10/31/17		
	Black	Hisp	White	Black	Hisp	White	Black	Hisp	White
Number of HIV-infected clients who have a viral load of <200 copies/ml during the measurement year	1,932	1,625	561	1,933	1,652	560	1,864	1,643	551
Number of HIV-infected clients who have had at least 2 medical visits with a provider with prescribing privileges and have been enrolled in care at least six month	2,583	1,927	695	2,558	1,980	698	2,499	1,975	675
Percentage	74.8%	84.3%	80.7%	75.6%	83.4%	80.2%	74.6%	83.2%	81.6%
Change from Previous Quarter Results	0.5%	-1.6%	0.5%	0.8%	-0.9%	-0.5%	-1.0%	-0.2%	1.4%

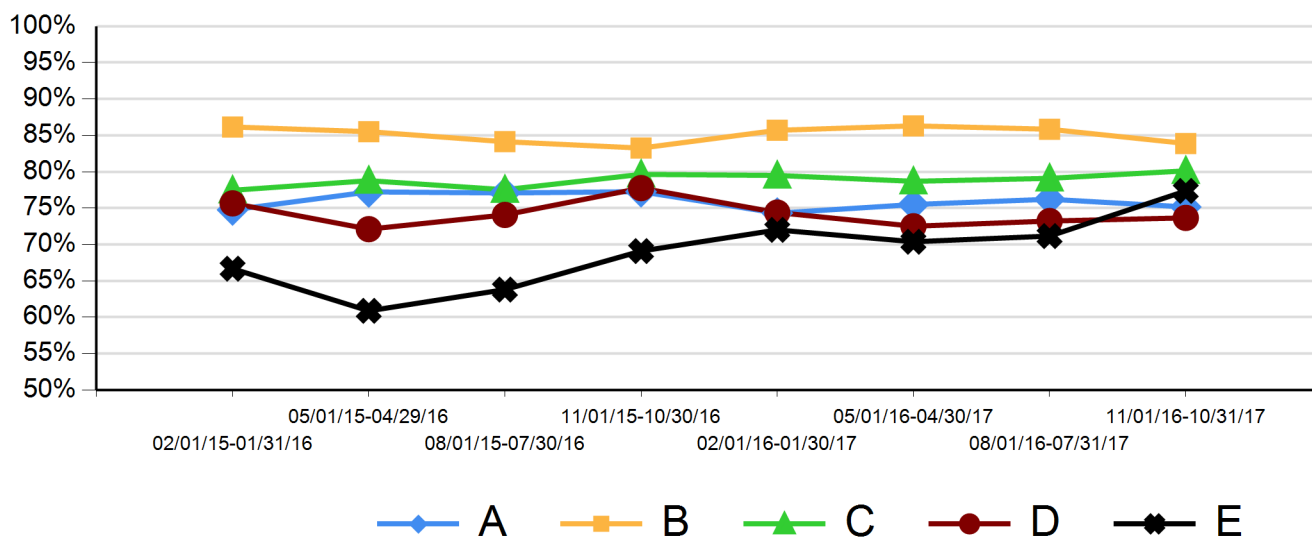
## VL Suppression by Race



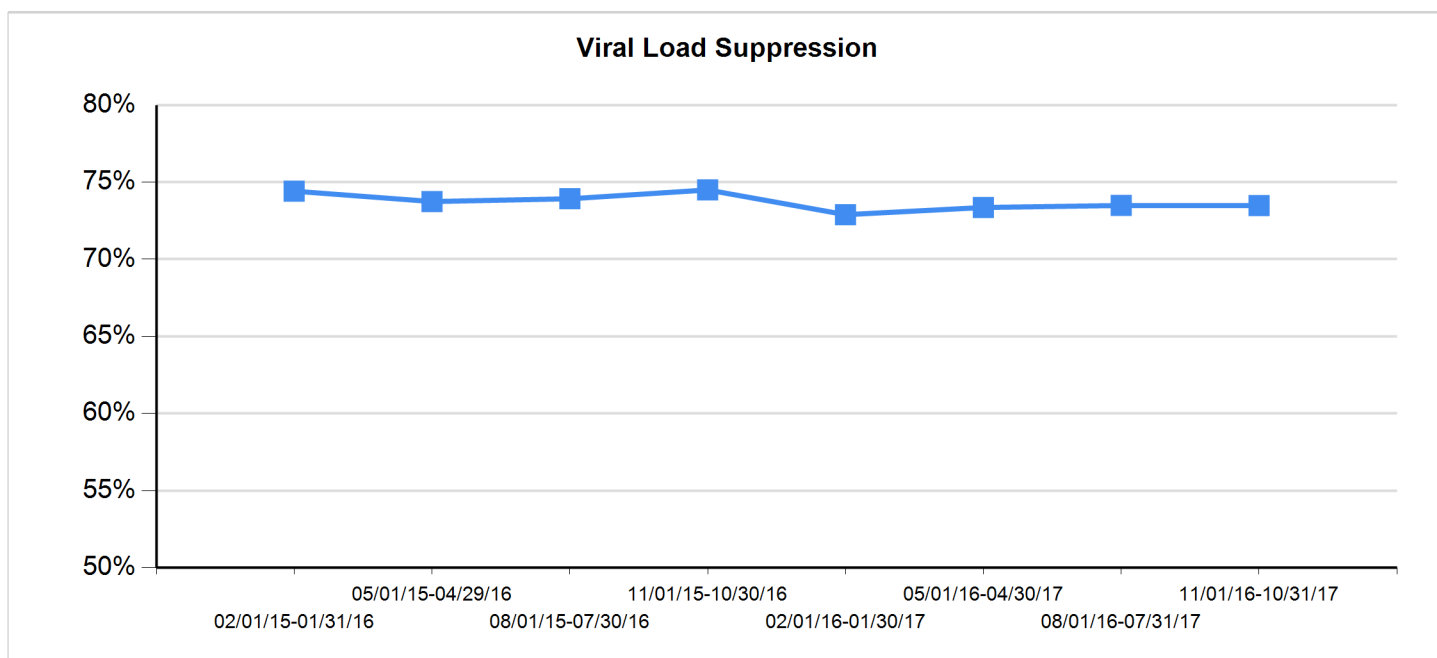
## VL Suppression by Agency

	08/01/16 - 07/31/17					11/01/16 - 10/31/17				
	A	B	C	D	E	A	B	C	D	E
Number of HIV-infected clients who have a viral load of <200 copies/ml during the measurement year	532	1,528	1,184	998	37	490	1,447	1,165	1,040	41
Number of HIV-infected clients who have had at least 2 medical visits with a provider with prescribing privileges and have been enrolled in care at least six months	698	1,780	1,497	1,363	52	652	1,725	1,454	1,412	53
Percentage	76.2%	85.8%	79.1%	73.2%	71.2%	75.2%	83.9%	80.1%	73.7%	77.4%
Change from Previous Quarter Results	0.7%	-0.5%	0.4%	0.7%	0.8%	-1.1%	-2.0%	1.0%	0.4%	6.2%

## Viral Load Suppression by Agency



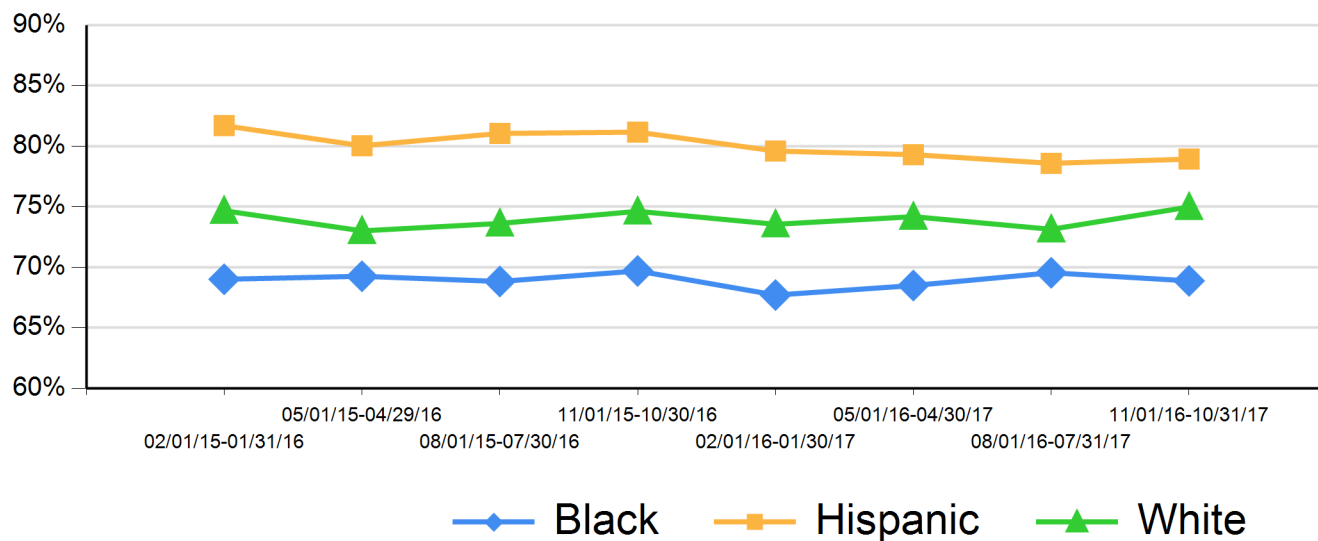
Viral Load Suppression 2- HAB Measure				
	02/01/16 - 01/30/17	05/01/16 - 04/30/17	08/01/16 - 07/31/17	11/01/16 - 10/31/17
Number of HIV-infected clients who have a viral load of <200 copies/ml during the measurement year	5,400	5,527	5,647	5,586
Number of HIV-infected clients who have had at least 1 medical visit with a provider with prescribing privileges	7,408	7,534	7,684	7,602
Percentage	72.9%	73.4%	73.5%	73.5%
Change from Previous Quarter Results	-1.6%	0.5%	0.1%	0.0%



## VL Suppression by Race/Ethnicity

	05/01/16 - 04/30/17			08/01/16 - 07/31/17			11/01/16 - 10/31/17		
	Black	Hisp	White	Black	Hisp	White	Black	Hisp	White
Number of HIV-infected clients who have a viral load of <200 copies/ml during the measurement year	2,549	2,099	741	2,632	2,128	743	2,586	2,113	752
Number of HIV-infected clients who have had at least 1 medical visits with a provider with prescribing privileges and have been enrolled in care at least six month	3,722	2,647	999	3,785	2,708	1,016	3,755	2,677	1,003
Percentage	68.5%	79.3%	74.2%	69.5%	78.6%	73.1%	68.9%	78.9%	75.0%
Change from Previous Quarter Results	0.8%	-0.3%	0.6%	1.1%	-0.7%	-1.0%	-0.7%	0.3%	1.8%

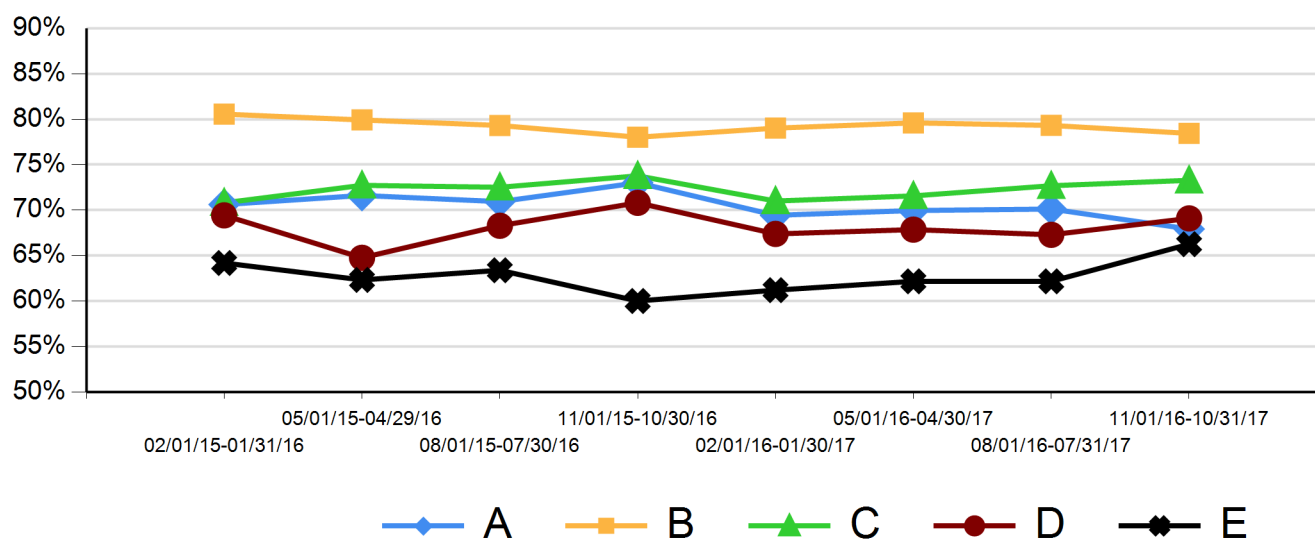
## Viral Load Suppression by Race



## Viral Load Suppression by Agency

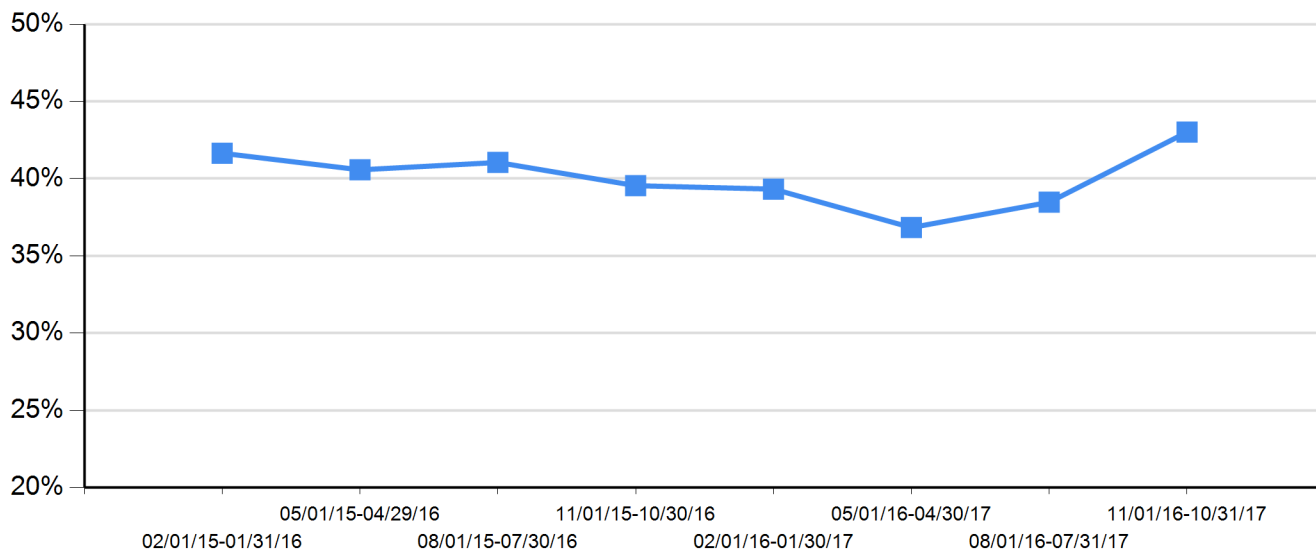
	08/01/16 - 07/31/17					11/01/16 - 10/31/17				
	A	B	C	D	E	A	B	C	D	E
Number of HIV-infected clients who have a viral load of <200 copies/ml during the measurement year	603	2,220	1,676	1,197	46	561	2,146	1,670	1,245	53
Number of HIV-infected clients who have had at least 1 medical visits with a provider with prescribing privileges and have been enrolled in care at least six month	860	2,799	2,306	1,779	74	826	2,736	2,279	1,802	80
Percentage	70.1%	79.3%	72.7%	67.3%	62.2%	67.9%	78.4%	73.3%	69.1%	66.3%
Change from Previous Quarter Results	0.2%	-0.3%	1.1%	-0.6%	0.0%	-2.2%	-0.9%	0.6%	1.8%	4.1%

## Viral Load Suppression by Agency



Cervical Cancer Screening				
	02/01/16 - 01/30/17	05/01/16 - 04/30/17	08/01/16 - 07/31/17	11/01/16 - 10/31/17
Number of HIV-infected female clients who had Pap screen results documented in the 3 years previous to the end of the measurement year	733	705	751	822
Number of HIV-infected female clients who had a medical visit with a provider with prescribing privileges at least once in the measurement year	1,864	1,914	1,952	1,911
Percentage	39.3%	36.8%	38.5%	43.0%
Change from Previous Quarter Results	-0.2%	-2.5%	1.6%	4.5%

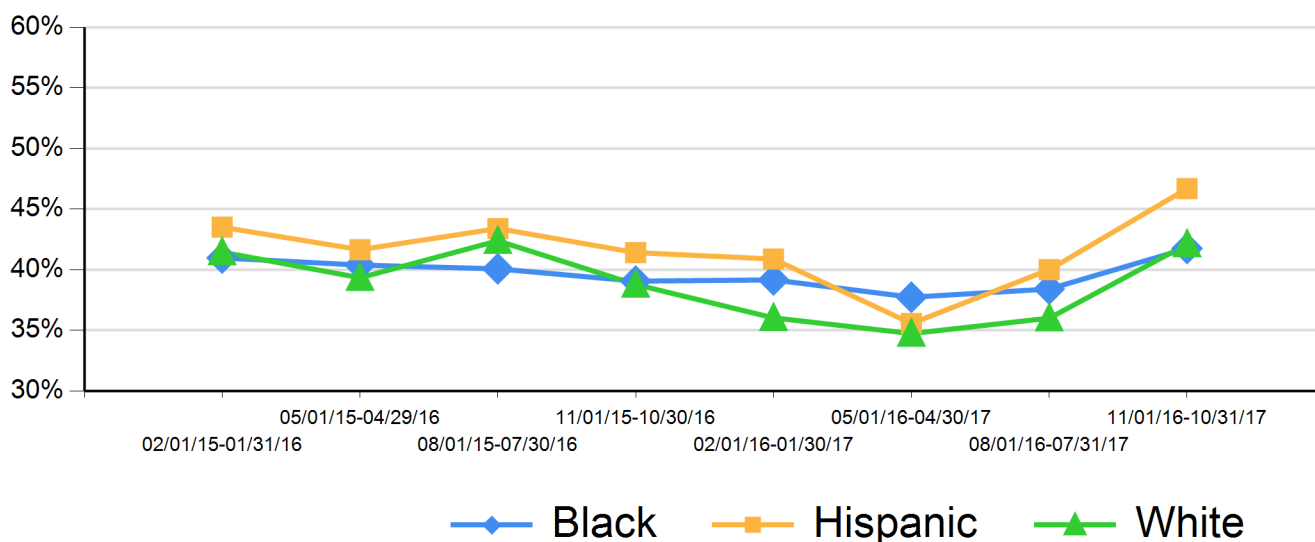
Pap Screening



## Cervical Cancer Screening Data by Race/Ethnicity

	05/01/16 - 04/30/17			08/01/16 - 07/31/17			11/01/16 - 10/31/17		
	Black	Hisp	White	Black	Hisp	White	Black	Hisp	White
Number of HIV-infected female clients who had Pap screen results documented in the 3 years previous to the end of the measurement year	452	181	58	467	208	63	496	240	72
Number of HIV-infected female clients who had a medical visit with a provider with prescribing privileges at least once in the measurement year	1,198	509	167	1,216	520	175	1,188	514	171
Percentage	37.7%	35.6%	34.7%	38.4%	40.0%	36.0%	41.8%	46.7%	42.1%
Change from Previous Quarter Results	-1.4%	-5.3%	-1.3%	0.7%	4.4%	1.3%	3.3%	6.7%	6.1%

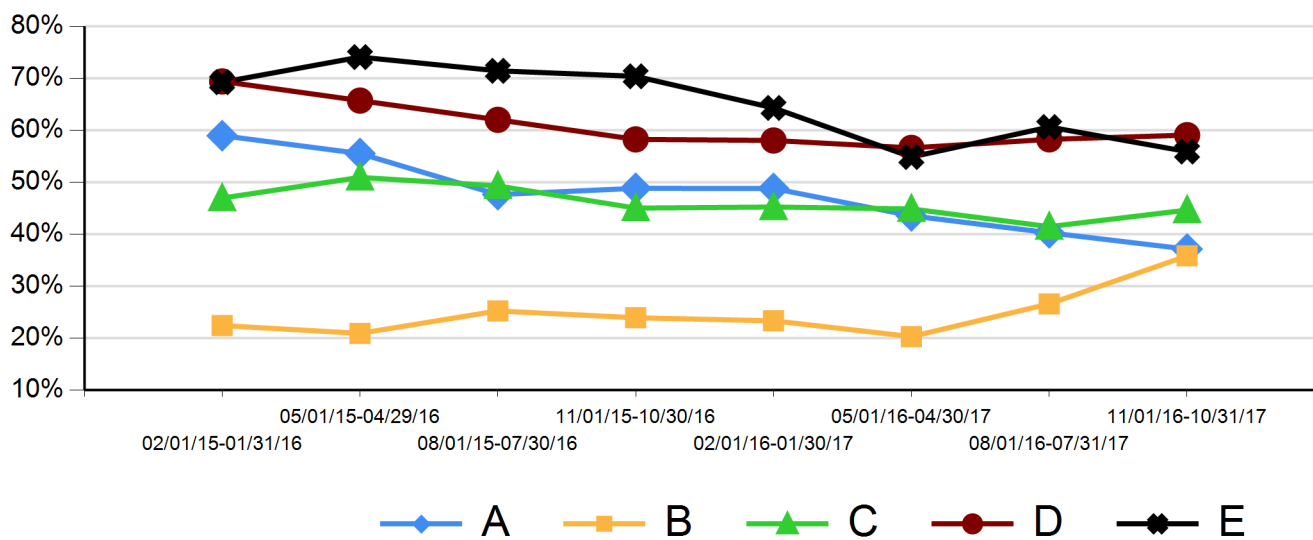
Pap Screening by Race



## Pap Smear Screening by Agency

	08/01/16 - 07/31/17					11/01/16 - 10/31/17				
	A	B	C	D	E	A	B	C	D	E
Number of HIV-infected female clients who had Pap screen results documented in the 3 years previous to the end of the measurement year	97	234	162	258	20	82	305	174	261	19
Number of HIV-infected female clients who had a medical visit with a provider with prescribing privileges at least once in the measurement year	241	881	391	443	33	221	852	390	442	34
Percentage	40.2%	26.6%	41.4%	58.2%	60.6%	37.1%	35.8%	44.6%	59.0%	55.9%
Change from Previous Quarter Results	-3.3%	6.3%	-3.4%	1.6%	5.8%	-3.1%	9.2%	3.2%	0.8%	-4.7%

## Pap Screening by Agency



## Footnotes:

1. Table/Chart data for this report run was taken from "ABR152 v3.5.0 6/2/17 [MAI=ALL]", "ABR076A v1.4.1 10/15/15 [ExcludeVL200=yes]", and "ABR163 v2.0.6 4/25/13"

A. OPR Measures used for the ABR152 portions: "Viral Load Suppression", "Linked to Care", "CERV", "Medical Visits - 3 months", and "Viral Load Monitoring"



**2018-2019 HOUSTON ELIGIBLE METROPOLITAN AREA: RYAN WHITE CARE**  
**ACT PART A**  
**STANDARDS OF CARE FOR HIV SERVICES**  
**RYAN WHITE GRANT ADMINISTRATION SECTION**  
**HARRIS COUNTY PUBLIC HEALTH (HCPH)**

**TABLE OF CONTENTS**

Introduction..... 2

General Standards ..... 4

Service Specific Standards

Case Management (All Case Management Service Categories)..... 18

    Clinical Case Management ..... 22

    Non-Medical Case Management (Service Linkage)..... 27

    Medical Case Management..... 31

Emergency Financial Assistance ..... 36

Local Pharmacy Assistance Program.....38

Primary Medical Care ..... 40

Vision..... 51

## Introduction

According to the Joint Commission (2008)<sup>1</sup>, a standard is a “statement that defines performance expectations, structures, or processes that must be in place for an organization to provide safe, high-quality care, treatment, and services”. Standards are developed by subject experts and are usually the minimal acceptable level of quality in service delivery. The Houston EMA Ryan White Grant Administration (RWGA) Standards of Care (SOCs) are based on multiple sources including RWGA on-site program monitoring results, consumer input, the US Public Health Services guidelines, Centers for Medicare and Medicaid Conditions of Participation (COP) for health care facilities, Joint Commission accreditation standards, the Texas Administrative Code, Center for Substance Abuse and Treatment (CSAT) guidelines and other federal, state and local regulations.

### Purpose

The purpose of the Ryan White Part A SOC is to determine the minimal acceptable levels of quality in service delivery and to provide a measurement of the effectiveness of services.

### Scope

The Houston EMA SOC applies to Part A funded HRSA defined core and support services including the following services in FY 2018-2019:

- *Primary Medical Care*
- *Vision Care*
- *Medical Case Management*
- *Clinical Case Management*
- *Local AIDS Pharmaceutical Assistance Program (LPAP)*
- *Oral Health*
- ***Health Insurance Assistance***
- *Hospice Care*
- *Mental Health Services*
- *Substance Abuse services*
- *Home & Community Based Services (Facility-Based)*
- *Early Intervention Services*
- *Medical Nutrition Supplement*
- *Outreach*
- *Non-Medical Case Management (Service Linkage)*
- *Transportation*
- *Linguistic Services*
- *Emergency Financial Assistance*
- *Referral for Healthcare & Support Services*

*Part A funded services*

***Combination of Parts A, B, and/or Services funding***

### Standards Development

The first group of standards was developed in 1999 following HRSA requirements for sub grantees to implement monitoring systems to ensure subcontractors complied with contract requirements. Subsequently, the RWGA facilitates annual work group meetings to review the standards and to make

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<sup>1</sup> The Joint Commission (formerly known as Joint Commission on Accreditation of Healthcare Organization (2008)). Comprehensive accreditation manual for ambulatory care; Glossary

applicable changes. Workgroup participants include physicians, nurses, case managers and executive staff from subcontractor agencies as well as consumers.

#### Organization of the SOC's

The standards cover all aspect of service delivery for all funded service categories. Some standards are consistent across all service categories and therefore are classified under general standards.

These include:

- Staff requirements, training and supervision
- Client rights and confidentiality
- Agency and staff licensure
- Emergency Management

The RWGA funds three case management models. Unique requirements for all three case management service categories have been classified under Service Specific SOC's "Case Management (All Service Categories)". Specific service requirements have been discussed under each service category.

All new and/or revised standards are effective at the beginning of the fiscal year.

## GENERAL STANDARDS

	Standard	Measure
<b>1.0</b>	<b>Staff Requirements</b>	
1.1	<p><u>Staff Screening (Pre-Employment)</u></p> <p>Staff providing services to clients shall be screened for appropriateness by provider agency as follows:</p> <ul style="list-style-type: none"> <li>• Personal/Professional references</li> <li>• Personal interview</li> <li>• Written application</li> </ul> <p>Criminal background checks, if required by Agency Policy, must be conducted prior to employment and thereafter for all staff and/or volunteers per Agency policy.</p>	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Review of personnel and/or volunteer files indicates compliance</li> </ul>
1.2	<p><u>Initial Training: Staff/Volunteers</u></p> <p>Initial training includes sixteen (16) hours HIV or AIDS basics, safety issues (fire &amp; emergency preparedness, hazard communication, infection control, universal precautions), confidentiality issues, role of staff/volunteers, agency-specific information (e.g. Drug Free Workplace policy) and customer service training must be completed within 60 days of hire.</p> <p><a href="https://tx.train.org/DesktopShell.aspx">https://tx.train.org/DesktopShell.aspx</a></p>	<ul style="list-style-type: none"> <li>• Documentation of all training in personnel file.</li> <li>• Specific training requirements are specified in Agency Policy and Procedure</li> <li>• Materials for staff training and continuing education are on file</li> <li>• Staff interviews indicate compliance</li> </ul>
1.3	<p><u>Staff Performance Evaluation</u></p> <p>Agency will perform annual staff performance evaluation.</p>	<ul style="list-style-type: none"> <li>• Completed annual performance evaluation kept in employee's file</li> <li>• Signed and dated by employee and supervisor (includes electronic signature)</li> </ul>
1.4	<p><u>Cultural and HIV Mental Health Co-morbidity Competence Training/Staff and Volunteers</u></p> <p>All staff tenured 0 – 5 year with their current employer must receive four (4) hours of cultural competency training and an additional one (1) hour of HIV/Mental Health co-morbidity sensitivity training annually. All new employees must complete these within ninety (90) days of hire.</p>	<ul style="list-style-type: none"> <li>• Documentation of training is maintained by the agency in the personnel file</li> </ul>

	All staff with greater than 5 years with their current employer must receive two (2) hours of cultural competency training and an additional one (1) hour of HIV/Mental Health co-morbidity sensitivity training annually.	
1.5	<u>Staff education on eligibility determination and fee schedule</u> Agency must provide training on agency's policies and procedures for eligibility determination and sliding fee schedule for, but not limited to, case managers, and eligibility & intake staff annually. All new employees must complete within ninety (90) days of hire.	<ul style="list-style-type: none"> <li>Documentation of training in employee's record</li> </ul>
<b>2.0</b>	<b>Services utilize effective management practices such as cost effectiveness, human resources and quality improvement.</b>	
2.1	<u>Service Evaluation</u> Agency has a process in place for the evaluation of client services.	<ul style="list-style-type: none"> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>Staff interviews indicate compliance.</li> </ul>
2.2	<u>Subcontractor Monitoring</u> Agency that utilizes a subcontractor in delivery of service, must have established policies and procedures on subcontractor monitoring that include: <ul style="list-style-type: none"> <li>Fiscal monitoring</li> <li>Program</li> <li>Quality of care</li> <li>Compliance with guidelines and standards</li> </ul> Reviewed Annually	<ul style="list-style-type: none"> <li>Documentation of subcontractor monitoring</li> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
2.3	<u>Staff Guidelines</u> Agency develops written guidelines for staff, which include, at a minimum, agency-specific policies and procedures (staff selection, resignation and termination process, and position descriptions); client confidentiality; health and safety requirements; complaint and grievance procedures; emergency procedures; and statement of client rights; reviewed annually	<ul style="list-style-type: none"> <li>Personnel file contains a signed statement acknowledging that staff guidelines were reviewed and that the employee understands agency policies and procedures</li> </ul>
2.4	<u>Work Conditions</u> Staff/volunteers have the necessary tools, supplies, equipment and space to accomplish their work.	<ul style="list-style-type: none"> <li>Inspection of tools and/or equipment indicates that these are in good working order and in sufficient supply</li> </ul>

		<ul style="list-style-type: none"> <li>• Staff interviews indicate compliance</li> </ul>
2.5	<u>Staff Supervision</u> Staff services are supervised by a paid coordinator or manager.	<ul style="list-style-type: none"> <li>• Review of personnel files indicates compliance</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
2.6	<u>Professional Behavior</u> Staff must comply with written standards of professional behavior.	<ul style="list-style-type: none"> <li>• Staff guidelines include standards of professional behavior</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Review of personnel files indicates compliance</li> <li>• Review of agency's complaint and grievance files</li> </ul>
2.7	<u>Communication</u> There are procedures in place regarding regular communication with staff about the program and general agency issues.	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Documentation of regular staff meetings</li> <li>• Staff interviews indicate compliance</li> </ul>
2.8	<u>Accountability</u> There is a system in place to document staff work time.	<ul style="list-style-type: none"> <li>• Staff time sheets or other documentation indicate compliance</li> </ul>
2.9	<u>Staff Availability</u> Staff are present to answer incoming calls during agency's normal operating hours.	<ul style="list-style-type: none"> <li>• Published documentation of agency operating hours</li> <li>• Staff time sheets or other documentation indicate compliance</li> </ul>
<b>3.0</b>	<b>Clients Rights and Responsibilities</b>	
3.1	<u>Clients Rights and Responsibilities</u>	<ul style="list-style-type: none"> <li>• Documentation in client's record</li> </ul>

	<p>Agency reviews Client Rights and Responsibilities Statement with each client in a language and format the client understands. Agency provides client with written copy of client rights and responsibilities, including:</p> <ul style="list-style-type: none"> <li>• Informed consent</li> <li>• Confidentiality</li> <li>• Grievance procedures</li> <li>• Duty to warn or report certain behaviors</li> <li>• Scope of service</li> <li>• Criteria for end of services</li> </ul>	
3.2	<p><u>Confidentiality</u></p> <p>Agency maintains Policy and Procedure regarding client confidentiality in accordance with RWGA site visit guidelines, local, state and federal laws. Providers must implement mechanisms to ensure protection of clients' confidentiality in all processes throughout the agency.</p> <p>There is a written policy statement regarding client confidentiality form signed by each employee and included in the personnel file.</p>	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Clients interview indicates compliance</li> <li>• Agency's structural layout and information management indicates compliance</li> <li>• Signed confidentiality statement in each employee's personnel file</li> </ul>
3.3	<p><u>Consents</u></p> <p>All consent forms comply with state and federal laws, are signed by an individual legally able to give consent and must include the Consent for Services form and a consent for release/exchange of information for every individual/agency to whom client identifying information is disclosed, regardless of whether or not HIV status is revealed.</p>	<ul style="list-style-type: none"> <li>• Agency Policy and Procedure and signed and dated consent forms in client record</li> </ul>
3.4	<p><u>Up to date Release of Information</u></p> <p>Agency obtains an informed written consent of the client or legally responsible person prior to the disclosure or exchange of certain information about client's case to another party (including family members) in accordance with the RWGA Site Visit Guidelines, local, state and federal laws. The release/exchange consent form must contain:</p> <ul style="list-style-type: none"> <li>• Name of the person or entity permitted to make the disclosure</li> <li>• Name of the client</li> <li>• The purpose of the disclosure</li> </ul>	<ul style="list-style-type: none"> <li>• Current Release of Information form with all the required elements signed by client or authorized person in client's record</li> </ul>

	<ul style="list-style-type: none"> <li>• The types of information to be disclosed</li> <li>• Entities to disclose to</li> <li>• Date on which the consent is signed</li> <li>• The expiration date of client authorization (or expiration event) no longer than two years</li> <li>• Signature of the client/or parent, guardian or person authorized to sign in lieu of the client.</li> <li>• Description of the <i>Release of Information</i>, its components, and ways the client can nullify it</li> </ul> <p>Release/exchange of information forms must be completed entirely in the presence of the client. Any unused lines must have a line crossed through the space.</p>	
3.5	<p><u>Grievance Procedure</u></p> <p>Agency has Policy and Procedure regarding client grievances that is reviewed with each client in a language and format the client can understand and a written copy of which is provided to each client.</p> <p>Grievance procedure includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• to whom complaints can be made</li> <li>• steps necessary to complain</li> <li>• form of grievance, if any</li> <li>• time lines and steps taken by the agency to resolve the grievance</li> <li>• documentation by the agency of the process, including a standardized grievance/complaint form available in a language and format understandable to the client</li> <li>• all complaints or grievances initiated by clients are documented on the Agency's standardized form</li> <li>• resolution of each grievance/complaint is documented on the Standardized form and shared with client</li> <li>• confidentiality of grievance</li> <li>• addresses and phone numbers of licensing authorities and funding sources</li> </ul>	<ul style="list-style-type: none"> <li>• Signed receipt of agency Grievance Procedure, filed in client chart</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Review of Agency's Grievance file indicates compliance,</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #2</li> </ul>
3.6	<p><u>Conditions Under Which Discharge/Closure May Occur</u></p> <p>A client may be discharged from Ryan White funded services for the following reasons.</p> <ul style="list-style-type: none"> <li>• Death of the client</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation in client record and in the Centralized Patient Care Data Management System</li> </ul>

	<ul style="list-style-type: none"> <li>• At the client's or legal guardian request</li> <li>• Changes in client's need which indicates services from another agency</li> <li>• Fraudulent claims or documentation about HIV diagnosis by the client</li> <li>• Client actions put the agency, case manager or other clients at risk.</li> </ul> <p>Documented supervisory review is required when a client is terminated or suspended from services due to behavioral issues.</p> <ul style="list-style-type: none"> <li>• Client moves out of service area, enters jail or cannot be contacted for sixty (60) days. Agency must document three (3) attempts to contact clients by more than one method (e.g. phone, mail, email, text message, in person via home visit).</li> <li>• Client service plan is completed and no additional needs are identified.</li> </ul> <p>Client must be provided a written notice prior to involuntary termination of services (e.g. due to dangerous behavior, fraudulent claims or documentation, etc.).</p>	<ul style="list-style-type: none"> <li>• A copy of written notice and a certified mail receipt for involuntary termination</li> </ul>
3.7	<p><u>Client Closure</u></p> <p>A summary progress note is completed in accordance with Site Visit Guidelines within three (3) working days of closure, including:</p> <ul style="list-style-type: none"> <li>• Date and reason for discharge/closure</li> <li>• Summary of all services received by the client and the client's response to services</li> <li>• Referrals made and/or</li> <li>• Instructions given to the individual at discharge (when applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation in client record and in the Centralized Patient Care Data Management System</li> </ul>
3.8	<p><u>Client Feedback</u></p> <p>In addition to the RWGA standardized client satisfaction survey conducted on an ongoing basis (no less than annually), Agency must have structured and ongoing efforts to obtain input from clients (or client caregivers, in cases where clients are unable to give feedback) in the design and delivery of services. Such efforts may include client satisfaction surveys, focus groups and public meetings conducted at least annually. Agency may also maintain a visible suggestion box for clients' inputs. Analysis and use of results must be documented. Agency must maintain a</p>	<ul style="list-style-type: none"> <li>• Documentation of clients' evaluation of services is maintained</li> <li>• Documentation of CAB and public meeting minutes</li> <li>• Documentation of existence and appropriateness of a suggestion box or other client input mechanism</li> </ul>

	<p>file of materials documenting Consumer Advisory Board (CAB) membership and meeting materials (applicable only if agency has a CAB).</p> <ul style="list-style-type: none"> <li>Agencies that serve an average of 100 or more unduplicated clients monthly under combined RW/A, MAI, RW/B and SS funding must implement a CAB. The CAB must meet regularly (at least 4 times per year) at a time and location conducive to consumer participation to gather, support and encourage client feedback, address issues which impact client satisfaction with services and provide Agency with recommendations to improve service delivery, including accessibility and retention in care.</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of content, use, and confidentiality of a client satisfaction survey or focus groups conducted annually</li> <li>Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #1</li> </ul>
3.9	<p><u>Patient Safety (Core Services Only)</u></p> <p>Agency shall establish mechanisms to implement National Patient Safety Goals (NPSG) modeled after the current Joint Commission accreditation <i>for Ambulatory Care</i> (<a href="http://www.jointcommission.org">www.jointcommission.org</a>) to ensure patients' safety. The NPSG to be addressed include the following as applicable:</p> <ul style="list-style-type: none"> <li>"Improve the accuracy of patient identification</li> <li>Improve the safety of using medications</li> <li>Reduce the risk of healthcare-associated infections</li> <li>Accurately and completely reconcile medications across the continuum of care</li> <li>Universal Protocol for preventing Wrong Site, Wrong Procedure and Wrong Person Surgery" (<a href="http://www.jointcommission.org">www.jointcommission.org</a>)</li> </ul>	<ul style="list-style-type: none"> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
3.10	<p><u>Client Records</u></p> <p>Provider shall maintain all client records.</p>	<ul style="list-style-type: none"> <li>Review of agency's policy and procedure for records administration indicates compliance</li> </ul>
<b>4.0</b>	<b><u>Accessibility</u></b>	
4.1	<p><u>Cultural Competence</u></p> <p>Agency demonstrates a commitment to provision of services that are culturally sensitive and language competent for Limited English Proficient (LEP) individuals.</p>	<ul style="list-style-type: none"> <li>Agency has procedures for obtaining translation services</li> <li>Client satisfaction survey indicates compliance</li> <li>Policies and procedures demonstrate commitment to the community and culture of the clients</li> </ul>

		<ul style="list-style-type: none"> <li>• Availability of interpretive services, bilingual staff, and staff trained in cultural competence</li> <li>• Agency has vital documents including, but not limited to applications, consents, complaint forms, and notices of rights translated in client record</li> </ul>
4.2	<u>Client Education</u> Agency demonstrates capacity for client education and provision of information on community resources	<ul style="list-style-type: none"> <li>• Availability of the blue book and other educational materials</li> <li>• Documentation of educational needs assessment and client education in clients' records</li> </ul>
4.3	<u>Special Service Needs</u> Agency demonstrates a commitment to assisting individuals with special needs	<ul style="list-style-type: none"> <li>• Agency compliance with the Americans with Disabilities Act (ADA).</li> <li>• Review of Policies and Procedures indicates compliance</li> <li>• Environmental Review shows a facility that is handicapped accessible</li> </ul>
4.4	<u>Provision of Services for low-Income Individuals</u> Agency must ensure that facility is handicap accessible and is also accessible by public transportation (if in area served by METRO). Agency must have policies and procedures in place that ensures access to transportation services if facility is not accessible by public transportation. Agency should not have policies that dictate a dress code or conduct that may act as barrier to care for low income individuals.	<ul style="list-style-type: none"> <li>• Facility is accessible by public transportation</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #4</li> </ul>
4.5	<u>Proof of HIV Diagnosis</u> Documentation of the client's HIV status is obtained at or prior to the initiation of services or registration services. An anonymous test result may be used to document HIV status temporarily (up to sixty [60] days). It must contain enough information to ensure the identity of the subject with a reasonable amount of certainty.	<ul style="list-style-type: none"> <li>• Documentation in client record as per RWGA site visit guidelines or TRG Policy SG-03</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #3</li> </ul>

4.6	<p><u>Provision of Services Regardless of Current or Past Health Condition</u></p> <p>Agency must have Policies and Procedures in place to ensure that clients living with HIV are not denied services due to current or pre-existing health condition or non-HIV related condition. A file must be maintained on all clients who are refused services and the reason for refusal.</p>	<ul style="list-style-type: none"> <li>• Review of Policies and Procedures indicates compliance</li> <li>• A file containing information on clients who have been refused services and the reasons for refusal</li> <li>• Source Citation: HAB Program Standards; Section D: #1</li> </ul>
4.7	<p><u>Client Eligibility</u></p> <p>In order to be eligible for services, individuals must meet the following:</p> <ul style="list-style-type: none"> <li>• HIV+</li> <li>• Residence in the Houston EMA/ HSDA (With prior approval, clients can be served if they reside outside of the Houston EMA/HSDA.)</li> <li>• Income no greater than 300% of the Federal Poverty level (unless otherwise indicated)</li> <li>• Proof of identification</li> <li>• Ineligibility for third party reimbursement</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of HIV+ status, residence, identification and income in the client record</li> <li>• Documentation of ineligibility for third party reimbursement</li> <li>• Documentation of screening for Third Party Payers in accordance with RWGA site visit guidelines</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section B:Eligibility Determination/Screening #1</li> </ul>
4.8	<p><u>Re-certification of Client Eligibility</u></p> <p>Agency conducts six (6) month re-certification of eligibility for all clients. At a minimum, agency confirms an individual's income, residency and re-screens, as appropriate, for third-party payers. Third party payers include State Children's Health Insurance Programs (SCHIP), Medicare (including Part D prescription drug benefit) and private insurance. At one of the two required re-certifications during a year, agency may accept client self-attestation for verifying that an individual's income, residency, and insurance status complies with the RWGA eligibility requirements. Appropriate documentation is required for changes in status and at least once a year (defined as a 12-month period) with renewed eligibility with the CPCDMS.</p> <p>Agency must ensure that Ryan White is the Payer of last resort and must have policies and procedures addressing strategies to enroll all eligible uninsured clients into Medicare, Medicaid, private health insurance and other programs.</p>	<ul style="list-style-type: none"> <li>• Client record contains documentation of re-certification of client residence, income and rescreening for third party payers at least every six (6) months</li> <li>• Review of Policies and Procedures indicates compliance</li> <li>• Information in client's files that includes proof of screening for insurance coverage (i.e. hard/scanned copy of results)</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section B:Eligibility Determination/Screening #1 and #2</li> </ul>

	<p>Agency policy must also address coordination of benefits, billing and collection. Clients eligible for Department of Veterans Affairs (VA) benefits are duly eligible for Ryan White services and therefore exempted from the payer of last resort requirement</p> <ul style="list-style-type: none"> <li>Agency must verify 3<sup>rd</sup> party payment coverage for eligible services at every visit or monthly (whichever is less frequent)</li> </ul>	<ul style="list-style-type: none"> <li>Source Citation: HIV/AIDS Bureau (HAB) Policy Clarification Notice #13-02</li> </ul>
4.9	<p><u>Charges for Services</u></p> <p>Agency must institute Policies and Procedures for cost sharing including enrollment fees, premiums, deductibles, co-payments, co-insurance, sliding fee discount, etc. and an annual cap on these charges. Agency should not charge any of the above fees regardless of terminology to any Ryan White eligible patient whose gross income level (GIL) is <math>\leq 100\%</math> of the Federal Poverty Level (FPL) as documented in the CPCDMS for any services provided. Clients whose gross income is between 101-300% may be charged annual aggregate fees in accordance with the legislative mandate outlined below:</p> <ul style="list-style-type: none"> <li>101%-200% of FPL---5% or less of GIL</li> <li>201%-300% of FPL---7% or less of GIL</li> <li>&gt;300% of FPL -----10% or less of GIL</li> </ul> <p>Additionally, agency must implement the following:</p> <ul style="list-style-type: none"> <li>Six (6) month evaluation of clients to establish individual fees and cap (i.e. the six (6) month CPCDMS registration or registration update.)</li> <li>Tracking of charges</li> <li>A process for alerting the billing system when the cap is reached so client will not be charged for the rest of the calendar year.</li> <li><u>Documentation of fees</u></li> </ul>	<ul style="list-style-type: none"> <li>Review of Policies and Procedures indicates compliance</li> <li>Review of system for tracking patient charges and payments indicate compliance</li> <li>Review of charges and payments in client records indicate compliance with annual cap</li> <li>Sliding fee application forms on client record is consistent with Federal guidelines</li> </ul>
4.10	<p><u>Information on Program and Eligibility/Sliding Fee Schedule</u></p> <p>Agency must provide broad-based dissemination of information regarding the availability of services. All clients accessing services must be provided with a clear description of their sliding fee charges in a simple understandable format at intake and annually at registration update.</p> <p>Agency should maintain a file documenting promotion activities including copies of HIV program materials and information on eligibility requirements.</p> <p>Agency must proactively inform/educate clients when changes occur in the program design or process, client eligibility rules, fee schedule, facility layout or access to program or agency.</p>	<ul style="list-style-type: none"> <li>Agency has a written substantiated annual plan to targeted populations</li> <li>Zip code data show provider is reaching clients throughout service area (as applicable to specific service category).</li> <li>Agency file containing informational materials about agency services and eligibility requirements including the following:</li> </ul>

		Brochures Newsletters Posters Community bulletins any other types of promotional materials <ul style="list-style-type: none"> <li>• Signed receipt for client education/ information regarding eligibility and sliding fees on client record</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #5</li> </ul>
4.11	<u>Linkage Into Core Services</u> Agency staff will provide out-of-care clients with individualized information and referral to connect them into ambulatory outpatient medical care and other core medical services.	<ul style="list-style-type: none"> <li>• Documentation of client referral is present in client record</li> <li>• Review of agency's policies &amp; procedures' manual indicates compliance</li> </ul>
4.12	<u>Wait Lists</u> It is the expectation that clients will not be put on a Wait List nor will services be postponed or denied due to funding. Agency must notify the Administrative agency when funds for service are either low or exhausted for appropriate measures to be taken to ensure adequate funding is available. Should a wait list become required, the agency must, at a minimum, develop a policy that addresses how they will handle situations where service(s) cannot be immediately provided and a process by which client information will be obtained and maintained to ensure that all clients that requested service(s) are contacted after service provision resumes. A wait list is defined as a roster developed and maintained by providers of patients awaiting a particular service when a demand for a service exceeds available appointments used on a first come next serviced method.  The Agency will notify RWGA of the following information when a wait list must be created: An explanation for the cessation of service; and A plan for resumption of service. The Agency's plan must address: <ul style="list-style-type: none"> <li>• Action steps to be taken Agency to resolve the service shortfall; and</li> </ul>	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Documentation that agency notified their Administrative Agency when funds for services were either low or exhausted</li> </ul>

	<ul style="list-style-type: none"> <li>Projected date that services will resume.</li> </ul> <p>The Agency will report to RWGA in writing on a monthly basis while a client wait list is required with the following information:</p> <ul style="list-style-type: none"> <li>Number of clients on the wait list.</li> <li>Progress toward completing the plan for resumption of service.</li> <li>A revised plan for resumption of service, if necessary.</li> </ul>	
4.13	<p><u>Intake</u></p> <p>The agency conducts an intake to collect required data including, but not limited to, eligibility, appropriate consents and client identifiers for entry into CPCDMS. Intake process is flexible and responsive, accommodating disabilities and health conditions. In addition to office visits, client is provided alternatives such as conducting business by mail, online registration via the internet, or providing home visits, when necessary.</p> <p>Agency has established procedures for communicating with people with hearing impairments.</p>	<ul style="list-style-type: none"> <li>Documentation in client record</li> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
<b>5.0</b>	<b><u>Quality Management</u></b>	
5.1	<p><u>Continuous Quality Improvement (CQI)</u></p> <p>Agency demonstrates capacity for an organized CQI program and has a CQI Committee in place to review procedures and to initiate Performance Improvement activities.</p> <p>The Agency shall maintain an up-to-date Quality Management (QM) Manual. The QM Manual will contain at a minimum:</p> <ul style="list-style-type: none"> <li>The Agency's QM Plan</li> <li>Meeting agendas and/or notes (if applicable)</li> <li>Project specific CQI Plans</li> <li>Root Cause Analysis &amp; Improvement Plans</li> <li>Data collection methods and analysis</li> <li>Work products</li> <li>QM program evaluation</li> <li>Materials necessary for QM activities</li> </ul>	<ul style="list-style-type: none"> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>Up to date QM Manual</li> <li>Source Citation: HAB Universal Standards; Section F: #2</li> </ul>
5.2	<p><u>Data Collection and Analysis</u></p>	<ul style="list-style-type: none"> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>

	Agency demonstrates capacity to collect and analyze client level data including client satisfaction surveys and findings are incorporated into service delivery. Supervisors shall conduct and document ongoing record reviews as part of quality improvement activity.	<ul style="list-style-type: none"> <li>• Up to date QM Manual</li> <li>• Supervisors log on record reviews signed and dated</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #2</li> </ul>
<b>6.0</b>	<b>Point Of Entry Agreements</b>	
6.1	<u>Points of Entry (Core Services Only)</u> Agency accepts referrals from sources considered to be points of entry into the continuum of care, in accordance with HIV Services policy approved by HRSA for the Houston EMA.	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Documentation of formal agreements with appropriate Points of Entry</li> <li>• Documentation of referrals and their follow-up</li> </ul>
<b>7.0</b>	<b>Emergency Management</b>	
7.1	<u>Emergency Preparedness</u> Agency leadership including medical staff must develop an Emergency Preparedness Plan modeled after the Joint Commission's regulations and/or Centers for Medicare and Medicaid guidelines for Emergency Management. The plan should, at a minimum utilize "all hazard approach" (hurricanes, floods, earthquakes, tornadoes, wide-spread fires, infectious disease outbreak and other public health threats, terrorist attacks, civil disturbances and collapse of buildings and bridges) to ensure a level of preparedness sufficient to support a range of emergencies. Agencies shall conduct an annual Hazard Vulnerability Analysis (HVA) to identify potential hazards, threats, and adverse events and assess their impact on care, treatment, and services they must sustain during an emergency. The agency shall communicate hazards identified with its community emergency response agencies and together shall identify the capability of its community in meeting their needs. The HVA shall be reviewed annually.	<ul style="list-style-type: none"> <li>• Emergency Preparedness Plan</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
7.2	<u>Emergency Management Training</u> In accordance with the Department of Human Services recommendations, all applicable agency staff must complete the following National Incident	<ul style="list-style-type: none"> <li>• Documentation of all training including certificate of completion in personnel file</li> </ul>

	<p>Management System (NIMS) courses developed by the Department of Homeland Security:</p> <ul style="list-style-type: none"> <li>• IS -100.HC – Introduction to the Incident command system for healthcare/hospitals</li> <li>• IS-200.HC- Applying ICS to Healthcare organization</li> <li>• IS-700.A-National Incident Management System (NIMS) Introduction</li> <li>• IS-800.B National Response Framework (management)</li> </ul> <p>The above courses may be accessed at: <a href="http://www.training.fema.gov">www.training.fema.gov</a> .</p> <p>Agencies providing support services only may complete alternate courses listed for the above areas</p> <p>All applicable new employees are required to complete the courses within 90 days of hire.</p>	
7.3	<p><u>Emergency Preparedness Plan</u></p> <p>The emergency preparedness plan shall address the six critical areas for emergency management including</p> <ul style="list-style-type: none"> <li>• Communication pathways</li> <li>• Essential resources and assets</li> <li>• patients' safety and security</li> <li>• staff responsibilities</li> <li>• Supply of key utilities such as portable water and electricity</li> <li>• Patient clinical and support activities during emergency situations. (<a href="http://www.jointcommission.org">www.jointcommission.org</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Preparedness Plan</li> </ul>
7.4	<p><u>Emergency Management Drills</u></p> <p>Agency shall implement emergency management drills twice a year either in response to actual emergency or in a planned exercise. Completed exercise should be evaluated by a multidisciplinary team including administration, clinical and support staff. The emergency plan should be modified based on the evaluation results and retested.</p>	<ul style="list-style-type: none"> <li>• Emergency Management Plan</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
<b>8.0</b>	<b>Building Safety</b>	
8.1	<p><u>Required Permits</u></p> <p>All agencies will maintain Occupancy and Fire Marshal's permits for the facilities.</p>	<ul style="list-style-type: none"> <li>• Current required permits on file</li> </ul>

## SERVICE SPECIFIC STANDARDS OF CARE

### Case Management (All Case Management Categories)

Case management services in HIV care facilitate client access to health care services, assist clients to navigate through the wide array of health care programs and ensure coordination of services to meet the unique needs of People Living with HIV (PLWH). It also involves client assessment to determine client's needs and the development of individualized service plans in collaboration with the client to mitigate clients' needs. Ryan White Grant Administration funds three case management models i.e. one psychosocial and two clinical/medical models depending on the type of ambulatory service within which the case management service is located. The scope of these three case management models namely, Non-Medical, Clinical and Medical case management services are based on Ryan White HIV/AIDS Treatment Modernization Act of 2006 (HRSA)<sup>2</sup> definition for non-medical and medical case management services. Other resources utilized include the current *National Association of Social Workers (NASW) Standards for Social Work Case Management*<sup>3</sup>. Specific requirements for each of the models are described under each case management service category.

<b>1.0</b>	<b>Staff Training</b>	
1.1	<p><u>Required Meetings</u></p> <p><u>Case Managers and Service Linkage Workers</u></p> <p>Case managers and Service Linkage Workers will attend on an annual basis a minimum of four (4) of the five (5) bi-monthly networking meetings facilitated by RWGA.</p> <p>Case Managers and Service Linkage Workers will attend the “Joint Prevention and Care Coordination Meeting” held annually and facilitated by the RWGA and the City of Houston STD/HIV Bureau.</p> <p>Medical Case Management (MCM), Clinical Case Management (CCM) and Service Linkage Worker Supervisors will attend on an annual basis a minimum of five (5) of the six (6) bi-monthly Supervisor meetings facilitated by RWGA (in the event a MCM or CCM supervises SLW staff the MCM or CCM must attend the Supervisor meetings and may, as an option, attend the networking meetings)</p>	<ul style="list-style-type: none"> <li>Agency will maintain verification of attendance (RWGA will also maintain sign-in logs)</li> </ul>

<sup>2</sup> US Department of Health and Human Services, Health Resources and Services Administration HIV or AIDS Bureau (2009). Ryan White HIV or AIDS Treatment Modernization Act of 2006: Definitions for eligible services

<sup>3</sup> National Association of Social Workers (1992). NASW standards for social work case management. Retrieved 02/9/2009 from [www.socialworkers.org/practice/standards/sw\\_case\\_mgmt.asp](http://www.socialworkers.org/practice/standards/sw_case_mgmt.asp)

1.2	<p><u>Required Training for New Employees</u></p> <p>Within the first ninety (90) days of employment in the case management system, case managers will successfully complete HIV Case Management 101 2013 Update, through the State of Texas TRAIN website (<a href="https://tx.train.org">https://tx.train.org</a>) with a minimum of 70% accuracy. RWGA expects HIV Case Management 101 2013 Update, course completion to take no longer than 16 hours. Within the first six (6) months of employment, case managers will complete at least four (4 ) hours review of Community resources, and at least four (4) hours cultural competency training offered by RWGA.</p> <p>For cultural competency training only, Agency may request a waiver for agency based training alternative that meets or exceeds the RWGA requirements for the first year training for case management staff.</p>	<ul style="list-style-type: none"> <li>• Certificates of completion for applicable trainings in the case manager's file</li> <li>• Sign-in sheets for agency based trainings maintained by Agency</li> <li>• RWGA Waiver is approved prior to Agency utilizing agency-based training curriculum</li> </ul>
1.3	<p><u>Certified Application Counselor (CAC) Training &amp; Certification</u></p> <p>Within the first ninety (90) days of employment in the case management system, case managers will successfully complete CAC training. Applicable case management staff must maintain CAC certification by their Certificated Application Counselor Designated Organization employer annually. RWGA expects CAC training completion to take no longer than 6 hours.</p>	<ul style="list-style-type: none"> <li>• Certificates of completion in case manager's file</li> </ul>
1.4	<p><u>Case Management Supervisor Peer-led Training</u></p> <p>Supervisory Training: On an annual basis, Part A/B-funded clinical supervisors of Medical, Clinical and Community (SLW) Case Managers must fully participate in the four (4) Case Management Supervisor Peer-Led three-hour training curriculum conducted by RWGA.</p>	<ul style="list-style-type: none"> <li>• Review of attendance sign-in sheet indicates compliance</li> </ul>
1.5	<p><u>Child Abuse Screening, Documenting and Reporting Training</u></p> <p>Case Managers are trained in the agency's policy and procedure for determining, documenting and reporting instances of abuse, sexual or nonsexual, in accordance with the DSHS Child Abuse Screening, Documenting and Reporting Policy prior to patient interaction.</p>	<ul style="list-style-type: none"> <li>• Documentation of staff training</li> </ul>
<b>2.0</b>	<b>Timeliness of Services</b>	

2.1	<u>Initial Case Management Contact</u> Contact with client and/or referring agent is attempted within one working day of receiving a case assignment. If the case manager is unable to make contact within one (1) working day, this is documented and explained in the client record. Case manager should also notify their supervisor. All subsequent attempts are documented.	<ul style="list-style-type: none"> <li>Documentation in client record</li> </ul>
2.2	<u>Progress Notes</u> All case management activities, including but not limited to all contacts and attempted contacts with or on behalf of clients are documented in the client record within 72 hours of their occurrence.	<ul style="list-style-type: none"> <li>Legible, signed and dated documentation in client record.</li> <li>Documentation of time expended with or on behalf of patient in progress notes</li> </ul>
2.3	<u>Client Referral and Tracking</u> Agency will have policies and procedures in place for referral and follow-up for clients with medical conditions, nutritional, psychological/social and financial problems. The agency will maintain a current list of agencies that provide primary medical care, prescription medications, assistance with insurance payments, dental care, transportation, nutritional counseling and supplements, support for basic needs (rent, food, financial assistance, etc.) and other supportive services (e.g. legal assistance, partner elicitation services and Client Risk Counseling Services (CRCS). The Case Manager will: <ul style="list-style-type: none"> <li>Initiate referrals within two (2) weeks of the plan being completed and agreed upon by the Client and the Case Manager</li> <li>Work with the Client to determine barriers to referrals and facilitate access to referrals</li> <li>Utilize a tracking mechanism to monitor completion of all case management referrals</li> </ul>	<ul style="list-style-type: none"> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>Documentation of follow-up tracking activities in clients records</li> <li>A current list of agencies that provide services including availability of the Blue Book</li> </ul>
2.4	<u>Client Notification of Service Provider Turnover</u> Client must be provided notice of assigned service provider's cessation of employment within 30 days of the employee's departure.	<ul style="list-style-type: none"> <li>Documentation in client record</li> </ul>
2.5	<u>Client Transfers between Agencies: Open or Closed less than One Year</u>	<ul style="list-style-type: none"> <li>Documentation in client record</li> </ul>

	The case manager should facilitate the transfer of clients between providers. All clients are transferred in accordance with Case Management Policy and Procedure, which requires that a “consent for transfer and release/exchange of information” form be completed and signed by the client, the client’s record be forwarded to the receiving care manager within five (5) working days and a Request for Transfer form be completed for the client and submitted to RWGA by the receiving agency.	
2.6	<u>Caseload</u> Case load determination should be based on client characteristics, acuity level and the intensity of case management activities.	<ul style="list-style-type: none"> <li>• Review of the agency’s policies and procedures for Staffing ratios</li> </ul>

## Clinical Case Management Services

The Ryan White HIV/AIDS Treatment Modernization Act of 2006 defines medical case management as “a range of client-centered services that link clients with health care, psychosocial, and other services” including coordination and follow-up of medical treatment and “adherence counseling to ensure readiness for and adherence to HIV complex treatments”. The definition outlines the functions of the medical case manager as including assessments and reassessments, individualized comprehensive service planning, service plan implementation and periodic evaluation, client advocacy and services utilization review. The Ryan White Grant Administration categorizes medical case management services co-located in a Mental Health treatment/counseling and/or Substance Abuse treatment services as Clinical Case Management (CCM) services. CCM services may be targeted to underserved populations such as Hispanics, African Americans, MSM, etc.

1.0	Staff Requirements	
1.1	<u>Minimum Qualifications</u> All clinical case managers must have a current and in good standing State of Texas license (LBSW, LMSW, LCSW, LPC, LPC-I, LMFT, LMFT-A).	<ul style="list-style-type: none"> <li>• A file will be maintained on each clinical case manager</li> <li>• Supportive documentation of credentials and job description is maintained by the agency in each clinical case manager file. Documentation should include transcripts and/or diplomas and proof of licensure</li> </ul>
1.2	<u>Scope of Services</u> The clinical case management services will include at a minimum, comprehensive assessment including mental health and substance abuse/use; development, implementation and evaluation of care plans; follow-up; advocacy; direction of clients through the entire spectrum of health and support services and peer support. Other functions include facilitation and coordination of services from one service provider to another including mental health, substance abuse and primary medical care providers.	<ul style="list-style-type: none"> <li>• Review of client records indicates compliance</li> <li>• Agency Policy and Procedures indicates compliance</li> </ul>
1.3	<u>Ongoing Education/Training for Clinical Case Managers</u> After the first year of employment in the case management system each clinical case manager will obtain the minimum number of hours of	<ul style="list-style-type: none"> <li>• Certificates of completion are maintained by the agency</li> <li>• Current License on case manager's file</li> </ul>

	continuing education to maintain his or her licensure and four (4) hours of training in current Community Resources conducted by RWGA	
<b>2.0</b>	<b>Timeliness of Services/Documentation</b>	
2.1	<p><u>Client Eligibility</u></p> <p>In addition to the general eligibility criteria, individuals must meet one or more of the following criteria in order to be eligible for clinical case management services:</p> <ul style="list-style-type: none"> <li>• Individual living with HIV in mental health treatment/counseling and/or substance abuse treatment services or whose history or behavior may indicate the individual may need mental health and/or substance abuse treatment/counseling now or in the future.</li> <li>• Clinical criteria for admission into clinical case management must include one of the following: <ul style="list-style-type: none"> <li>➤ Client is actively symptomatic with a DSM (most current, American Psychiatric Association approved) diagnosis, especially including substance-related disorders (abuse/dependence), mood disorders (Bipolar depression), depressive disorders, anxiety disorders, and other psychotic disorders; or DSM (most current, American Psychiatric Association approved) diagnosis personality disorders.</li> <li>➤ Client has a mental health condition or substance abuse pattern that interferes with his/her ability to adhere to medical/medication regimen and needs motivated to access mental health or substance abuse treatment services.</li> <li>➤ Client is in mental health counseling or chemical dependency treatment.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of HIV+ status, mental health and substance abuse status, residence, identification, and income in the client record</li> </ul>
2.2	<p><u>Discharge/Closure from Clinical Case Management Services</u></p> <p>In addition to the general requirements, a client may be discharged from clinical case management services for the following reasons.</p> <ul style="list-style-type: none"> <li>• Client has achieved a sustainable level of stability and independence.</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation in client record.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Substance Abuse – Client has successfully completed an outpatient substance abuse treatment program.</li> <li>➤ Mental Health – Client has successfully accessed and is engaged in mental health treatment and/or has completed mental health treatment plan objectives.</li> </ul>	
2.3	<p><u>Coordination with Primary Medical Care and Medical Case Management Provider</u></p> <p>Agency will have policies and procedures in place to ensure effective clinical coordination with Ryan White <b>Part A/B</b>-funded Medical Case Management programs.</p> <p>Clinical Case Management services provided to clients accessing primary medical care from a Ryan White <b>Part A/B</b>-funded primary medical care provider other than Agency will require Agency and Primary Medical Care/Medical Case Management provider to conduct regular multi-disciplinary case conferences to ensure effective coordination of clinical and psychosocial interventions.</p> <p>Case conferences must at a minimum include the clinical case manager; mental health/counselor and/or medical case manager and occur at least every three (3) months for the duration of Clinical Case Management services.</p> <p>Client refusal to provide consent for the clinical case manager to participate in multi-disciplinary case conferences with their Primary Medical Care provider must be documented in the client record.</p>	<ul style="list-style-type: none"> <li>• Review of Agency’s Policies and Procedures Manual indicates compliance</li> <li>• Case conferences are documented in the client record</li> </ul>
2.4	<p><u>Assessment</u></p> <p>Assessment begins at intake.</p> <p>The case manager will provide client, and if appropriate, his/her support system information regarding the range of services offered by the case management program during intake/assessment.</p> <p>The comprehensive client assessment will include an evaluation of the client’s medical and psychosocial needs, strengths, resources (including financial and medical coverage status), limitations, beliefs, concerns and projected barriers to service. Other areas of assessment include demographic information, health history, sexual history, mental history/status, substance abuse history, medication adherence and risk</p>	<ul style="list-style-type: none"> <li>• Documentation in client record on the comprehensive client assessment form, signed and dated, or agency’s equivalent form. Updates to the information included in the assessment will be recorded in the comprehensive client assessment.</li> <li>• A completed DSHS checklist for screening of suspected sexual child abuse and reporting is evident in case management records, when appropriate</li> </ul>

	behavior practices, adult and child abuse (if applicable). A RWGA-approved comprehensive client assessment form must be completed within two weeks after initial contact. Clinical Case Management will use a RWGA-approved assessment tool. This tool may include Agency specific enhancements tailored to Agency's Mental Health and/or Substance Abuse treatment program(s).	
2.5	<p><u>Reassessment</u></p> <p>Clients will be reassessed at six (6) month intervals following the initial assessment or more often if clinically indicated including when unanticipated events or major changes occur in the client's life (e.g. needing referral for services from other providers, increased risk behaviors, recent hospitalization, suspected child abuse, significant changes in income and/or loss of psychosocial support system). A RWGA approved reassessment form as applicable must be utilized.</p>	<ul style="list-style-type: none"> <li>• Documentation in client record on the comprehensive client reassessment form or agency's equivalent form signed and dated</li> </ul>
2.6	<p><u>Service Plan</u></p> <p>Service planning begins at admission to clinical case management services and is based upon assessment. The clinical case manager shall develop the service plan in collaboration with the client and if appropriate, other members of the support system. An RWGA-approved service plan form will be completed no later than ten (10) working days following the comprehensive client assessment. A temporary care plan may be executed upon intake based upon immediate needs or concerns). The service plan will seek timely resolution to crises, short-term and long-term needs, and may document crisis intervention and/or short term needs met before full service plan is completed.</p> <p>Service plans reflect the needs and choices of the client based on their health and related needs (including support services) and are consistent with the progress notes. A new service plan is completed at each six (6) month reassessment or each reassessment. The case manager and client will update the care plan upon achievement of goals and when other issues or goals are identified and reassessed. Service plan must reflect an ongoing discussion of primary care, mental health treatment and/or substance abuse treatment, treatment and medication adherence and other client education per client need.</p>	<ul style="list-style-type: none"> <li>• Documentation in client record on the clinical case management service plan or agency's equivalent form</li> <li>• Service plan signed by client and the case manager</li> </ul>

<b>3.0</b>	<b>Supervision and Caseload</b>	
3.1	<p><u>Clinical Supervision and Caseload Coverage</u></p> <p>The clinical case manager must receive supervision in accordance with their licensure requirements. Agency policies and procedures should account for clinical supervision and coverage of caseload in the absence of the clinical case manager or when the position is vacant.</p>	<ul style="list-style-type: none"> <li>• Review of the agency's Policies and Procedures for clinical supervision, and documentation of supervisor qualifications in personnel files.</li> <li>• Documentation on file of date of supervision, type of supervision (e.g., group, one on one), and the content of the supervision</li> </ul>

## Non-Medical Case Management Services (Service Linkage Worker)

Non-medical case management services (Service Linkage Worker (SLW)) is co-located in ambulatory/outpatient medical care centers. HRSA defines Non-Medical case management services as the “provision of advice and assistance in obtaining medical, social, community, legal, financial, and other needed services” and does not include coordination and follow-up of medical treatment. The Ryan White Part A/B SLW provides services to clients who do not require intensive case management services and these include the provision of information, referrals and assistance with linkage to medical, mental health, substance abuse and psychosocial services as needed; advocating on behalf of clients to decrease service gaps and remove barriers to services helping clients to develop and utilize independent living skills and strategies.

<b>1.0</b>	<b>Staff Requirements</b>	
1.1	<u>Minimum Qualifications</u> Service Linkage Worker – unlicensed community case manager Service linkage workers must have a bachelor’s degree from an accredited college or university with a major in social or behavioral sciences. Documented paid work experience in providing client services to PLWH may be substituted for the bachelor’s degree requirement on a 1:1 basis (1 year of documented paid experience may be substituted for 1 year of college). Service linkage workers must have a minimum of 1 year paid work experience with PLWH. Bilingual (English/Spanish) targeted service linkage workers must have written and verbal fluency in English and Spanish. Agency will provide Service Linkage Worker a written job description upon hiring.	<ul style="list-style-type: none"> <li>A file will be maintained on service linkage worker. Supportive documentation of credentials and job description are maintained by the agency and in each service linkage worker’s file. Documentation may include, but is not limited to, transcripts, diplomas, certifications and/or licensure.</li> </ul>
<b>2.0</b>	<b>Timeliness of Services/Documentation</b>	
2.1	<u>Client Eligibility – Service Linkage targeted to Not-in-Care and Newly Diagnosed (COH Only)</u> In addition to general eligibility criteria individuals must meet the following in order to be eligible for non-medical case management services: <ul style="list-style-type: none"> <li>Clients not receiving outpatient HIV primary medical care services within the previous 180 days as documented by the CPCDMS, or</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of HIV+ status, residence, identification and income in the client record</li> <li>Documentation of “not in care” status through the CPCDMS</li> </ul>

	<ul style="list-style-type: none"> <li>Newly diagnosed (within the last six (6) months) and not currently receiving outpatient HIV primary medical care services as documented by the CPCDMS, or</li> <li>Newly diagnosed (within the last six (6) months) and not currently receiving case management services as documented by the CPCDMS</li> </ul>	
2.2	<p><u>Service Linkage Worker Assessment</u></p> <p>Assessment begins at intake. The service linkage worker will provide client and, if appropriate, his/her personal support system information regarding the range of services offered by the case management program during intake/assessment.</p> <p>The service linkage worker will complete RWGA -approved brief assessment tool within five (5) working days, on all clients to identify those who need comprehensive assessment. Clients with mental health, substance abuse and/or housings issues should receive comprehensive assessment. Clients needing comprehensive assessment should be referred to a licensed case manager. <b><u>Low-need, non-primary care clients who have only an intermittent need for information about services may receive brief SLW services without being placed on open status.</u></b></p>	<ul style="list-style-type: none"> <li>Documentation in client record on the brief assessment form, signed and dated</li> <li>A completed DSHS checklist for screening of suspected sexual child abuse and reporting is evident in case management records, when appropriate</li> </ul>
2.3	<p><u>Service Linkage Worker Reassessment</u></p> <p>Clients on <b><u>open status</u></b> will be reassessed at six (6) month intervals following the initial assessment. A RWGA/ TRG-approved reassessment form as applicable must be utilized.</p>	<ul style="list-style-type: none"> <li>Documentation in RWGA approved client reassessment form or agency's equivalent form, signed and dated</li> </ul>
2.4	<p><u>Transfer of Not-in-Care and Newly Diagnosed Clients</u> (COH Only)</p> <p>Service linkage workers targeting their services to Not-in-Care and newly diagnosed clients will work with clients for a maximum of 90 days. Clients must be transferred to a Ryan White-funded primary medical care, clinical case management or medical case management program, or a private (non-Ryan White funded) physician within 90 days of the initiation of services.</p>	<ul style="list-style-type: none"> <li>Documentation in client record and in the CPCDMS</li> </ul>

	Those clients who chose to access primary medical care from a non-Ryan White funded source may receive ongoing service linkage services from provider or from a Ryan White-funded Clinic or Medical Case Management provider.	
2.5	<p><u>Primary Care Newly Diagnosed and Lost to Care Clients</u></p> <p>Agency must have a written policy and procedures in place that address the role of Service Linkage Workers in the linking and re-engaging of clients into primary medical care. The policy and procedures must include at minimum:</p> <ul style="list-style-type: none"> <li>• Methods of routine communication with testing sites regarding newly diagnosis and referred individuals</li> <li>• Description of service linkage worker job duties conducted in the field</li> <li>• Process for re-engaging agency patients lost to care (no primary care visit in 6 months)</li> </ul>	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance.</li> </ul>
<b>3.0</b>	<b>Supervision and Caseload</b>	
3.1	<p><u>Service Linkage Worker Supervision</u></p> <p>A minimum of four (4) hours of supervision per month must be provided to each service linkage worker by a master's level health professional. ) At least one (1) hour of supervision must be individual supervision.</p> <p>Supervision includes, but is not limited to, one-to-one consultation regarding issues that arise in the case management relationship, case staffing meetings, group supervision, and discussion of gaps in services or barriers to services, intervention strategies, case assignments, case reviews and caseload assessments.</p>	<ul style="list-style-type: none"> <li>• Documentation in supervision notes, which must include: <ul style="list-style-type: none"> <li>➤ date</li> <li>➤ name(s) of case manager(s) present</li> <li>➤ topic(s) covered and/or client(s) reviewed</li> <li>➤ plan(s) of action</li> <li>➤ supervisor's signature</li> </ul> </li> <li>• Supervision notes are never maintained in the client record</li> </ul>
3.2	<p><u>Caseload Coverage – Service Linkage Workers</u></p> <p>Supervisor ensures that there is coverage of the caseload in the absence of the service linkage worker or when the position is vacant. Service Linkage Workers may assist clients who are routinely seen by other CM team members in the absence of the client's "assigned" case manager.</p>	<ul style="list-style-type: none"> <li>• Documentation of all client encounters in client record and in the Centralized Patient Care Data Management System</li> </ul>

3.3	<p><u>Case Reviews – Service Linkage Workers.</u></p> <p>Supervisor reviews a random sample equal to 10% of unduplicated clients served by each service linkage worker at least once every ninety (90) days, and concurrently ensures that all required record components are present, timely, legible, and that services provided are appropriate.</p>	<ul style="list-style-type: none"><li>• Documentation of case reviews in client record, signed and dated by supervisor and/or quality assurance personnel and SLW</li></ul>
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## Medical Case Management

Similarly to nonmedical case management services, medical case management (MCM) services are co-located in ambulatory/outpatient medical care centers (see clinical case management for HRSA definition of medical case management services). The Houston RWPA/B medical case management visit includes assessment, education and consultation by a licensed social worker within a system of information, referral, case management, and/or social services and includes social services/case coordination”. In addition to general eligibility criteria for case management services, providers are required to screen clients for complex medical and psychosocial issues that will require medical case management services (see MCM SOC 2.1).

1.0	Staff/Training	
1.1	<u>Qualifications/Training</u> Minimum Qualifications - The program must utilize a Social Worker licensed by the State of Texas to provide Medical Case Management Services. A file will be maintained on each medical case manager. Supportive documentation of medical case manager credentials is maintained by the agency and in each medical case manager’s file. Documentation may include, but is not limited to, transcripts, diplomas, certifications, and/or licensure.	<ul style="list-style-type: none"> <li>• Documentation of credentials and job description in medical case manager’s file</li> </ul>
1.2	<u>Scope of Services</u> The medical case management services will include at a minimum, screening of primary medical care patients to determine each patient’s level of need for medical case management; comprehensive assessment, development, implementation and evaluation of medical case management service plan; follow-up; direction of clients through the entire spectrum of health and support services; facilitation and coordination of services from one service provider to another. Others include referral to clinical case management if indicated, client education regarding wellness, medication and health care compliance and peer support.	<ul style="list-style-type: none"> <li>• Review of clients’ records indicates compliance</li> </ul>
1.3	<u>Ongoing Education/Training for Medical Case Managers</u> After the first year of employment in the case management system each medical case manager will obtain the minimum number of hours of continuing education to maintain his or her licensure.	<ul style="list-style-type: none"> <li>• Attendance sign-in sheets and/or certificates of completion are maintained by the agency</li> </ul>

2.0	<p><b>Timeliness of Service/Documentation</b></p> <p>Medical case management for persons with HIV should reflect competence and experience in the assessment of client medical need and the development and monitoring of medical service delivery plans.</p>	
2.1	<p><u>Screening Criteria for Medical Case Management</u></p> <p>In addition to the general eligibility criteria, agencies are advised to use screening criteria before enrolling a client in medical case management. Examples of such criteria include the following:</p> <ul style="list-style-type: none"> <li>i. Newly diagnosed</li> <li>ii. New to ART</li> <li>iii. CD4&lt;200</li> <li>iv. VL&gt;100,000 or fluctuating viral loads</li> <li>v. Excessive missed appointments</li> <li>vi. Excessive missed dosages of medications</li> <li>vii. Mental illness that presents a barrier to the patient's ability to access, comply or adhere to medical treatment</li> <li>viii. Substance abuse that presents a barrier to the patient's ability to access, comply or adhere to medical treatment</li> <li>ix. Housing issues</li> <li>x. Opportunistic infections</li> <li>xi. Unmanaged chronic health problems/injury/Pain</li> <li>xii. Lack of viral suppression</li> <li>xiii. Positive screening for intimate partner violence</li> <li>xiv. Clinician's referral</li> </ul> <p>Clients with one or more of these criteria would indicate need for medical case management services. Clients enrolling in medical case management services should be placed on "open" status in the CPCDMS.</p> <p>The following criteria are an indication a client may be an appropriate referral for Clinical Case Management services.</p> <ul style="list-style-type: none"> <li>• Client is actively symptomatic with an axis I DSM (most current, American Psychiatric Association approved) diagnosis especially including substance-related disorders (abuse/dependence), mood disorders (major depression, Bipolar depression), anxiety disorders, and other</li> </ul>	<ul style="list-style-type: none"> <li>• Review of agency's screening criteria for medical case management</li> </ul>

	<p>psychotic disorders; or axis II DSM (most current, American Psychiatric Association approved) diagnosis personality disorders;</p> <ul style="list-style-type: none"> <li>• Client has a mental health condition or substance abuse pattern that interferes with his/her ability to adhere to medical/medication regimen and needs motivated to access mental health or substance abuse treatment services;</li> <li>• Client is in mental health counseling or chemical dependency treatment.</li> </ul>	
2.2	<p><u>Assessment</u></p> <p>Assessment begins at intake.</p> <p>The case manager will provide client, and if appropriate, his/her support system information regarding the range of services offered by the case management program during intake/assessment.</p> <p><u>Medical case managers will provide a comprehensive assessment at intake and at least annually thereafter.</u></p> <p>The comprehensive client assessment will include an evaluation of the client's medical and psychosocial needs, strengths, resources (including financial and medical coverage status), limitations, beliefs, concerns and projected barriers to service. Other areas of assessment include demographic information, health history, sexual history, mental history/status, substance abuse history, medication adherence and risk behavior practices, adult and child abuse (if applicable). A RWGA-approved comprehensive client assessment form must be completed within two weeks after initial contact. Medical Case Management will use an RWGA-approved assessment tool. This tool may include Agency specific enhancements tailored to Agency's program needs.</p>	<ul style="list-style-type: none"> <li>• Documentation in client record on the comprehensive client assessment forms, signed and dated, or agency's equivalent forms. Updates to the information included in the assessment will be recorded in the comprehensive client assessment.</li> <li>• A completed DSHS checklist for screening of suspected sexual child abuse and reporting is evident in case management records, when appropriate.</li> </ul>
2.3	<p><u>Reassessment</u></p> <p>Clients will be reassessed at six (6) month intervals following the initial assessment or more often if clinically indicated including when unanticipated events or major changes occur in the client's life (e.g. needing referral for services from other providers, increased</p>	<ul style="list-style-type: none"> <li>• Documentation in client record on the comprehensive client reassessment form or agency's equivalent form signed and dated</li> </ul>

	<p>risk behaviors, recent hospitalization, suspected child abuse, significant changes in income and/or loss of psychosocial support system). A RWGA or TRG -approved reassessment form as applicable must be utilized.</p>	<ul style="list-style-type: none"> <li>• Documentation of initial and updated service plans in the URS (applies to TDSHS – funded case managers only)</li> </ul>
2.4	<p><u>Service Plan</u></p> <p>Service planning begins at admission to medical case management services and is based upon assessment. The medical case manager shall develop the service plan in collaboration with the client and if appropriate, other members of the support system. An RWGA-approved service plan form will be completed no later than ten (10) working days following the comprehensive client assessment. A temporary care plan may be executed upon intake based upon immediate needs or concerns). The service plan will seek timely resolution to crises, short-term and long-term needs, and may document crisis intervention and/or short term needs met before full service plan is completed.</p> <p>Service plans reflect the needs and choices of the client based on their health and related needs (including support services) and are consistent with the progress notes. A new service plan is completed at each six (6) month reassessment or each reassessment. The case manager and client will update the care plan upon achievement of goals and when other issues or goals are identified and reassessed. Service plan must reflect an ongoing discussion of primary care, mental health treatment and/or substance abuse treatment, treatment and medication adherence and other client education per client need.</p>	<ul style="list-style-type: none"> <li>• Documentation in client's record on the medical case management service plan or agency's equivalent form</li> <li>• Service Plan signed by the client and the case manager</li> </ul>
2.5	<p><u>Brief Interventions</u></p> <p>Clients who are not appropriate for medical case management services may still receive brief interventions. In lieu of completing the comprehensive client re-assessment, the medical case manager should complete the brief re-assessment and service plan and document in the progress notes. Any referrals made should be documented, including their outcomes in the progress notes.</p>	<ul style="list-style-type: none"> <li>• Documentation in the progress notes reflects a brief re-assessment and plan (referral)</li> <li>• Documentation in client record on the brief re-assessment form</li> <li>• Documentation of referrals and their outcomes in the progress notes</li> <li>• Documentation of brief interventions in the progress notes.</li> </ul>

<b>3.0</b>	<b>Supervision and Caseload</b>	
3.1	<p><u>Clinical Supervision and Caseload Coverage</u></p> <p>The medical case manager must receive supervision in accordance with their licensure requirements. Agency policies and procedures should account for clinical supervision and coverage of caseload in the absence of the medical case manager or when the position is vacant.</p>	<ul style="list-style-type: none"> <li>• Review of the agency's Policies and Procedures for clinical supervision, and documentation of supervisor qualifications in personnel files.</li> <li>• Documentation on file of date of supervision, type of supervision (e.g., group, one on one), and the content of the supervision</li> </ul>

## Emergency Financial Assistance Program

Emergency Financial Assistance (EFA) is co-located in ambulatory medical care centers to provide short term (up to 14 days of medication) access to HIV pharmaceutical services to clients who have not yet completed eligibility determination for medications through Pharmaceutical Assistance Programs, State ADAP, State SPAP or other sources. EFA provides short-term (up to 14 days of medication) payments to assist clients with an emergent need for HIV medication. HRSA requirements for EFA include a client enrollment process, uniform benefits for all enrolled clients, a record system for dispensed medications and a drug distribution system.

<b>1.0</b>	<b>Services are offered in such a way as to overcome barriers to access and utilization. Service is easily accessible to persons with HIV.</b>	
1.1	<u>Client Eligibility</u> In addition to the general eligibility criteria individuals must meet the following in order to be eligible for EFA services: <ul style="list-style-type: none"> <li>• Income no greater than 500% of the Federal poverty level for HIV medications</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of income in the client record.</li> </ul>
1.2	<u>Timeliness of Service Provision</u> <ul style="list-style-type: none"> <li>• Agency will process prescription for approval within two (2) business days</li> <li>• Pharmacy will fill prescription within one (1) business day of approval</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation in the client record and review of pharmacy summary sheets</li> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> </ul>
1.3	<u>Medication Formulary</u> RW funded prescriptions for program eligible clients shall be based on current HIV medications on the RWGA LPAP medication formulary. Ryan White funds may not be used for non-prescription medications or drugs not on the approved formulary. Providers wishing to prescribe other medications not on the formulary must obtain a waiver from the RWGA prior to doing so. Any EFA service greater than 14 days of medication must also have prior waiver approval from RWGA. Agency policies and procedures must ensure that MDs and physician extenders comply with the current clinical/Public Health Services guidelines for ART and treatment of opportunistic infections.	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> <li>• Review of billing history indicates compliance</li> <li>• Documentation in client's record</li> </ul>
<b>2.0</b>	<b>Staff HIV knowledge is based on documented training.</b>	

2.1	<u>Orientation</u> Initial orientation includes twelve (12) hours of HIV basics, confidentiality issues, role of new staff and agency-specific information within sixty (60) days of contract start date or hires date.	<ul style="list-style-type: none"> <li>• Review of training curriculum indicates compliance</li> <li>• Documentation of all training in personnel file</li> <li>• Specific training requirements are specified in the staff guidelines</li> </ul>
2.2	<u>Ongoing Training</u> Sixteen (16) hours every two years of continuing education in PLWH related or medication/pharmacy – related topics is required for pharmacist and pharmacy tech staff.	<ul style="list-style-type: none"> <li>• Materials for staff training and continuing education are on file</li> <li>• Staff interviews indicate compliance</li> </ul>
2.3	<u>Pharmacy Staff Experience</u> A minimum of one year documented PLWH work experience is preferred.	<ul style="list-style-type: none"> <li>• Documentation of work experience in personnel file</li> </ul>
2.4	<u>Pharmacy Staff Supervision</u> Staff will receive at least two (2) hours of supervision per month to include client care, job performance and skill development.	<ul style="list-style-type: none"> <li>• Review of personnel files indicates compliance</li> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> <li>• Review of documentation which includes, date of supervision, contents of discussion, duration of supervision and signatures of supervisor and all staff present</li> </ul>

## Local Pharmacy Assistance Program

The Local Pharmacy Assistance Programs (LPAP) are co-located in ambulatory medical care centers and provide HIV and HIV-related pharmaceutical services to clients who are not eligible for medications through private insurance, Medicaid/Medicare, State ADAP, State SPAP or other sources. HRSA requirements for LPAP include a client enrollment process, uniform benefits for all enrolled clients, a record system for dispensed medications and a drug distribution system.

<b>1.0</b>	<b>Services are offered in such a way as to overcome barriers to access and utilization. Service is easily accessible to persons with HIV.</b>	
1.1	<u>Client Eligibility</u> In addition to the general eligibility criteria individuals must meet the following in order to be eligible for LPAP services: <ul style="list-style-type: none"> <li>Income no greater than 500% of the Federal poverty level for HIV medications and no greater than 300% of the Federal poverty level for HIV-related medications</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of income in the client record.</li> </ul>
1.2	<u>Timeliness of Service Provision</u> <ul style="list-style-type: none"> <li>Agency will process prescription for approval within two (2) business days</li> <li>Pharmacy will fill prescription within one (1) business day of approval</li> </ul>	<ul style="list-style-type: none"> <li>Documentation in the client record and review of pharmacy summary sheets</li> <li>Review of agency's Policies &amp; Procedures Manual indicates compliance</li> </ul>
1.3	<u>LPAP Medication Formulary</u> RW funded prescriptions for program eligible clients shall be based on the current RWGA LPAP medication formulary. Ryan White funds may not be used for non-prescription medications or drugs not on the approved formulary. Providers wishing to prescribe other medications not on the formulary must obtain a waiver from the RWGA prior to doing so. Agency policies and procedures must ensure that MDs and physician extenders comply with the current clinical/HHS guidelines for ART and treatment of opportunistic infections.	<ul style="list-style-type: none"> <li>Review of agency's Policies &amp; Procedures Manual indicates compliance</li> <li>Review of billing history indicates compliance</li> <li>Documentation in client's record</li> </ul>

<b>2.0</b>	<b>Staff HIV knowledge is based on documented training.</b>	
2.1	<u>Orientation</u> Initial orientation includes twelve (12) hours of HIV basics, confidentiality issues, role of new staff and agency-specific information within sixty (60) days of contract start date or hires date.	<ul style="list-style-type: none"> <li>• Review of training curriculum indicates compliance</li> <li>• Documentation of all training in personnel file</li> <li>• Specific training requirements are specified in the staff guidelines</li> </ul>
2.2	<u>Ongoing Training</u> Sixteen (16) hours every two years of continuing education in PLWH related or medication/pharmacy – related topics is required for pharmacist and pharmacy tech staff.	<ul style="list-style-type: none"> <li>• Materials for staff training and continuing education are on file</li> <li>• Staff interviews indicate compliance</li> </ul>
2.3	<u>Pharmacy Staff Experience</u> A minimum of one year documented PLWH work experience is preferred.	<ul style="list-style-type: none"> <li>• Documentation of work experience in personnel file</li> </ul>
2.4	<u>Pharmacy Staff Supervision</u> Staff will receive at least two (2) hours of supervision per month to include client care, job performance and skill development.	<ul style="list-style-type: none"> <li>• Review of personnel files indicates compliance</li> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> <li>• Review of documentation which includes, date of supervision, contents of discussion, duration of supervision and signatures of supervisor and all staff present</li> </ul>

## Primary Medical Care

The 2006 CARE Act defines Primary Medical Services as the “provision of professional diagnostic and therapeutic services rendered by a physician, physician’s assistant, clinical nurse specialist, nurse specialist, nurse practitioner or other health care professional who is certified in their jurisdiction to prescribe Antiretroviral (ARV) therapy in an outpatient setting..... Services include diagnostic testing, early intervention and risk assessment, preventive care and screening, practitioner examination, medical history taking, diagnosis and treatment of common physical and mental conditions, prescribing and managing medication therapy, education and counseling on health issues, well-baby care, continuing care and management of chronic conditions and referral to and provisions of specialty care”.

The RW Part A primary care visit consist of a client examination by a qualified Medical Doctor, Nurse Practitioner, Clinical Nurse Specialist and/or Physician Assistant and includes all ancillary services such as eligibility screening, patient medication/treatment education, adherence education, counseling and support; medication access/linkage; and as clinically indicated, OB/GYN specialty procedures, nutritional counseling, routine laboratory and radiology. All primary care services must be provided in accordance with the current U.S. Department of Health and Human Services guidelines (HHS).

1.0	<b>Medical Care for persons with HIV should reflect competence and experience in both primary care and therapeutics known to be effective in the treatment of HIV infection and is consistent with the most current published HHS treatment guidelines</b>	
1.1	<u>Minimum Qualifications</u> Medical care for persons living with HIV shall be provided by MD, NP, CNS or PA licensed in the State of Texas and has at least two years paid experience in HIV care including fellowship.	<ul style="list-style-type: none"> <li>• Credentials on file</li> </ul>
1.2	<u>Licensing, Knowledge, Skills and Experience</u> <ul style="list-style-type: none"> <li>• All staff maintain current organizational licensure (and/or applicable certification) and professional licensure</li> <li>• The agency must keep professional licensure of all staff providing clinical services including physicians, nurses, social workers, etc.</li> <li>• Supervising/attending physicians of the practice show continuous professional development through the following HRSA recommendations for HIV-qualified physicians (<a href="http://www.hivma.org">www.hivma.org</a>):</li> <li>• Clinical management of at least 25 people living with HIV patients within the last year</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation in personnel record</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain a minimum of 30 hours of HIV-specific CME (including a minimum of 10 hours related to antiretroviral therapy) every two years in accordance with State licensure renewal dates. Agencies using contractors must ensure that this requirement is met and must provide evidence at the annual program monitoring site visits.</li> <li>• Psychiatrists only: after the first biennium, psychiatrists must maintain a minimum of 10 hours of HIV-specific CME every two years in accordance with State licensure renewal dates</li> <li>• Physician extenders must obtain this experience within six months of hire</li> <li>• All staff receive professional supervision</li> <li>• Staff show training and/or experience with the medical care of adults living with HIV</li> </ul>	
1.3	<p><u>Peer Review</u> Agency/Provider will conduct peer review for all levels of licensed/credentialed providers (i.e. MD, NP, PA).</p>	<ul style="list-style-type: none"> <li>• Provider will document peer review has occurred annually</li> </ul>
1.4	<p><b>Standing Delegation Orders (SDO)</b> Standing delegation orders provide direction to RNs, LVNs and, when applicable, Medical Assistants in supporting management of patients seen by a physician. Standing Delegation Orders must adhere to Texas Administrative Code, Title 22, Part 9; Chapter 193; Rule §193.1 and must be congruent with the requirements specified by the Board of Nursing (BON) and Texas State Board of Medical Examiners (TSBME).</p>	<ul style="list-style-type: none"> <li>• Standing Delegation Orders for a specific population shall be approved by the Medical Director for the agency or provider.</li> <li>• Standing Delegation Orders will be reviewed, updated as needed and signed by the physician annually.</li> <li>• Use of standing delegation orders will be documented in patient's primary record system.</li> </ul>
1.5	<p><u>Primary Care Guidelines</u> Primary medical care must be provided in accordance with the most current published U.S. HHS treatment guidelines (<a href="http://www.aidsinfo.nih.gov/guidelines/">http://www.aidsinfo.nih.gov/guidelines/</a>) and other nationally recognized evidence-based guidelines. Immunizations should be</p>	<ul style="list-style-type: none"> <li>• Documentation in client's record</li> <li>• Exceptions noted in client's record</li> </ul>

	given according to the most current Advisory Committee on Immunization Practices (ACIP) guidelines.	
1.6	<p><u>Medical Evaluation/Assessment</u></p> <p>All people living with HIV receiving medical care shall have an initial comprehensive medical evaluation/assessment and physical examination. The comprehensive assessment/evaluation will be completed by the MD, NP, CNS or PA in accordance with professional and established HIV practice guidelines (<a href="http://www.hivma.org">www.hivma.org</a>) within 3 weeks of initial contact with the client. A comprehensive reassessment shall be completed on an annual basis or when clinically indicated. The initial assessment and reassessment shall include at a minimum, general medical history, a comprehensive HIV related history and a comprehensive physical examination. Comprehensive HIV related history shall include:</p> <ul style="list-style-type: none"> <li>• Psychosocial history</li> <li>• HIV treatment history and staging</li> <li>• Most recent CD4 counts and VL test results</li> <li>• Resistance testing and co receptor tropism assays as clinically indicated</li> <li>• Medication adherence history</li> <li>• History of HIV related illness and infections</li> <li>• History of Tuberculosis</li> <li>• History of Hepatitis and vaccines</li> <li>• Psychiatric history</li> <li>• Transfusion/blood products history</li> <li>• Past medical care</li> <li>• Sexual history</li> <li>• Substance abuse history</li> <li>• Review of Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Completed assessment in client's record</li> </ul>
1.7	<p><u>Medical Records</u></p> <p>Medical Records should clearly document the following components, separate from progress notes:</p>	<ul style="list-style-type: none"> <li>• Documentation in client's record</li> </ul>

	<ul style="list-style-type: none"> <li>• A central “Problems List” which clearly prioritizes problems for primary care management, including mental health and substance use/abuse disorders (if applicable)</li> <li>• A vaccination record, including dates administered</li> <li>• The status of routine screening procedures (i.e., pap smears, mammograms, colonoscopies)</li> </ul>	
1.8	<p><u>Plan of Care</u></p> <p>A plan of care shall be developed for each identified problem and should address diagnostic, therapeutic and educational issues in accordance with the current U.S. HHS treatment guidelines.</p>	<ul style="list-style-type: none"> <li>• Plan of Care documented in client’s record</li> </ul>
1.9	<p><u>Follow- Up Visits</u></p> <p>All patients shall have follow –up visits every three to six months or as clinically indicated for treatment monitoring and also to detect any changes in the client’s HIV status. At each clinic visit the provider will at a minimum:</p> <ul style="list-style-type: none"> <li>• Measure vital signs including height and weight</li> <li>• Perform physical examination and update client history</li> <li>• Measure CBC, CD4 and VL levels every 3-6 months or in accordance with current treatment guidelines,</li> <li>• Evaluate need for ART</li> <li>• Resistance Testing if clinical indicated</li> <li>• Evaluate need for prophylaxis of opportunistic infections</li> <li>• Document current therapies on all clients receiving treatment or assess and reinforce adherence with the treatment plan</li> <li>• Update problem list</li> <li>• Refer client for ophthalmic examination by an ophthalmologist every six months when CD4 count falls below 50CU/MM</li> <li>• Refer Client for dental evaluation or care every 12 months</li> <li>• Incorporate HIV prevention strategies into medical care for of persons living with HIV</li> <li>• Screen for risk behaviors and provide education on risk reduction, including pre-exposure prophylaxis (PrEP) and</li> </ul>	<ul style="list-style-type: none"> <li>• Content of Follow-up documented in client’s record</li> <li>• Documentation of specialist referral including dental in client’s records</li> </ul>

	<p>non-occupational post-exposure prophylaxis (nPEP) for negative partners, and Undetectable = Untransmittable</p> <ul style="list-style-type: none"> <li>Assess client comprehension of treatment plan and provide education/referral as indicated</li> <li>Refer for other clinical and social services where indicated</li> </ul>	
1.10	<p><u>Yearly Surveillance Monitoring and Vaccinations</u></p> <ul style="list-style-type: none"> <li>All women living with HIV—should have regular pap tests <ul style="list-style-type: none"> <li>➤ An initial negative pap test should be followed with another pap test in 6-12 months and if negative, annually thereafter.</li> <li>➤ If 3 consecutive pap tests are normal, follow-up pap tests should be done every 3 years</li> <li>➤ Women 30 years old and older may have pap test and HPV co-testing, and if normal, repeated every 3 years</li> <li>➤ A pap test showing abnormal results should be managed per guidelines</li> </ul> </li> <li>Screening for anal cancer, if indicated</li> <li>Resistance Testing if clinical indicated</li> <li>Chem. panel with LFT and renal function test</li> <li>Influenza vaccination</li> <li>Annual Mental Health Screening with standardized tool</li> <li>TST or IGRA (this should be done in accordance with current U.S Public Health Service guidelines (US Public Health Service, Infectious Diseases Society of America. <i>Guidelines for preventing opportunistic infections among people living with HIV</i>) (Available at <a href="http://aidsinfo.nih.gov/Guidelines/">aidsinfo.nih.gov/Guidelines/</a>)</li> <li>Annual STD testing including syphilis, gonorrhea and Chlamydia for those at risk, or more frequently as clinically indicated</li> </ul>	<ul style="list-style-type: none"> <li>Documentation in client's record</li> </ul>
1.11	<p><u>Preconception of Women of Child Living with HIV Women of Child Bearing Age</u></p>	<ul style="list-style-type: none"> <li>Documentation of preconception counseling and care at initial visit and annual updates in Client's record as applicable</li> </ul>

	<p>In accordance with the US Department of Health and Human Services recommendations (<a href="http://aidsinfo.nih.gov/contentfiles/PerinatalGL.pdf">http://aidsinfo.nih.gov/contentfiles/PerinatalGL.pdf</a>), preconception care shall be a component of routine primary care for women of child bearing age living with HIV and should include preconception counseling. In addition to the general components of preconception counseling, health care providers should, at a minimum:</p> <ul style="list-style-type: none"> <li>• Assess women's pregnancy intentions on an ongoing basis and discuss reproductive options</li> <li>• Offer effective and appropriate contraceptive methods to women who wish to prevent unintended pregnancy</li> <li>• Counsel on safe sexual practices</li> <li>• Counsel on eliminating of alcohol, illicit drugs and smoking</li> <li>• Educate and counsel on risk factors for perinatal HIV transmission, strategies to reduce those risks, and prevention and potential effects of HIV and treatment on pregnancy course and outcomes</li> <li>• Inform women of interventions to prevent sexual transmission of HIV when attempting conception with a partner who does not have HIV</li> </ul> <p>Other preconception care consideration should include:</p> <ul style="list-style-type: none"> <li>• The choice of appropriate antiretroviral therapy effective in treating maternal disease with no teratogenicity or toxicity should pregnancy occur</li> <li>• Maximum suppression of viral load prior to conception</li> </ul>	
1.12	<p><u>Obstetrical Care for Pregnant Women Living with HIV</u></p> <p>Obstetrical care for pregnant women living with HIV shall be provided by board certified obstetricians experienced in the management of high risk pregnancy and has at least two years experience in caring for pregnant women living with HIV. Antiretroviral therapy during ante partum, perinatal and postpartum should be based on the current HHS guidelines <a href="http://www.aidsinfo.nih.gov/Guidelines">http://www.aidsinfo.nih.gov/Guidelines</a>.</p>	<ul style="list-style-type: none"> <li>• Documentation in client's record</li> </ul>

1.13	<p><u>Coordination of Services in Prenatal Care</u></p> <p>To ensure adherence to treatment, agency must ensure coordination of services among prenatal care providers, primary care and HIV specialty care providers, mental health and substance abuse treatment services and public assistance programs as needed.</p>	<ul style="list-style-type: none"> <li>• Documentation in client's records.</li> </ul>
1.14	<p><u>Care of and Infants, Children and Pre-pubertal Adolescents</u></p> <p>Care and monitoring of children exposed to HIV must be done in accordance to the HHS guidelines.</p> <p>Treatment of infants and children living with HIV should be managed by a specialist in pediatric and adolescent HIV infection. Where this is not possible, primary care providers must consult with such specialist. Providers must utilize current HHS Guidelines for the Use of Antiretroviral Agents in Pediatric HIV Care (<a href="http://aidsinfo.nih.gov/contentfiles/PediatricGuidelines.pdf">http://aidsinfo.nih.gov/contentfiles/PediatricGuidelines.pdf</a>) in providing and monitoring antiretroviral therapy in infants, children and pre pubertal adolescents. Patients should also be monitored for growth and development, drug toxicities, neurodevelopment, nutrition and symptoms management.</p> <p>A multidisciplinary team approach must be utilized in meeting clients' need and team should consist of physicians, nurses, case managers, pharmacists, nutritionists, dentists, psychologists and outreach workers.</p>	<ul style="list-style-type: none"> <li>• Documentation in client's record</li> </ul>
1.15	<p><u>Patient Medication Education</u></p> <p>All clients must receive comprehensive documented education regarding their most current prescribed medication regimen. Medication education must include the following topics, which should be discussed and then documented in the patient record: the names, actions and purposes of all medications in the patient's regimen; the dosage schedule; food requirements, if any; side effects; drug interactions; and adherence. Patients must be informed of the following: how to pick up medications; how to get refills; and what to do and who to call when having problems taking medications as prescribed. Medication education must also include patient's return demonstration of the most current prescribed medication regimen.</p>	<ul style="list-style-type: none"> <li>• Documentation in the patient record. Documentation in patient record must include the clinic name; the session date and length; the patient's name, patient's ID number, or patient representative's name; the Educator's signature with license and title; the reason for the education (i.e. initial regimen, change in regimen, etc.) and documentation of all discussed education topics.</li> </ul>

	The program must utilize an RN, LVN, PA, NP, CNS, pharmacist or MD licensed by the State of Texas, who has at least one year paid experience in HIV care, to provide the educational services.	
1.16	<p><u>Adherence Assessment</u></p> <p>Agency will incorporate adherence assessment into primary care services. Clients who are prescribed on-going ART regimen must receive adherence assessment and counseling on every HIV-related clinical encounter. Adherence assessment shall be provided by an RN, LVN, PA, NP, CNS, Medical/Clinical Case Manager, pharmacist or MD licensed by the State of Texas. Agency must utilize the RWGA standardized adherence assessment tool. Case managers must refer clients with adherence issues beyond their scope of practice to the appropriate health care professional for counseling.</p>	<ul style="list-style-type: none"> <li>Completed adherence tool in client's record</li> <li>Documentation of counseling in client records</li> </ul>
1.17	<p><u>Documented Non-Compliance with Prescribed Medication Regimen</u></p> <p>The agency must have in place a written policy and procedure regarding client non-compliance with a prescribed medication regimen. The policy and procedure should address the agency's process for intervening when there is documented non-compliance with a client's prescribed medication regimen.</p>	<ul style="list-style-type: none"> <li>Review of Policies and Procedures Manual indicates compliance.</li> </ul>
1.18	<p><u>Client Mental Health and Substance Use Policy</u></p> <p>The agency must have in place a written policy and procedure regarding client mental health and substance use. The policy and procedure should address: the agency's process for assessing clients' mental health and substance use; the treatment and referral of clients for mental illness and substance abuse; and care coordination with mental health and/or substance abuse providers for clients who have mental health and substance abuse issues.</p>	<ul style="list-style-type: none"> <li>Review of Policies and Procedures Manual indicates compliance.</li> </ul>
1.19	<p><u>Intimate Partner Violence Screening Policy</u></p> <p>The agency must have in place a written policy and procedure regarding client Intimate Partner Violence (IPV) Screening that is consistent with the Houston EMA IPV Protocol. The policy and procedure should address:</p> <ul style="list-style-type: none"> <li>process for ensuring clients are screened for IPV no less than annually</li> </ul>	<ul style="list-style-type: none"> <li>Review of Policies and Procedures Manual indicates compliance.</li> <li>Documentation in patient record</li> </ul>

	<ul style="list-style-type: none"> <li>intervention procedures for patients who screen positive for IPV, including referral to Medical/Clinical Case Management</li> <li>State reporting requirements associated with IPV</li> <li>Description of required medical record documentation</li> <li>Procedures for patient referral including available resources, procedures for follow-up and responsible personnel</li> <li>Plan for training all appropriate staff (including non-RW funded staff)</li> </ul>	
1.20	<p><u>Patient Retention in Care</u></p> <p>The agency must have in place a written policy and procedure regarding client retention in care. The policy and procedure must include:</p> <ul style="list-style-type: none"> <li>process for client appointment reminders (e.g. timing, frequency, position responsible)</li> <li>process for contacting clients after missed appointments (e.g. timing, frequency, position responsible)</li> <li>measures to promote retention in care</li> <li>process for re-engaging those lost to care (no primary care visit in 6 months)</li> </ul>	<ul style="list-style-type: none"> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
<b>2.0</b>	<p><b>Psychiatric care for persons with HIV should reflect competence and experience in both mental health care and therapeutics known to be effective in the treatment of psychiatric conditions and is consistent with the most current published Texas Society of Psychiatric Physicians/American Psychiatric Association treatment guidelines.</b></p>	
2.1	<p><u>Psychiatric Guidelines</u></p> <p>Outpatient psychiatric care must be provided in accordance with the most current published treatment guidelines, including:</p> <p>Texas Society of Psychiatric Physicians guidelines (<a href="http://www.txpsych.org">www.txpsych.org</a>) and the American Psychiatric Association (<a href="http://www.psych.org/aids">www.psych.org/aids</a>) guidelines.</p>	<ul style="list-style-type: none"> <li>Documentation in patient record</li> </ul>
<b>3.0</b>	<p><b>In addition to demonstrating competency in the provision of HIV specific care, HIV clinical service programs must show evidence that their performance follows norms for ambulatory care.</b></p>	
3.1	<p><u>Access to Care</u></p>	<ul style="list-style-type: none"> <li>Agency Policy and Procedure regarding continuity of care.</li> </ul>

	<p>Primary care providers shall ensure all new referrals from testing sites are scheduled for a new patient appointment within 15 working days of referral. (All exceptions to this timeframe will be documented)</p> <p>Agency must assure the time-appropriate delivery of services, with 24 hour on-call coverage including:</p> <ul style="list-style-type: none"> <li>• Mechanisms for urgent care evaluation and/or triage</li> <li>• Mechanisms for in-patient care</li> <li>• Mechanisms for information/referral to: <ul style="list-style-type: none"> <li>➤ Medical sub-specialties: Gastroenterology, Neurology, Psychiatry, Ophthalmology, Dermatology, Obstetrics and Gynecology and Dentistry</li> <li>➤ Social work and case management services</li> <li>➤ Mental health services</li> <li>➤ Substance abuse treatment services</li> <li>➤ Anti-retroviral counseling/therapy for pregnant women</li> <li>➤ Local federally funded hemophilia treatment center for persons with inherited coagulopathies</li> <li>➤ Clinical investigations</li> </ul> </li> </ul>	
3.2	<p><u>Continuity with Referring Providers</u></p> <p>Agency must have a formal policy for coordinating referrals for inpatient care and exchanging patient information with inpatient care providers.</p>	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
3.3	<p><u>Clients Referral and Tracking</u></p> <p>Agency receives referrals from a broad range of sources and makes appropriate referrals out when necessary. Agencies must implement tracking systems to identify clients who are out of care and/or need health screenings (e.g. Hepatitis b &amp; c, cervical cancer screening, etc., for follow-up).</p>	<ul style="list-style-type: none"> <li>• Documentation of referrals out</li> <li>• Staff interviews indicate compliance</li> <li>• Established tracking systems</li> </ul>
3.4	<p><u>Client Notification of Service Provider Turnover</u></p>	<ul style="list-style-type: none"> <li>• Documentation in patient record</li> </ul>

	Client must be provided notice of assigned service primary care provider's cessation of employment within 30 days of the employee's departure.	
3.5	<u>Recommended Format for Operational Standards</u> Detailed standards and routines for program assessment are found in most recent Joint Commission performance standards.	<ul style="list-style-type: none"> <li>• Ambulatory HIV clinical service should adopt and follow performance standards for ambulatory care as established by the Joint Commission</li> </ul>

## Vision Services

The Vision Services is an integral part of the Outpatient Ambulatory Medical Care Services. Primary Care Office/Clinic Vision Care consist of comprehensive examination by a qualified Optometrist or Ophthalmologist, including Eligibility Screening as necessary. Allowable visits with a credentialed Ophthalmic Medical Assistant include routine and preliminary tests such as muscle balance test, Ishihara color test, Near Point of Conversion (NPC), visual acuity testing, visual field testing, Lensometry and glasses dispensing.

<b>1.0</b>	<b>Staff HIV knowledge is based on documented training.</b>	
1.1	<u>Ongoing Training</u> Four (4) hours of continuing education in vision-related or other specific topics is required annually.	<ul style="list-style-type: none"> <li>• Documentation of all training in personnel file</li> <li>• Staff interviews indicate compliance</li> </ul>
1.2	<u>Staff Experience/Qualifications</u> <u>Minimum of one (1) year HIV work experience for paid staff (optometry interns exempt) is preferred.</u> Provider must have a staff Doctorate of Optometry licensed by the Texas Optometry Board as a Therapeutic Optometrist, or a medical doctor who is board certified in ophthalmology.	<ul style="list-style-type: none"> <li>• Documentation of work experience in personnel file</li> </ul>
1.3	<u>Staff Supervision</u> Staff services are supervised by a paid coordinator or manager. Supervision of clinical staff shall be provided by a practitioner with at least two (2) years experience in vision care and treatment of persons with HIV. All licensed personnel shall receive supervision consistent with the State of Texas license requirements.	<ul style="list-style-type: none"> <li>• Review of personnel files indicates compliance</li> <li>• Review of agency's Policy and Procedure Manual indicates compliance</li> </ul>
<b>2.0</b>	<b>Patient Care</b>	
2.1	<u>Physician Contact Information</u> Agency obtains and documents primary care physician contact information for each client. At minimum, agency should collect the physician's name and telephone number.	<ul style="list-style-type: none"> <li>• Documentation of physician contact information in the client record</li> </ul>
2.2	<u>Client Intake</u> Agency collects the following information for all new clients: Health history;	<ul style="list-style-type: none"> <li>• Documentation in the client record</li> </ul>

	<p>Ocular history;  Current medications;  Allergies and drug sensitivities;  Reason for visit (chief complaint).</p>	
2.3	<p><u>CD4/Viral Loads</u>  When clinically indicated, current (within the last 6 months) CD4 and Viral Load laboratory test results for clients are obtained.</p>	<ul style="list-style-type: none"> <li>Documentation in the client record</li> </ul>
2.4	<p><u>Comprehensive Eye Exam</u>  The comprehensive eye exam will include documentation of the following:  Visual acuity, refraction test, binocular vision muscle assessment, observation of external structures, Fundus/retina Exam, Dilated Fundus Exam (DFE) when clinically indicated, Glaucoma test, findings of exam - either normal or abnormal, written diagnoses where applicable, Treatment Plan.  Client may be evaluated more frequently based on clinical indications and current US Public Health Service guidelines.</p>	<ul style="list-style-type: none"> <li>Documentation in the client record</li> </ul>
2.5	<p><u>Lens Prescriptions</u>  Clients who have clinical indications for corrective lens must receive prescriptions, and referrals for such services to ensure they are able to obtain their eyeglass.</p>	<ul style="list-style-type: none"> <li>Documentation in the client record</li> </ul>



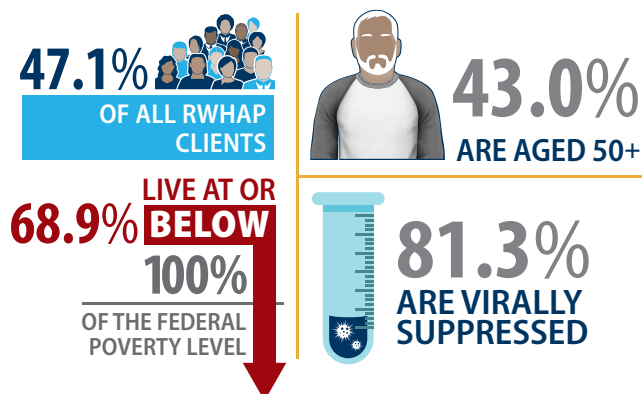
## HRSA's Ryan White HIV/AIDS Program

January 2018



### BLACK/AFRICAN AMERICAN: RYAN WHITE HIV/AIDS PROGRAM CLIENTS, 2016

#### Ryan White HIV/AIDS Program Client Fast Facts: Black/African American



The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV (PLWH). More than half the people living with diagnosed HIV in the United States—an estimated 551,000 people in 2016—receive services through RWHAP each year. RWHAP funds grants to states, cities/counties, and local community-based organizations to provide care and treatment services to PLWH to improve health outcomes and reduce HIV transmission among hard-to-reach populations.

A critical population served by RWHAP is black/African American. Of the more than half a million clients served by the RWHAP, 73.3 percent are from racial or ethnic minority populations, with 47.1 percent of all RWHAP clients identifying as black/African American. Below are more details about this RWHAP client population:

- ▶ **The majority of black/African American clients served by RWHAP are low income.** Data show 68.9 percent of black/African American clients are living at or below 100 percent of the federal poverty level, which is higher than the national RWHAP average (62.8 percent).

- ▶ **The majority of black/African American clients served by RWHAP are male.** Data show that 62.9 percent of clients are male, 35.6 percent of clients are female, and 1.5 percent of clients are transgender. The proportion of black/African American males is lower than the national RWHAP average (71.4 percent), while the proportion of black/African American females is higher than the national RWHAP average (27.3 percent).
- ▶ **One in seven black/African American clients served by RWHAP has temporary or unstable housing.** Among black/African American clients served by RWHAP, 9.0 percent have temporary housing and 5.8 percent have unstable housing.
- ▶ **The black/African American RWHAP client population is aging.** Black/African American clients aged 50 years and older account for 43.0 percent of all black/African American RWHAP clients.
- ▶ **Among black/African American male clients, 53.8 percent are men who have sex with men (MSM).** Among all males served by RWHAP, MSM account for 64.1 percent.

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. Among black/African American RWHAP clients receiving HIV medical care, 81.3 percent are virally suppressed,\* which is lower than the national RWHAP average (84.9 percent).

- ▶ 80.7 percent of black/African American men receiving RWHAP HIV medical care are virally suppressed.
- ▶ 82.6 percent of black/African American women receiving RWHAP HIV medical care are virally suppressed.

\* Viral suppression is defined as a viral load result of less than 200 copies/mL at most recent test, among PLWH who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.



# HIV Among Gay and Bisexual Men

September 2017

## Fast Facts

- Gay, bisexual, and other men who have sex with men<sup>a</sup> account for 70% of new HIV infections in the United States.
- New HIV infections among gay and bisexual men overall remained stable in recent years.
- More than 600,000 gay and bisexual men are living with HIV in the United States.

In 2014 gay and bisexual men made up an estimated 2% of the U.S. population, but accounted for 70% of new HIV infections. Approximately 492,000 sexually active gay and bisexual men are at high risk for HIV; however, we have more tools to prevent HIV (<https://www.cdc.gov/hiv/basics/prevention.html>) than ever before.

## The Numbers

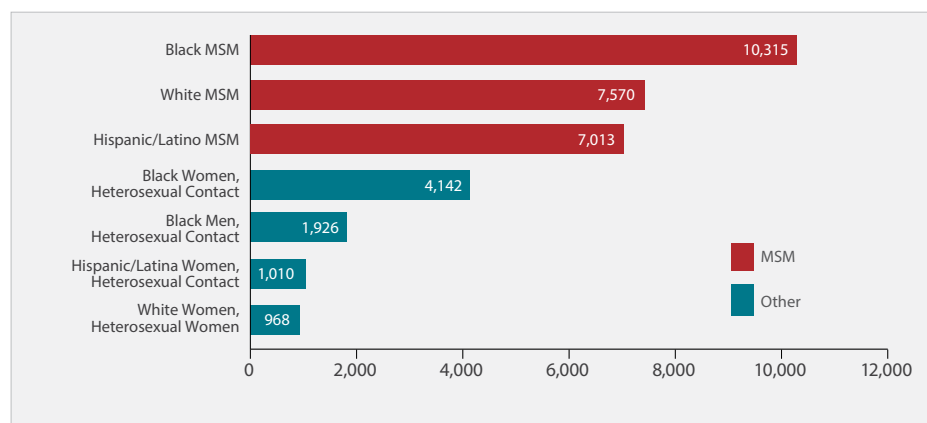
### HIV Infections<sup>b</sup>

In 2014, gay and bisexual men accounted for an estimated 70% (26,200) of new HIV infections in the United States.

From 2010 to 2014, estimated annual HIV infections remained stable at about 26,000 per year among all gay and bisexual men. However, trends varied by age and race/ethnicity. Estimated HIV infections

- Declined 16% among gay and bisexual men aged 13 to 24.
- Increased 23% among gay and bisexual men aged 25 to 34.
- Declined 16% among gay and bisexual men aged 35 to 44.
- Declined 11% among white gay and bisexual men.
- Increased 14% among Hispanic/Latino<sup>c</sup> gay and bisexual men.
- Remained stable among black or African American<sup>d</sup> gay and bisexual men, at about 10,000 per year.

### HIV Diagnoses Among the Most-Affected Subpopulations, 2015—United States



Source: CDC. Diagnoses of HIV infection in the United States and dependent areas, 2015 (<https://www.cdc.gov/hiv/pdf/library/reports/surveillance/cdc-hiv-surveillance-report-2015-vol-27.pdf>). HIV Surveillance Report 2016;27. Subpopulations representing 2% or less of HIV diagnoses are not reflected in this chart. Abbreviation: MSM=men who have sex with men.

### HIV and AIDS Diagnoses<sup>e</sup>

In 2015:

- Gay and bisexual men accounted for 82% (26,376) of new HIV diagnoses among all males aged 13 and older and 67% of the total new diagnoses in the United States.<sup>f</sup>
- Gay and bisexual men aged 13 to 24 accounted for 92% of new HIV diagnoses among all men in their age group and 27% of new diagnoses among all gay and bisexual men.
- Gay and bisexual men accounted for 55% (10,047) of people who received an AIDS diagnosis. Of those men, 39% were African American, 31% were white, and 24% were Hispanic/Latino.

From 2010 to 2014:

- HIV diagnoses remained stable at about 26,000 per year among all gay and bisexual men.
- After years of increases, diagnoses stabilized among young (aged 13-24) African American and white gay and bisexual men. Diagnoses increased 14% among young Hispanic/Latino gay and bisexual men.

### Living With HIV and Deaths

- At the end of 2014, an estimated 615,400 gay and bisexual men were living with HIV. Of those, 17.3% were unaware of their infection.
- Among all gay and bisexual men living with HIV in 2014, 83% had received a diagnosis, 61% received HIV medical care in 2014, 48% were receiving continuous HIV care, and 51% had a suppressed viral load.<sup>g</sup> A person living with HIV who gets and stays virally suppressed can stay healthy and has effectively no risk of sexually transmitting HIV to HIV-negative partners.
- In 2014, there were 6,110 deaths among gay and bisexual men living with diagnosed HIV infection.<sup>h</sup>

## Prevention Challenges

- **A much higher proportion of gay and bisexual men are living with HIV** compared to any other group in the United States. Therefore gay and bisexual men have an increased chance of having an HIV-positive partner.

National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention

Division of HIV/AIDS Prevention



- **1 in 6 gay and bisexual men living with HIV are unaware they have it.** People who don't know they have HIV cannot get the medicines they need to stay healthy and prevent transmitting HIV to their partners. Therefore, they may transmit the infection to others without knowing it.
- Most gay and bisexual men get HIV through having anal sex without condoms or medicines to prevent or treat HIV. **Anal sex is the riskiest type of sex for getting or transmitting HIV.** Receptive anal sex is 13 times as risky for getting HIV as insertive anal sex.
- Gay and bisexual men are also at increased risk for **other sexually transmitted diseases** (STDs), like syphilis, gonorrhea, and chlamydia. Condoms can protect from some STDs, including HIV.
- **Homophobia, stigma, and discrimination** may place gay and bisexual men at risk for multiple physical and mental health problems and affect whether they take protective actions with their partners or seek and are able to obtain high-quality health services.

## What CDC Is Doing

**CDC funds health departments and other community-based organizations** (CBOs) to support HIV prevention services for gay and bisexual men. For example,

- Under the current funding opportunity, CDC has awarded (<https://www.cdc.gov/hiv/funding/announcements/ps12-1201/index.html>) at least \$330 million per year to health departments to direct resources to the populations and geographic areas of greatest need and prioritize the HIV prevention strategies that will have the greatest impact. A new notice of funding opportunity (NOFO) (<https://www.cdc.gov/hiv/funding/announcements/ps18-1802/index.html>) will begin in 2018.
- In 2017, CDC awarded (<https://www.cdc.gov/hiv/funding/announcements/ps17-1704/index.html>) nearly \$11 million per year for 5 years to 30 CBOs to provide HIV testing to young gay and bisexual men of color and young transgender persons of color, with the goals of identifying undiagnosed HIV infections and linking those who have HIV to care and prevention services.
- In 2015, CDC added three new NOFOs (<https://www.cdc.gov/hiv/funding/index.html>) to help health departments reduce HIV infections and improve HIV medical care among gay and bisexual men.
  - Targeted Highly Effective Interventions to Reverse the HIV Epidemic (THRIVE) (<https://www.cdc.gov/hiv/research/thrive/about.html>) supports state and local health department demonstration projects to develop community collaborations that provide comprehensive HIV prevention and care services for MSM of color.
  - Training and Technical Assistance for THRIVE (<https://www.cdc.gov/hiv/funding/announcements/ps15-1510/>) strengthens the capacity of funded health departments and their collaborative partners to plan, implement, and sustain (through ongoing engagement, assessment, linkage, and retention) comprehensive prevention, care, behavioral health, and social services models for MSM of color at risk for and living with HIV infection.
  - Project PrIDE (<https://www.cdc.gov/hiv/research/demonstration/projectpride.html>) (PrEP, Implementation, Data2Care, and Evaluation) supports 12 health departments in implementing PrEP (<https://www.cdc.gov/hiv/basics/prep.html>) and Data to Care (<https://effectiveinterventions.cdc.gov/en/HighImpactPrevention/PublicHealthStrategies/Data2Care.aspx>) demonstration projects for gay and bisexual men of color.

**CDC supports biomedical approaches to HIV prevention.** People at very high risk for HIV can take HIV medicines daily (PrEP) to greatly reduce the chances that they will get HIV. Post-exposure prophylaxis (PEP) (<https://www.cdc.gov/hiv/basics/pep.html>), which means taking HIV medicines soon after possible exposure to HIV, also plays a role in HIV prevention, but should not be considered a primary means of prevention.

Through its *Act Against AIDS* (<https://www.cdc.gov/actagainstaids/index.html>) campaigns and partnerships, **CDC provides gay and bisexual men with effective and culturally appropriate messages** about HIV prevention and treatment. For example,

- *Doing It* (<https://www.cdc.gov/actagainstaids/campaigns/doingit/index.html>), a national HIV testing and prevention campaign, encourages all adults to know their HIV status and make HIV testing a part of their regular health routine.
- *Start Talking. Stop HIV.* (<https://www.cdc.gov/actagainstaids/campaigns/starttalking/index.html>) helps gay and bisexual men communicate about safer sex, testing, and other HIV prevention issues.
- *HIV Treatment Works* (<https://www.cdc.gov/actagainstaids/campaigns/hivtreatmentworks/index.html>) shows how people living with HIV have overcome barriers to stay in care and provides resources on how to live well with HIV.
- *Partnering and Communicating Together (PACT) to Act Against AIDS* (<https://www.cdc.gov/actagainstaids/partnerships/pact.html>), a 5-year partnership with organizations such as AIDS United and the National Lesbian & Gay Journalists Association, is raising awareness about testing, prevention, and retention in care among populations disproportionately affected by HIV, including gay and bisexual men.

To learn more about a range of health issues affecting gay and bisexual men, visit the CDC Gay and Bisexual Men's Health site (<https://www.cdc.gov/msmhealth/>).

<sup>a</sup> The term *male-to-male sexual contact* is used in CDC surveillance systems. It indicates a behavior that transmits HIV infection, not how individuals self-identify in terms of their sexuality. This fact sheet uses the term *gay and bisexual men*.

<sup>b</sup> *Estimated annual HIV infections* are the estimated number of new infections (HIV incidence) that occurred in a particular year, regardless of when those infections were diagnosed.

<sup>c</sup> Hispanics/Latinos can be of any race.

<sup>d</sup> Referred to as *African American* in this fact sheet.

<sup>e</sup> *HIV and AIDS diagnoses* refers to the number of people with HIV infection and AIDS diagnosed during a given time period, not when the people were infected.

<sup>f</sup> The numbers reported in this fact sheet include infections attributed to male-to-male sexual contact only, not those attributed to male-to-male sexual contact and injection drug use.

<sup>g</sup> Viral suppression is defined as having fewer than 200 copies of the virus per milliliter of blood on the most recent viral load test in 2014. Receiving continuous HIV care is defined as having two viral load or CD4 tests 3 or more months apart in 2014. (CD4 cells are the cells in the body's immune system that are destroyed by HIV.)

<sup>h</sup> Deaths may be due to any cause.

### Additional Resources

**CDC-INFO**  
1-800-CDC-INFO (232-4636)  
[www.cdc.gov/info](http://www.cdc.gov/info)

**CDC HIV Website**  
[www.cdc.gov/hiv](http://www.cdc.gov/hiv)

**CDC Act Against AIDS Campaign**  
[www.cdc.gov/actagainstaids](http://www.cdc.gov/actagainstaids)



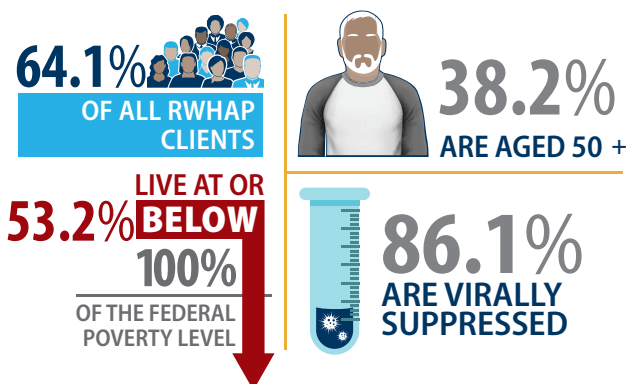
## HRSA's Ryan White HIV/AIDS Program

January 2018



### GAY, BISEXUAL, AND OTHER MEN WHO HAVE SEX WITH MEN (MSM): RYAN WHITE HIV/AIDS PROGRAM CLIENTS, 2016

#### Ryan White HIV/AIDS Program Client Fast Facts: Gay, Bisexual, and Other Men Who Have Sex with Men



The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV (PLWH). More than half the people living with diagnosed HIV in the United States—an estimated 551,000 people in 2016—receive services through RWHAP each year. RWHAP funds grants to states, cities/counties, and local community-based organizations to provide care and treatment services to PLWH to improve health outcomes and reduce HIV transmission among hard-to-reach populations.

A significant proportion of RWHAP clients are men who have sex with men (MSM). Of the more than half a million clients served by RWHAP, 64.1 percent are MSM.

Below are more details about this RWHAP client population:

- ▶ **The majority of MSM clients served by RWHAP are from racial and ethnic minority populations.** Data show 62.1 percent of MSM RWHAP clients served are from racial and ethnic minority populations. Among MSM, 37.9 percent identify as white, 34.3 percent identify as black/African American, and 24.3 percent identify as Hispanic/Latino.
- ▶ **More than half of MSM clients served by RWHAP are low income.** Of MSM RWHAP clients served, 53.2 percent are living at or below 100 percent of the federal poverty level, which is lower than the national RWHAP average (62.8 percent).
- ▶ **Among MSM RWHAP clients, 4.3 percent have unstable housing.** This is slightly less than the national RWHAP average (5.2 percent).
- ▶ **The RWHAP MSM client population is aging.** MSM clients aged 50 years and older account for 38.2 percent of all RWHAP MSM clients.

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. 86.1 percent of MSM receiving RWHAP HIV medical care are virally suppressed,\* which is higher than the national RWHAP average (84.9 percent).

- ▶ 71.1 percent of young MSM (aged 13–24) receiving RWHAP HIV medical care are virally suppressed.
- ▶ 69.6 percent of young black/African American MSM (aged 13–24) receiving RWHAP HIV medical care are virally suppressed.

\* Viral suppression is defined as a viral load result of less than 200 copies/mL at most recent test, among PLWH who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.



# HIV and Young Men Who Have Sex with Men



Many young people in the United States remain at risk for HIV infection. An estimated 47,500 Americans were newly infected with HIV<sup>1</sup> in 2010. Of these, 26%—about 12,200—were adolescents or young adults aged 13–24 years.<sup>1</sup> Young men who have sex with men (YMSM),<sup>a</sup> especially black/African American<sup>b</sup> YMSM, are at highest risk. The ongoing risk for HIV infection among YMSM underscores the need to reach each new generation with effective HIV prevention messages and services. Schools and education agencies are important partners in this effort.

## Fast Facts

**HIV disproportionately affects young men who have sex with men (YMSM).**

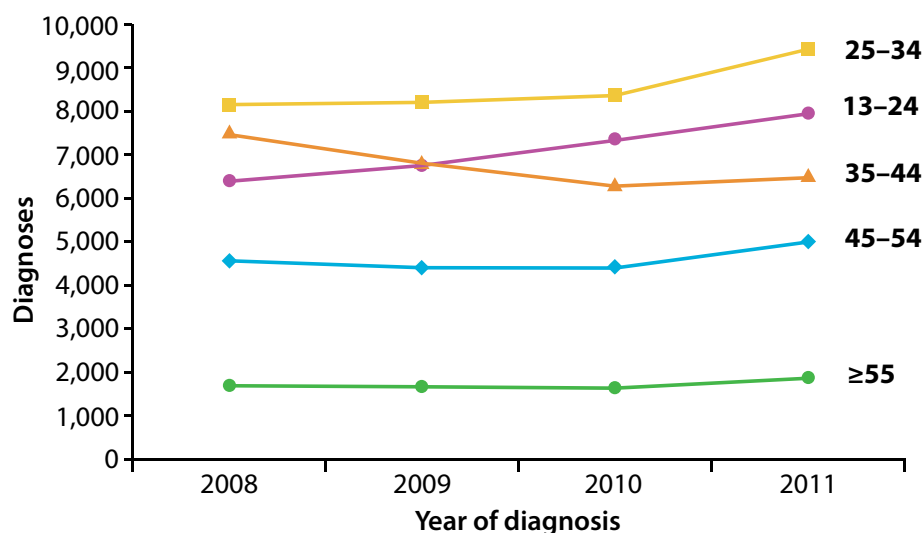
### YMSM:

- In 2011, among adolescent males aged 13–19 years, approximately 93% of all diagnosed HIV infections were from male-to-male sexual contact.<sup>2</sup>
- From 2008–2011, YMSM aged 13–24 years had the greatest percentage increase (26%) in diagnosed HIV infections.<sup>3</sup> (Figure 1)

### Black and Hispanic/Latino<sup>c</sup> YMSM:

- In 2011, among all YMSM aged 13–24 years with HIV infection, an estimated 58% were black; 20% were Hispanic/Latino.<sup>3</sup>
- Black YMSM also experienced the largest increase of all racial/ethnic groups in diagnosed HIV infections—from 3,762 diagnoses in 2008 to 4,619 diagnoses in 2011.<sup>3</sup> (Figure 2)

**Figure 1. Diagnoses of HIV Infection among Men Who Have Sex with Men, by Age Group, 2008–2011—United States and 6 Dependent Areas**

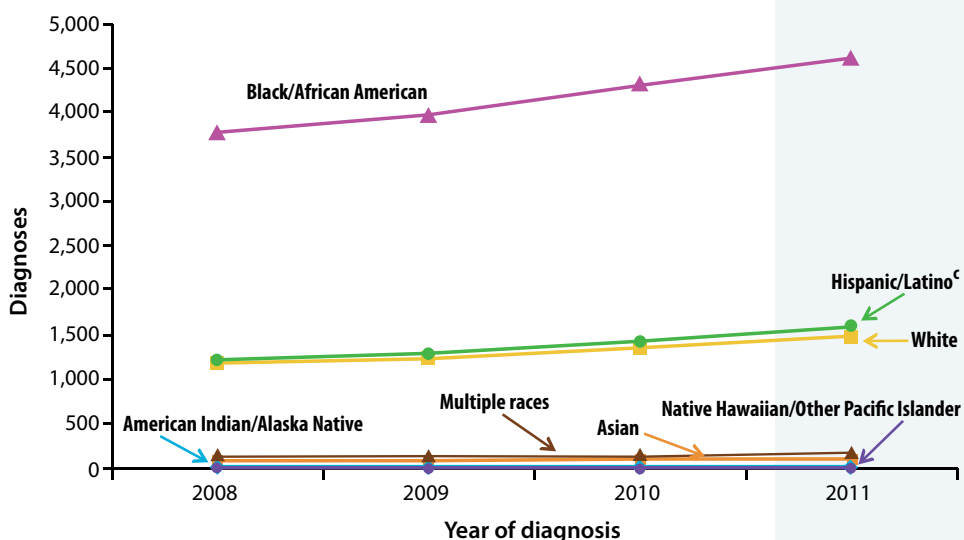


<sup>a</sup> CDC uses the term men who have sex with men (MSM) in its surveillance systems. MSM indicates the behaviors that transmit HIV infection, rather than how individuals self-identify in terms of their sexuality.

<sup>b</sup> Black/African American: Referred to as black in this fact sheet.

<sup>c</sup> Hispanics/Latinos can be of any race.

**Figure 2. Diagnoses of HIV Infection Among Men Who Have Sex with Men Aged 13–24 Years, by Race/Ethnicity, 2008–2011—United States and 6 Dependent Areas**



## HIV Prevention Challenges

The reasons for disparities in HIV infection are varied and not well understood. These disparities do not appear to reflect individual racial or ethnic differences in risk behaviors.<sup>4</sup> Possible factors to explain these disparities may include the following:

- **Inadequate HIV prevention education and interventions.** Sex education programs that are not sensitive and appropriate to the needs of YMSM might not be effective in reducing sexual risk behaviors among those students.<sup>5</sup>
- **Limited awareness of infection.** Some HIV-infected men who have sex with men (MSM) may not know they are infected, especially MSM of color and YMSM.<sup>6</sup> Those who do not know they are infected might be less likely to take measures to keep from spreading the virus to others. Getting tested for HIV is an important part of prevention.
- **Low perception of risk.** Improved treatment for HIV has helped many people with HIV infection live longer and healthier lives. YMSM, who did not witness the toll of AIDS in the early years of the epidemic, might view HIV as less dangerous and disregard risks and important prevention practices.<sup>7</sup>
- **Alcohol and illegal drug use.** Alcohol, methamphetamine (commonly known as “meth” or “crystal meth”), and other “party drug” use is common among some YMSM. Alcohol and drug use can lead to risky sexual behavior.<sup>7</sup>
- **Feelings of rejection and isolation.** Bullying, harassment, family disapproval, social isolation, and sexual violence are experienced frequently by YMSM and other sexual minority youth.<sup>8</sup> These experiences can cause poor self-esteem and feelings of shame and can lead to more emotional distress, suicide attempts, substance use, and risky sexual behavior.<sup>8–10</sup>



<sup>d</sup>Those who identify as gay, lesbian, or bisexual or who have sexual contact with persons of the same or both sexes.



## School-Based Strategies for Addressing HIV Among YMSM

CDC funds state and local education and health agencies to help schools implement policies and practices to reduce health risks among sexual minority youth, including YMSM. Because black and Hispanic/Latino YMSM are at especially high risk of HIV infection, CDC collaborates with local education agencies and national nongovernmental organizations to reduce HIV and other sexually transmitted diseases (STDs) among this population. These partners are collaborating with local community-based organizations, health departments, and other health care organizations to collect data, promote safe and supportive environments, increase HIV/STD testing and treatment in schools and school-based health centers, refer students to youth-friendly health services, and implement evidence-based HIV/STD education and prevention activities.

### Collect and use health risk behavior data.

Many states and large urban school districts use CDC's Youth Risk Behavior Survey (YRBS) data to monitor health risk behaviors and selected health outcomes among sexual minority students. In addition, starting in 2015, the national YRBS questionnaire and the state/local standard questionnaire will include questions about sexual identity and sex of sexual contacts. By documenting that some youth do engage in same-sex sexual activity and various health risk behaviors, YRBS data can help confirm the value of addressing the health needs of sexual minority youth in schools, adjust intervention priorities, and monitor health outcomes.

More information is available at [www.cdc.gov/yrbs](http://www.cdc.gov/yrbs).

### Establish safe and supportive school environments.

HIV prevention activities are more likely to have an impact if they address the challenges YMSM face at school, especially verbal harassment related to their sexual orientation.<sup>11</sup> For lesbian, gay, bisexual, or transgender students, having a safe and supportive school environment has been associated with decreases in depression, suicidal feelings, substance use, and unexcused school absences.<sup>12,13</sup> To help establish supportive school environments for YMSM, schools can address bullying and sexual harassment, help students feel cared for and valued, and foster parent engagement.

### Provide key sexual health services.

Linking YMSM to HIV testing and treatment is key to preventing the spread of HIV and AIDS. Confidential clinical services can help prevent new cases of HIV by increasing testing and treating HIV and other STDs. Schools can help youth access key preventive sexual health services such as HIV and STD testing, counseling, and referral, either by providing these services at schools or connecting students with community providers.<sup>14</sup>

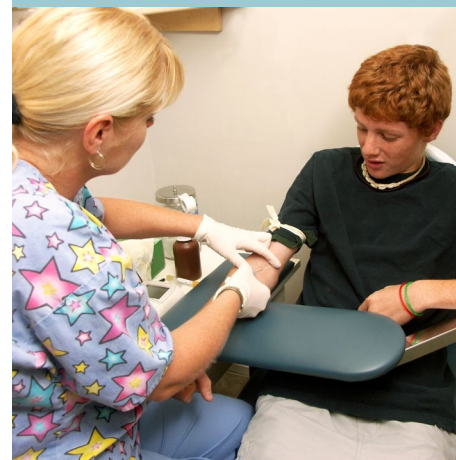
### Implement exemplary sexual health education.<sup>e</sup>

Because sexual health education programs that ignore issues in the lives of YMSM might not work effectively, schools and education agencies should ensure that health education curricula include evidence-based prevention information relevant to this population. Professional development training can help school staff understand the health needs of YMSM and shape health messages accordingly.

<sup>e</sup> Sexual health education programs that are medically accurate, consistent with scientific evidence, and tailored to students' contexts; and that use effective classroom instructional methods.

## HIV and YMSM Resources

- Evidence-based HIV prevention interventions:  
[www.cdc.gov/healthyyouth/adolescenthealth/registries.htm](http://www.cdc.gov/healthyyouth/adolescenthealth/registries.htm)
- Specific CDC-funded YMSM program activities:  
[www.cdc.gov/healthyyouth/disparities/ymsm/](http://www.cdc.gov/healthyyouth/disparities/ymsm/)
- CDC resources on school connectedness and parent engagement in school health:  
[www.cdc.gov/healthyyouth/adolescenthealth/protective.htm](http://www.cdc.gov/healthyyouth/adolescenthealth/protective.htm)
- Parental influence on sexual minority youth:  
[www.cdc.gov/healthyyouth/protective/positiveparenting/parents\\_influence.htm](http://www.cdc.gov/healthyyouth/protective/positiveparenting/parents_influence.htm)



Getting tested for HIV is a critical part of prevention.

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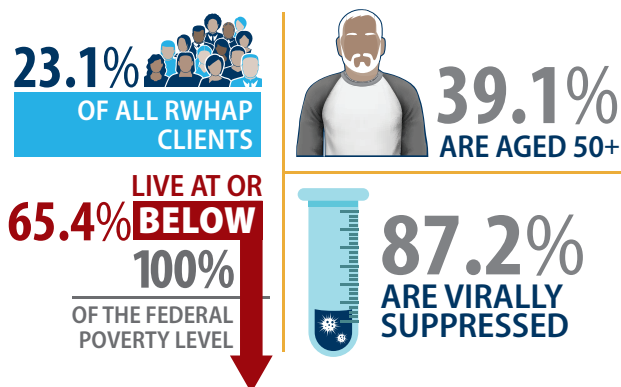
## HRSA's Ryan White HIV/AIDS Program

January 2018



# HISPANIC/LATINO: RYAN WHITE HIV/AIDS PROGRAM CLIENTS, 2016

### Ryan White HIV/AIDS Program Client Fast Facts: Hispanic/Latino



The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV (PLWH). More than half the people living with diagnosed HIV in the United States—an estimated 551,000 people in 2016—receive services through RWHAP each year. RWHAP funds grants to states, cities/counties, and local community-based organizations to provide care and treatment services to PLWH to improve health outcomes and reduce HIV transmission among hard-to-reach populations.

A critical population served by RWHAP is Hispanic/Latino clients living with HIV. Of the more than half a million clients served by RWHAP, 73.3 percent are from racial or ethnic minority populations, with 23.1 percent of all RWHAP clients identifying as Hispanic/Latino.

Below are more details about this RWHAP client population:

- ▶ **The majority of Hispanic/Latino clients served by RWHAP are low income.** Data show that 65.4 percent of Hispanic/Latino clients are living at or below 100 percent of the federal poverty level, which is higher than the national RWHAP average (62.8 percent).
- ▶ **The majority of Hispanic/Latino clients served by RWHAP are male.** Data show that 75.1 percent of clients are male, 23.3 percent are female, and 1.6 percent are transgender.
- ▶ **Data show that 4.3 percent of Hispanic/Latino clients have unstable housing.** This is slightly less than the national RWHAP average (5.2 percent).
- ▶ **The Hispanic/Latino client population is aging.** Hispanic/Latino clients aged 50 years and older account for 39.1 percent of all Hispanic/Latino RWHAP clients.
- ▶ **Among Hispanic/Latino male clients, 63.3 percent are men who have sex with men (MSM).** This is slightly lower than the national RWHAP average of MSM clients (64.1 percent of all male clients).

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. Approximately 87.2 percent of Hispanic/Latino RWHAP clients receiving HIV medical care are virally suppressed,\* which is higher than the national RWHAP average (84.9 percent).

\* Viral suppression is defined as a viral load result of less than 200 copies/mL at most recent test, among PLWH who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.





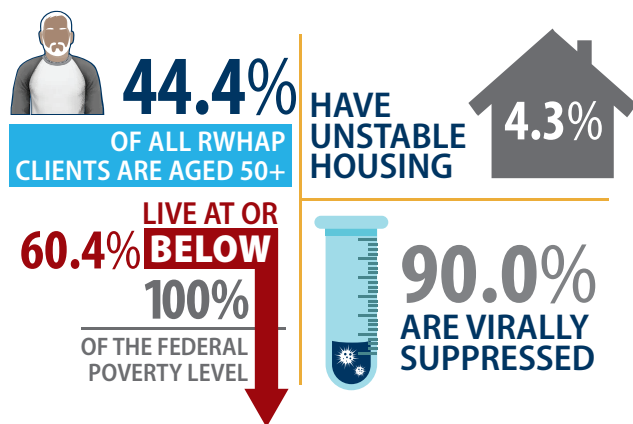
## HRSA's Ryan White HIV/AIDS Program

January 2018



### OLDER ADULTS: RYAN WHITE HIV/AIDS PROGRAM CLIENTS, 2016

#### Ryan White HIV/AIDS Program Client Fast Facts: Older Adults



The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV (PLWH). More than half the people living with diagnosed HIV in the United States—an estimated 551,000 people in 2016—receive services through RWHAP each year. RWHAP funds grants to states, cities/counties, and local community-based organizations to provide care and treatment services to PLWH to improve health outcomes and reduce HIV transmission among hard-to-reach populations.

The RWHAP client population is aging. Of the more than half a million clients served by the RWHAP, 44.4 percent are aged 50 years and older.

Below are more details about this RWHAP client population:

- ▶ **The majority of RWHAP clients aged 50 and older are from racial and ethnic minority populations.** Among RWHAP clients aged 50 and older, 68.3 percent are from racial and ethnic minority populations. 45.6 percent of RWHAP clients in this age group identify as black/African American, which is slightly lower than the national RWHAP average (47.1 percent). Approximately 20.3 percent of RWHAP clients in this age group identify as Hispanic/Latino, which is lower than the national RWHAP average (23.1 percent).
- ▶ **The majority of RWHAP clients aged 50 and older are male.** Data show that 71.6 percent of clients aged 50 and older are male, 27.8 percent are female, and 0.6 percent are transgender.
- ▶ **The majority of clients aged 50 and older are low income.** Among RWHAP clients, 60.4 percent of people aged 50 and older are living at or below 100 percent of the federal poverty level, which is lower than the national RWHAP average (62.8 percent).
- ▶ **Data show 4.3 percent of clients aged 50 and older have unstable housing.** This is slightly lower than the national RWHAP average (5.2 percent).

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. 90.0 percent of clients aged 50 years and older receiving RWHAP HIV medical care are virally suppressed,\* which is higher than the national RWHAP average (84.9 percent).

\* Viral suppression is defined as a viral load result of less than 200 copies/mL at most recent test, among PLWH who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.





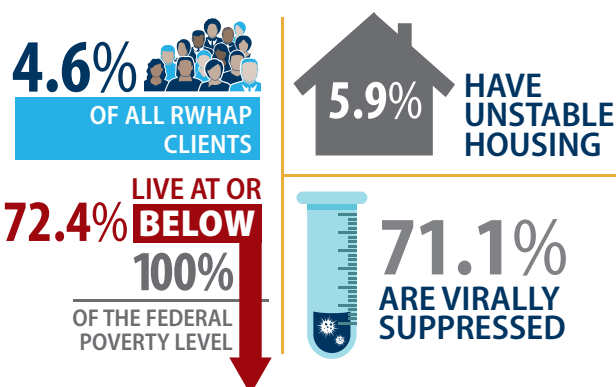
## HRSA's Ryan White HIV/AIDS Program

January 2018



### YOUTH AND YOUNG ADULTS: RYAN WHITE HIV/AIDS PROGRAM CLIENTS, 2016

#### Ryan White HIV/AIDS Program Client Fast Facts: Youth and Young Adults



The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV (PLWH). More than half the people living with diagnosed HIV in the United States—an estimated 551,000 people in 2016—receive services through RWHAP each year. RWHAP funds grants to states, cities/counties, and local community-based organizations to provide care and treatment services to PLWH to improve health outcomes and reduce HIV transmission among hard-to-reach populations.

Youth and young adults aged 13 to 24 years represent 4.6 percent of the more than half a million RWHAP clients, slightly more than 25,000 clients. This age group accounts for the highest rate of new infections each year in the United States. Below are more details about this RWHAP client population:

- ▶ **The majority of RWHAP clients aged 13 to 24 years are from racial and ethnic minority populations.** Among clients in this age group, 86.3 percent are from racial and ethnic minority populations. Nearly two-thirds

(61.4 percent) of youth and young adult clients identify as black/African American, which is higher than the national RWHAP average (47.1 percent). Hispanics/Latinos represent 21.0 percent of youth and young adults, which is slightly lower than the national RWHAP average (23.1 percent).

- ▶ **The majority of RWHAP clients aged 13 to 24 years are male.** Data show that 73.7 percent of clients aged 13 to 24 years are male, 24.3 percent are female, and 2.0 percent are transgender.
- ▶ **The majority of RWHAP clients aged 13 to 24 years are low income.** Of youth and young adult RWHAP clients, 72.4 percent are living at or below 100 percent of the federal poverty level, which is higher than the national RWHAP average (62.8 percent).
- ▶ **Data show that 5.9 percent of clients aged 13 to 24 years have unstable housing.** This is slightly higher than the national RWHAP average (5.2 percent).

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. Approximately 71.1 percent of clients aged 13 to 24 years receiving RWHAP HIV medical care are virally suppressed,\* which is significantly lower than the national RWHAP average (84.9 percent).

- ▶ 72.8 percent of young men who have sex with men (MSM) receiving RWHAP HIV medical care are virally suppressed.
- ▶ 69.6 percent of young black/African American MSM receiving RWHAP HIV medical care are virally suppressed.
- ▶ 66.8 percent of young black/African American women receiving RWHAP HIV medical care are virally suppressed.
- ▶ 63.4 percent of transgender youth and young adults receiving RWHAP HIV medical care are virally suppressed.

\* Viral suppression is defined as a viral load result of less than 200 copies/mL at most recent test, among PLWH who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.





## HRSA's Ryan White HIV/AIDS Program

January 2018



## FEMALE: RYAN WHITE HIV/AIDS PROGRAM CLIENTS, 2016

### Ryan White HIV/AIDS Program Client Fast Facts: Female

**27.3%**  
OF ALL RWHAP CLIENTS



**45.2%**  
ARE AGED 50+

**72.1%** LIVE AT OR  
**BELOW**  
**100%**  
OF THE FEDERAL  
POVERTY LEVEL



**84.0%**  
ARE VIRALLY  
SUPPRESSED

The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV (PLWH). More than half the people living with diagnosed HIV in the United States—an estimated 551,000 people in 2016—receive services through RWHAP each year. RWHAP funds grants to states, cities/counties, and local community-based organizations to provide care and treatment services to PLWH to improve health outcomes and reduce HIV transmission among hard-to-reach populations.

Females are a substantial proportion of RWHAP clients. Of the more than half a million clients served by RWHAP, 27.3 percent are female.

Below are more details about this RWHAP client population:

- ▶ **The majority of female clients served by RWHAP are from racial and ethnic minority populations.** Data show 83.8 percent of female clients are from racial and ethnic minority populations. 61.5 percent of female clients identify as black/African American, which is higher than the national RWHAP average (47.1 percent). 19.7 percent of female clients identify as Hispanic/Latino, which is lower than the national RWHAP average (23.1 percent).
- ▶ **The majority of female clients served by RWHAP are low income.** Among female clients served, 72.1 percent are living at or below 100 percent of the federal poverty level, which is higher than the national RWHAP average (62.8 percent).
- ▶ **Data show that 4.1 percent of female clients have unstable housing situations.** This is lower than the national RWHAP average (5.2 percent).
- ▶ **The RWHAP female client population is aging.** Among female RWHAP clients served, 45.2 percent are aged 50 and older, while only 4.1 percent of female RWHAP clients are aged 13–24.

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. Approximately 84.0 percent of female clients receiving RWHAP HIV medical care are virally suppressed,\* which is slightly lower than the national RWHAP average (84.9 percent).

\* Viral suppression is defined as a viral load result of less than 200 copies/mL at most recent test, among PLWH who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.





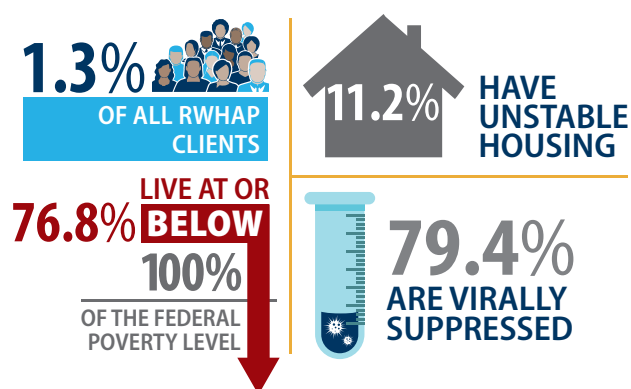
## HRSA's Ryan White HIV/AIDS Program

January 2018



## TRANSGENDER: RYAN WHITE HIV/AIDS PROGRAM CLIENTS, 2016

### Ryan White HIV/AIDS Program Client Fast Facts: Transgender



The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV (PLWH). More than half the people living with diagnosed HIV in the United States—an estimated 551,000 people in 2016—receive services through RWHAP each year. RWHAP funds grants to states, cities/counties, and local community-based organizations to provide care and treatment services to PLWH to improve health outcomes and reduce HIV transmission among hard-to-reach populations.

Transgender individuals are a critical population served by RWHAP. Of the more than half a million clients served, 1.3 percent are transgender, representing slightly more than 7,100 clients.

Below are more details about this RWHAP client population:

- ▶ **The majority of transgender clients served by RWHAP are from racial and ethnic minority populations.** Among transgender clients served, 88.4 percent are from racial and ethnic minority populations. Approximately 54.1 percent of transgender clients served by RWHAP identify as black/African American, which is higher than the national RWHAP average (47.1 percent). Approximately 29.2 percent identify as Hispanic/Latino, which also is higher than the national RWHAP average (23.1 percent).
- ▶ **The majority of transgender clients served by RWHAP are low income.** Among transgender RWHAP clients served, 76.8 percent live at or below 100 percent of the federal poverty level, which is higher than the national RWHAP average (62.8 percent).
- ▶ **Data show that 11.2 percent of transgender clients have unstable housing.** This is substantially higher than the national RWHAP average (5.2 percent).
- ▶ **The RWHAP transgender client population is aging.** Approximately 21.6 percent of RWHAP transgender clients are aged 50 years and older, and an additional 24.9 percent of transgender RWHAP clients are aged 40–49 years.

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. 79.4 percent of transgender clients receiving RWHAP HIV medical care are virally suppressed,\* which is lower than the national RWHAP average (84.9 percent).

\* Viral suppression is defined as a viral load result of less than 200 copies/mL at most recent test, among PLWH who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.



# HIV Among Incarcerated Populations

July 2015

## Fast Facts

- HIV is a serious health issue for correctional facilities and their incarcerated populations.
- Most incarcerated people with HIV got the virus before entering a correctional facility.
- HIV testing at a correctional facility may be the first time incarcerated people are tested and diagnosed with HIV.

More than 2 million people in the United States are incarcerated in federal, state, and local correctional facilities on any given day. In 2010, the rate of diagnosed HIV infection among inmates in state and federal prisons was more than five times greater than the rate among people who were not incarcerated. Most inmates with HIV acquire it in their communities, before they are incarcerated.

## The Numbers

- In 2012, 1.57 million people were incarcerated in state and federal prisons and at midyear 2013 there were 731,208 people detained in local jails.<sup>1</sup>
- In 2010, there were 20,093 inmates with HIV/AIDS in state and federal prisons with 91% being men.
- Among state and federal jurisdictions reporting in 2010<sup>2</sup> there were 3,913 inmates living with an AIDS diagnosis.
- Rates of AIDS-related deaths among state and federal prisoners declined an average of 16% per year between 2001 and 2010, from 24 deaths/100,000 in 2001 to 5/100,000 in 2010.
- Among jail populations, African American men are 5 times as likely as white men, and twice as likely as Hispanic/Latino men, to be diagnosed with HIV.
- Among jail populations, African American women are more than twice as likely to be diagnosed with HIV as white or Hispanic/Latino women.

## Prevention Challenges

- Lack of awareness about HIV and lack of resources for HIV testing and treatment in inmates' home communities. Most inmates with HIV become infected in their communities, where they may engage in high-risk behaviors or be unaware of available prevention and treatment resources.
- Lack of resources for HIV testing and treatment in correctional facilities. Prison and jail administrators must weigh the costs of HIV testing and treatment against other needs, and some correctional systems may not provide such services. HIV testing can identify inmates with HIV before they are released. Early diagnosis and treatment can potentially reduce the level of HIV in communities to which inmates return.
- Rapid turnover among jail populations. While most HIV programs in correctional facilities are in prisons, most incarcerated people are detained in jails. Nine out of ten jail inmates are released in under 72 hours, which makes it hard to test them for HIV and help them find treatment.
- Inmate concerns about privacy and fear of stigma. Many inmates do not disclose their high-risk behaviors, such as anal sex or injection drug use, because they fear being stigmatized. Health care providers should keep inmate's health care information confidential, know the public health confidentiality and reporting laws, and inform inmates about them.

## What CDC Is Doing

**Funding state, local, and territorial health departments.** This is CDC's largest investment in HIV prevention. CDC funds health departments and community-based organizations (CBOs) to provide HIV prevention services in many settings, including prisons and jails.

- CDC funded selected state health departments to conduct voluntary rapid HIV testing in jails, identify previously undiagnosed cases, and refer inmates to medical care. Of the 33,211 inmates tested, 409 (1.2%) tested positive, and 269 (0.8%) undiagnosed cases of HIV were detected, many among people who had not disclosed their risk behaviors.

<sup>1</sup> Jails are short-term facilities that are usually run by a local law enforcement agency. Jail sentences may range from a few hours up to one year. Compared with jail facilities, prisons are longer-term facilities owned by a state or by the federal government that typically hold people sentenced to more than one year.

<sup>2</sup> State and federal jurisdictions reporting in 2010 included 37 states and the Bureau of Federal Prisons.

**Funding community-based pilot projects.** CDC has joined with universities, CBOs, and other partners to find out which HIV prevention interventions are most effective among incarcerated populations and how they can be applied to other settings.

- CDC supported Project START (<https://effectiveinterventions.cdc.gov/en/HighImpactPrevention/Interventions/ProjectSTART.aspx>), a pre-release HIV intervention for young men. Project participants reduced their HIV risk behaviors after their release back into the community.
- CDC funded the University of North Carolina to evaluate Project POWER (<http://www.ncbi.nlm.nih.gov/pubmed/23631715>), an HIV intervention among women in state correctional facilities. Six months after release, participants reported significantly greater condom use than nonparticipants. Participants also reported greater HIV knowledge, and more social support.
- CDC partnered with Emory University to adapt and evaluate an HIV intervention program for African American girls aged 13-17 in a juvenile detention center. Three months after the intervention, participants reported greater condom use, HIV/STD prevention knowledge, and condom use skills.
- CDC joined with Morehouse Medical School to counsel African American male jail inmates about high-risk sexual behaviors and ways to reduce them. After six months, participants reported significantly more condom use during vaginal or anal sex than nonparticipants. Participants 14-18 years old reported significantly more condom use at last sex with a non-main female sex partner than nonparticipants.

**Voluntary rapid HIV testing.** CDC partnered with Emory University to support voluntary rapid HIV testing at a large county jail located in a community with a high prevalence of HIV. The jail's nursing staff provided more than 12,000 tests, and 52 cases of HIV infection were newly diagnosed.

**CDC has published HIV testing guidance for correctional facilities** (<https://www.cdc.gov/hiv/pdf/group/cdc-hiv-correctional-settings-guidelines.pdf>) which recommends testing inmates when they enter correctional facilities, during incarceration, and just prior to release. CDC also recommends medical treatment and counseling to educate inmates about HIV risk behaviors. HIV prevention education should address male to male sex, tattooing, injection drug use, and other high risk behaviors that occur during and after incarceration.

**CDC recommends that condom distribution programs be evaluated for use in prisons and jails in the United States.** The World Health Organization recommends such programs ([http://whqlibdoc.who.int/publications/2007/9789241596190\\_eng.pdf?ua=1](http://whqlibdoc.who.int/publications/2007/9789241596190_eng.pdf?ua=1)) as an effective way to reduce HIV among incarcerated populations.

**The National Center for HIV/AIDS, Hepatitis, STD and TB Prevention, (NCHHSTP) Corrections Workgroup** addresses the prevention and control of HIV, STDs, Viral hepatitis, and TB among incarcerated people. The workgroup includes experts in epidemiology, criminology, and corrections issues, and works to reduce health disparities among incarcerated populations.

**CDC scientists edited a special issue of the journal Women & Health, "Infectious and Other Disease Morbidity and Health Equity among Incarcerated Adolescent and Adult Women,"** in November 2014, which focused on the health challenges, including HIV, faced by incarcerated women.

For more information on this topic visit [www.cdc.gov/hiv/group/correctional.html](http://www.cdc.gov/hiv/group/correctional.html).

#### Additional Resources

**CDC-INFO**  
1-800-CDC-INFO (232-4636)  
[www.cdc.gov/info](http://www.cdc.gov/info)

**CDC HIV Website**  
[www.cdc.gov/hiv](http://www.cdc.gov/hiv)

**CDC Act Against AIDS Campaign**  
[www.cdc.gov/actagainstaids](http://www.cdc.gov/actagainstaids)

# Sociocultural dimensions of HIV/AIDS among Middle Eastern immigrants in the US: bridging culture with HIV/AIDS programmes

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## Key words

HIV risk factors; sociocultural factors; immigrants; Middle Easterners; health disparity

## Abstract

The population of Middle Eastern immigrants in the US has been increasing dramatically over the past 30 years, growing from 200,000 in 1970 to 1.5 million in 2000. These immigrants and their descendants constitute an important new population of interest for public health and other social programmes. With this addition to the cultural diversity of American society, it is important for healthcare programmes to be responsive to the unique cultural needs of those of Middle Eastern origin and to include them in healthcare curricula. This need is particularly imperative for human immunodeficiency virus/acquired immune deficiency syndrome (HIV/AIDS) intervention programmes, where the reduction of risky behaviours is essential to controlling the epidemic. When Middle Easterners emigrate to the US they must adjust to the American culture, which leads to preservation of some aspects of their culture and adjustment of behaviors to match American customs. This article aims to present sociocultural factors of HIV risk behaviours that are specific to Middle Eastern culture. The article also provides recommendations for HIV/AIDS-culturally appropriate intervention programmes.

## INTRODUCTION

### Middle Eastern and HIV/AIDS epidemics

One of the fastest growing populations in the US is the Middle Eastern immigrant population, having increased from 200,000 in 1970 to 1.5 million in the 2000 census.<sup>1</sup> Recent statistics show that 40% of the Middle Eastern immigrant population in the US comes from Arab countries.<sup>1</sup> In addition, a sizable portion of Middle Easterners come from non-Arab countries, including Iran, Israel, Turkey and Pakistan.<sup>1</sup> For the purposes of this paper, the Middle East is defined as a region including Afghanistan, Bahrain, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Pakistan, Palestine, Qatar, Saudi Arabia, Syria, Turkey, United Arab Emirates and Yemen (Figure 1), with a population of about 460 million.<sup>2,3</sup> While immigrants from this region are quite diverse in their heritage, history and languages, most Middle Easterners share a set of beliefs that are rooted in Islam.

This is an important group to investigate with regard to HIV/AIDS because, according to one study of foreign and US-born populations in Los Angeles, HIV prevalence was highest among North African/Middle Easterners compared to other immigrant populations (3.3%), with North Africa/Middle Eastern males having a prevalence of 4.1%. The same study concluded that there is a need to develop HIV-prevention materials and treatment programmes that are sensitive to the needs of Middle Eastern immigrants, since the disease affects their communities so strongly.<sup>4</sup>

## BACKGROUND

### Middle Eastern immigrants: preservation or disintegration of cultural identities?

An individual's cultural beliefs and sexual behaviours are important risk factors for HIV-acquisition.<sup>5,6,7</sup> Like other immigrants, Middle Easterners find it necessary to adjust to Western

Figure 1

## Middle East



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culture over time, leading to their traditional values being challenged by new cultural norms.<sup>7,8,9,10</sup> The degree of adaptation and change varies within various cultural groups.<sup>11,12</sup> For example, among Middle Eastern immigrants in the US, social attitudes of Arab immigrants have been found to be less Americanized than their Iranian counterparts who come from a non-Arab culture.<sup>11</sup> In addition, the degree to which previous generations of Middle Eastern immigrants acculturated in the past may be very different from newer generations.<sup>8,13</sup> New generations may not preserve the

customs and traditions of their forefathers while they are living in the US or travelling back to their home countries.

Furthermore, the mobility and growth of a population impacts on the overall spread of HIV among both immigrants and non-immigrants. It has also been shown that immigrants are more likely to engage in risky sexual behaviour than non-immigrants.<sup>14,15</sup> Studies of some immigrant groups have suggested that the majority of the foreign-born HIV-infected patients were infected after immigration to the US.<sup>15,16</sup> This aspect of

behaviour among immigrants has not been studied in the Middle Eastern immigrant population. Therefore it is important to examine the behaviours and beliefs that might facilitate or retard risky behaviours in Middle Eastern immigrants.

Middle Eastern immigrants, particularly Arabs, usually tend to maintain their traditional customs as they explore new opportunities and take pride in their cultural heritage and identity.<sup>8,13,17</sup> National origin, *per se*, does not automatically make someone more or less at risk of HIV infection. Behaviours associated with certain cultural beliefs or values may make a person more or less likely to be at risk of infection. Several features of the immigration process can affect HIV risk behaviours in this population. Immigration tends to be dominated by males and often leaves the migrant with poor prospects for marriage within his cultural group. Also the control of behaviour that is often exercised in tight-knit communities where individuals are monitored by family and neighbours is lost when one is submerged in a large foreign culture.

There is no published study on risky behaviours with regard to HIV/AIDS among Middle Eastern immigrants in the US. In addition, no culturally appropriate HIV/AIDS educational programmes for this population were found to have been developed. This may be due to the fact that most HIV educators are not familiar with the sociocultural norms, beliefs and stigmas that may increase the risk of HIV transmission in this population. Therefore this paper has been prepared to review sociocultural factors and their potential impact on risky behaviours. These include norms with regard to sexual intercourse, drug use and perinatal behaviours that might result in HIV transmission, and attitudes towards health. Understanding these cultural beliefs is crucial in order for healthcare providers to design culturally appropriate programmes for these clients.

## SEXUAL TRANSMISSION

### Religious culture

Islam is the fastest growing faith worldwide and in the US. It is also the second largest religion worldwide and

## Bridging culture with HIV/AIDS programmes

the dominant religion in the Middle East.<sup>18,19</sup> According to the US Census Bureau, in the year 2000, 73% of Middle Eastern immigrants to the US were Muslims, with a faster population growth rate than non-Muslim Middle Easterners.<sup>1</sup> Decades of Islamic domination and culture have influenced the Middle Eastern way of life.<sup>20</sup> HIV/AIDS challenges the religious beliefs of Middle Easterners due to the nature of the leading mode of transmission, which is sexual intercourse. Islam commands that followers practice a sexually healthy lifestyle, male circumcision and purification rituals.<sup>18</sup> Furthermore, Islam orders that believers avoid alcohol consumption, extra- and premarital sex, anal sex, homosexuality and vaginal sex during menses.<sup>18</sup> Adherence to these religious constraints constitutes behaviours consistent with reducing the incidence of HIV. As a result, it has been hypothesized that Islamic religious adherence is negatively related to HIV infection.<sup>21</sup> Conversely, polygamy and an attitude opposed to condom use appear to increase the risks of HIV.<sup>20</sup> In addition, some sects of the Muslim faith allow the practice of 'Nikah mut'ah', which allows temporary marriage and sexual intercourse with the temporary spouse.<sup>20</sup> This marriage has a preset duration, which may be as little as one hour. After the preset time period has ended, the marriage is automatically dissolved. Multiple, sequential, temporary marriages are allowed.<sup>22</sup>

### Condom use

Condom use is seen as a sign of embarrassment, immorality and corruption in Middle Eastern culture. Embarrassment with regard to condoms in particular is a barrier to condom use.<sup>23,24</sup> Condoms are allowed only within legal marriages<sup>18,25</sup> and are intended for family planning.<sup>20</sup> The importance of fertility, particularly the importance of having male children,<sup>20,26</sup> is deeply ingrained in Middle Eastern culture, which hinders condom use even among married people. Hence, AIDS education programmes must be sensitive to these beliefs. Therefore when educating this population, safe sex with condom use as an HIV prevention

message – particularly for singles – must be done within this cultural context.

### Homosexuality

The practice of homosexuality is culturally and religiously prohibited, and if discovered may lead to community chastisement, rejection or a death sentence.<sup>18,27</sup> Despite the strong prohibition and social stigma, there is an increasingly visible presence of homosexuality among Middle Easterners around the world.<sup>28,29</sup> Unfortunately the fear of the disease along with societal rejection, denial and lack of education makes Middle Easterners who engage in male-to-male sex a particularly vulnerable population.

### Sex industry

Approximately 50,000 people a year, most of them women and children, are trafficked to the US for illegitimate purposes including commercial sex work.<sup>30</sup> Although commercial sex is not culturally condoned, the sex industry has established itself as a mainstream business among Middle Easterners.<sup>31,32</sup> The practice of Islamic religious customs of polygamy and temporary marriages can result in promiscuity, especially among immigrants who are living far from their families. Some immigrants develop 'parallel lives' when they move out of their home country. Being away from their families, friends and communities allows them a certain degree of freedom which, if taken advantage of, can lead to promiscuity.<sup>20</sup> These are populations that need to be targeted with prevention programmes. However, it must be recognized that to be seen listening to these messages is stigmatizing; it may be seen as a violation of religious and cultural norms. Even where AIDS prevention programmes and care services exist, individuals whose culture condemns those practices (in the US or their home countries) may be reluctant to participate in programmes.

### Cultural beliefs and taboos on sexuality

Sexual issues and sex education are considered shameful and therefore are not discussed in families or between

sexual partners.<sup>7, 33,34</sup> Cultural taboos and shame of talking openly about sex inhibit conservative families from seeking information concerning safe sex.<sup>7,35</sup> Despite the important role of family communication, Middle Easterners seem less likely to supply their children with critical sexual information and HIV/AIDS education, and parents may themselves be uninformed or misinformed. School-based, in-depth, culturally sensitive programmes on sexual education and HIV/AIDS (preferably in the presence of parents or guardians) could be used to accurately and appropriately address sexuality and HIV-related risks.

Female virginity is a social value. However, the tradition surrounding it is a taboo discussion topic among Middle Easterners.<sup>20</sup> Because the bride-price for virgins is higher than for non-virgins, the social authorities or family members may impose a virginity examination.<sup>20,36</sup> The prominent sign of virginity is the release of blood due to the breaking of the hymen; this evidence on a white sheet may be used later for further investigation. The absence of bleeding is considered a sign of disgrace for the bride's family and may result in shame, and in some sub-cultures, the bride's suicide or murder.<sup>36,37,38</sup> To avoid the stigma attached to losing her virginity, a woman can try alternative sex like oral or anal sex. She may also attempt to 'restore' her virginity through hymenoplasty, which if performed using non-sterile techniques can lead to increased HIV risk and significant risk of other infections like hepatitis B.<sup>20</sup>

### Sexual subordination

The culture of patriarchy is not limited to Middle Easterners, but is highly visible and valued among them.<sup>39,40</sup> Strong male authority forces women to be dependent upon the men.<sup>34,41</sup> Women should be obedient to husbands and if a woman suspects that her husband has been unfaithful, she may be in danger of divorce if she voices her suspicions, initiates safe-sex practices or discusses HIV/AIDS.<sup>34,41,42,43</sup> In Middle Eastern culture, sexual satisfaction is considered a priority for men, although this is largely unrecognized and even considered

inappropriate for women.<sup>35,44</sup> Divorce is taboo, especially for women. If a divorced woman wishes to remarry, many sub-cultures will limit remarriage to an older man or a married man as his second wife.<sup>45,46</sup>

Although increasingly common, sexual activity outside of marriage is decisively negative and stigmatizes a female's reputation.<sup>20,34,47</sup> The fear of being judged or discriminated against due to immoral behaviour adds another level of distress. Additionally, a mother and her child without a legally recognized father would face shame, social neglect and ridicule. Sexual liaisons resulting in unwanted pregnancies therefore contribute to illegal abortions.<sup>20</sup> Women's risk of HIV infection is affected by sociocultural values, economic need and poor access to HIV/AIDS education.<sup>35,44,48</sup> Even where sex education exists, Arab Americans tend to preserve cultural taboos on female sexuality and HIV/AIDS, which makes it more difficult for HIV/AIDS educational programmes to reach these women.<sup>49</sup> Most Middle Eastern Muslim women prefer or expect to have minimal casual contact with the opposite sex.<sup>13,50,51</sup> The conservative culture of the Middle East can either increase women's vulnerabilities to HIV/AIDS by deterring them from seeking safe sex, or it may protect them from unsafe sex due to its conservative nature.

### BLOOD-BORNE TRANSMISSION

Information on Middle Eastern immigrants' drug use and HIV transmission through injection drug users (IDUs) in the US is unavailable.<sup>20</sup> The Joint United Nations Programme on HIV/AIDS (UNAIDS) has reported that sexual intercourse is the main transmission route of HIV infection in the Middle East, followed by IDUs.<sup>52</sup> There is also a high rate of drug trafficking from heroin-producing countries to Middle Eastern countries. There are approximately 400,000 IDUs in Arab countries and about 200,000 of these in Iran.<sup>52</sup> According to Islam, mind-altering substances including alcohol and injection drugs are prohibited.<sup>18</sup> Therefore information regarding needle-

replacement or needle-cleaning practices needs to be transmitted in a fashion that avoids stigmatization.

Cutting one's skin is another traditional rite that is believed to improve one's health,<sup>53</sup> cure diseases and/or furnish heavenly rewards.<sup>20</sup> This is akin to bleeding practices that were practiced in Western countries in the early 20th century. These traditional practices are possible routes of HIV transmission when conducted with non-sterile or shared devices.

### ABORTION AND PERINATAL TRANSMISSION

Islam like all of the major world religions forbids abortion. Therapeutic abortion is allowed under certain conditions such as AIDS but only if carried out before four months of gestation and only after that to save the life of the mother.<sup>54</sup> This in turn means that Islam does not permit abortion under normal health conditions, and considers it an elaborate act of killing an innocent human being, which is a crime under any law. Those who seek illegal abortions for unwanted pregnancies are highly stigmatized.<sup>20</sup> As a result, unsafe abortions performed by untrained persons and/or in improperly equipped institutions occur. These carry a high risk of death or disability for the woman and may increase the risk of HIV infection due to the unsterile circumstances of the procedure.

Anti-retroviral therapy for an HIV-positive mother and baby before, during and after delivery can drastically reduce the risk of HIV transmission to the neonate. Fortunately, Islam does not forbid taking medication to treat life-threatening diseases. So health professionals can explain the advantages and disadvantages of anti-retroviral treatments to their Middle Eastern patients in a manner that is similar to non-Muslims. However, while avoidance of breastfeeding can reduce mother-to-child transmission, there are strong Middle Eastern cultural and Islamic commands for breastfeeding that may make this preventive practice difficult.<sup>18</sup> Healthcare providers need to provide their patients with alternative explanations for not breastfeeding.

### HEALTH AND DISEASE BELIEFS

Expression of health, diseases and death are influenced by cultural norms.<sup>11,55,56</sup> Commonly, Arabs tend to underutilize health services.<sup>57,58</sup> Muslims may believe that disease is a punishment from God due to sin and this is particularly true of AIDS.<sup>18</sup> This punitive belief may prevent Muslims from seeking HIV-related services including testing, treatment and counselling. This failure to seek care and health information may even carry over to more acculturated Arabs.

Middle Easterners generally value family ties and hold family institutions in high regard; the protection of and support for families is a matter of civil, moral and spiritual value.<sup>59,60,61</sup> In the Middle East, people who are ill habitually turn to their family members first for comfort, prayer and advice. Families are expected to help each other<sup>41</sup> and be engaged in the patient's treatment and support.<sup>62</sup> At least one family member usually accompanies the patient to a medical centre. It is common for a family member to stay with the patient when they are being seen by a physician to help answer questions. In Middle Eastern healthcare situations patients are only told the good news about their ailment. Physicians would normally report the significance of illnesses and consequences to a chosen family member. In the event of death or the immediate prospect of death, a guardian is designated to take care of the will and religious customs associated with burial. In the US, however, medical professionals are trained to talk frankly and directly with patients. This may have to be done more discreetly with Muslim patients and particular care must be exercised in stigmatized conditions such as HIV/AIDS. Clinicians should also be aware that if using an interpreter, their direct discussions of illnesses and their prognoses might not be accurately translated. For one thing, Middle Eastern cultural norms – particularly Islam – do not allow the discussion of certain fastidious sexual matters.<sup>63</sup> In addition, specific cultural concepts are not easily translated from one language to another.<sup>64</sup>

## Bridging culture with HIV/AIDS programmes

In Middle Eastern culture, prayer and spirituality are believed to enhance recovery and give comfort to patients and their families.<sup>59</sup> When patients are admitted to hospital, there is a social obligation for friends and family to visit them. This custom may be in conflict with hospital rules about number of visitors, hours of visiting, etc. Immigrants who have lived in the US for an extended time may understand these rules, reflecting the role of acculturation. However, new immigrants or the poorly acculturated may find this difficult. As a result, Middle Eastern people may postpone seeking professional treatment because they perceive that traditional methods bring psychological relief for patients and that their families may be denied to them. Therefore training and linking community leaders and traditional healers to modern health facilities is essential.<sup>55,60,65</sup>

## CONCLUSION

Middle Easterners are one of the fastest growing immigrant populations in the US.

Lack of valid, reliable information is a major barrier to providing effective HIV/AIDS prevention and treatment for this growing population, both in their homeland and in the US. Sex and IDU are the main HIV transmission routes, yet these are culturally and religiously stigmatized. Due to language and cultural barriers, immigrant populations may be less able to seek HIV educational information and access proper care.

It is important to highlight to Western hosts that the main HIV/AIDS risk factors (non-marital sex and IDU) are sins or against the law in most of the Middle Eastern countries. Consequently, Middle Easterners may be unwilling to disclose HIV risk behaviours. Finally, existing American HIV/AIDS intervention programmes and sexual orientation messages may not be culturally and religiously appropriate for Middle Easterners. It is strongly recommended that Middle Easterners be involved in the preparation of culturally sensitive curricula for these populations. It is particularly important to encourage religious and community leaders to take

part in the development of such programmes. These individuals will differ from community to community among immigrants of various different countries of origin (e.g. Iranians versus Saudi Arabians).

The population of Middle Easterners in the US is rapidly growing. Lack of knowledge and an unwillingness to confront detested truths are harming people by perpetuating the stigma attached to HIV/AIDS. In order to combat the HIV/AIDS epidemic effectively, it is important to understand the sociocultural risk predictors of HIV/AIDS and address them through culturally competent programmes.

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## Houston Area Comprehensive HIV Prevention and Care Services Plan 2017 - 2021

*Capturing the community's vision for an ideal system of  
HIV prevention and care for the Houston Area*

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### HOUSTON EMA HIV CARE CONTINUUM

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#### What is the Care Continuum?

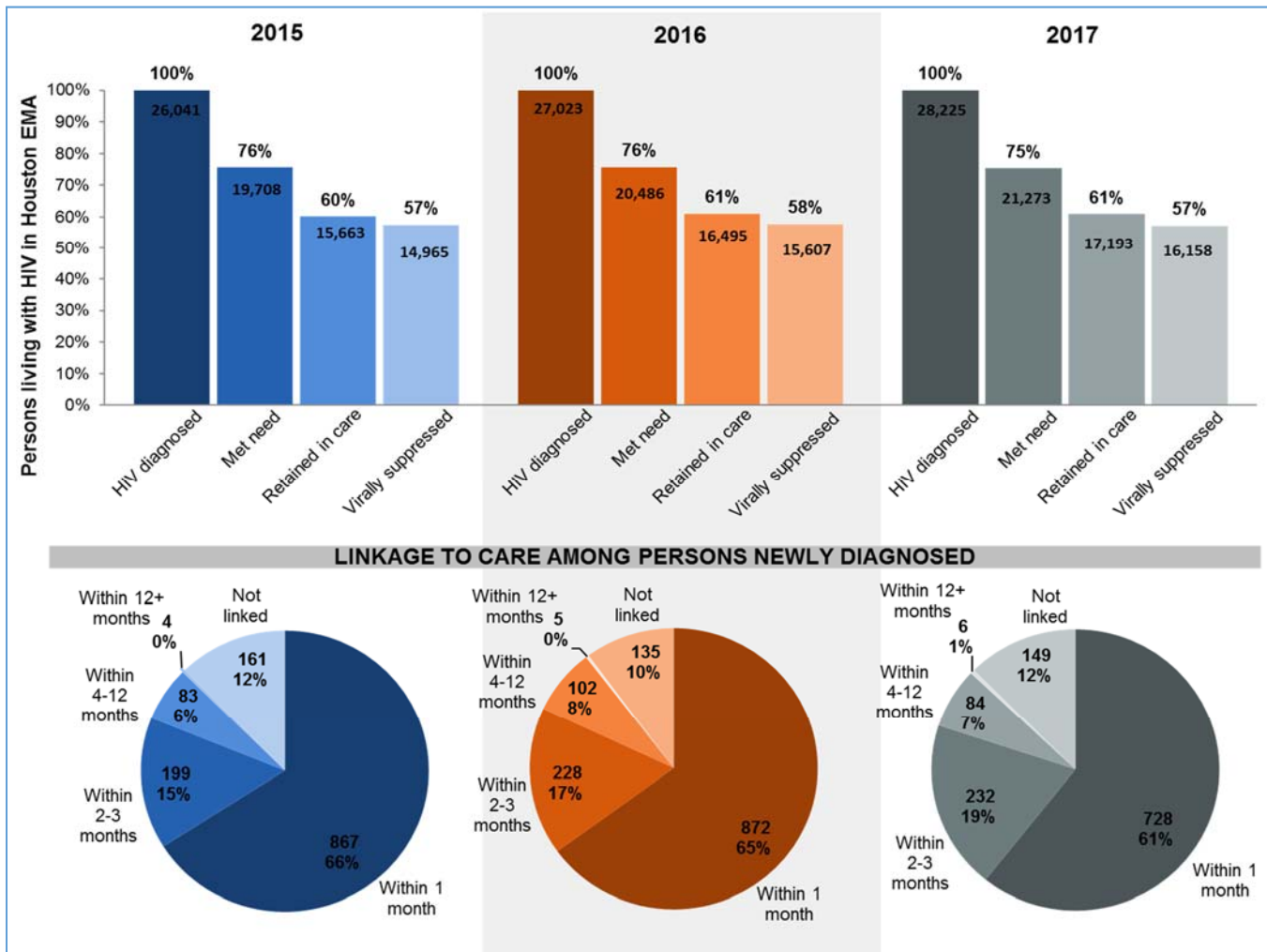
The HIV Care Continuum, previously known as a Treatment Cascade, was first released in 2012 by the Centers for Disease Control and Prevention (CDC). It represents the sequential stages of HIV care, from being diagnosed with HIV to suppressing the HIV virus through treatment. Ideally, the Care Continuum describes a seamless system of HIV prevention and care services, in which people living with HIV (PLWH) receive the full benefit of HIV treatment by being diagnosed, linked to care, retained in care, and taking HIV medications as prescribed to achieve viral suppression.

#### The Houston EMA Care Continuum (HCC)

The HCC is a diagnosis-based continuum. The HCC reflects the number of PLWH who have been diagnosed ("HIV diagnosed"); and among the diagnosed, the numbers and proportions of PLWH with records of engagement in HIV care ("Met need"), retention in care ("Retained in care"), and viral suppression ("Virally suppressed") within a calendar year. Although retention in care is a significant factor for PLWH to achieve viral suppression, 'Virally suppressed' also includes those PLWH in the Houston EMA whose most recent viral load test of the calendar year was <200 copies/mL but who did not have evidence of retention in care.

Linking newly diagnosed individuals into HIV medical care as quickly as possible following initial diagnosis is an essential step to improved health outcomes. In the HCC, initial linkage to HIV medical care ("Linkage to care") is presented separately as the proportion of *newly* diagnosed PLWH in the Houston EMA who were successfully linked to medical care within three months or within one year after diagnosis

**Figure 1: Houston EMA HIV Care Continuum, 2015-2017**



Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2018

Measure	Description	Data source
HIV diagnosed	No. of persons living with HIV (PLWH) residing in Houston EMA through end of year (alive)	Texas eHARS data
Met need	No. (%) of PLWH in Houston EMA with met need (at least one: medical visit, ART prescription, or CD4/VL test) in year	Texas DSHS HIV Unmet Need Project (incl. eHARS, ELR, ARIES, ADAP, Medicaid, private payer data)
Linked to care (pie chart)	No. (%) of <b>newly diagnosed</b> PLWH in Houston EMA who were linked to medical care ("Met need") within N months of their HIV diagnosis	
Retained in care	No. (%) of PLWH in Houston EMA with at least 2 medical visits, ART prescriptions, or CD4/VL tests in year, at least 3 months apart	
Virally suppressed	No. (%) of PLWH in Houston EMA whose last viral load test of the year was $\leq 200$ copies/mL	Texas ELRs, ARIES labs, ADAP labs

From 2015-2017, the total number of persons diagnosed with HIV increased each year and the percentage of those with met need, retention, and viral suppression remained relatively constant.

- The percentage of newly diagnosed PLWH linked to care within one month of diagnosis decreased by 5% from 2015 to 2017.

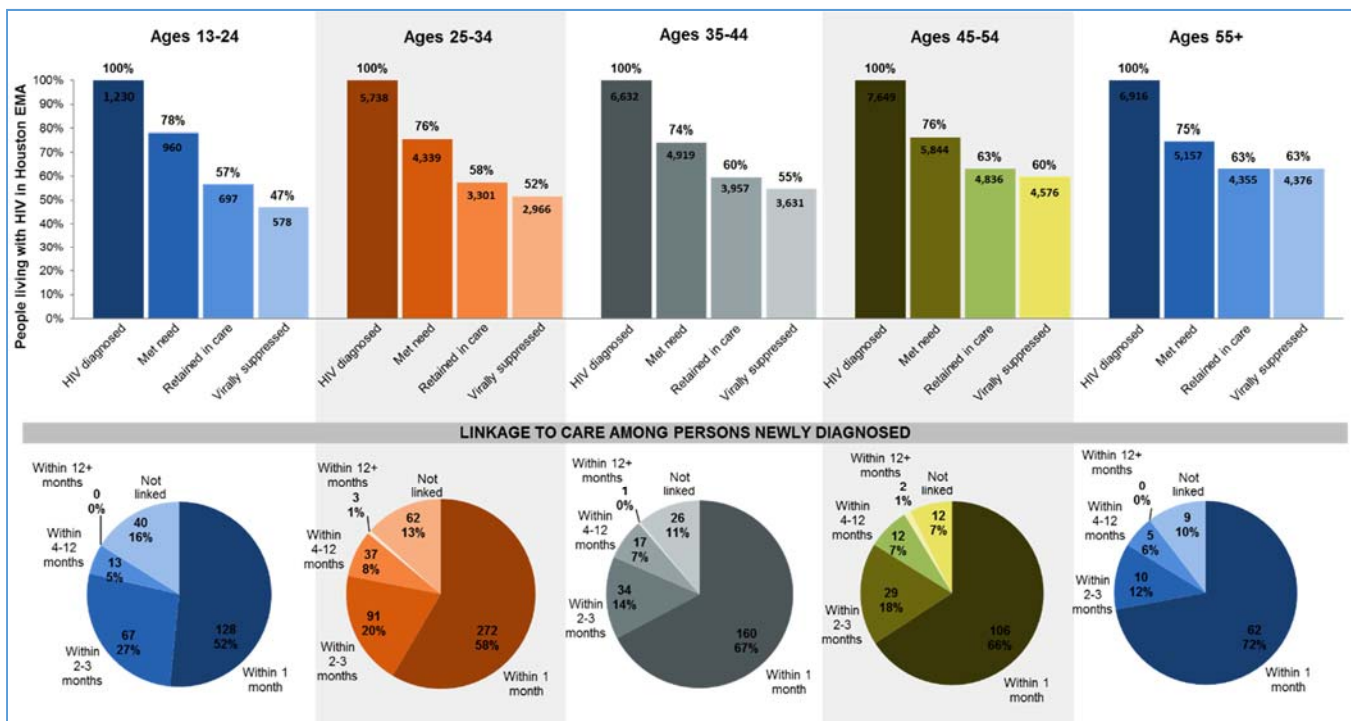
## Disparities in Engagement among Key Populations

Multiple versions of the HCC have been created to illustrate engagement disparities and service gaps that key populations encounter in the Houston EMA.

It is important to note that available data used to construct each version of the Houston EMA HCC do not portray the need for activities to increase testing, linkage, retention, ART access, and viral suppression among many other at-risk key populations, such as those who are intersex, experiencing homelessness, or those recently released from incarceration.

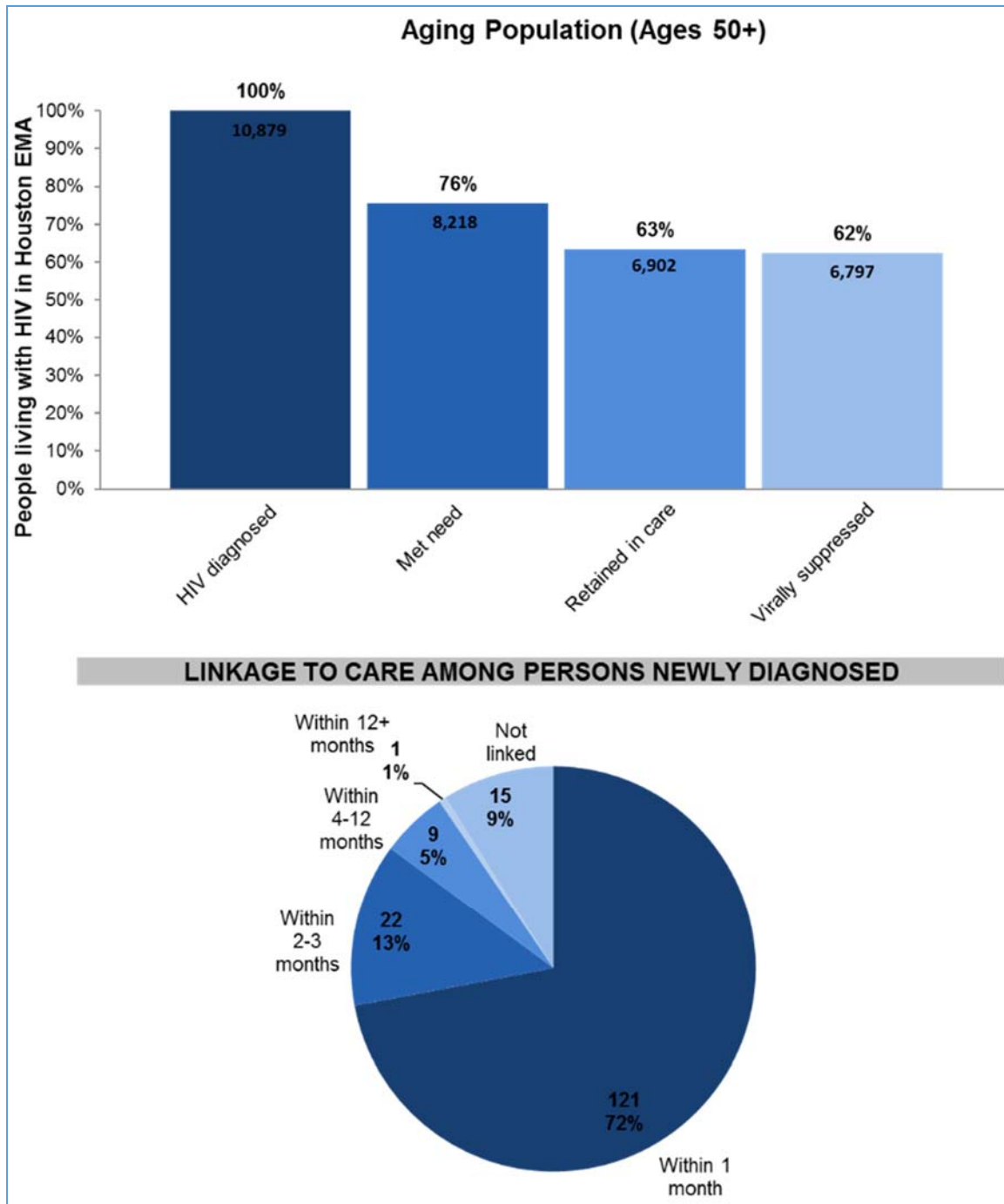
## The Houston EMA Care Continuum, by Age

**Figure 2: Houston EMA HIV Care Continuum by Age Group, 2017**



Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2018

**Figure 3: Houston EMA HIV Care Continuum by Aging Population 50+, 2017**



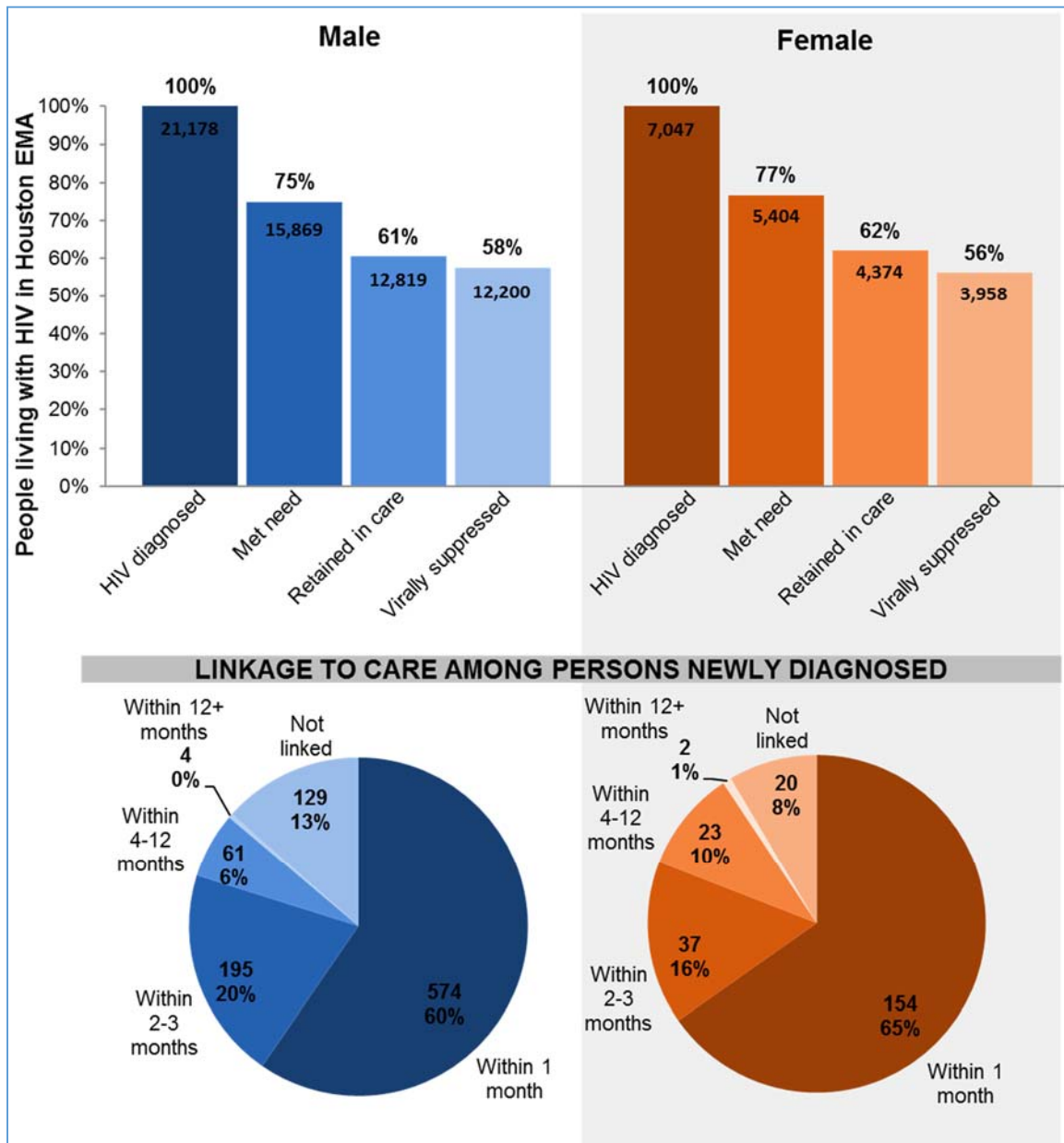
Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2018

- Younger adults had lower percentages of retention and viral suppression compared to older adults.
- Youth and young adults (13-24 years old) had the highest percentage of met need.

- Youth to middle age adults (13-34 years old) had the lowest proportion of newly diagnosed PLWH who were linked within three months of diagnosis when compared to the older adult age groups.

### The Houston EMA Care Continuum, by Sex Assigned at Birth/Current Gender

**Figure 4: Houston EMA HIV Care Continuum by Sex Assigned at Birth, 2017**

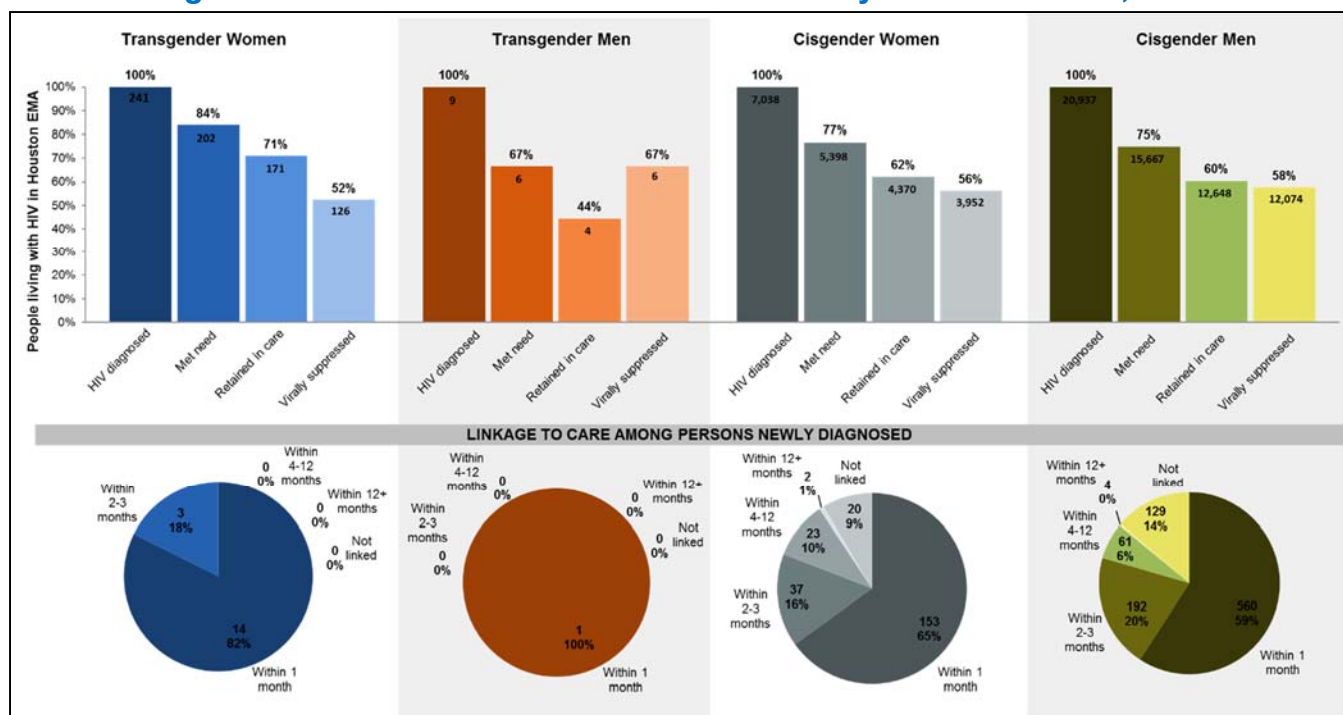


Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2018

- Females living with HIV in the Houston EMA in 2017 had a higher proportion of individuals with met need and retention in care than males living with HIV, although females had a slightly smaller proportion of viral suppression.

- The proportion of newly diagnosed female PLWH linked to care within the first month after diagnosis was 5% higher than males.

**Figure 5: Houston EMA HIV Care Continuum by Current Gender, 2017**

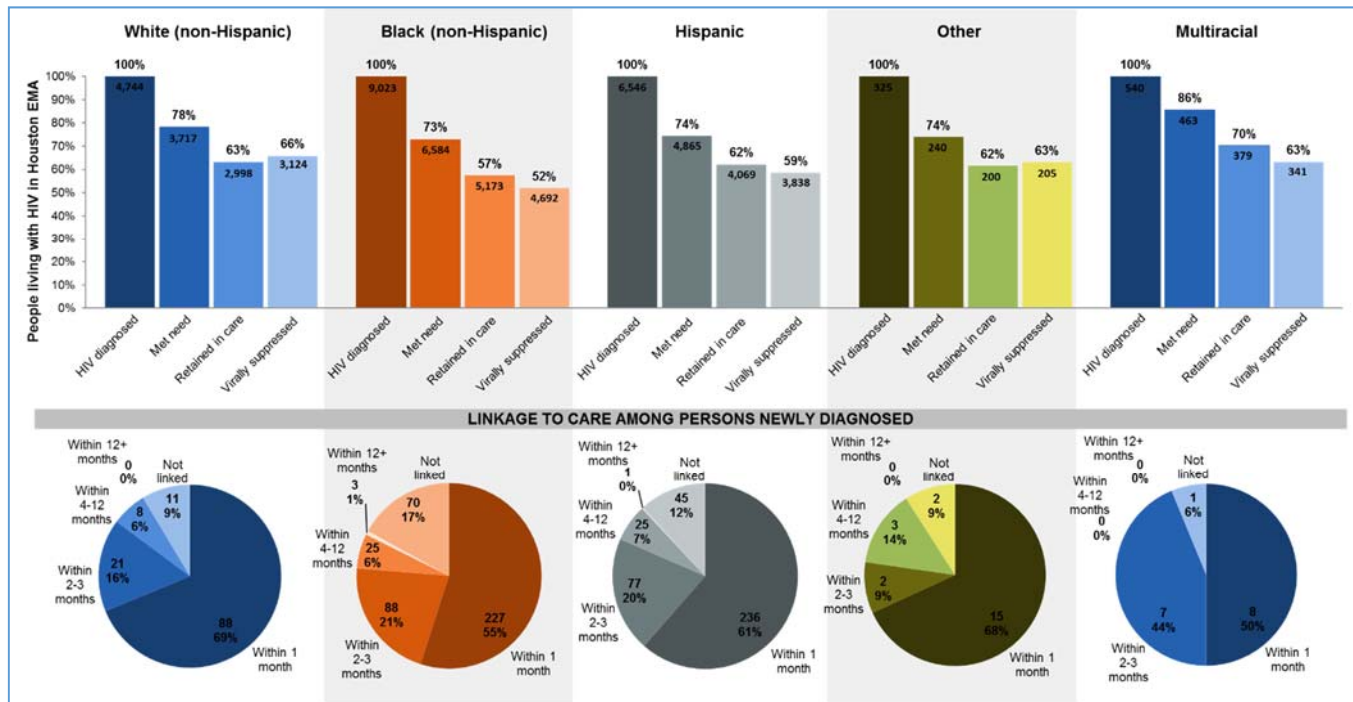


Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2018

- Transgender women living with HIV in the Houston EMA in 2017 had the highest proportion of individuals with met need and retention in care. However, they had the lowest proportion of viral suppression.
- Transgender men living with HIV in the Houston EMA in 2017 had the lowest proportion of individuals retained in care but had the highest viral suppression. Caution should be exercised in interpretation, however, due to the very small numbers of transgender men represented in this data.
- The proportion of newly diagnosed people linked to care within the first month after diagnosis was higher for transgender people compared to cisgender people. However, the transgender groups had few individuals and percentages can vary widely with small increases/decreases.

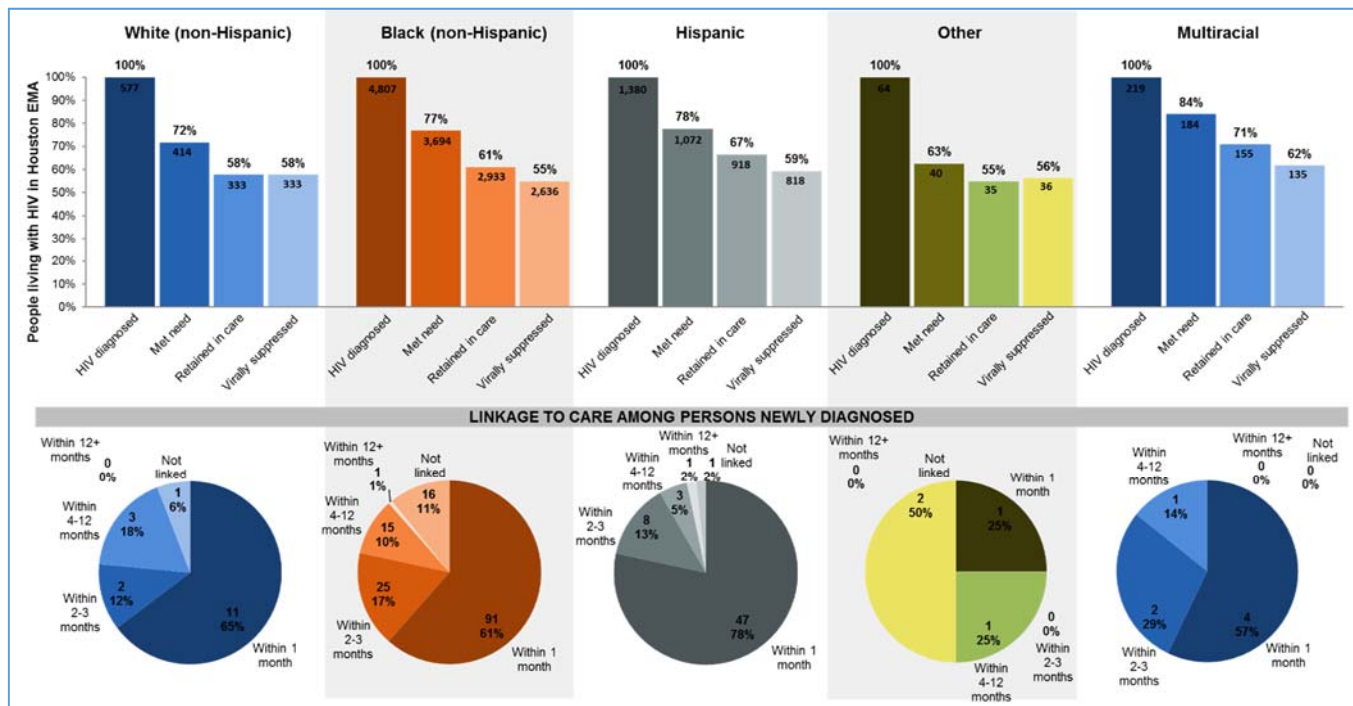
## The Houston EMA Care Continuum, by Sex Assigned at Birth and Race/Ethnicity

**Figure 6: Houston EMA HIV Care Continuum by Sex Assigned at Birth=Male and Race/Ethnicity, 2017**



Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2018

**Figure 7: Houston EMA HIV Care Continuum by Sex Assigned at Birth=Female and Race/Ethnicity, 2017**



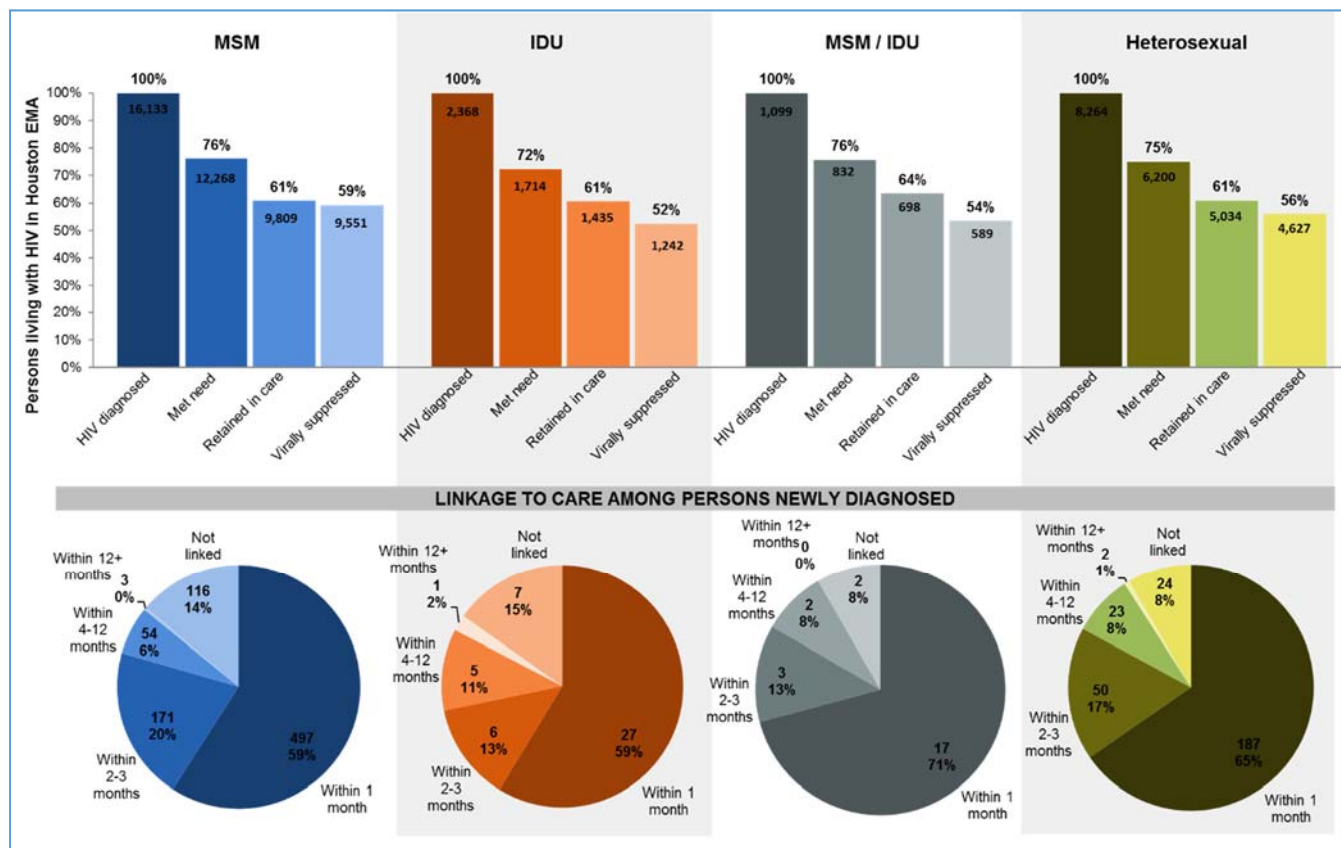
Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2018

- Compared to White and multiracial males, all other males living with HIV had lower proportions of met need, retention in care, and viral suppression in 2017.
- Among females, Other (non-Hispanic) PLWH had the lowest proportion of individuals with evidence of met need and retention in care while Black (non-Hispanic) PLWH had the lowest proportion of individuals with evidence of viral suppression.
- Among those newly diagnosed with HIV, Hispanic females and White (non-Hispanic) males had the highest proportion linked to care within 1 month of diagnosis.
- Overall, Other (non-Hispanic) females living with HIV had the lowest proportion of individuals with met need across all birth sex and race/ethnicity groups. However, this group had few individuals and percentages can vary widely with small increases/decreases. White (non-Hispanic) females living with HIV had the next lowest proportion of individuals with met need.
- Overall, Other (non-Hispanic) females living with HIV had the lowest proportion of individuals retained in care across all birth sex and race/ethnicity groups. However, this group had few individuals and percentages can vary widely with small increases/decreases. Black (non-Hispanic) males living with HIV had the next lowest proportion of individuals retained in care.
- Overall, Black (non-Hispanic) males living with HIV had the lowest proportion of individuals virally suppressed across all birth sex and race/ethnicity groups

## The Houston EMA Care Continuum, by Transmission Risk Factor\*

\*Transmission risk factors that are associated with increased risk of HIV exposure and transmission include men who have sex with men (MSM), injection drug use (IDU), MSM who also practice IDU (MSM/IDU), and heterosexual exposure.

**Figure 8: Houston EMA HIV Care Continuum by Transmission Risk, 2017**



Source: Bureau of Epidemiology and Bureau of HIV/STD and Viral Hepatitis Prevention, Houston Health Department, 2018

- Although MSM have higher numbers of PLWH than the other risk groups, the proportion of diagnosed MSM living with HIV with evidence of met need and retention in care is similar to those observed for other risk groups.
- MSM also have a higher proportion of diagnosed PLWH who are virally suppressed but a lower proportion of newly diagnosed PLWH who were successfully linked to care within one month of initial diagnosis.
- Overall, PLWH with IDU as a primary transmission risk factor exhibited the lowest proportions of individuals in each care continuum stage.

Questions about the Houston EMA HIV Care Continuum can be directed to: [Amber Harbolt](#), Health Planner in the Office of Support.

# Houston HSDA

Houston HSDA Counties: Austin, Chambers, Colorado, Fort Bend, Harris, Liberty, Montgomery, Walker, Waller, and Wharton

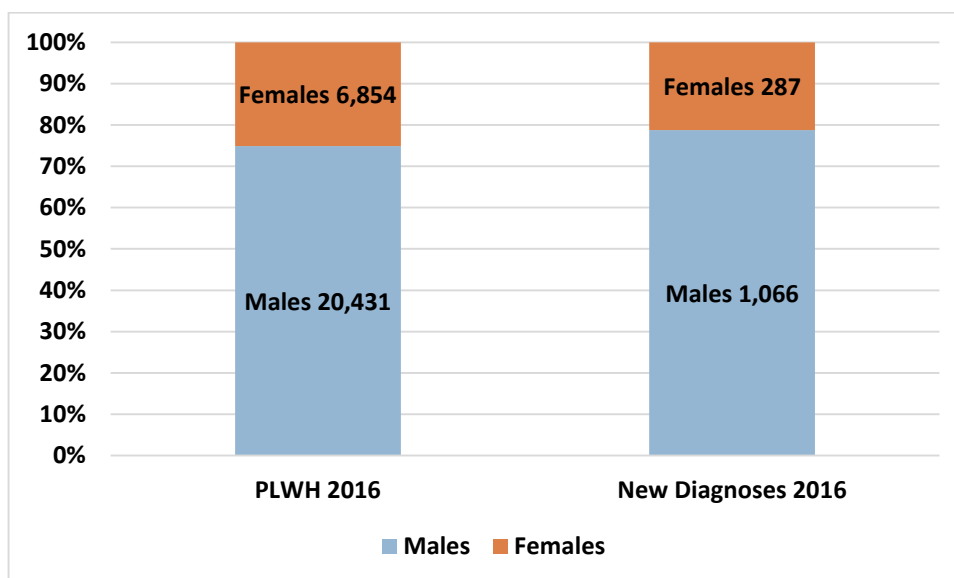
## Epi Profile

*In the Houston HSDA, the number of new diagnoses has remained flat and stable for the past several years.*

There were **27,285 people living with HIV (PLWH)** in this area as of the end of 2016. This includes only people with diagnosed infections with a current address in this area. People with undiagnosed HIV are not included. In 2016, **1,353 people were newly diagnosed with HIV**.

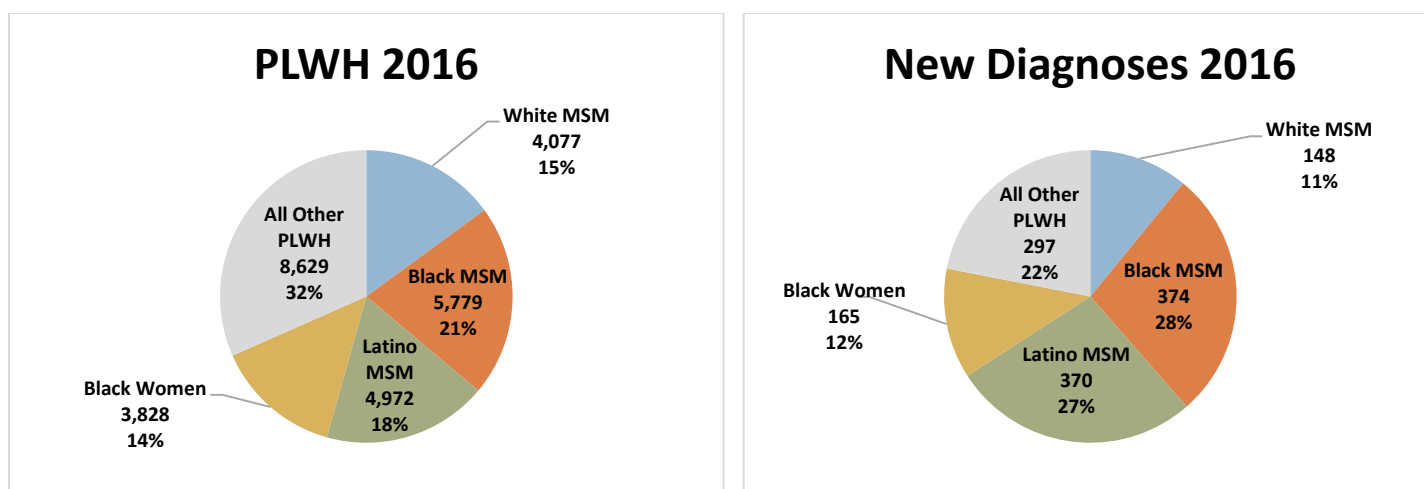
## Gender

*Men make up the majority of PLWH and the majority of new diagnoses.*



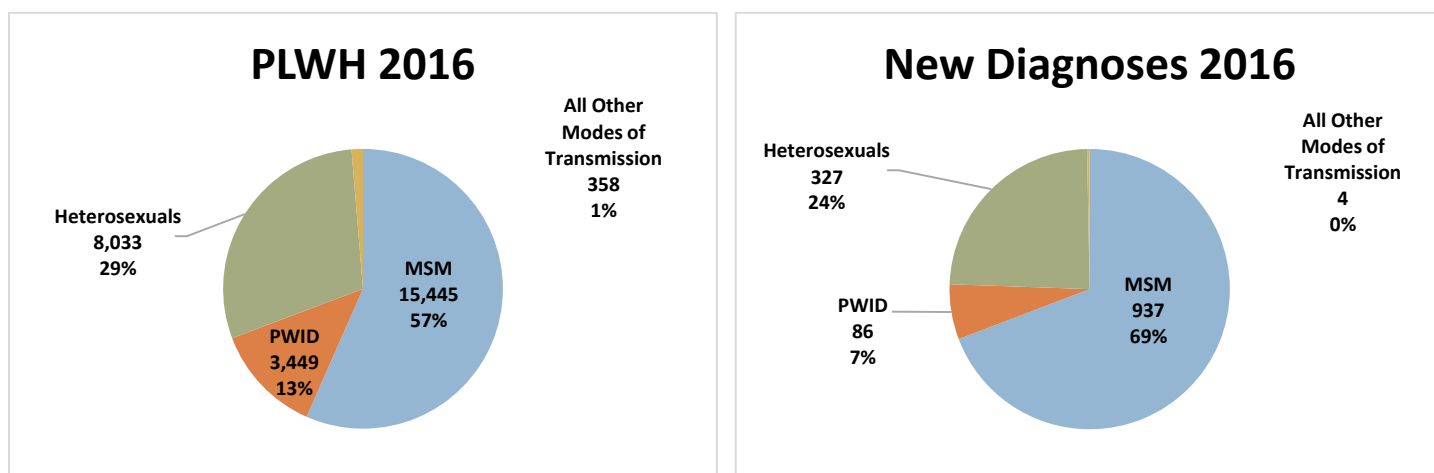
## Priority Populations (68% of total PLWH, 78% of new diagnoses)

*Priority populations make up the majority of PLWH and the majority of new diagnoses. Black MSM are the largest priority population among PLWH and among new diagnoses.*



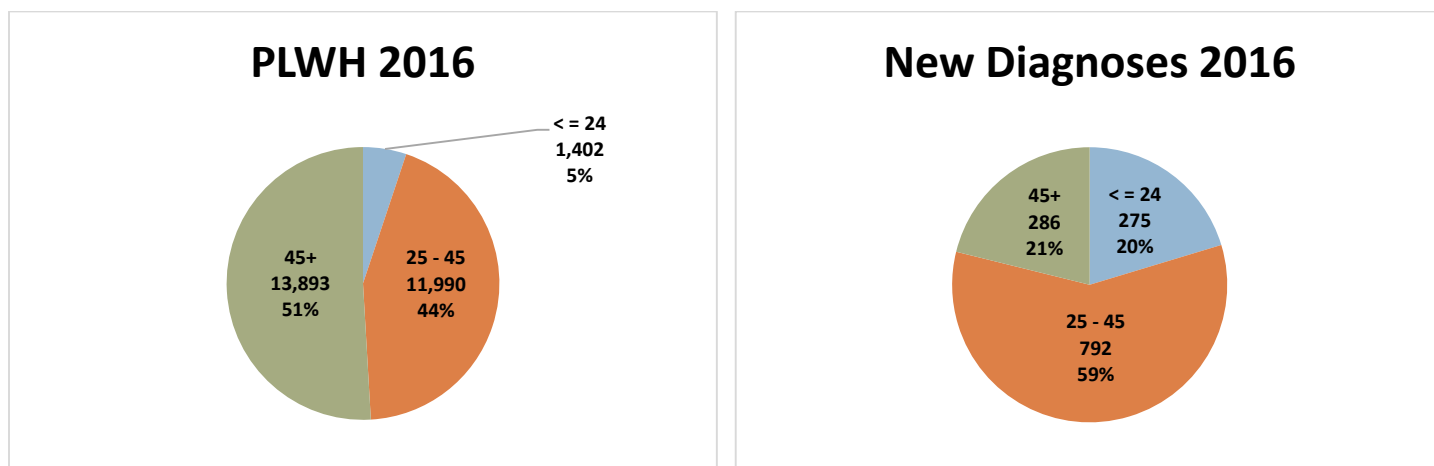
## Mode of Exposure

MSM makes up the primary mode of exposure among PLWH and among new diagnoses.



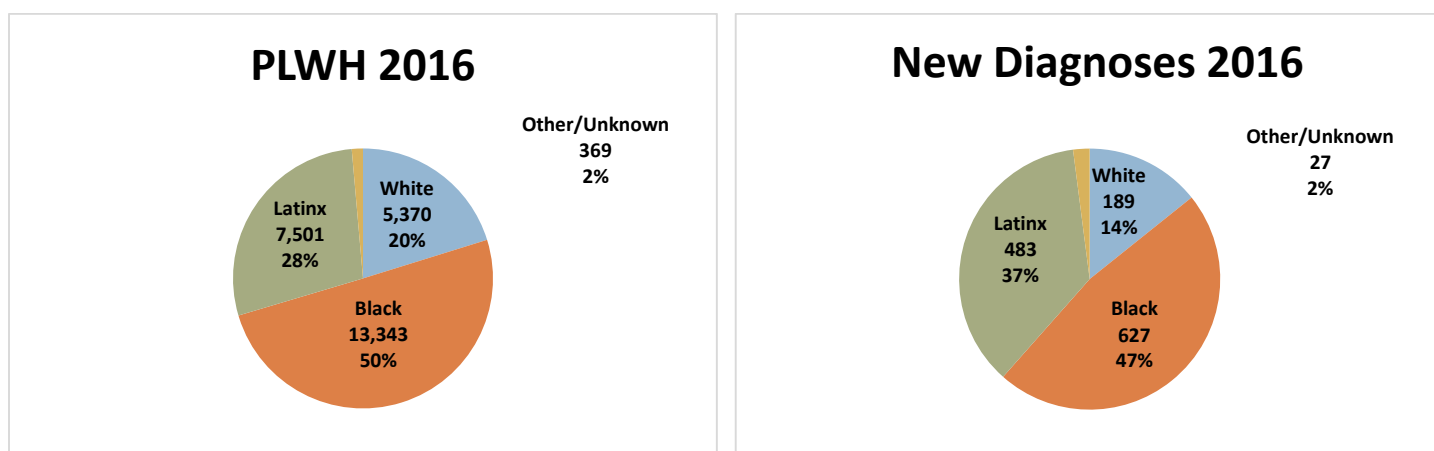
## Age

The majority of PLWH are 45 and older; the majority of new diagnoses are among people 25-45.



## Race/Ethnicity

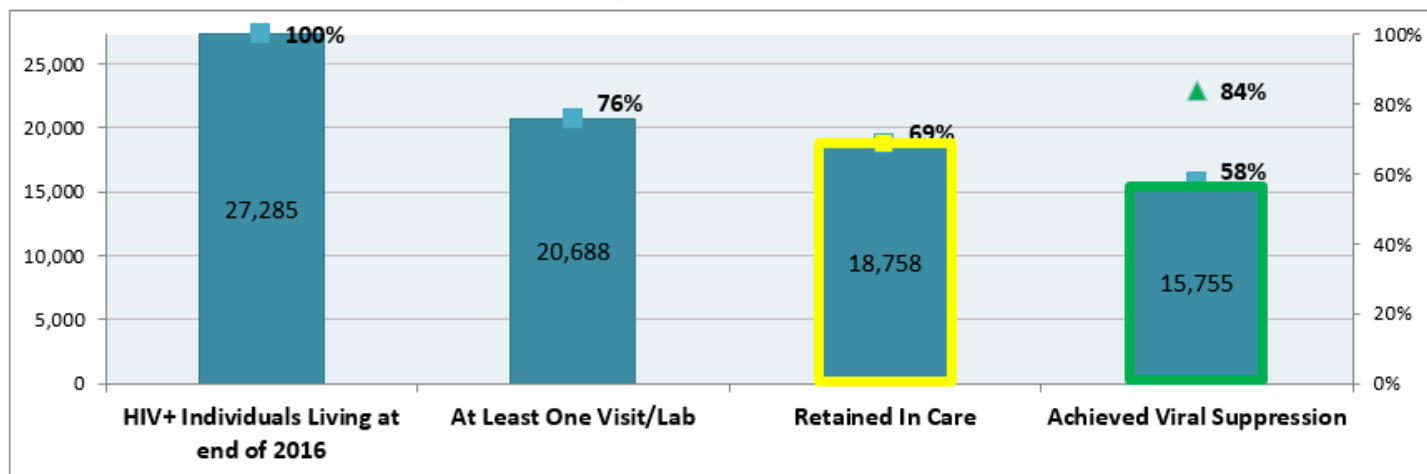
The majority of PLWH and the majority of new diagnoses are among Black individuals.



## 2016 Care Continuum

When people are able to achieve retention in care, they are able to achieve viral suppression. In the Houston HSDA, 58% of total PLWH have achieved viral suppression, and 84% of PLWH who are retained in care achieved viral suppression. Retention in care is a priority area.

### Houston HSDA HIV Population Treatment Cascade, 2016



76% of PLWH had at least one episode of HIV care & treatment. This means roughly 8 out of 10 PLWH were in care.



69% of PLWH were retained in care (2 episodes of HIV care & treatment across the year). This means that roughly 7 out of 10 PLWH were retained in care



58% of PLWH were virally suppressed. This means that roughly 6 out of 10 PLWH were virally suppressed



Of those 7 out of 10 PLWH who were retained in care, 84%, or roughly 6 of those 7 PLWH, were virally suppressed.

## 2016 Continuum of Care, Parity Table

All communities who are retained in care are able to achieve viral suppression goals, except for people under the age of 35 and People Who Inject Drugs (PWID).

Communities with the fewest opportunities to achieve retention are people under the age of 45, People Who Inject Drugs (PWID), Heterosexuals, Men and Black PLWH, specifically Black MSM.

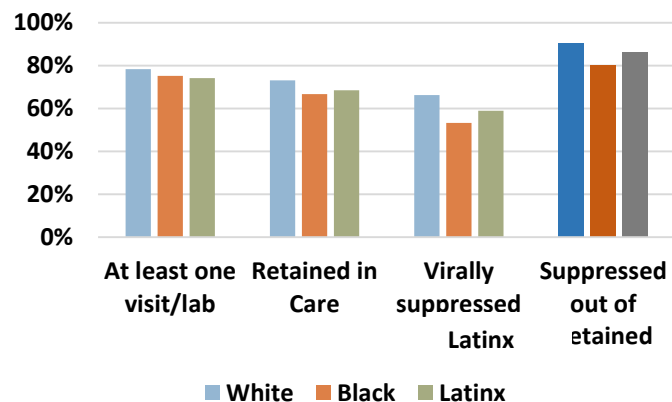
**85%** PLWH retained in HIV care and treatment

**80%** Of those retained are virally suppressed

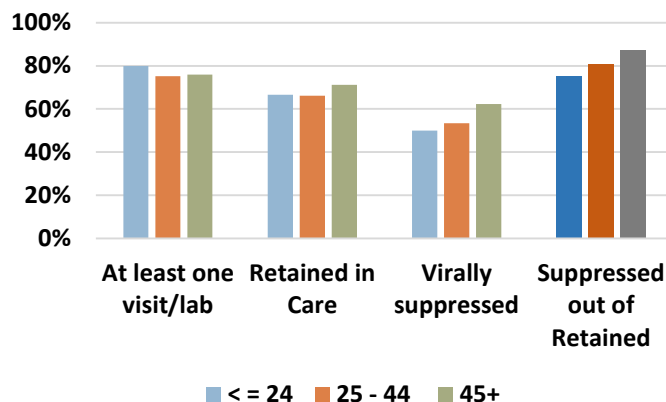
	PLWH		At least one visit		Retained in Care		% retained if any care	Suppressed		% suppressed of those retained
	#	%	#	%	#	%	%	#	%	%
All PLWH	27,285	100%	20,688	76%	18,758	69%	91%	15,755	58%	84%
Female	6,854	25%	5,296	77%	4,792	70%	90%	3,887	57%	81%
Male	20,431	75%	15,392	75%	13,966	68%	91%	11,868	58%	85%
White	5,370	20%	4,206	78%	3,297	73%	78%	3,553	66%	90%
Black	13,343	49%	10,037	75%	8,896	67%	89%	7,106	53%	80%
Latinx	7,501	27%	5,562	74%	5,140	69%	92%	4,422	59%	86%
<=24	1,402	5%	1,121	80%	933	67%	83%	700	50%	75%
25 – 34	5,491	20%	4,176	76%	3,567	65%	85%	2,804	51%	79%
35 – 44	6,499	24%	4,836	74%	4,369	67%	90%	3,597	55%	82%
45+	13,893	51%	10,555	76%	9,889	71%	94%	8,654	62%	88%
MSM	15,445	57%	11,834	77%	10,724	69%	91%	9,236	60%	86%
PWID	3,449	13%	2,542	74%	2,301	67%	91%	1,811	53%	79%
Heterosexual	8,033	29%	6,052	75%	5,495	68%	91%	4,532	56%	82%
White MSM	4,077	15%	3,250	80%	3,045	75%	94%	2,802	69%	92%
Black MSM	5,779	21%	4,344	75%	3,771	65%	87%	3,028	52%	80%
Latino MSM	4,972	18%	3,735	75%	3,459	70%	93%	3,012	61%	87%
Black Women	3,828	14%	2,942	77%	2,654	69%	90%	2,143	56%	81%

## 2016 Continuum of Care, Parity Bar Charts

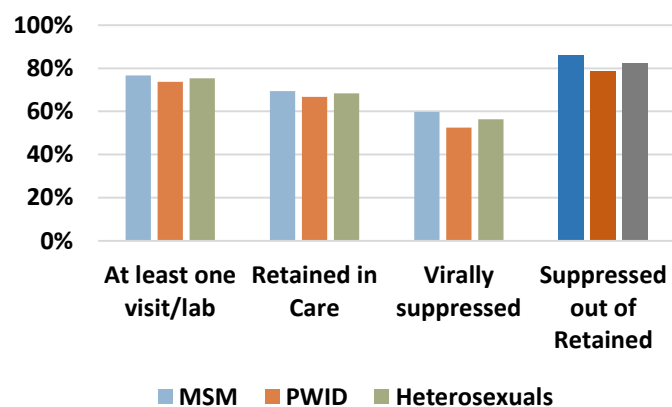
## Race/Ethnicity



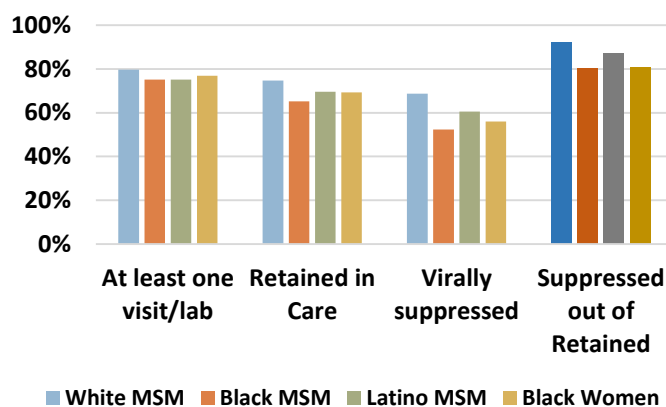
## Age



## Mode of Transmission



## Priority Group



## Targets

Among priority populations, the community with the greatest need for new opportunities to achieve retention are Black MSM.

**85%** PLWH retained in HIV care and treatment

**80%** Of those retained are virally suppressed

	PLWH		Retained in Care		85% retained goal	Gap	Suppressed	80% suppressed goal	Gap
	#	%	#	%	#	#	#	#	#
<b>All PLWH</b>	<b>27,285</b>	<b>100%</b>	<b>18,758</b>	<b>69%</b>	<b>23,192</b>	<b>4,434</b>	<b>15,755</b>	<b>18,554</b>	<b>2,799</b>
<b>Female</b>	6,854	25%	4,792	70%	5,826	1,034	3,887	4,661	774
<b>Male</b>	20,431	75%	13,966	68%	17,366	3,400	11,868	13,893	2,025
<b>White</b>	5,370	20%	3,297	73%	4,565	638	3,553	3,652	99
<b>Black</b>	13,343	49%	8,896	67%	11,342	2,446	7,106	9,074	1,968
<b>Latinx</b>	7,501	27%	5,140	69%	6,376	1,236	4,422	5,101	679
<b>&lt;=24</b>	1,402	5%	933	67%	1,192	259	700	953	253
<b>25 – 34</b>	5,491	20%	3,567	65%	4,667	1,100	2,804	3,734	930
<b>35 – 44</b>	6,499	24%	4,369	67%	5,524	1,155	3,597	4,419	822
<b>45+</b>	13,893	51%	9,889	71%	11,809	1,920	8,654	9,447	793
<b>MSM</b>	15,445	57%	10,724	69%	13,128	2,404	9,236	10,502	1,266
<b>PWID</b>	3,449	13%	2,301	67%	2,932	631	1,811	2,346	535
<b>Heterosexual</b>	8,033	29%	5,495	68%	6,828	1,333	4,532	5,462	930
<b>White MSM</b>	4,077	15%	3,045	75%	3,465	420	2,802	2,772	-30
<b>Black MSM</b>	5,779	21%	3,771	65%	4,912	1,141	3,028	3,930	902
<b>Latino MSM</b>	4,972	18%	3,459	70%	4,226	767	3,012	3,381	369
<b>Black Women</b>	3,828	14%	2,654	69%	3,254	600	2,143	2,603	460



# ★ ROADMAP ★

## TO ENDING <sup>THE</sup> HIV EPIDEMIC <sup>IN</sup> HOUSTON

~December 2016~



Excerpt for How to Best Meet the Needs  
Full document available at [www.endhivhouston.org](http://www.endhivhouston.org)

## TABLE OF CONTENTS

### Access to Care

Recommendation 1: Enhance the health care system to better respond to the HIV/AIDS epidemic	11
Recommendation 2: Improve cultural competency for better access to care	12
Recommendation 3: Increase access to mental health services and substance abuse treatment	12
Recommendation 4: Improve health outcomes for people living with HIV/AIDS with co-morbidities	13
Recommendation 5: Develop and publicize complete and accurate data for transgender people and those recently released from incarceration	13
Recommendation 6: Streamline Ryan White eligibility process for special circumstances	13
Recommendation 7: Increase access to care for diverse populations	14

## ACCESS TO CARE

*The vision of the access to care work group is to ensure all residents of the Houston Area receive proactive and timely access to comprehensive and non-discriminatory care to prevent new diagnoses, and for those living with HIV/AIDS to achieve and maintain viral suppression.*

### Recommendation 1: Enhance the health care system to better respond to the HIV/AIDS epidemic

The ability of the local health care system to appropriately respond to the HIV/AIDS epidemic is a crucial component to ending the epidemic in Houston. FQHCs, in particular, represent a front line for providing comprehensive and appropriate access to care for people living with HIV/AIDS. While we acknowledge the commitment of many medical providers to provide competent care, ending the epidemic will require a more coordinated and focused response.

Some specific actions include:

- Develop a more coordinated and standard level of HIV prevention services and referrals for treatment, so that patients receive the same type and quality of services no matter where care is accessed.
- Integrate a women-centered care model approach to increase access to sexual and reproductive health services. Women-centered care meets the unique needs of women living with HIV and provides care that is non-stigmatizing, holistic, integrated, and gender-sensitive.
- Train more medical providers on the Ryan White care system.
- Explore feasibility of implementing a pilot rapid test and treat model, in which treatment would start immediately upon receipt of a positive HIV test.
- Better equip medical providers and case managers with training on best practices, latest developments in care and treatment, and opportunities for continuing education credits.
- Increase use of METRO Q® Fare Cards, telemedicine, mobile units, and other solutions to transportation barriers.
- Develop performance measures to improve community viral load as a means to improve health outcomes and decrease HIV transmission.
- Integrate access to support services such as Women, Infants and Children (WIC), food stamps, Children's Health Insurance Program (CHIP), and health literacy resources in medical settings.

**Ending the epidemic  
will require a more  
coordinated and  
focused response.**

## **Develop cultural trainings in partnership with members of the community that address the specific cultural and social norms of the community.**

### **Recommendation 2: Improve cultural competency for better access to care**

Lack of understanding of the social and cultural norms of the community is one of the most cited barriers to care. These issues include race, culture, ethnicity, religion, language, poverty, sexual orientation and gender identity. Issues related to the lack of cultural competency are more often experienced by members of the very communities most impacted by HIV. Medical providers must improve their cultural understanding of the communities they serve in order to put the “care” back in health care. Individuals will not seek services in facilities they do not feel are designed for them or where they receive insensitive treatment from staff.

Some specific actions include:

- Develop cultural trainings in partnership with members of the community that address the specific cultural and social norms of the community.
- Include training on interventions for trauma-informed care and gender-based violence. This type of care is a treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma that contribute to mental health issues including substance abuse, domestic violence, and child abuse.
- Establish measures to evaluate effectiveness of training.
- Revise employment applications to include questions regarding an applicant’s familiarity with the community being served. New hires with lack of experience working with certain communities should receive training prior to interacting with the community.

### **Recommendation 3: Increase access to mental health services and substance abuse treatment**

Access to behavioral health and substance abuse treatment are two of the most critical unmet needs in the community. Individuals have difficulty staying in care and adhering to medication without access to mental health and substance abuse treatment. Comprehensive HIV/AIDS care must address the prevalence of these conditions.

Some specific actions include:

- Perform mental health assessments on newly diagnosed persons to determine readiness for treatment, the existence of an untreated mental health disorders, and need for substance abuse treatment.
- Increase the availability of mental health services and substance abuse treatment, including support groups and peer advocacy programs.
- Implement trauma-informed care in health care settings to respond to depression and post-traumatic stress disorders.

## **Increase the availability of mental health services and substance abuse treatment.**

#### **Recommendation 4: Improve health outcomes for people living with HIV/AIDS with co-morbidities**

Because of recent scientific advances, people living with HIV/AIDS, who have access to antiretroviral therapy, are living long and healthy lives. HIV/AIDS is now treated as a manageable chronic illness and is no longer considered a death sentence. However, these individuals are developing other serious health conditions that may cause more complications than the virus. Some of these other conditions include Hepatitis C, hypertension, diabetes, and certain types of cancer. When coupled with an HIV diagnosis, these additional conditions are known as co-morbidities. HIV treatment must address the impact of co-morbidities on treatment of HIV/AIDS.

Some specific actions include:

- Utilize a multi-disciplinary approach to ensure that treatment for HIV/AIDS is integrated with treatment for other health conditions.
- Develop treatment literacy programs and medication adherence support programs for people living with HIV/AIDS to address co-morbidities.

#### **Recommendation 5: Develop and publicize complete and accurate data for transgender people and those recently released from incarceration**

There is insufficient data to accurately measure the prevalence and incidence of HIV among transgender individuals. In addition, there appears to be a lack of data on those recently released from incarceration. We need to develop data collection protocols to improve our ability to define the impact of the epidemic on these communities.

#### **Recommendation 6: Streamline the Ryan White eligibility process for special circumstances**

The Ryan White program is an important mechanism for delivering services to individuals living with HIV/AIDS. In order to increase access to this program, we must remove barriers to enrollment for qualified individuals experiencing special situations. We recommend creating a fast track process for Ryan White eligibility determinations for special circumstances, such as when an individual has recently relocated to Houston and/or has fallen out of care.

### Recommendation 7: Increase access to care for diverse populations

According to the 2016 Kinder Houston Area Survey, the Houston metropolitan area has become “the single most ethnically and culturally diverse urban region in the entire country.” Between 1990 and 2010, the Hispanic population grew from 23% to 41%, and Asians and others from 4% to 8%. It is imperative that we meet the needs of an increasingly diverse populace.<sup>10</sup>

Some specific actions include:

- Train staff and providers on culturally competent care.
- Hire staff who represent the communities they serve.
- Increase access to interpreter services.
- Develop culturally and linguistically appropriate education materials.
- Market available services directly to immigrant communities.

<sup>10</sup> [https://kinder.rice.edu/uploadedFiles/Center\\_for\\_the\\_Study\\_of\\_Houston/53067\\_Rice\\_HoustonAreaSurvey2016\\_Lowres.pdf](https://kinder.rice.edu/uploadedFiles/Center_for_the_Study_of_Houston/53067_Rice_HoustonAreaSurvey2016_Lowres.pdf)

★ **ROADMAP** ★  
**TO ENDING <sup>THE</sup> HIV EPIDEMIC <sup>IN</sup> HOUSTON**  
*-December 2016-*

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## PARTICIPANT COMPOSITION

The following summary of the geographic, demographic, socio-economic, and other composition characteristics of individuals who participated in the 2016 Houston HIV Care Services Needs Assessment provides both a “snapshot” of who is living with HIV in the Houston Area today as well as context for other needs assessment results.

(**Table 1**) Overall, 93% of needs assessment participants resided in Harris County at the time of data collection. The majority of participants were male (67%), African American/Black (63%), and heterosexual (54%). Greater than half were age 50 or over, with a median age of 50-54.

The average unweighted household income of participants was \$9,380 annually, with the majority living below 100% of federal poverty (**FPL**). Most participants paid for healthcare using Medicaid/Medicare and assistance through Harris Health System (Gold Card).

**TABLE 1-Select Participant Characteristics, Houston Area HIV Needs Assessment, 2016**

	No.	%		No.	%		No.	%
County of residence			Age range (median: 50-54)			Sex at birth		
Harris	464	93.4%	13 to 17	1	0.2%	Male	341	67.3%
Fort Bend	21	4.2%	18 to 24	17	3.4%	Female	166	37.7%
Liberty	1	0.2%	25 to 49	219	43.2%	Intersex	0	-
Montgomery	6	1.2%	50 to 54	123	24.3%	Transgender	20	3.9%
Other	5	1.0%	55 to 64	133	26.2%	Currently pregnant	1	0.2%
			≥65	14	2.8%			
			Seniors (≥50)	270	53.3%			
Primary race/ethnicity			Sexual orientation			Health insurance		
White	60	11.8%	Heterosexual	274	54.0%	Private insurance	53	8.6%
African American/Black	318	62.7%	Gay/Lesbian	171	33.7%	Medicaid/Medicare	307	49.8%
Hispanic/Latino	121	23.9%	Bisexual	39	7.7%	Harris Health System	146	23.7%
Asian American	5	1.0%	Other	23	4.5%	Ryan White	105	17.0%
Other/Multiracial	3	0.6%	MSM	216	42.6%	None	6	1.0%
Immigration status			Yearly income (average: \$9,380)					
Born in the U.S.	427	84.6%	Federal Poverty Level (FPL)					
Citizen > 5 years	33	6.5%	Below 100%	278	78.8%			
Citizen < 5 years	4	0.8%	100%	45	12.7%			
Undocumented	10	2.0%	150%	13	3.7%			
Prefer not to answer	22	4.4%	200%	10	2.8%			
Other	9	1.8%	250%	2	0.6%			
			≥300%	5	1.4%			

(**Table 2**) Certain subgroups of PLWH have been historically underrepresented in HIV data collection, thereby limiting the ability of local communities to address their needs in the data-driven decision-making processes of HIV planning. To help mitigate underrepresentation in Houston Area data collection, efforts were made during the 2016 needs assessment process to *oversample* PLWH who were also members of groups designated as “special populations” due to socio-economic circumstances or other sources of disparity in the HIV service delivery system.

The results of these efforts are summarized in Table 2.

**TABLE 2-Representation of Special Populations, Houston Area HIV Needs Assessment, 2016**

	No.	%
Unstable Housing	142	28.0%
Injection drug users (IDU)*	8	1.6%
Men who have sex with men (MSM)	216	42.6%
Not retained in care (last 6 months)	4	0.8%
Recently released from incarceration	41	8.1%
Rural (non-Harris County resident)	33	6.4%
Transgender	20	3.9%

\*See Limitations section for further explanation of identification of IDU



## **Chapter 2: Service Needs and Barriers**

## OVERALL SERVICE NEEDS AND BARRIERS

As payer of last resort, the Ryan White HIV/AIDS Program provides a spectrum of HIV-related services to people living with HIV (PLWH) who may not have sufficient resources for managing HIV disease. The Houston Area HIV Services Ryan White Planning Council identifies, designs, and allocates funding to locally-provided HIV care services. Housing services for PLWH are provided through the federal Housing Opportunities for People with AIDS (HOPWA) program through the City of Houston Housing and Community Development Department. The primary function of HIV needs assessment activities is to gather information about the need for and barriers to services funded by the local Houston Ryan White HIV/AIDS Program, as well as other HIV-related programs like HOPWA and the Houston Health Department's (HHD) prevention program.

### Overall Ranking of Funded Services, by Need

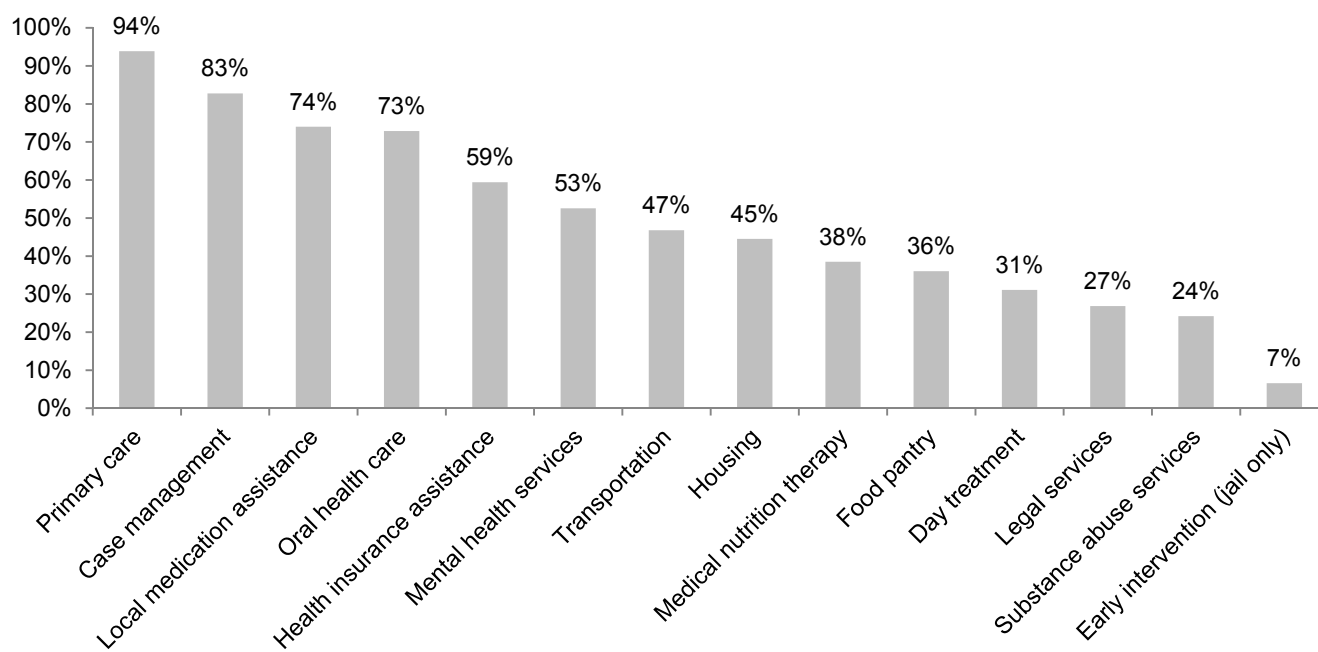
In 2016, 15 HIV core medical and support services were funded through the Houston Area Ryan White HIV/AIDS Program, and housing services were provided through the local HOPWA program. Though no longer funded through the Ryan White HIV/AIDS Program, Food Pantry was also assessed.

Participants of the 2016 Houston HIV Care Services Needs Assessment were asked to indicate which of these funded services they needed in the past 12 months.

(**Graph 1**) All funded services except hospice and linguistics were analyzed and received a ranking of need. At 94%, primary care was the most needed funded service in the Houston Area, followed by case management at 83%, local medication assistance at 74%, and oral health care at 73%. Primary care had the highest need ranking of any core medical service, while transportation received the highest need ranking of any support service. Compared to the last Houston Area HIV needs assessment conducted in 2014, need ranking increased for many core medical services, and decreased for most support services. The percent of needs assessment participants reporting need for a particular service decreased the most for food pantry, housing, and medical nutrition therapy, while the percent of those indicating a need for health insurance assistance increased 12 percentage points from 2014, the most of any service measured.

### GRAPH 1-Ranking of HIV Services in the Houston Area, By Need, 2016

*Definition: Percent of needs assessment participants stating they needed the service in the past 12 months, regardless of service accessibility.*  
*Denominator:*



### Overall Ranking of Funded Services, by Accessibility

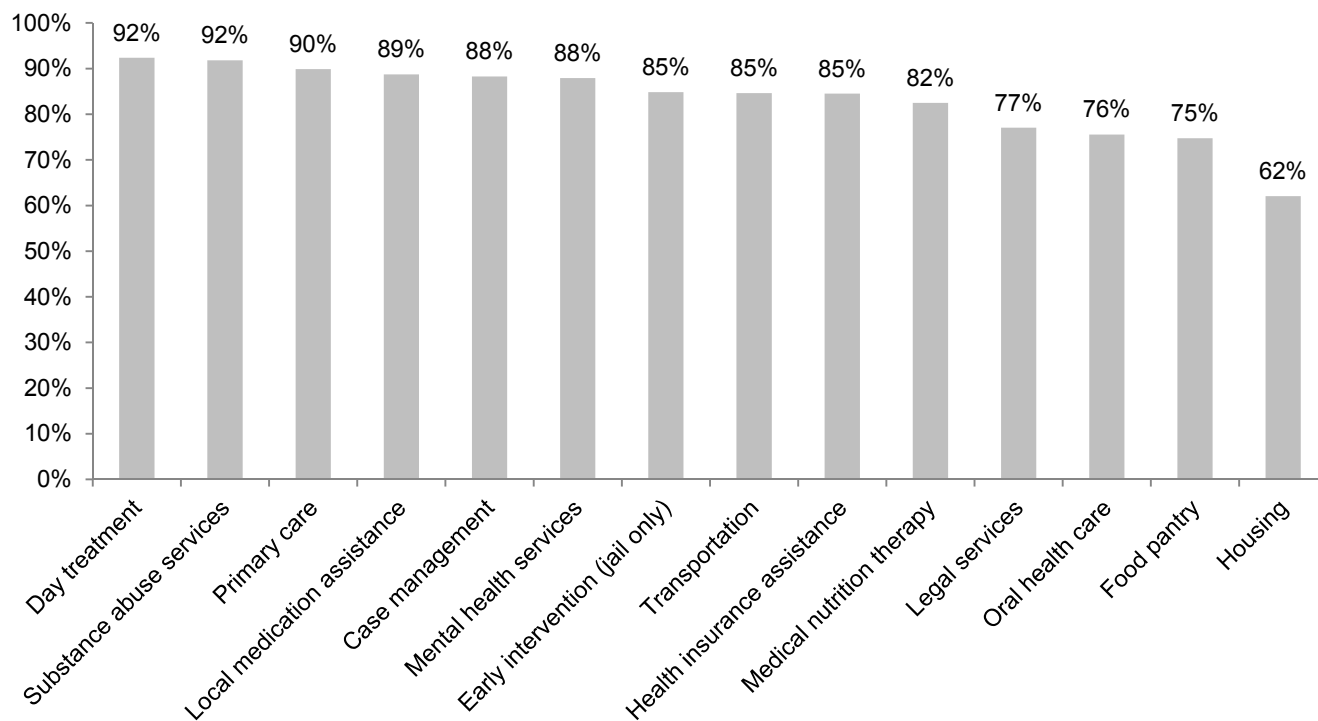
Participants of the 2016 Houston HIV Care Services Needs Assessment were asked to indicate if each of the funded Ryan White HIV/AIDS Program services they needed in the past 12 months was easy or difficult for them to access. If difficulty was reported, participants were then asked to provide a brief description on the barrier experienced. Results for both topics are presented below.

(**Graph 2**) All funded services except hospice and linguistics were analyzed and received a ranking of accessibility. The two most accessible services were day treatment and substance abuse services at 92%

ease of access, followed by primary care at 90% and local medication assistance at 89%. Day treatment had the highest accessibility ranking of any core medical service, while transportation received the highest accessibility ranking of any support service. Compared 2014 needs assessment, reported accessibility increased for each service category, with an average increase of 9 percentage points. The greatest increase in percent of participants reporting ease of access was observed in early intervention services, while transportation experienced the lowest increase in accessibility.

**GRAPH 2-Ranking of HIV Services in the Houston Area, By Accessibility, 2016**

*Definition: Of needs assessment participants stating they needed the service in the past 12 months, the percent stating it was easy to access the service.*



### Overall Ranking of Barriers Types Experienced by Consumers

For the first time in the Houston Area HIV Needs Assessment process, participants who reported *difficulty* accessing needed services were asked to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. Recursive abstraction was used to categorize participant descriptions into 39 distinct barriers. These barriers were then grouped together into 12 nodes, or barrier types.

(**Graph 3**) Overall, the barrier types reported most often related to service education and awareness issues (21% of all reported barriers); wait-related

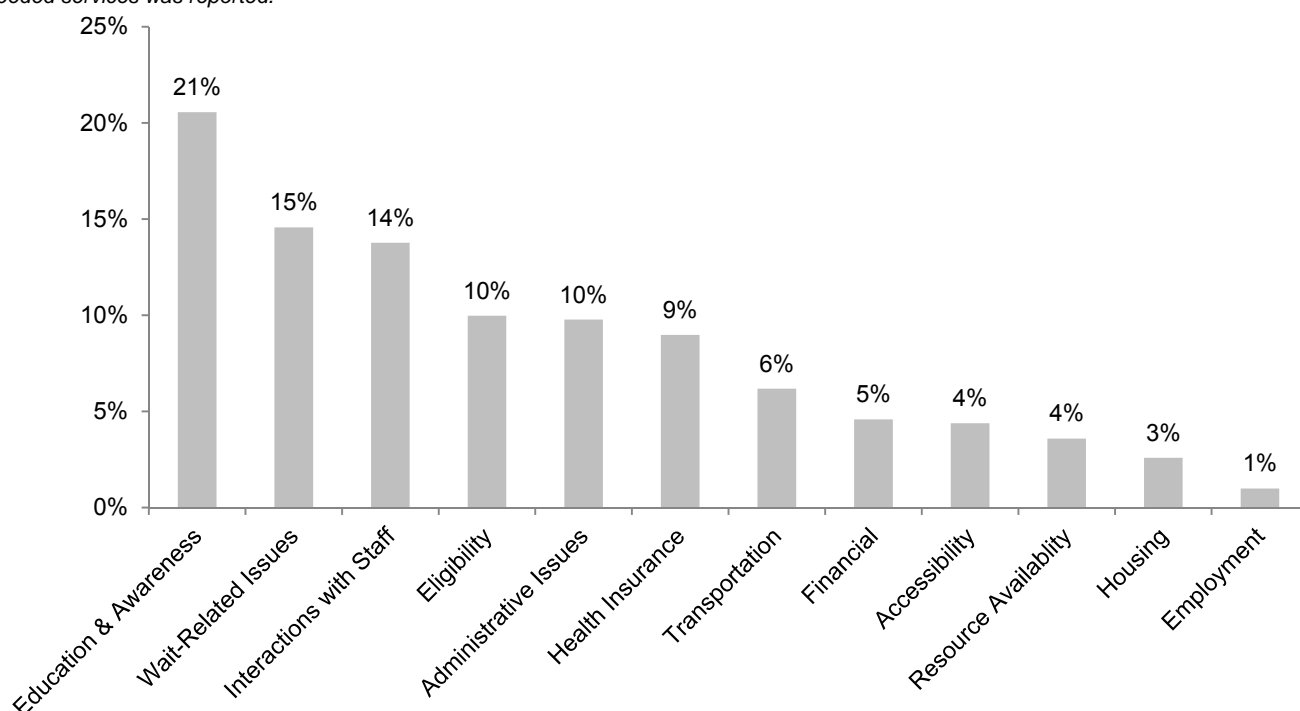
issues (15%); interactions with staff (14%); eligibility issues (10%); and administrative issues (10%).

Employment concerns were reported least often (1%). Due to the change in methodology for barrier assessment between the 2014 and 2016 HIV needs assessments, a comparison of the change in number of reports of barriers will not be available until the next HIV needs assessment.

For more information on barrier types reported most often by service category, please see the Service-Specific Fact Sheets.

#### GRAPH 3-Ranking of Types of Barriers to HIV Services in the Houston Area, 2016

*Definition: Percent of times each barrier type was reported by needs assessment participants, regardless of service, when difficulty accessing needed services was reported.*



### Descriptions of Barriers Encountered

All funded services were reported to have barriers, with an average of 33 reports of barriers per service. Participants reported the least barriers for Hospice (two barriers) and the most barriers for Oral Health Care (86 barriers). In total, 525 reports of barriers across all services were indicated in the sample.

(Table 1) Within education and awareness, knowledge of the availability of the service and where to go to access the service accounted for 82% barriers reported. Being put on a waitlist accounted for a majority (66%) of wait-related issues barriers. Poor communication and/or follow up from staff members when contacting participants comprised a majority (51%) of barriers related to staff interactions. Almost all (86%) of eligibility barriers related to participants being told they did not meet eligibility requirements to receive the service or difficulty obtaining the required documentation to establish eligibility. Among administrative issues, long or complex processes required to obtain services sufficient to create a burden to access comprised most (59%) the barriers reported.

Most (84%) of health insurance-related barriers occurred because the participant was uninsured or underinsured and experiencing coverage gaps for needed services or medications. The largest proportion (81%) of transportation-related barriers occurred when participants had no access to transportation. It is notable that multiple participants reported losing bus cards and the difficulty of replacing the cards presented a barrier to accessing other services. Inability to afford the service accounted for all barriers relating to participant financial resources. The service being offered at a distance that was inaccessible to participants or being recently released from incarceration accounted for most (77%) of accessibility-related barriers, though it is worth note that low or no literacy accounted for 14% of accessibility-related barriers. Receiving resources that were insufficient to meet participant needs accounted for most resource availability barriers. Homelessness accounted for virtually all housing-related barriers. Instances in which the participant's employer did not provide sufficient sick/wellness leave for attend appointments comprised most (60%) employment-related barriers.

TABLE 1-Barrier Proportions within Each Barrier Type, 2016

Education & Awareness	%	Wait-Related Issues	%	Interactions with Staff	%
<b>Availability</b> (Didn't know the service was available)	50%	<b>Waitlist</b> (Put on a waitlist)	66%	<b>Communication</b> (Poor correspondence/ Follow up from staff)	51%
<b>Definition</b> (Didn't know what service entails)	7%	<b>Unavailable</b> (Waitlist full/not available resulting in client not being placed on waitlist)	15%	<b>Poor Treatment</b> (Staff insensitive to clients)	17%
<b>Location</b> (Didn't know where to go [location or location w/in agency])	32%	<b>Wait at Appointment</b> (Appointment visits take long)	7%	<b>Resistance</b> (Staff refusal/ resistance to assist clients)	13%
<b>Contact</b> (Didn't know who to contact for service)	11%	<b>Approval</b> (Long durations between application and approval)	12%	<b>Staff Knowledge</b> (Staff has no/ limited knowledge of service)	7%
				<b>Referral</b> (Received service referral to provider that did not meet client needs)	17%
Eligibility	%	Administrative Issues	%	Health Insurance	%
<b>Ineligible</b> (Did not meet eligibility requirements)	48%	<b>Staff Changes</b> (Change in staff w/o notice)	12%	<b>Uninsured</b> (Client has no insurance)	53%
<b>Eligibility Process</b> (Redundant process for renewing eligibility)	16%	<b>Understaffing</b> (Shortage of staff)	2%	<b>Coverage Gaps</b> (Certain services/medications not covered)	31%
<b>Documentation</b> (Problems obtaining documentation needed for eligibility)	38%	<b>Service Change</b> (Change in service w/o notice)	10%	<b>Locating Provider</b> (Difficulty locating provider that takes insurance)	13%
		<b>Complex Process</b> (Burden of long complex process for accessing services)	59%	<b>ACA</b> (Problems with ACA enrollment process)	17%
		<b>Dismissal</b> (Client dismissal from agency)	4%		
		<b>Hours</b> (Problem with agency hours of operation)	16%		
Transportation	%	Financial	%	Accessibility	%
<b>No Transportation</b> (No or limited transportation options)	81%	<b>Financial Resources</b> (Could not afford service)	100%	<b>Literacy</b> (Cannot read/difficulty reading)	14%
<b>Providers</b> (Problems with special transportation providers such as Metrolift or Medicaid transportation)	19%			<b>Spanish Services</b> (Services not made available in Spanish)	9%
				<b>Released from Incarceration</b> (Restricted from services due to probation, parole, or felon status)	32%
				<b>Distance</b> (Service not offered within accessible distance)	45%
Resource Availability	%	Housing	%	Employment	%
<b>Insufficient</b> (Resources offered insufficient for meeting need)	56%	<b>Homeless</b> (Client is without stable housing)	100%	<b>Unemployed</b> (Client is unemployed)	40%
<b>Quality</b> (Resource quality was poor)	44%	<b>IPV</b> (Interpersonal domestic issues make housing situation unsafe)	0%	<b>Leave</b> (Employer does not provide sick/wellness leave for appointments)	60%

### Waiting List Barriers and Experiences

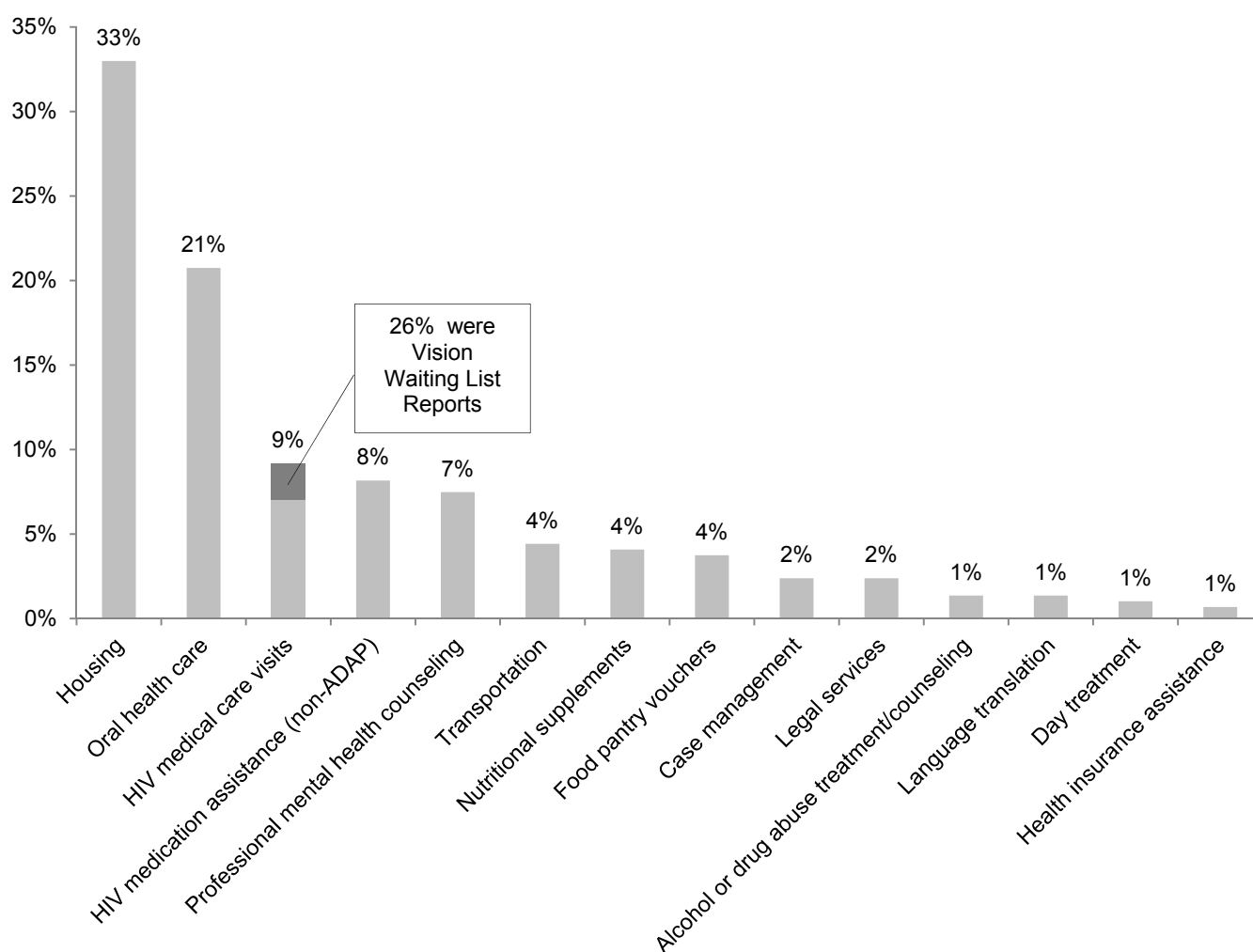
In February 2014, the Ryan White Planning Council formed the ad-hoc Waiting List Workgroup to evaluate the extent to which waiting and waitlists impact the receipt of HIV care and treatment services in the Houston Area, and propose ways to address wait-related issues through changes to the HIV care and treatment system. With input from the Waiting List Workgroup, the 2016 Houston HIV Care Services Needs Assessment included questions specifically designed to elicit information from participants about which services they had been placed on a waiting list for in the past 12 months, the time period between first request for a service and eventual receipt of the service, awareness of other providers of waitlisted services, and services for which

clients reported being placed on a waitlist more than once. Thirty-nine percent (39%) of participants indicated that they had been placed on a waiting list for at least one service in the past 12 months.

(**Graph 4**) A third of participant reports of being on a waiting list were for housing services. This was followed by oral health care (21%), HIV medical care (9%), local medication assistance (8%), and professional mental health counseling (7%). Of all participants reporting being on a wait list for HIV medical care visits, 26% indicated being placed on a waiting list specifically for vision services. There were no reports of participants being placed on a wait list for hospice or pre-discharge planning.

**GRAPH 4-Percentage of Waiting List Reports by Service, 2016**

*Definition: Percent of times needs assessment participants reported being on a waiting list for each service.*



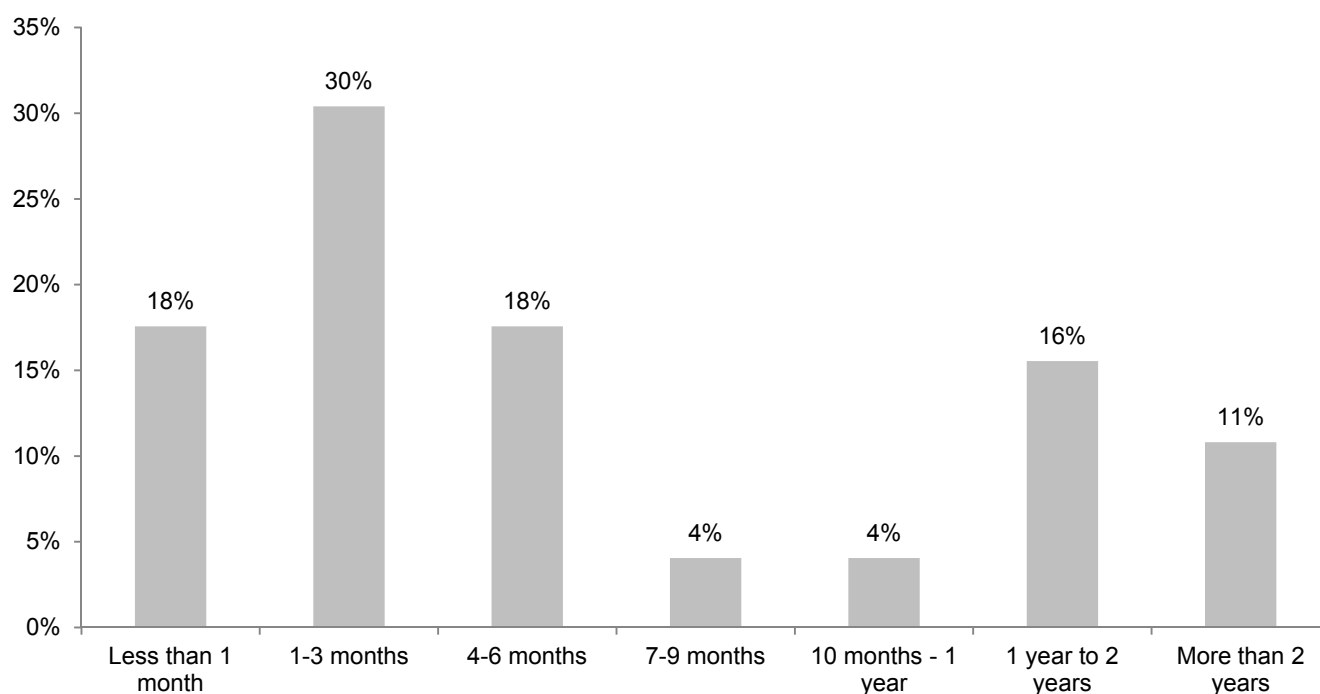
(**Graph 5**) Participant reports of time elapsed from the initial request for a service until receipt of the service vary from 1 day to over 2 years. The greatest number of reports of time elapsed occurred for wait times between one and three months (30%), followed by less than one month (18%) and four to six months (18%).

Most wait times reported for housing services occurred for one to three months (26%), one to two years (26%), or 10 months to one year (18%). It is worth noting that 8% of participants reporting a wait time for housing services had over two years elapse

between first request and receipt of service, with several expressing that they were on a housing wait list at the time of survey. Most reports of wait times for oral health care were less than one month (26%) or four to six months (26%). However, 14% of participants indicating a wait time for oral health care services reported wait times of over one year. Finally, most participants (64%) indicating wait times for HIV medical care including vision services reported waiting one to three months.

#### **GRAPH 5-Percentage of Wait Times Reports, 2016**

*Definition: Percent of times needs assessment participants reported time elapsed from the initial request for a service until receipt of the service each time period.*



Awareness of other providers for services operating waiting lists can offer timely service to consumers with acute needs and reduce wait times for those remaining on wait lists. A majority (83%) of participants who reported being on a wait list for at least one in the past 12 months stated that they were not aware of another provider of the service for which they were waiting, or did not remember if they were aware of another provider. Of the remaining 35% of participants who were aware of another

provider, over half (59%) reported not seeking service from the alternative provider.

Nearly one-third of participants who reported being placed on a wait list in the past 12 months also reported having been placed on a wait list for the service more than once. This was observed primarily for among participants reporting being placed on a wait list for housing services (34%) and oral health care (29%).

### Other Identified Needs

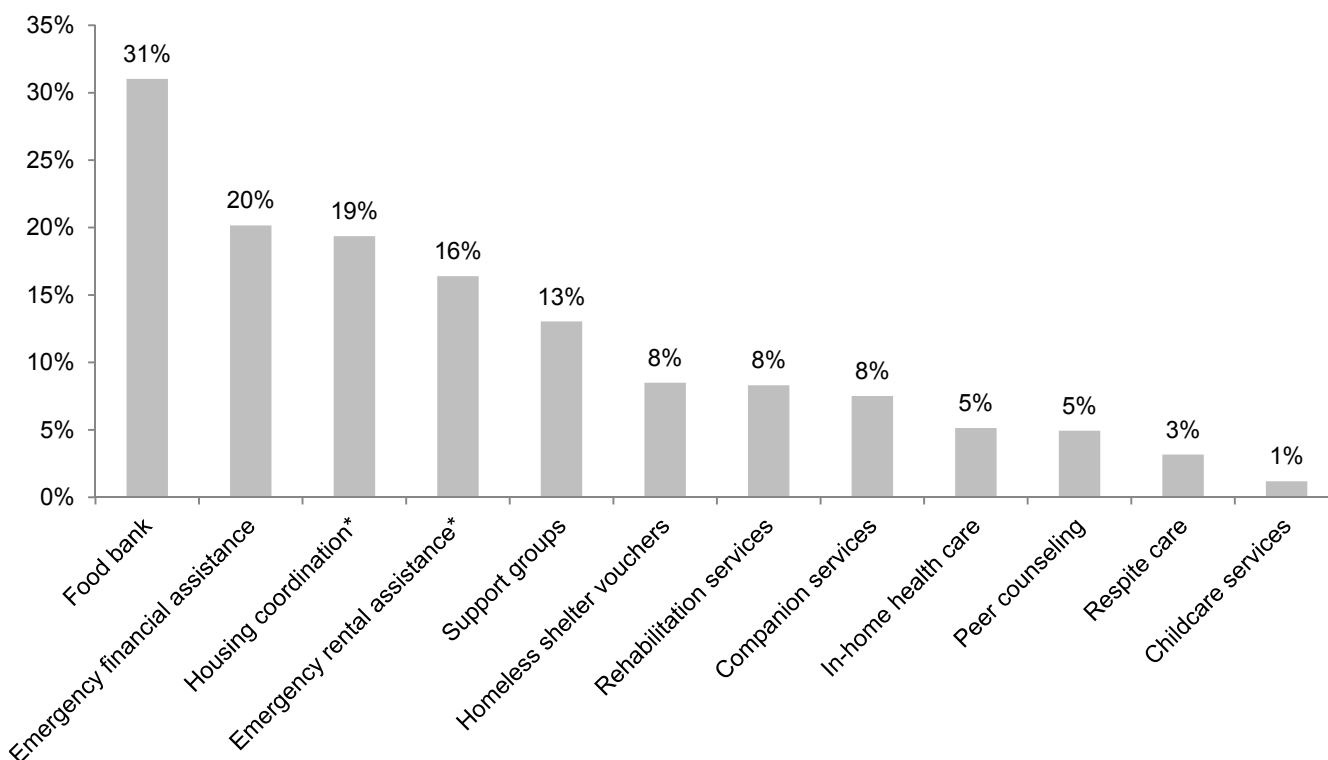
In addition to the HIV services listed above, there are other services allowable for funding by the Ryan White HIV/AIDS Program in local communities if there is a demonstrated need. Several of these other services have been funded by the Ryan White Program in the Houston Area in the past. The 2016 Houston HIV Care Services Needs Assessment measured the need for these services to order to gauge any new or emerging service needs in the community. In addition, some of these services are currently funded through other HIV-specific non-Ryan White sources, namely housing-related services provided by the Housing Opportunities with People with AIDS (HOPWA) program, as indicated.

(Graph 6) Twelve other/non-Ryan White funded HIV-related services were assessed to determine emerging needs for Houston Area PLWH. Participants were also encouraged to write-in other types of needed services. Of the 12 services options provided, 31% of participant selected food bank was needed services, a decrease of 14 percentage points from the 2014 needs assessment. Emergency financial assistance was selected second (20%), followed by housing-related services cited third (20%) and fourth (16%), and support groups cited fifth (13%).

Services that were written-in most often as a need (and that are not currently funded by Ryan White) were (*in order*): employment assistance and job training, vision hardware/glasses, and services for spouses/partners.

### GRAPH 6-Other Needs for HIV Services in the Houston Area, 2016

Definition: Percent of needs assessment participants, who selected each service in response to the survey question, "What other kinds of services do you need to help you get your HIV medical care?"



\*These services are not currently funded by the Ryan White program; however, they are available through the Housing Opportunities for People with AIDS (HOPWA) program.

## HEALTH INSURANCE ASSISTANCE

*Health insurance assistance*, also referred to as *health insurance premium and cost-sharing assistance*, provides financial assistance to persons living with HIV (PLWH) with third-party health insurance coverage (such as private insurance, ACA Qualified Health Plans, COBRA, or Medicare) so they can obtain or maintain health care benefits. This includes funding for premiums, deductibles, Advanced Premium Tax Credit liability, and co-pays for both medical visits and medication.

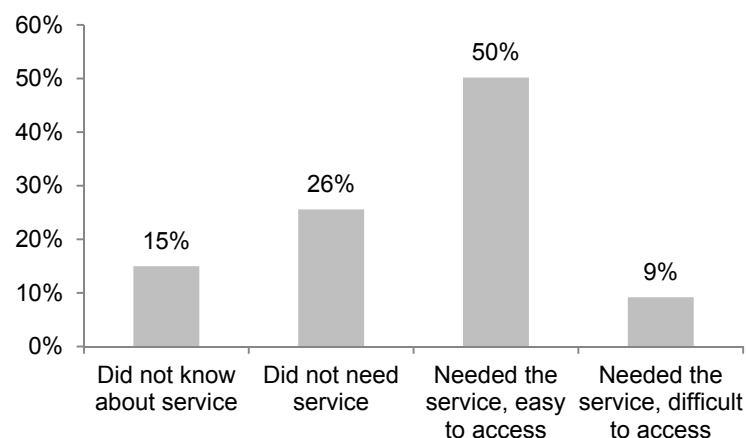
(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 59% of participants indicated a need for *health insurance assistance* in the past 12 months. 50% reported the service was easy to access, and 9% reported difficulty. 15% stated that they did not know the service was available.

(**Table 1**) When barriers to *health insurance assistance* were reported, the most common barrier type was related to health insurance coverage (31%). Health insurance-related barriers reported include being uninsured, having coverage gaps, and difficulty with ACA enrollment.

**TABLE 1-Top 5 Reported Barrier Types for Health Insurance Assistance, 2016**

	No.	%
1. Health Insurance Coverage (I)	15	31%
2. Education and Awareness (EA)	10	21%
3. Administrative (AD)	6	13%
4. Eligibility (EL)	6	13%
5. Financial (F)	5	10%

**GRAPH 1-Health Insurance Assistance, 2016**



(**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 *health insurance assistance* 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 50+ found the service accessible than other age groups.
- In addition, more recently released and rural PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Health Insurance Assistance, 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	14%	19%	8%	17%	16%	20%	35%	18%	8%
Did not need service	25%	27%	26%	27%	25%	0%	30%	23%	28%
Needed, easy to access	52%	42%	54%	46%	53%	67%	30%	50%	54%
Needed, difficult to access	8%	12%	11%	10%	6%	13%	4%	9%	9%

**TABLE 3-Health Insurance Assistance, 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	21%	12%	0%	16%	15%	5%
Did not need service	27%	25%	0%	24%	24%	27%
Needed, easy to access	42%	56%	100%	42%	47%	64%
Needed, difficult to access	9%	7%	0%	18%	15%	5%

<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

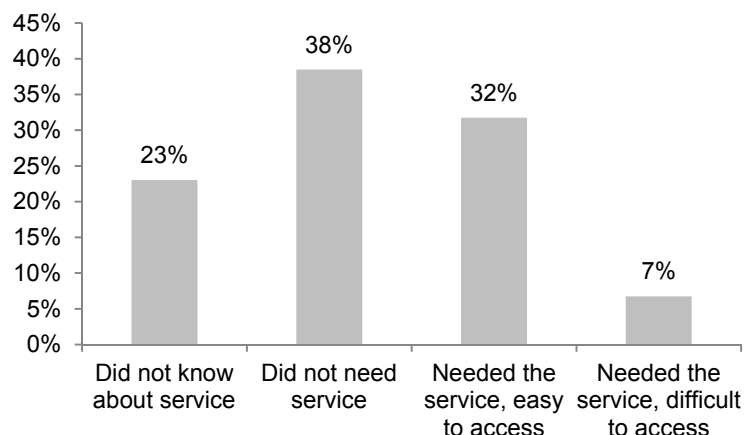
## MEDICAL NUTRITION THERAPY

*Medical nutrition therapy* provides nutrition supplements and nutritional counseling to persons living with HIV (PLWH) outside of a primary care visit by a licensed registered dietician based on physician recommendation and a nutrition plan. The purpose of such services can be to address HIV-associated nutritional deficiencies or dietary needs as well as to mitigate medication side effects.

(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 38% of participants indicated a need for *medical nutrition therapy* in the past 12 months. 32% reported the service was easy to access, and 7% reported difficulty. 23% stated that they did not know the service was available.

(**Table 1**) When barriers to *medical nutrition therapy* were reported, the most common barrier types was education and awareness (34%). Education and awareness barriers reported include lack of knowledge about service availability and location.

**GRAPH 1-Medical Nutrition Therapy, 2016**



**TABLE 1-Top 5 Reported Barrier Types for Medical Nutrition Therapy, 2016**

	No.	%
1. Education and Awareness (EA)	10	34%
2. Administrative (AD)	4	14%
3. Eligibility (EL)	4	14%
4. Interactions with Staff (S)	3	10%
5. Wait (W)	3	10%

(**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 *medical nutrition therapy*, this analysis shows the following:

- More male than females found the service accessible.
- More African American/black PLWH than other race/ethnicities found the service accessible.
- More PLWH age 25 to 49 found the service accessible than other age groups.
- In addition, more rural and unstably housed PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Medical Nutrition Therapy, 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	24%	19%	21%	24%	23%	14%	54%	23%	18%
Did not need service	37%	42%	40%	35%	40%	71%	29%	36%	45%
Needed, easy to access	32%	31%	30%	34%	31%	14%	13%	35%	29%
Needed, difficult to access	6%	8%	9%	7%	5%	0%	4%	6%	8%

**TABLE 3-Medical Nutrition Therapy, 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	35%	22%	0%	18%	40%	14%
Did not need service	28%	37%	100%	34%	34%	36%
Needed, easy to access	30%	35%	0%	42%	14%	45%
Needed, difficult to access	8%	7%	0%	5%	11%	5%

<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

## MENTAL HEALTH SERVICES

*Mental health services*, also referred to as *professional mental health counseling*, provides psychological counseling services for persons living with HIV (PLWH) who have a diagnosed mental illness. This includes group or individual counseling by a licensed mental health professional in accordance with state licensing guidelines.

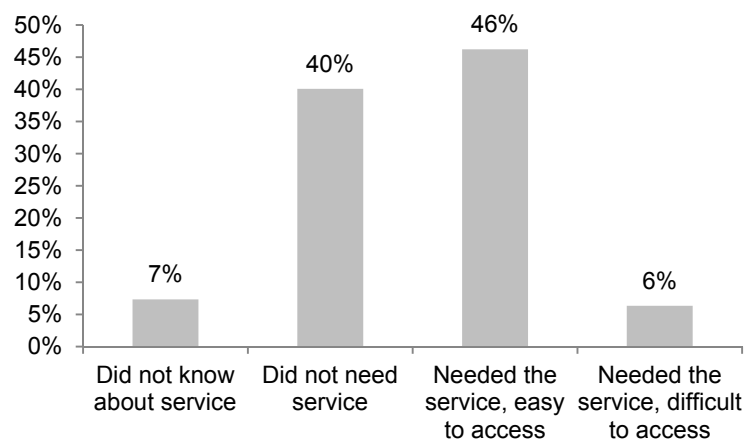
(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 53% of participants indicated a need for *mental health services* in the past 12 months. 46% reported the service was easy to access, and 6% reported difficulty. 7% stated that they did not know the service was available.

(**Table 1**) When barriers to *mental health services* were reported, the most common barrier types were administrative (25%) and wait-related barriers (25%). Administrative barriers reported include hours of operation, complex processes, and staff changes without notification to the client. Wait-related barriers reported include placement on a waitlist.

**TABLE 1-Top 5 Reported Barrier Types for Mental Health Services, 2016**

	No.	%
1. Administrative (AD)	6	25%
2. Wait (W)	6	25%
3. Health Insurance Coverage (I)	2	8%
4. Interactions with Staff (S)	2	8%
5. Resource Availability (R)	2	8%

**GRAPH 1-Mental Health Services, 2016**



(**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 *mental health services*, this analysis shows the following:

- More females than males found the service accessible.
- More other/multiracial PLWH found the service accessible than other race/ethnicities.
- More PLWH age 18 to 24 found the service accessible than other age groups.
- In addition, more rural and unstably housed PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Mental Health Services, 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	8%	6%	4%	8%	9%	0%	13%	8%	6%
Did not need service	40%	39%	29%	41%	47%	40%	33%	39%	43%
Needed, easy to access	46%	48%	57%	45%	39%	60%	54%	47%	44%
Needed, difficult to access	6%	8%	10%	6%	5%	0%	0%	6%	7%

**TABLE 3-Mental Health Services, 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%	5%	0%	3%	0%	14%
Did not need service	25%	37%	50%	22%	50%	18%
Needed, easy to access	53%	51%	50%	69%	35%	68%
Needed, difficult to access	10%	6%	0%	6%	15%	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

## ORAL HEALTH CARE

*Oral health care*, or *dental services*, refers to the diagnostic, preventative, and therapeutic services provided to persons living with HIV (PLWH) by a dental health care professional (such as a dentist or hygienist). This includes examinations, periodontal services (such as cleanings and fillings), extractions and other oral surgeries, restorative dental procedures, and prosthodontics (or dentures).

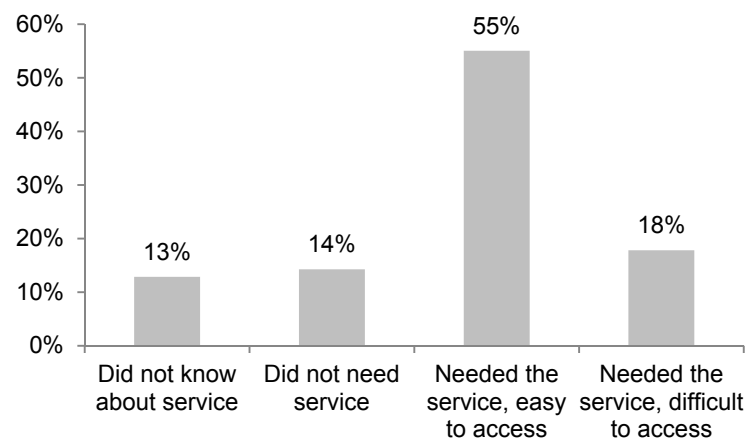
(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 73% of participants indicated a need for *oral health care* in the past 12 months. 55% reported the service was easy to access, and 18% reported difficulty. 13% stated that they did not know the service was available.

(**Table 1**) When barriers to *oral health care* were reported, the most common barrier type was wait-related issues (35%). Wait-related barriers reported include placement on a waitlist, long waits at appointments, being told a wait list was full/unavailable, and long durations between application and approval.

**TABLE 1-Top 5 Reported Barrier Types for Oral Health Care, 2016**

	No.	%
1. Wait (W)	29	35%
2. Interactions with Staff (S)	11	13%
3. Health Insurance Coverage (I)	10	12%
4. Eligibility (EL)	8	10%
5. Administrative (AD)	7	8%

**GRAPH 1-Oral Health Care, 2016**



(**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 *oral health care*, this analysis shows the following:

- More females than males found the service accessible.
- More white PLWH found the service accessible than other race/ethnicities.
- More PLWHA age 50+ found the service accessible than other age groups.
- In addition, more rural, unstably housed, and MSM PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Oral Health Care, 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	13%	12%	3%	16%	15%	13%	35%	15%	6%
Did not need service	16%	8%	8%	17%	15%	7%	13%	16%	11%
Needed, easy to access	54%	60%	68%	51%	52%	60%	35%	50%	66%
Needed, difficult to access	17%	20%	21%	17%	18%	20%	17%	19%	16%

**TABLE 3-Oral Health Care, 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	17%	11%	0%	21%	9%	14%
Did not need service	12%	14%	0%	29%	6%	10%
Needed, easy to access	47%	55%	100%	34%	50%	71%
Needed, difficult to access	25%	19%	0%	16%	35%	5%

<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

## SUBSTANCE ABUSE SERVICES

*Substance abuse services*, also referred to as *outpatient alcohol or drug abuse treatment*, provides counseling and/or other treatment modalities to persons living with HIV (PLWH) who have a substance abuse concern in an outpatient setting and in accordance with state licensing guidelines. This includes services for alcohol abuse and/or abuse of legal or illegal drugs.

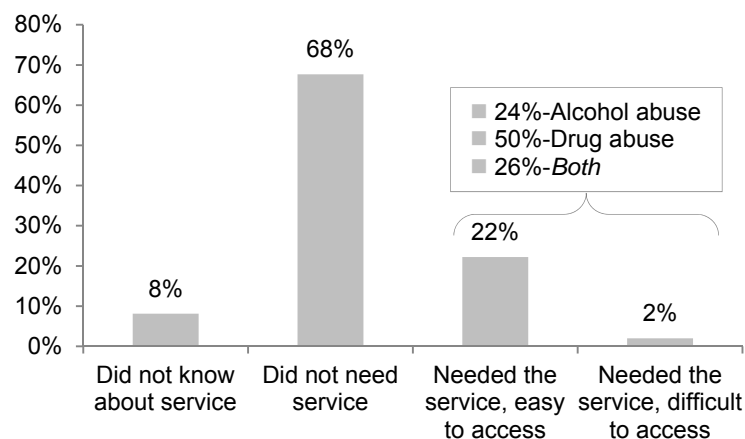
(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 24% of participants indicated a need for *substance abuse services* in the past 12 months. 22% reported the service was easy to access, and 2% reported difficulty. 8% stated they did not know the service was available. When analyzed by type of substance concern, 24% of participants cited alcohol, 56% cited drugs, and 26% cited both.

(**Table 1**) When barriers to *substance abuse services* were reported, the most common barrier types were education and awareness (lack of knowledge about location), eligibility (ineligibly), and health-insurance related (being uninsured).

**TABLE 1-Top 3 Reported Barrier Types for Substance Abuse Services, 2016**

	No.	%
1. Education and Awareness (EA)	1	33%
2. Eligibility (EL)	1	33%
3. Health Insurance Coverage (I)	1	33%
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**GRAPH 1-Substance Abuse Services, 2016**



(**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 *substance abuse services*, this analysis shows the following:

- More females than males found the service accessible.
- More white PLWH found the service accessible than other race/ethnicities.
- More PLWHA age 50+ found the service accessible than other age groups.
- In addition, more recently released, unstably housed, and MSM PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Substance Abuse Services, 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	8%	8%	2%	10%	11%	0%	30%	9%	4%
Did not need service	69%	64%	73%	65%	70%	60%	48%	68%	70%
Needed, easy to access	21%	26%	24%	23%	17%	40%	17%	22%	24%
Needed, difficult to access	2%	2%	1%	2%	2%	0%	4%	2%	1%

**TABLE 3-Substance Abuse Services, 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	14%	9%	50%	8%	9%	18%
Did not need service	61%	68%	50%	42%	88%	50%
Needed, easy to access	23%	21%	0%	39%	3%	32%
Needed, difficult to access	2%	2%	0%	11%	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

## CASE MANAGEMENT

*Case management*, technically referred to as *medical case management*, *clinical case management*, or *service linkage*, describes a range of services that help connect persons living with HIV (PLWH) to HIV care, treatment, and support services and to retain them in care. Case managers assess client needs, develop service plans, and facilitate access to services through referrals and care coordination. Case management also includes treatment readiness and adherence counseling.

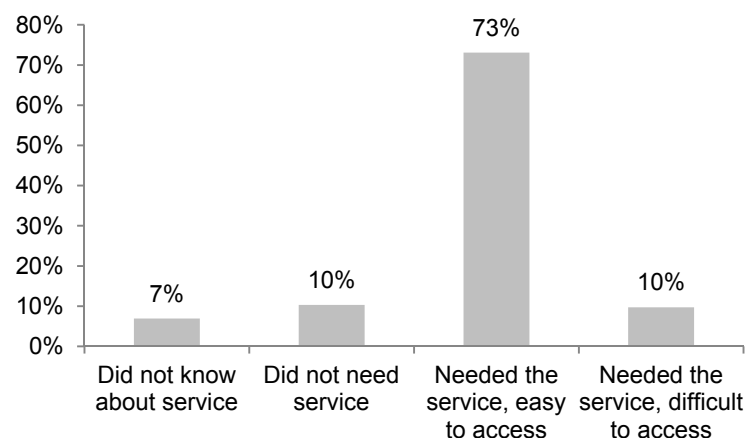
(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 83% of participants indicated a need for *case management* in the past 12 months. 73% reported the service was easy to access, and 10% reported difficulty. 7% stated they did not know the service was available.

(**Table 1**) When barriers to *case management* were reported, the most common barrier type was interactions with staff (54%). Staff interaction barriers reported include poor correspondence or follow up, poor treatment, limited staff knowledge of services, and service referral to provider that did not meet client needs.

**TABLE 1-Top 5 Reported Barrier Types for Case Management, 2016**

	No.	%
1. Interactions with Staff (S)	19	54%
2. Education and Awareness (EA)	6	17%
3. Administrative (AD)	5	14%
4. Resource Availability (R)	2	6%
5. Eligibility (EL)	1	3%

**GRAPH 1-Case Management, 2016**



(**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 *case management*, this analysis shows the following:

- More females than males 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 MSM PLWH found the service difficult to access when compared to all participants.

**TABLE 2-Case Management, 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	7%	8%	1%	9%	7%	13%	13%	7%	7%
Did not need service	11%	8%	10%	11%	11%	0%	13%	7%	16%
Needed, easy to access	73%	76%	72%	73%	72%	87%	75%	76%	68%
Needed, difficult to access	10%	9%	17%	7%	11%	0%	0%	11%	9%

**TABLE 3-Case Management, 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	8%	6%	0%	5%	0%	18%
Did not need service	7%	12%	0%	0%	3%	9%
Needed, easy to access	76%	71%	100%	89%	91%	64%
Needed, difficult to access	10%	11%	0%	5%	6%	9%

<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 2018

Interview and Feedback Period October 2018-December 2018

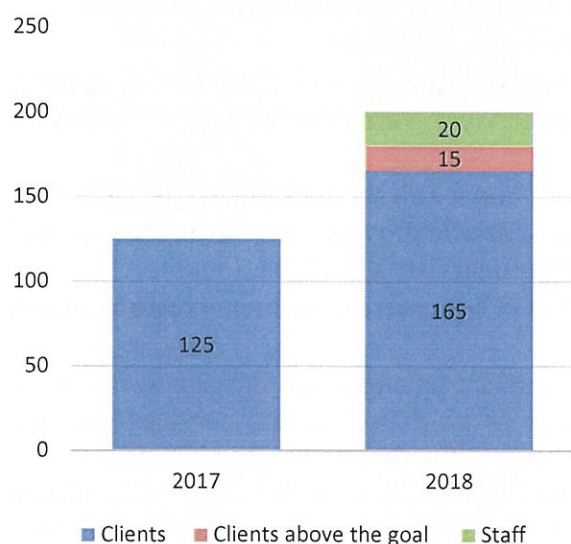


## OVERVIEW

The Consumer Interview Process is used by The Resource Group (TRG) to determine consumer experience, satisfaction and collect additional feedback from consumers. Consumer interviews are required as part of TRG grant monitoring process at each agency in Houston and the fifty-one county areas of East Texas. The process which reviews consumer engagement is called the Onsite Interview (OI) Process. During the 2018 OI process one hundred and eighty (180) Consumer participated in the interview process. HIV positive consumers have been in care ranging from two weeks though thirty years. Sessions conducted were individual, couples, random pairs and as group interviews. Below is a comparison between the 2017 and 2018 reporting process showing an increase in participation. A goal was set for one hundred and sixty-five (165) for the 2018 reporting period. One hundred and sixty-five (165) would yield a 32% increase however, one hundred and eighty (180) clients participated is a 44% increase.

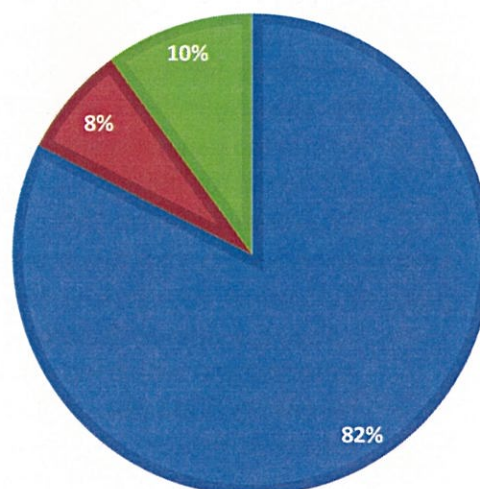
In 2018, staff interviews were formalized as a part of the Onsite Interview Process, to get a foster the relationship TRG expects its Subrecipients to have with consumers. Twenty (20) provider staff was interviewed or given onsite technical assistance (TA) to help improve the efforts of overall consumer engagement. The total interviews were two hundred (200).

### ONSITE INTERVIEW DIFFERENCE BY YEAR



### 2018 TRG ONSITE INTERVIEWS AS A WHOLE

■ Clients ■ Clients above the goal ■ Staff



## CROSS-SERVICE TRENDS

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

Consumers in Houston and throughout East Texas mentioned general communication between staff and consumers at most service agencies needs improvement. Consumers continue to become more open about discussing concerns and reporting dissatisfaction for improvement purposes. There is an ongoing disconnection between consumers and the agency complaint process or how concerns are resolve at some agencies. Some consumers continue to report they were not aware of the complaint process for problems with services. Some consumers were familiar with the agency process and complaint forms. This discussion has continued multiple years.

There was an increase in statements and conversations related to services. Services which received the most detailed comments were Oral Health Care. In previous years, having online surveys available for consumers who may not have the time during their day to complete a survey has been suggested.

From year to year consumers only a select few are familiar with the complaint process at the agencies they are receiving services from. Consumers who had complaints expressed their complaints have been addressed and resolved. While a few consumers worried that if they complained, it may affect their service or that it may take them longer to get an appointment. Phone system problems such as getting a live person and getting medication refills were discussed as problems. In 2017 a 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 2019 include:

- Service specific/specific population questions to all some services
  - As with the introduction of dental specific questions and incarcerated specific questions for interviews in the jail, other services warrant some specific questions to encourage client feedback.
  - While the general questionnaire will have a box for all services funded by TRG, only the boxes for the services funded through a specific provider or specific location will be presented to the service agencies staff as interview questions.
- During a HRSA TA visit it was recommended TRG Consumer Department create an expert panel of clients as an Advisory Board.
  - The Consumer Relations Coordinator made changes to the 2018 interview introduction which now identifies clients as an expert on the services they are receiving. This change has been empowering for the clients participating in the interview process. An example in the Early Intervention Service received by clients who were incarcerated at the time of the interview, allowed the clients to feel their input had value. The possibility of feeling their feedback was valuable changed the

mood of the interviews and increased the clients willingness to share their experience. This was the same occurrence during all the consumer interviews.

- The Contact Consent form will serve as an assessment of clients' interest in participating in feedback/consumer engagement opportunities as well as a skill assessment the form is voluntary to complete, and the consumer has the right to refuse. The form gives the client's consent to be contacted about only the topics they have selected. This form was very useful to check on the safety and communicate with some consumers during and after Hurricane Harvey. TRG staff was able to communicate via cell phone with Houston and Beaumont consumers. A few clients who were evacuated were able to stay connected to information and updates on where to get service and medications.

The client satisfaction questions will be reviewed by various groups of TRG consumers and feedback is utilized to improve the evaluation process. The Onsite 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. This has been recommended for the previous years. During the interviewing process of 2018 The Consumer Relations Coordinator provided onsite technical assistance. The TA recommended the service provider utilize the agencies Consumer Advisory Board to review policy and procedures which directly affect clients on an annual basis. This can be addressed on the Consumer Engagement Work Plan.
- Consumer trainings on each service which the agency provides and details to help consumers understand the length of processes for specific procedures or service. This has been recommended for the previous years. During the interviewing process of 2018 The Consumer Relations Coordinator provided onsite technical assistance. The TA recommended the service provider utilize the agencies Consumer Advisory Board quarterly meetings and host service specific trainings or educational meetings for clients. This can be addressed on the Consumer Engagement Work Plan.
- Based on feedback, conversations and identified interest TRG will develop multiple Advisory Boards base on target populations and service specific focuses.

## SERVICE-SPECIFIC TRENDS

### Oral Health Care

Consumers in the local area have concerns about changes which affect accesses to this service. TRG is working with Subrecipients to address client concerns and provide Service update written materials and update meetings to consumers receiving or seeking this service.

For most rural area services, consumers were satisfied with this service. And very knowledgeable of this service and how to access the service.

For a few remote rural areas consumers expressed a need to have this service closer to their home. Clients expressed they were not satisfied with how far they must travel to receive the service. The concerns have been documented. For the specific areas discussed. The consumers were informed that there are no providers closer to provide the service. The clients statements were they preferred to have it closer but, they were willing to travel to have access to the service.

#### Part D Patient Navigation Services

Consumers were satisfied with this service. Consumers stated that the service was useful and needed.

#### Mental Health Services

Consumers were satisfied with this service. Many consumers expressed satisfaction with the selection process of pairing a client with an appropriate therapist through this service. Many consumers expressed interest in learning more and understanding this service. TRG has begun to address this by creating a booklet on “Understanding Mental Health Services”.

#### Home and Community-Based Health Care Services

Consumers were satisfied with this service. Consumers expressed satisfaction with the socialization and activities available through this service. Day treatment consumers understanding of the service they are receiving has continued to improve from the previous years. The TRG recommendations have been utilized and continually administered to day treatment consumers.

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

EIS consumers seem to be very knowledgeable and appreciative of access to service. The consumers were pleased to be referred to as experts and some inquired about learning more about the Ryan White system and how to participate upon release. For this service 50% of clients were diagnosed during their current incarceration. Some clients had been newly diagnosed about month.

#### Linguistic Services

There were no issues related to this service and due to the nature of the service delivered, there are no Consumer interviews conducted for this service.

#### Hospice Care Services

There were no issues of note related to this service and due to the nature of the service delivered; Consumer interviews were not conducted for this service.

#### Health Insurance Premium (HIP)

HIP consumers were satisfied and appreciative for the availability of the service. Consumers stated that HIP was simple to get and easy to use. Consumers of this service are very knowledgeable of this service.



**2019-2020 HOUSTON ELIGIBLE METROPOLITAN AREA: RYAN WHITE CARE  
ACT PART A  
STANDARDS OF CARE FOR HIV SERVICES  
RYAN WHITE GRANT ADMINISTRATION SECTION  
HARRIS COUNTY PUBLIC HEALTH (HCPH)**

VCDNGQHEQPVGPU

Introduction..... 2

General Standards ..... 4

Service Specific Standards

Health Insurance Assistance.....36

Medical Nutritional Supplements ..... 40

Oral Health..... 42

Substance Use Treatment..... 58

## Introduction

According to the Joint Commission (2008)<sup>1</sup>, a standard is a “statement that defines performance expectations, structures, or processes that must be in place for an organization to provide safe, high-quality care, treatment, and services”. Standards are developed by subject experts and are usually the minimal acceptable level of quality in service delivery. The Houston EMA Ryan White Grant Administration (RWGA) Standards of Care (SOCs) are based on multiple sources including RWGA on-site program monitoring results, consumer input, the US Public Health Services guidelines, Centers for Medicare and Medicaid Conditions of Participation (COP) for health care facilities, Joint Commission accreditation standards, the Texas Administrative Code, Center for Substance Abuse and Treatment (CSAT) guidelines and other federal, state and local regulations.

### Purpose

The purpose of the Ryan White Part A SOC is to determine the minimal acceptable levels of quality in service delivery and to provide a measurement of the effectiveness of services.

### Scope

The Houston EMA SOC applies to Part A funded HRSA defined core and support services including the following services in FY 2019-2020:

- *Primary Medical Care*
- *Vision Care*
- *Medical Case Management*
- *Clinical Case Management*
- *Local AIDS Pharmaceutical Assistance Program (LPAP)*
- *Oral Health*
- ***Health Insurance Assistance***
- *Hospice Care*
- *Mental Health Services*
- *Substance Abuse services*
- *Home & Community Based Services (Facility-Based)*
- *Early Intervention Services*
- *Medical Nutrition Supplement*
- *Outreach*
- *Non-Medical Case Management (Service Linkage)*
- *Transportation*
- *Linguistic Services*
- *Emergency Financial Assistance*
- *Referral for Healthcare & Support Services*

*Part A funded services*

***Combination of Parts A, B, and/or Services funding***

### Standards Development

The first group of standards was developed in 1999 following HRSA requirements for sub grantees to implement monitoring systems to ensure subcontractors complied with contract requirements. Subsequently, the RWGA facilitates annual work group meetings to review the standards and to make

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<sup>1</sup> The Joint Commission (formerly known as Joint Commission on Accreditation of Healthcare Organization (2008)). Comprehensive accreditation manual for ambulatory care; Glossary

applicable changes. Workgroup participants include physicians, nurses, case managers and executive staff from subcontractor agencies as well as consumers.

#### Organization of the SOC's

The standards cover all aspect of service delivery for all funded service categories. Some standards are consistent across all service categories and therefore are classified under general standards.

These include:

- Staff requirements, training and supervision
- Client rights and confidentiality
- Agency and staff licensure
- Emergency Management

The RWGA funds three case management models. Unique requirements for all three case management service categories have been classified under Service Specific SOC's "Case Management (All Service Categories)". Specific service requirements have been discussed under each service category.

All new and/or revised standards are effective at the beginning of the fiscal year.

## GENERAL STANDARDS

	Standard	Measure
<b>1.0</b>	<b>Staff Requirements</b>	
1.1	<p><u>Staff Screening (Pre-Employment)</u></p> <p>Staff providing services to clients shall be screened for appropriateness by provider agency as follows:</p> <ul style="list-style-type: none"> <li>• Personal/Professional references</li> <li>• Personal interview</li> <li>• Written application</li> </ul> <p>Criminal background checks, if required by Agency Policy, must be conducted prior to employment and thereafter for all staff and/or volunteers per Agency policy.</p>	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Review of personnel and/or volunteer files indicates compliance</li> </ul>
1.2	<p><u>Initial Training: Staff/Volunteers</u></p> <p>Initial training includes sixteen (8) hours HIV basics, safety issues (fire &amp; emergency preparedness, hazard communication, infection control, universal precautions), confidentiality issues, role of staff/volunteers, agency-specific information (e.g. Drug Free Workplace policy) and customer service training must be completed within 60 days of hire.</p> <p><a href="https://www.train.org/texas/course/1078713/">https://www.train.org/texas/course/1078713/</a></p>	<ul style="list-style-type: none"> <li>• Documentation of all training in personnel file.</li> <li>• Specific training requirements are specified in Agency Policy and Procedure</li> <li>• Materials for staff training and continuing education are on file</li> <li>• Staff interviews indicate compliance</li> </ul>
1.3	<p><u>Staff Performance Evaluation</u></p> <p>Agency will perform annual staff performance evaluation.</p>	<ul style="list-style-type: none"> <li>• Completed annual performance evaluation kept in employee's file</li> <li>• Signed and dated by employee and supervisor (includes electronic signature)</li> </ul>
1.4	<p><u>Cultural and HIV Mental Health Co-morbidity Competence Training/Staff and Volunteers</u></p> <p>All staff tenured 0 – 5 year with their current employer must receive four (4) hours of cultural competency training to include information on working with people of all races, ethnicities, nationalities, gender identities, and sexual orientations and an</p>	<ul style="list-style-type: none"> <li>• Documentation of training is maintained by the agency in the personnel file</li> </ul>

	<p>additional one (1) hour of HIV/Mental Health co-morbidity sensitivity training annually. All new employees must complete these within ninety (90) days of hire.</p> <p>All staff with greater than 5 years with their current employer must receive two (2) hours of cultural competency training and an additional one (1) hour of HIV/Mental Health co-morbidity sensitivity training annually.</p>	
1.5	<p><u>Staff education on eligibility determination and fee schedule</u></p> <p>Agency must provide training on agency's policies and procedures for eligibility determination and sliding fee schedule for, but not limited to, case managers, and eligibility &amp; intake staff annually.</p> <p>All new employees must complete within ninety (90) days of hire.</p>	<ul style="list-style-type: none"> <li>• Documentation of training in employee's record</li> </ul>
<b>2.0</b>	<b>Services utilize effective management practices such as cost effectiveness, human resources and quality improvement.</b>	
2.1	<p><u>Service Evaluation</u></p> <p>Agency has a process in place for the evaluation of client services.</p>	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Staff interviews indicate compliance.</li> </ul>
2.2	<p><u>Subcontractor Monitoring</u></p> <p>Agency that utilizes a subcontractor in delivery of service, must have established policies and procedures on subcontractor monitoring that include:</p> <ul style="list-style-type: none"> <li>• Fiscal monitoring</li> <li>• Program</li> <li>• Quality of care</li> <li>• Compliance with guidelines and standards</li> </ul> <p>Reviewed Annually</p>	<ul style="list-style-type: none"> <li>• Documentation of subcontractor monitoring</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
2.3	<p><u>Staff Guidelines</u></p> <p>Agency develops written guidelines for staff, which include, at a minimum, agency-specific policies and procedures (staff selection, resignation and termination process, and position descriptions); client confidentiality; health and safety requirements; complaint and grievance procedures; emergency procedures; and statement of client rights; reviewed annually</p>	<ul style="list-style-type: none"> <li>• Personnel file contains a signed statement acknowledging that staff guidelines were reviewed and that the employee understands agency policies and procedures</li> </ul>

2.4	<u>Work Conditions</u> Staff/volunteers have the necessary tools, supplies, equipment and space to accomplish their work.	<ul style="list-style-type: none"> <li>• Inspection of tools and/or equipment indicates that these are in good working order and in sufficient supply</li> <li>• Staff interviews indicate compliance</li> </ul>
2.5	<u>Staff Supervision</u> Staff services are supervised by a paid coordinator or manager.	<ul style="list-style-type: none"> <li>• Review of personnel files indicates compliance</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
2.6	<u>Professional Behavior</u> Staff must comply with written standards of professional behavior.	<ul style="list-style-type: none"> <li>• Staff guidelines include standards of professional behavior</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Review of personnel files indicates compliance</li> <li>• Review of agency's complaint and grievance files</li> </ul>
2.7	<u>Communication</u> There are procedures in place regarding regular communication with staff about the program and general agency issues.	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Documentation of regular staff meetings</li> <li>• Staff interviews indicate compliance</li> </ul>
2.8	<u>Accountability</u> There is a system in place to document staff work time.	<ul style="list-style-type: none"> <li>• Staff time sheets or other documentation indicate compliance</li> </ul>
2.9	<u>Staff Availability</u> Staff are present to answer incoming calls during agency's normal operating hours.	<ul style="list-style-type: none"> <li>• Published documentation of agency operating hours</li> <li>• Staff time sheets or other documentation indicate compliance</li> </ul>
<b>3.0</b>	<b>Clients Rights and Responsibilities</b>	

3.1	<p><u>Clients Rights and Responsibilities</u></p> <p>Agency reviews Client Rights and Responsibilities Statement with each client in a language and format the client understands. Agency provides client with written copy of client rights and responsibilities, including:</p> <ul style="list-style-type: none"> <li>• Informed consent</li> <li>• Confidentiality</li> <li>• Grievance procedures</li> <li>• Duty to warn or report certain behaviors</li> <li>• Scope of service</li> <li>• Criteria for end of services</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation in client's record</li> </ul>
3.2	<p><u>Confidentiality</u></p> <p>Agency maintains Policy and Procedure regarding client confidentiality in accordance with RWGA site visit guidelines, local, state and federal laws. Providers must implement mechanisms to ensure protection of clients' confidentiality in all processes throughout the agency.</p> <p>There is a written policy statement regarding client confidentiality form signed by each employee and included in the personnel file.</p>	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Clients interview indicates compliance</li> <li>• Agency's structural layout and information management indicates compliance</li> <li>• Signed confidentiality statement in each employee's personnel file</li> </ul>
3.3	<p><u>Consents</u></p> <p>All consent forms comply with state and federal laws, are signed by an individual legally able to give consent and must include the Consent for Services form and a consent for release/exchange of information for every individual/agency to whom client identifying information is disclosed, regardless of whether or not HIV status is revealed.</p>	<ul style="list-style-type: none"> <li>• Agency Policy and Procedure and signed and dated consent forms in client record</li> </ul>
3.4	<p><u>Up to date Release of Information</u></p> <p>Agency obtains an informed written consent of the client or legally responsible person prior to the disclosure or exchange of certain information about client's case to another party (including family members) in accordance with the RWGA Site Visit Guidelines, local, state and federal laws. The release/exchange consent form must contain:</p> <ul style="list-style-type: none"> <li>• Name of the person or entity permitted to make the disclosure</li> </ul>	<ul style="list-style-type: none"> <li>• Current Release of Information form with all the required elements signed by client or authorized person in client's record</li> </ul>

	<ul style="list-style-type: none"> <li>• Name of the client</li> <li>• The purpose of the disclosure</li> <li>• The types of information to be disclosed</li> <li>• Entities to disclose to</li> <li>• Date on which the consent is signed</li> <li>• The expiration date of client authorization (or expiration event) no longer than two years</li> <li>• Signature of the client/or parent, guardian or person authorized to sign in lieu of the client.</li> <li>• Description of the <i>Release of Information</i>, its components, and ways the client can nullify it</li> </ul> <p>Release/exchange of information forms must be completed entirely in the presence of the client. Any unused lines must have a line crossed through the space.</p>	
3.5	<p><u>Grievance Procedure</u></p> <p>Agency has Policy and Procedure regarding client grievances that is reviewed with each client in a language and format the client can understand and a written copy of which is provided to each client.</p> <p>Grievance procedure includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• to whom complaints can be made</li> <li>• steps necessary to complain</li> <li>• form of grievance, if any</li> <li>• time lines and steps taken by the agency to resolve the grievance</li> <li>• documentation by the agency of the process, including a standardized grievance/complaint form available in a language and format understandable to the client</li> <li>• all complaints or grievances initiated by clients are documented on the Agency's standardized form</li> <li>• resolution of each grievance/complaint is documented on the Standardized form and shared with client</li> <li>• confidentiality of grievance</li> <li>• addresses and phone numbers of licensing authorities and funding sources</li> </ul>	<ul style="list-style-type: none"> <li>• Signed receipt of agency Grievance Procedure, filed in client chart</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Review of Agency's Grievance file indicates compliance,</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #2</li> </ul>

3.6	<p><u>Conditions Under Which Discharge/Closure May Occur</u></p> <p>A client may be discharged from Ryan White funded services for the following reasons.</p> <ul style="list-style-type: none"> <li>• Death of the client</li> <li>• At the client's or legal guardian request</li> <li>• Changes in client's need which indicates services from another agency</li> <li>• Fraudulent claims or documentation about HIV diagnosis by the client</li> <li>• Client actions put the agency, case manager or other clients at risk.</li> </ul> <p>Documented supervisory review is required when a client is terminated or suspended from services due to behavioral issues.</p> <ul style="list-style-type: none"> <li>• Client moves out of service area, enters jail or cannot be contacted for sixty (60) days. Agency must document three (3) attempts to contact clients by more than one method (e.g. phone, mail, email, text message, in person via home visit).</li> <li>• Client service plan is completed and no additional needs are identified.</li> </ul> <p>Client must be provided a written notice prior to involuntary termination of services (e.g. due to dangerous behavior, fraudulent claims or documentation, etc.).</p>	<ul style="list-style-type: none"> <li>• Documentation in client record and in the Centralized Patient Care Data Management System</li> <li>• A copy of written notice and a certified mail receipt for involuntary termination</li> </ul>
3.7	<p><u>Client Closure</u></p> <p>A summary progress note is completed in accordance with Site Visit Guidelines within three (3) working days of closure, including:</p> <ul style="list-style-type: none"> <li>• Date and reason for discharge/closure</li> <li>• Summary of all services received by the client and the client's response to services</li> <li>• Referrals made and/or</li> <li>• Instructions given to the individual at discharge (when applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation in client record and in the Centralized Patient Care Data Management System</li> </ul>
3.8	<p><u>Client Feedback</u></p> <p>In addition to the RWGA standardized client satisfaction survey conducted on an ongoing basis (no less than annually), Agency must have structured and ongoing efforts to obtain input from clients (or client caregivers, in cases where clients are unable to give feedback) in the design and delivery of services. Such efforts may include client satisfaction surveys, focus groups and public meetings conducted at least annually. Agency may also maintain a visible suggestion box for clients' inputs. Analysis and use of results must be documented. Agency must maintain a</p>	<ul style="list-style-type: none"> <li>• Documentation of clients' evaluation of services is maintained</li> <li>• Documentation of CAB and public meeting minutes</li> <li>• Documentation of existence and appropriateness of a suggestion box or other client input mechanism</li> </ul>

	<p>file of materials documenting Consumer Advisory Board (CAB) membership and meeting materials (applicable only if agency has a CAB).</p> <ul style="list-style-type: none"> <li>Agencies that serve an average of 100 or more unduplicated clients monthly under combined RW/A, MAI, RW/B and SS funding must implement a CAB. The CAB must meet regularly (at least 4 times per year) at a time and location conducive to consumer participation to gather, support and encourage client feedback, address issues which impact client satisfaction with services and provide Agency with recommendations to improve service delivery, including accessibility and retention in care.</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of content, use, and confidentiality of a client satisfaction survey or focus groups conducted annually</li> <li>Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #1</li> </ul>
3.9	<p><u>Patient Safety (Core Services Only)</u></p> <p>Agency shall establish mechanisms to implement National Patient Safety Goals (NPSG) modeled after the current Joint Commission accreditation <i>for Ambulatory Care</i> (<a href="http://www.jointcommission.org">www.jointcommission.org</a>) to ensure patients' safety. The NPSG to be addressed include the following as applicable:</p> <ul style="list-style-type: none"> <li>"Improve the accuracy of patient identification</li> <li>Improve the safety of using medications</li> <li>Reduce the risk of healthcare-associated infections</li> <li>Accurately and completely reconcile medications across the continuum of care</li> <li>Universal Protocol for preventing Wrong Site, Wrong Procedure and Wrong Person Surgery" (<a href="http://www.jointcommission.org">www.jointcommission.org</a>)</li> </ul>	<ul style="list-style-type: none"> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
3.10	<p><u>Client Records</u></p> <p>Provider shall maintain all client records.</p>	<ul style="list-style-type: none"> <li>Review of agency's policy and procedure for records administration indicates compliance</li> </ul>
<b>4.0</b>	<b><u>Accessibility</u></b>	
4.1	<p><u>Cultural Competence</u></p> <p>Agency demonstrates a commitment to provision of services that are culturally sensitive and language competent for Limited English Proficient (LEP) individuals and people of all gender identities and sexual orientations</p>	<ul style="list-style-type: none"> <li>Agency has procedures for obtaining translation services</li> <li>Client satisfaction survey indicates compliance</li> <li>Policies and procedures demonstrate commitment to the community and culture of the clients</li> </ul>

		<ul style="list-style-type: none"> <li>• Availability of interpretive services, bilingual staff, and staff trained in cultural competence</li> <li>• Agency has vital documents including, but not limited to applications, consents, complaint forms, and notices of rights translated in client record</li> <li>• Agency has facilities available for consumers of all gender identities, including gender-neutral restrooms.</li> </ul>
4.2	<u>Client Education</u> Agency demonstrates capacity for client education and provision of information on community resources	<ul style="list-style-type: none"> <li>• Availability of the blue book and other educational materials</li> <li>• Documentation of educational needs assessment and client education in clients' records</li> </ul>
4.3	<u>Special Service Needs</u> Agency demonstrates a commitment to assisting individuals with special needs	<ul style="list-style-type: none"> <li>• Agency compliance with the Americans with Disabilities Act (ADA).</li> <li>• Review of Policies and Procedures indicates compliance</li> <li>• Environmental Review shows a facility that is handicapped accessible</li> </ul>
4.4	<u>Provision of Services for low-Income Individuals</u> Agency must ensure that facility is handicap accessible and is also accessible by public transportation (if in area served by METRO). Agency must have policies and procedures in place that ensures access to transportation services if facility is not accessible by public transportation. Agency should not have policies that dictate a dress code or conduct that may act as barrier to care for low income individuals.	<ul style="list-style-type: none"> <li>• Facility is accessible by public transportation</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #4</li> </ul>
4.5	<u>Proof of HIV Diagnosis</u> Documentation of the client's HIV status is obtained at or prior to the initiation of services or registration services.	<ul style="list-style-type: none"> <li>• Documentation in client record as per RWGA site visit guidelines or TRG Policy SG-03</li> </ul>

	An anonymous test result may be used to document HIV status temporarily (up to sixty [60] days). It must contain enough information to ensure the identity of the subject with a reasonable amount of certainty.	<ul style="list-style-type: none"> <li>Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #3</li> </ul>
4.6	<u>Provision of Services Regardless of Current or Past Health Condition</u> Agency must have Policies and Procedures in place to ensure that clients living with HIV are not denied services due to current or pre-existing health condition or non-HIV related condition. A file must be maintained on all clients who are refused services and the reason for refusal.	<ul style="list-style-type: none"> <li>Review of Policies and Procedures indicates compliance</li> <li>A file containing information on clients who have been refused services and the reasons for refusal</li> <li>Source Citation: HAB Program Standards; Section D: #1</li> </ul>
4.7	<u>Client Eligibility</u> In order to be eligible for services, individuals must meet the following: <ul style="list-style-type: none"> <li>HIV+</li> <li>Residence in the Houston EMA/ HSDA (With prior approval, clients can be served if they reside outside of the Houston EMA/HSDA.)</li> <li>Income no greater than 300% of the Federal Poverty level (unless otherwise indicated)</li> <li>Proof of identification</li> <li>Ineligibility for third party reimbursement</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of HIV+ status, residence, identification and income in the client record</li> <li>Documentation of ineligibility for third party reimbursement</li> <li>Documentation of screening for Third Party Payers in accordance with RWGA site visit guidelines</li> <li>Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section B:Eligibility Determination/Screening #1</li> </ul>
4.8	<u>Re-certification of Client Eligibility</u> Agency conducts six (6) month re-certification of eligibility for all clients. At a minimum, agency confirms an individual's income, residency and re-screens, as appropriate, for third-party payers. Third party payers include State Children's Health Insurance Programs (SCHIP), Medicare (including Part D prescription drug benefit) and private insurance. At one of the two required re-certifications during a year, agency may accept client self-attestation for verifying that an individual's income, residency, and insurance status complies with the RWGA eligibility requirements. Appropriate documentation is required for changes in status and at least once a year (defined as a 12-month period) with renewed eligibility with the CPCDMS.	<ul style="list-style-type: none"> <li>Client record contains documentation of re-certification of client residence, income and rescreening for third party payers at least every six (6) months</li> <li>Review of Policies and Procedures indicates compliance</li> <li>Information in client's files that includes proof of screening for insurance coverage (i.e. hard/scanned copy of results)</li> </ul>

	<p>Agency must ensure that Ryan White is the Payer of last resort and must have policies and procedures addressing strategies to enroll all eligible uninsured clients into Medicare, Medicaid, private health insurance and other programs. Agency policy must also address coordination of benefits, billing and collection. Clients eligible for Department of Veterans Affairs (VA) benefits are duly eligible for Ryan White services and therefore exempted from the payer of last resort requirement.</p> <ul style="list-style-type: none"> <li>Agency must verify 3<sup>rd</sup> party payment coverage for eligible services at every visit or monthly (whichever is less frequent)</li> </ul>	<ul style="list-style-type: none"> <li>Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section B: Eligibility Determination/Screening #1 and #2</li> <li>Source Citation: HIV/AIDS Bureau (HAB) Policy Clarification Notice #13-02</li> </ul>
4.9	<p><u>Charges for Services</u></p> <p>Agency must institute Policies and Procedures for cost sharing including enrollment fees, premiums, deductibles, co-payments, co-insurance, sliding fee discount, etc. and an annual cap on these charges. Agency should not charge any of the above fees regardless of terminology to any Ryan White eligible patient whose gross income level (GIL) is <math>\leq 100\%</math> of the Federal Poverty Level (FPL) as documented in the CPCDMS for any services provided. Clients whose gross income is between 101-300% may be charged annual aggregate fees in accordance with the legislative mandate outlined below:</p> <ul style="list-style-type: none"> <li>101%-200% of FPL---5% or less of GIL</li> <li>201%-300% of FPL---7% or less of GIL</li> <li>&gt;300% of FPL -----10% or less of GIL</li> </ul> <p>Additionally, agency must implement the following:</p> <ul style="list-style-type: none"> <li>Six (6) month evaluation of clients to establish individual fees and cap (i.e. the six (6) month CPCDMS registration or registration update.)</li> <li>Tracking of charges</li> <li>A process for alerting the billing system when the cap is reached so client will not be charged for the rest of the calendar year.</li> <li>Documentation of fees</li> </ul>	<ul style="list-style-type: none"> <li>Review of Policies and Procedures indicates compliance</li> <li>Review of system for tracking patient charges and payments indicate compliance</li> <li>Review of charges and payments in client records indicate compliance with annual cap</li> <li>Sliding fee application forms on client record is consistent with Federal guidelines</li> </ul>
4.10	<p><u>Information on Program and Eligibility/Sliding Fee Schedule</u></p> <p>Agency must provide broad-based dissemination of information regarding the availability of services. All clients accessing services must be provided with a clear description of their sliding fee charges in a simple understandable format at intake and annually at registration update. Agency should maintain a file documenting promotion activities including copies of HIV program materials and information on eligibility requirements.</p>	<ul style="list-style-type: none"> <li>Agency has a written substantiated annual plan to targeted populations</li> <li>Zip code data show provider is reaching clients throughout service area (as applicable to specific service category).</li> </ul>

	Agency must proactively inform/educate clients when changes occur in the program design or process, client eligibility rules, fee schedule, facility layout or access to program or agency.	<ul style="list-style-type: none"> <li>Agency file containing informational materials about agency services and eligibility requirements including the following: Brochures Newsletters Posters Community bulletins any other types of promotional materials</li> <li>Signed receipt for client education/ information regarding eligibility and sliding fees on client record</li> <li>Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #5</li> </ul>
4.11	<u>Linkage Into Core Services</u> Agency staff will provide out-of-care clients with individualized information and referral to connect them into ambulatory outpatient medical care and other core medical services.	<ul style="list-style-type: none"> <li>Documentation of client referral is present in client record</li> <li>Review of agency's policies &amp; procedures' manual indicates compliance</li> </ul>
4.12	<u>Wait Lists</u> It is the expectation that clients will not be put on a Wait List nor will services be postponed or denied due to funding. Agency must notify the Administrative agency when funds for service are either low or exhausted for appropriate measures to be taken to ensure adequate funding is available. Should a wait list become required, the agency must, at a minimum, develop a policy that addresses how they will handle situations where service(s) cannot be immediately provided and a process by which client information will be obtained and maintained to ensure that all clients that requested service(s) are contacted after service provision resumes. A wait list is defined as a roster developed and maintained by providers of patients awaiting a particular service when a demand for a service exceeds available appointments used on a first come next serviced method.	<ul style="list-style-type: none"> <li>Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>Documentation that agency notified their Administrative Agency when funds for services were either low or exhausted</li> </ul>

	<p>The Agency will notify RWGA of the following information when a wait list must be created:  An explanation for the cessation of service; and  A plan for resumption of service. The Agency's plan must address:</p> <ul style="list-style-type: none"> <li>• Action steps to be taken Agency to resolve the service shortfall; and</li> <li>• Projected date that services will resume.</li> </ul> <p>The Agency will report to RWGA in writing on a monthly basis while a client wait list is required with the following information:</p> <ul style="list-style-type: none"> <li>• Number of clients on the wait list.</li> <li>• Progress toward completing the plan for resumption of service.</li> <li>• A revised plan for resumption of service, if necessary.</li> </ul>	
4.13	<p><u>Intake</u>  The agency conducts an intake to collect required data including, but not limited to, eligibility, appropriate consents and client identifiers for entry into CPCDMS. Intake process is flexible and responsive, accommodating disabilities and health conditions. In addition to office visits, client is provided alternatives such as conducting business by mail, online registration via the internet, or providing home visits, when necessary.  Agency has established procedures for communicating with people with hearing impairments.</p>	<ul style="list-style-type: none"> <li>• Documentation in client record</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>
<b>5.0</b>	<b>Quality Management</b>	
5.1	<p><u>Continuous Quality Improvement (CQI)</u>  Agency demonstrates capacity for an organized CQI program and has a CQI Committee in place to review procedures and to initiate Performance Improvement activities.  The Agency shall maintain an up-to-date Quality Management (QM) Manual. The QM Manual will contain at a minimum:</p> <ul style="list-style-type: none"> <li>• The Agency's QM Plan</li> <li>• Meeting agendas and/or notes (if applicable)</li> <li>• Project specific CQI Plans</li> <li>• Root Cause Analysis &amp; Improvement Plans</li> <li>• Data collection methods and analysis</li> <li>• Work products</li> </ul>	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Up to date QM Manual</li> <li>• Source Citation: HAB Universal Standards; Section F: #2</li> </ul>

	<ul style="list-style-type: none"> <li>• QM program evaluation</li> <li>• Materials necessary for QM activities</li> </ul>	
5.2	<u>Data Collection and Analysis</u> Agency demonstrates capacity to collect and analyze client level data including client satisfaction surveys and findings are incorporated into service delivery. Supervisors shall conduct and document ongoing record reviews as part of quality improvement activity.	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Up to date QM Manual</li> <li>• Supervisors log on record reviews signed and dated</li> <li>• Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #2</li> </ul>
<b>6.0</b>	<b>Point Of Entry Agreements</b>	
6.1	<u>Points of Entry (Core Services Only)</u> Agency accepts referrals from sources considered to be points of entry into the continuum of care, in accordance with HIV Services policy approved by HRSA for the Houston EMA.	<ul style="list-style-type: none"> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> <li>• Documentation of formal agreements with appropriate Points of Entry</li> <li>• Documentation of referrals and their follow-up</li> </ul>
<b>7.0</b>	<b>Emergency Management</b>	
7.1	<u>Emergency Preparedness</u> Agency leadership including medical staff must develop an Emergency Preparedness Plan modeled after the Joint Commission's regulations and/or Centers for Medicare and Medicaid guidelines for Emergency Management. The plan should, at a minimum utilize "all hazard approach" (hurricanes, floods, earthquakes, tornadoes, wide-spread fires, infectious disease outbreak and other public health threats, terrorist attacks, civil disturbances and collapse of buildings and bridges) to ensure a level of preparedness sufficient to support a range of emergencies. Agencies shall conduct an annual Hazard Vulnerability Analysis (HVA) to identify potential hazards, threats, and adverse events and assess their impact on care, treatment, and services they must sustain during an emergency. The agency shall communicate hazards identified with its community emergency	<ul style="list-style-type: none"> <li>• Emergency Preparedness Plan</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>

	response agencies and together shall identify the capability of its community in meeting their needs. The HVA shall be reviewed annually.	
7.2	<p><u>Emergency Management Training</u></p> <p>In accordance with the Department of Human Services recommendations, all applicable agency staff (such as, executive level, direct client services, supervisory staff) must complete the following National Incident Management System (NIMS) courses developed by the Department of Homeland Security:</p> <ul style="list-style-type: none"> <li>• IS -100.HC – Introduction to the Incident command system for healthcare/hospitals</li> <li>• IS-200.HC- Applying ICS to Healthcare organization</li> <li>• IS-700.A-National Incident Management System (NIMS) Introduction</li> <li>• IS-800.B National Response Framework (management)</li> </ul> <p>The above courses may be accessed at: <a href="http://www.training.fema.gov">www.training.fema.gov</a> .</p> <p>Agencies providing support services only may complete alternate courses listed for the above areas</p> <p>All applicable new employees are required to complete the courses within 90 days of hire.</p>	<ul style="list-style-type: none"> <li>• Agency criteria used to determine appropriate staff for training requirement</li> <li>• Documentation of all training including certificate of completion in personnel file</li> </ul>
7.3	<p><u>Emergency Preparedness Plan</u></p> <p>The emergency preparedness plan shall address the six critical areas for emergency management including</p> <ul style="list-style-type: none"> <li>• Communication pathways</li> <li>• Essential resources and assets</li> <li>• patients' safety and security</li> <li>• staff responsibilities</li> <li>• Supply of key utilities such as portable water and electricity</li> <li>• Patient clinical and support activities during emergency situations.</li> </ul> <p>(<a href="http://www.jointcommission.org">www.jointcommission.org</a>)</p>	<ul style="list-style-type: none"> <li>• Emergency Preparedness Plan</li> </ul>
7.4	<p><u>Emergency Management Drills</u></p> <p>Agency shall implement emergency management drills twice a year either in response to actual emergency or in a planned exercise. Completed exercise should be evaluated by a multidisciplinary team including administration, clinical and support staff. The emergency plan should be modified based on the evaluation results and retested.</p>	<ul style="list-style-type: none"> <li>• Emergency Management Plan</li> <li>• Review of Agency's Policies and Procedures Manual indicates compliance</li> </ul>

8.0	<b>Building Safety</b>	
8.1	<u>Required Permits</u> All agencies will maintain Occupancy and Fire Marshal's permits for the facilities.	<ul style="list-style-type: none"><li>• Current required permits on file</li></ul>

## Health Insurance Assistance

The Health Insurance Premium and Cost Sharing Assistance service category is intended to help PLWH continue medical care without gaps in health insurance coverage or discretion of treatment. A program of financial assistance for the payment of health insurance premiums and co-pays, co-insurance and deductibles to enable eligible individuals with HIV to utilize their existing third party or public assistance (e.g. Medicare) medical insurance. Agency may provide help with client co-payments, co-insurance, deductibles, and Medicare Part D premiums.

Co-Payment: A cost-sharing requirement that requires the insured to pay a specific dollar amount for each unit of service. Co-Insurance: A cost-sharing requirement that requires the insured to pay a percentage of costs for covered services/prescription. Deductible: A cost-sharing requirement that requires the insured pay a certain amount for health care or prescription, before the prescription drug plan or other insurance begins to pay. Premium: The amount paid by the insured to an insurance company to obtain or maintain an insurance policy.

<b>1.0</b>	<b>Staff/Training</b>	
<b>1.1</b>	<u>Ongoing Training</u> Eight (8) hours annually of continuing education in HIV related or other specific topics including a minimum of two (2) hours training in Affordable Care Act is required as needed.	<ul style="list-style-type: none"> <li>Materials for staff training and continuing education are on file</li> <li>Staff interviews indicate compliance</li> </ul>
<b>1.2</b>	<u>Staff Experience</u> A minimum of one year documented HIV work experience is preferred.	<ul style="list-style-type: none"> <li>Documentation of work experience in personnel file</li> </ul>
<b>2.0</b>	<b>Client Eligibility</b>	
<b>2.1</b>	<u>Comprehensive Intake/Assessment</u> Agency performs a comprehensive financial intake/application to determine client eligibility for this program as needed to insure that these funds are used as a last resort in order for the client to utilize his/her existing insurance or be eligible to purchase a qualified health plan through the Marketplace. Assessment should include review of individual's premium and cost sharing subsidies through the health insurance marketplace.	<ul style="list-style-type: none"> <li>Review of agency's Policies &amp; Procedures Manual indicates compliance.</li> <li>Review of client intake/assessment for service indicates compliance</li> </ul>
<b>2.2</b>	<u>Advance Premium Tax Credit Reconciliation</u> Agency will ensure all clients receiving assistance for Marketplace QHP premiums: <ul style="list-style-type: none"> <li>Designate Premium Tax Credit to be taken in advance during Marketplace Insurance enrollment</li> </ul>	<ul style="list-style-type: none"> <li>Review of client record</li> </ul>

	<ul style="list-style-type: none"> <li>Update income information at Healthcare.gov every 6 months, at minimum, with one update required during annual Marketplace open enrollment or Marketplace renewal periods</li> <li>Submit prior year tax information no later than May 31st. Tax information must include: <ul style="list-style-type: none"> <li>Federal Marketplace Form 1095-A</li> <li>IRS Form 8962</li> <li>IRS Form 1040 (excludes 1040EZ)</li> </ul> </li> <li>Reconciliation of APTC credits or liabilities</li> </ul>	
<b>3.0</b>	<b>Client Access</b>	
<b>3.1</b>	<u>Clients Referral and Tracking</u> Agency receives referrals from a broad range of HIV service providers and makes appropriate referrals out when necessary.	<ul style="list-style-type: none"> <li>Documentation of referrals received</li> <li>Documentation of referrals out</li> <li>Staff reports indicate compliance</li> </ul>
<b>3.2</b>	<u>Prioritization of Service</u> Agency implements a system to utilize the RW Planning Council-approved prioritization of cost sharing assistance when limited funds warrant it. Agency use the Planning Council-approved consumer out-of-pocket methodology. <p><b>Priority Ranking of Cost Sharing Assistance (in descending order):</b></p> <ol style="list-style-type: none"> <li>HIV medication co-pays and deductibles (medications on the Texas ADAP formulary)</li> <li>Non-HIV medication co-pays and deductibles (all other allowable HIV-related medications)</li> <li>Doctor visit co-pays/deductibles (physician visit and/or lab copayments)</li> </ol> Medicare Part D (Rx) premiums	<ul style="list-style-type: none"> <li>Review of agency's Policies &amp; Procedures Manual indicates compliance.</li> <li>Review of agency's monthly reimbursement indicates compliance</li> </ul>
<b>3.3</b>	<u>Decreasing Barriers to Service</u> Agency establishes formal written agreements with all Houston HSDA Ryan White-funded (Part A, B, C, D) primary care, mental health and substance use provider agencies to enable clients of these agencies to enroll in Health Insurance assistance at his/her primary care, mental health or substance use provider site. (i.e. No need for client to physically present to Health Insurance provider.)	<ul style="list-style-type: none"> <li>Review of agency's Policies &amp; Procedures Manual indicates compliance.</li> <li>Review of client intake/assessment for service indicates compliance</li> </ul>

## Medical Nutritional Therapy/Supplements

HRSA defines core Medical Nutrition Therapy as the provision of food, nutritional services and nutritional supplements provided outside of a primary care visit by a licensed registered dietitian based on physician's recommendation and a nutritional plan developed by a licensed registered dietitian. The Houston EMA Part A/B Medical Nutrition Therapy includes nutritional counseling, provision nutritional supplements (of up to 90 day supply) for eligible people living with HIV in the Houston EMA. Clients must have a written referral or prescription from a physician or physician extender and a written nutritional plan prepared by a licensed, registered dietitian

<b>1.0</b>	<b>Services are individualized and tailored to client needs.</b>	
1.1	<u>Education/Counseling – Clients Receiving New Supplements</u> All clients receiving a supplement for the first time will receive appropriate education/counseling. This must include written information regarding supplement benefits, side effects and recommended dosage in client's primary language.	<ul style="list-style-type: none"> <li>• Client record indicates compliance</li> </ul>
1.2	<u>Education/Counseling – Follow-Up</u> Clients receive education/counseling regarding supplement(s) again at: <ul style="list-style-type: none"> <li>• follow-up</li> <li>• when there is a change in supplements</li> <li>• at the discretion of the registered dietitian if clinically indicated</li> </ul>	<ul style="list-style-type: none"> <li>• Client record indicates compliance</li> </ul>
<b>2.0</b>	<b>Services adhere to professional standards and regulations.</b>	
2.1	<u>Nutritional Supplement Formulary</u> RW funded nutritional supplement disbursement for program eligible clients shall be based on the current RWGA nutritional supplement formulary. Ryan White funds may not be used for nutritional supplements not on the approved formulary. Providers wishing to prescribe/order other supplements not on the formulary must obtain a waiver from the RWGA prior to doing so. Agency policies and procedures must ensure that MDs and physician extenders comply with the current clinical/Department of Health and Human Services guidelines for ART and treatment of opportunistic infections.	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> <li>• Review of billing history indicates compliance</li> <li>• Documentation in client's record</li> </ul>
2.2	<u>Inventory</u> Supplement inventory is updated and rotated as appropriate on a first-in, first-out basis, and shelf-life standards and applicable laws are observed.	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> <li>• Staff interviews</li> </ul>

2.3	<p><u>Licensure</u></p> <p>Providers/vendors maintain proper licensure. A physician or physician extender (PE) with prescribing privileges at a Part A/B/C and/or MAI-funded agency or qualified primary care provider must write an order for Part A-funded nutritional supplements. A licensed registered dietician must provide an individualized nutritional plan including education/counseling based on a nutritional assessment</p>	<ul style="list-style-type: none"> <li>• Documentation of current licensure</li> <li>• Nutritional plan in client's record</li> </ul>
2.4	<p><u>Protocols</u></p> <p>Nutrition therapy services will use evidence-based guides, protocols, best practices, and research in the field of HIV including the <i>American Dietetic Association's HIV-related protocols in Medical Nutrition Therapy Across the Continuum of Care</i>.</p>	<ul style="list-style-type: none"> <li>• Chart Review shows compliance</li> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> </ul>

## Oral Health

Oral Health Care as “diagnostic, preventive, and therapeutic services provided by the general dental practitioners, dental specialist, dental hygienist and auxiliaries and other trained primary care providers”. The Ryan White Part A/B oral health care services include standard preventive procedures, diagnosis and treatment of HIV-related oral pathology, restorative dental services, oral surgery, root canal therapy and oral medication (including pain control) for PLWH 15 years old or older based on a comprehensive individual treatment plan. Additionally, the category includes prosthodontics services (Part B) to people living with HIV including but not limited to examinations and diagnosis of need for dentures, crowns, bridgework and implants, diagnostic measurements, laboratory services, tooth extraction, relines and denture repairs.

<b>1.0</b>	<b>Staff HIV knowledge is based on documented training.</b>	
1.1	<u>Continuing Education</u> <ul style="list-style-type: none"> <li>Sixteen (16) hours of training in HIV and clinically-related issues is required every 2 years for licensed staff. (does not include any training requirements outlined in General Standards)</li> <li>One (1) hour of training in HIV is required annually for all other staff. (does not include any training requirements outlined in General Standards)</li> </ul>	<ul style="list-style-type: none"> <li>Materials for staff training and continuing education are on file</li> <li>Documentation of continuing education in personnel file</li> </ul>
1.2	<u>Experience – HIV</u> A minimum of one (1) year documented work experience with PLWH is preferred for licensed staff.	<ul style="list-style-type: none"> <li>Documentation of work experience in personnel file</li> </ul>
1.3	<u>Staff Supervision</u> Supervision of clinical staff shall be provided by a practitioner with at least two years experience in dental health assessment and treatment of persons living with HIV. All licensed personnel shall receive supervision consistent with the State of Texas license requirements.	<ul style="list-style-type: none"> <li>Review of personnel files indicates compliance</li> <li>Review of agency’s Policies &amp; Procedures Manual indicates compliance</li> </ul>
<b>2.0</b>	<b>Patient Care</b>	
2.1	<u>HIV Primary Care Provider Contact Information</u> Agency obtains and documents HIV primary care provider contact information for each client.	<ul style="list-style-type: none"> <li>Documentation of HIV primary care provider contact information in the client record. At minimum, agency should collect the clinic and/or physician’s name and telephone number</li> </ul>
2.2	<u>Consultation for Treatment</u> Agency consults with client’s medical care providers when indicated.	<ul style="list-style-type: none"> <li>Documentation of communication in the client record</li> </ul>
2.3	<u>Health History Information</u>	<ul style="list-style-type: none"> <li>Documentation of health history information in the client record. Reasons</li> </ul>

	<p>Agency collects and documents health history information for each client prior to providing care. This information should include, but not be limited to, the following:</p> <ul style="list-style-type: none"> <li>• A baseline (current within the last 12 months) CBC laboratory test results for all new clients, and an annual update thereafter, and when clinically indicated</li> <li>• Current (within the last 6 months) Viral Load and CD4 laboratory test results, when clinically indicated</li> <li>• Client's chief complaint, where applicable</li> <li>• Medication names</li> <li>• Sexually transmitted diseases</li> <li>• HIV-associated illnesses</li> <li>• Allergies and drug sensitivities</li> <li>• Alcohol use</li> <li>• Recreational drug use</li> <li>• Tobacco use</li> <li>• Neurological diseases</li> <li>• Hepatitis</li> <li>• Usual oral hygiene</li> <li>• Date of last dental examination</li> <li>• Involuntary weight loss or weight gain</li> <li>• Review of systems</li> </ul>	for missing health history information are documented
2.4	<p><u>Client Health History Update</u></p> <p>An update to the health history should be made, at minimum, every six (6) months or at client's next general dentistry visit whichever is greater.</p>	<ul style="list-style-type: none"> <li>• Documentation of health history update in the client record</li> </ul>
2.5	<p><u>Comprehensive Periodontal Examination (Part B Only)</u></p> <p>Agency has a written policy and procedure regarding when a comprehensive periodontal examination should occur. Comprehensive periodontal examination should be done in accordance with professional standards and current US Public Health Service guidelines</p>	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> <li>• Review of client records indicate compliance</li> </ul>
2.6	<p><u>Treatment Plan</u></p> <ul style="list-style-type: none"> <li>• A comprehensive, multidisciplinary Oral Health treatment plan will be developed in conjunction with the patient.</li> <li>• Patient's primary reason for dental visit should be addressed in treatment plan</li> </ul>	<ul style="list-style-type: none"> <li>• Treatment plan dated and signed by both the provider and patient in patient file</li> <li>• Updated treatment plan dated and signed by both the provider and patient in patient file</li> </ul>

	<ul style="list-style-type: none"> <li>• Patient strengths and limitations will be considered in development of treatment plan</li> <li>• Treatment priority should be given to pain management, infection, traumatic injury or other emergency conditions</li> <li>• Treatment plan will be updated as deemed necessary</li> </ul>	
2.7	<p><u>Annual Hard/Soft Tissue Examination</u></p> <p>The following elements are part of each client's annual hard/soft tissue examination and are documented in the client record:</p> <ul style="list-style-type: none"> <li>• Charting of caries;</li> <li>• X-rays;</li> <li>• Periodontal screening;</li> <li>• Written diagnoses, where applicable;</li> <li>• Treatment plan.</li> </ul> <p>Determination of clients needing annual examination should be based on the dentist's judgment and criteria outlined in the agency's policy and procedure, however the time interval for all clients may not exceed two (2) years.</p>	<ul style="list-style-type: none"> <li>• Documentation in the client record</li> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> </ul>
2.8	<p><u>Oral Hygiene Instructions</u></p> <p>Oral hygiene instructions (OHI) should be provided annually to each client. The content of the instructions is documented.</p>	<ul style="list-style-type: none"> <li>• Documentation in the client record</li> </ul>

## Substance Use Services

The Houston EMA Substance Abuse Treatment/Counseling service is an outpatient service providing treatment and/or counseling to people living with HIV who have substance use disorders. Services provided must be integrated with HIV-related issues that trigger relapse and must be coordinated with local TDSHS/SAS HIV Early Intervention funded programs. All services must be provided in accordance with the Texas Department of State Health Services/Substance Abuse services (TDSHS/SAS) Chemical Dependency Treatment Facility Standards as well as current treatment guidelines.

1.0	<b>Services are offered in such a way as to overcome barriers to access and utilization. Service is easily accessible to persons with HIV.</b>	
1.1	<p><u>Comprehensive Assessment</u></p> <p>A comprehensive assessment including the following will be completed within ten (10 days) of intake or no later than and prior to the third therapy session.</p> <ul style="list-style-type: none"> <li>• Presenting Problem</li> <li>• Developmental/Social history</li> <li>• Social support and family relationships</li> <li>• Medical history</li> <li>• Substance use history</li> <li>• Psychiatric history</li> <li>• Complete mental status evaluation (including appearance and behavior, talk, mood, self attitude, suicidal tendencies, perceptual disturbances, obsessions/compulsions, phobias, panic attacks)</li> <li>• Cognitive assessment (level of consciousness, orientation, memory and language)</li> </ul> <p>Specific assessment tools such as the Addiction Severity Index(ASI) could be used for substance use and sexual history and the Mini Mental State Examination (MMSE) for cognitive assessment.</p>	<ul style="list-style-type: none"> <li>• Completed assessment in client's record</li> </ul>
1.2	<p><u>Psychosocial History</u></p> <p>A psychosocial history will be completed and must include:</p> <ul style="list-style-type: none"> <li>• Education and training</li> <li>• Employment</li> <li>• Military service</li> <li>• Legal history</li> <li>• Family history and constellation</li> </ul>	<ul style="list-style-type: none"> <li>• Completed assessment in client's record</li> </ul>

	<ul style="list-style-type: none"> <li>Physical, emotional and/or sexual abuse history</li> <li>Sexual and relationship history and status</li> <li>Leisure and recreational activities</li> <li>General psychological functioning</li> </ul>	
1.3	<p><u>Treatment Plan</u></p> <p>Treatment plans are developed jointly with the counselor and client and must contain all the elements set forth in the Texas Department of State Health Services Administrative code for substance abuse including:</p> <ul style="list-style-type: none"> <li>Statement of the goal(s) of counseling</li> <li>The plan of approach</li> <li>Mechanism for review</li> </ul> <p>The plan must also address full range of substances the patient is abusing Treatment plans must be completed no later than five working days of admission. Individual or group therapy should be based on professional guidelines. Supportive and educational counseling should include prevention of HIV related risk behaviors including substance use as clinically indicated.</p>	<ul style="list-style-type: none"> <li>Completed treatment plan in client's record</li> <li>Treatment Plan review documented in client's records</li> </ul>
1.4	<p><u>Treatment Plan Review</u></p> <p>In accordance with the Texas Department of State Health Services Administrative code on Substance Abuse, the treatment plan shall be reviewed at a minimum, midway through treatment and must reflect ongoing reassessment of client's problems, needs and response to therapy. The treatment plan duration, review interval and process must be stated in the agency policies and procedures and must follow criteria outlined in the Administrative Code.</p>	<ul style="list-style-type: none"> <li>Review of agency's Policy and Procedure Manual indicates compliance</li> <li>Updated treatment plan in client's record</li> </ul>
<b>2.0</b>	<b>Services are part of the coordinated continuum of HIV services.</b>	
2.1	<p><u>Clients Referral and Tracking</u></p> <p>Agency receives referrals from a broad range of sources and makes appropriate referrals out when necessary.</p> <p>Agency must have collaboration agreements with mental health and primary care providers or demonstrate that they offer these services on-site.</p>	<ul style="list-style-type: none"> <li>Documentation of referrals received</li> <li>Documentation of referrals out</li> <li>Staff interviews indicate compliance</li> <li>Collaborative agreements demonstrate that these services are offered on an off-site</li> </ul>
2.2	<u>Facility License</u>	<ul style="list-style-type: none"> <li>Documentation of current agency licensure</li> </ul>

	Agency is appropriately licensed by the Texas Department of State Health Services – Substance Abuse Services (TDSHS/SAS) with outpatient treatment designations.	
2.3	<u>Minimum Qualifications</u> All agency staff that provides direct client services must be properly licensed per current TDSHS/SAS requirements. Non-licensed staff must meet current TDSHS/SAS requirements.	<ul style="list-style-type: none"> <li>Documentation of current licensure in personnel files</li> </ul>
<b>3.0</b>	<b>Staff HIV knowledge is based on documented training and experience.</b>	
3.1	<u>Staff Training</u> All agency staff, volunteers and students shall receive initial and subsequent trainings in accordance to the Texas Administrative Code, rule §448.603 (a), (c) & (d).	<ul style="list-style-type: none"> <li>Review of training curriculum indicates compliance</li> <li>Documentation of all training in personnel file</li> <li>Specific training requirements are specified in the staff guidelines</li> <li>Documentation of all trainings must be done in accordance with the Texas Administrative Code §448.603 (b)</li> </ul>
3.2	<u>Experience – HIV</u> A minimum of one (1) year documented HIV work experience is required. Those who do not meet this requirement must be supervised by a staff member with at least 1 year of documented HIV work experience.	<ul style="list-style-type: none"> <li>Documentation of work experience in personnel file</li> </ul>
<b>4.0</b>	<b>Service providers are knowledgeable, accepting, and respectful of the needs of individuals with HIV Staff efforts are compassionate and sensitive to client needs.</b>	
4.1	<u>Staff Supervision</u> The agency shall ensure that each substance abuse Supervisor shall, at a minimal, be a Masters level professional (e.g. LPC, LCSW, LMSW, LMFT, Licensed Clinical Psychologist, LCDC if applicable) and licensed by the State of Texas and qualified to provide supervision per applicable TDSHS/SAS licensure requirements. Professional staff must be knowledgeable of the interaction of drug/alcohol use and HIV transmission and the interaction of prescribed medication with other drug/alcohol use.	<ul style="list-style-type: none"> <li>Review of personnel files indicates compliance</li> <li>Review of agency's Policy and Procedure Manual indicates compliance</li> </ul>

RYAN WHITE PART B/DSHS STATE SERVICES  
1920 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE  
HEALTH INSURANCE ASSISTANCE

**Definition:**

Health Insurance Premium and Cost Sharing Assistance (Health Insurance Assistance or HIA) provides financial assistance for eligible PLWHs living with HIV to maintain continuity of health insurance or to receive medical and pharmacy benefits under a health care coverage program.

#	STANDARD	MEASURE
<b>9.0 Service-Specific Requirements</b>		
9.1	<p><u>Scope of Service</u>  <b>Health Insurance Assistance:</b> The Health Insurance Assistance (HIA) service category is intended to help people living with HIV (PLWH) maintain a continuity of medical benefits without gaps in health insurance coverage or discretion of treatment. This financial assistance program enables eligible PLWH to utilize their existing third party or public assistance (e.g. Medicare) medical insurance, not to exceed the cost of care delivery. Under this provision an agency can provide assistance with health insurance premiums, co-payments, co-insurance, deductibles, Medicare Part D premiums, and tax reconciliation.</p> <p><u>Co-Payment:</u> A cost-sharing requirement that requires the insured to pay a specific dollar amount for each unit of service. <u>Co-Insurance:</u> A cost-sharing requirement is that requirement that requires the insured to pay a percentage of costs for covered services/prescription. <u>Deductible:</u> A cost-sharing requirement that requires the insured pay a certain amount for health care or prescription, before the prescription drug plan or other insurance begins to pay. <u>Premium:</u> The amount paid by the insured to an insurance company to obtain or maintain an insurance policy. <u>Tax Reconciliation:</u> A refundable credit will be given on an individual's federal income tax return if the amount of advance-credit payments is <i>less</i> than the tax credit they should have received. Conversely, individuals will have to repay any excess advance payments with their tax returns if the advance payments for the year are <i>more</i> than the credit amount. <u>Advance Premium Tax Credit (APTC) Tax Liability:</u> Tax liability associated with the APTC reconciliation; reimbursement cap of 50% of the tax due up to a maximum of \$500.</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 primary client record.</li> </ul>

#	STANDARD	MEASURE
9.2	<u>Compliance with Regional Health Insurance Assistance Policy</u> The Agency will establish and track all requirements outlined in the DSHS-approved Regional Health Insurance Assistance Policy (HIA-1701).	<ul style="list-style-type: none"> <li>• Annual Review of agency shows compliance with established policy.</li> </ul>
9.3	<u>Client Referral and Tracking</u> Agency receives referrals from a broad range of HIV service providers and makes appropriate referrals out when necessary.  Agencies must maintain referral relationships with organizations or individuals who can provide income tax preparation assistance.	<ul style="list-style-type: none"> <li>• Documentation of referrals received</li> <li>• Documentation of referrals out</li> <li>• Staff reports indicate compliance</li> </ul>
9.4	<u>Ongoing Training</u> Eight (8) hours annually of continuing education in HIV-related or other specific topics including a minimum of two (2) hours training in Medicare Part D is required. Minimum of two (2) hours training for all relevant staff on how to identify advance premium tax credits and liabilities.	<ul style="list-style-type: none"> <li>• Materials for staff training and continuing education are on file</li> <li>• Staff interviews indicate compliance</li> </ul>
9.5	<u>Staff Experience</u> A minimum of (1) year documented HIV work experience is preferred.	<ul style="list-style-type: none"> <li>• Documentation of work experience in personnel file</li> </ul>
9.6	<u>Staff Supervision</u> Staff services are supervised by a paid coordinator or manager.	<ul style="list-style-type: none"> <li>• Review of personnel files indicates compliance</li> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> </ul>
9.7	<u>Program Policies</u> Agency will develop policies and procedures regarding HIA assistance, cost-effectiveness and expenditure policy, and client contributions. Agencies must maintain policies on the assistance that can be offered for PLWHs who are covered under a group policy. Agency must have P&P in place detailing the required process for reconciliation and documentation requirements. Agencies must maintain policies and procedures for the vigorous pursuit of excess premium tax credit from individual PLWHs, to include measures to track vigorous pursuit performance; and vigorous pursuit of uninsured individuals to enroll in QHP via Marketplace.	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> <li>• Review of personnel files indicates training on the policies.</li> </ul>

#	STANDARD	MEASURE
9.8	<p><u>Prioritization of Cost-Sharing Service</u>  Agency implements a system to utilize the RW Planning Council-approved prioritization of cost sharing assistance when limited funds warrant it. Agencies use the Planning Council-approved consumer out-of-pocket methodology.</p> <p><b>Priority Ranking of Cost Sharing Assistance (in descending order):</b></p> <ol style="list-style-type: none"> <li>1. HIV medication co-pays and deductibles (medications on the Texas ADAP formulary)</li> <li>2. Non-HIV medication co-pays and deductibles</li> <li>3. Co-payments for provider visits (e.g. physician visit and/or lab copayments)</li> <li>4. Medicare Part D (Rx) premiums</li> <li>5. APTC Tax Liability</li> <li>6. Out of Network out-of-pocket expenses</li> </ol>	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance.</li> <li>• Review of agency's monthly reimbursement indicates compliance.</li> </ul>
9.9	<p><u>Allowable Use of Funds</u></p> <ol style="list-style-type: none"> <li>1. Health insurance premiums (COBRA, private policies, QHP, CHIP, Medicaid, Medicare, Medicare Supplemental) *</li> <li>2. Deductibles</li> <li>3. Medical/Pharmacy co-payments</li> <li>4. Co-insurance, and</li> <li>5. Tax reconciliation up to of 50% of the tax due up to a maximum of \$500</li> <li>6. Standalone dental insurance premiums to provide comprehensive oral health care services for eligible PLWHs (As of 4/1/2017)</li> </ol>	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance.</li> <li>• Review of agency's monthly reimbursement indicates compliance.</li> </ul>

#	STANDARD	MEASURE
9.10	<p><u>Restricted Use of Funds</u></p> <ol style="list-style-type: none"> <li>1. Tax reconciliation due, if the PLWH failed to submit the required documentation (life changes, i.e. marriage) during the enrollment period.</li> <li>2. Funds may not be used to make Out of Packet payments for inpatient hospitalization, emergency department care or catastrophic coverage.</li> <li>3. Funds may not be used for payment of services delivered by providers out of network. Exception: In-network provider is not available for HIV-related care only and/or appointment wait time for an in-network provider exceeds standards. Prior approval by AA (The Resource Group) is required for all out of network charges, including exceptions.</li> <li>4. Payment can never be made directly to PLWHs.</li> <li>5. HIA funds may not be extended for health insurance plans with costs that exceed local benchmark costs unless special circumstances are present, but not without approval by AA.</li> <li>6. Under no circumstances can funds be used to pay the fee for a PLWHs failure to enroll in minimum essential coverage or any other tax liability owed by the PLWH that is not directly attributed to the reconciliation of the premium tax credits.</li> <li>7. HIA funds may not be used for COBRA coverage if a PLWH is eligible for other coverage that provides the required minimal level of coverage at a cost-effective price.</li> <li>8. Life insurance and other elective policies are not covered.</li> </ol>	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance.</li> <li>• Review of agency's monthly reimbursement indicates compliance.</li> </ul>

#	STANDARD	MEASURE
9.11	<p><u>Health Insurance Premium Assistance</u></p> <p>The following criteria must be met for a health plan to be eligible for HIA assistance:</p> <ol style="list-style-type: none"> <li>1. Health plan must meet the minimum standards for a Qualified Health Plan and be active at the time assistance is requested</li> <li>1. Health Insurance coverage must be evaluated for cost effectiveness</li> <li>2. Health insurance plan must cover at least one drug in each class of core antiretroviral therapeutics from the HHS clinical guidelines as well as appropriate primary care services.</li> <li>3. COBRA plans must be evaluated based on cost effectiveness and client benefit.</li> </ol> <p>Additional Requirements for ACA plans:</p> <ol style="list-style-type: none"> <li>1. If a PLWH between 100%-250% FPL, only SILVER level plans are eligible for HIA payment assistance (unless PLWH enroll prior to November 1, 2015).</li> <li>2. PLWHs under 100% FPL, who present with an ACA plan, are NOT eligible for HIA payment assistance (unless enroll prior to November 1, 2015).</li> <li>3. All PLWHs who present with an ACA plan are required to take the ADVANCED Premium Tax Credit if eligible (100%-400% of FPL).</li> </ol> <p>All PLWHs receiving HIA assistance must report any life changes such as income, family size, tobacco use or residence within 30 days of the reported change.</p>	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance.</li> <li>• Review of client records indicates compliance.</li> <li>• Agencies will ensure payments are made directly to the health or dental insurance vendor within five (5) business days of approved request.</li> </ul>
9.12	<p><u>Comprehensive Intake/Assessment</u></p> <p>Agency performs a comprehensive financial intake/application to determine eligibility for this program to ensure that these funds are used as a last resort in order for the PLWH to utilize his/her existing insurance or be eligible to purchase a qualified health plan through the Marketplace. Assessment should include review of individual's premium and cost sharing subsidies through the health exchange.</p>	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance.</li> <li>• Review of client intake/assessment for service indicates compliance.</li> </ul>
9.13	<p><u>Income Guidelines</u></p> <p>Marketplace Plans: 100-400% of Federal Poverty Level</p> <p>All other plans: 0-400% of Federal Poverty Level</p> <p>Exception: PLWHs who were enrolled prior to November 1, 2015 will maintain their eligibility in subsequent plan years even if below 100% or between 400-500% of federal poverty guidelines.</p>	<ul style="list-style-type: none"> <li>• Documentation of income in present in primary client record.</li> </ul>

#	STANDARD	MEASURE
9.14	<p><b><u>Client Education</u></b> Education must be provided to PLWHs specific to what is reasonably expected to be paid for by an eligible plan and what RWHAP can assist with to ensure healthcare coverage is maintained.</p> <p><b><u>Cost Sharing Education</u></b></p> <ol style="list-style-type: none"> <li>1. Education is provided to PLWHs, as applicable, regarding cost-sharing reductions to lower their out-of-pocket expenses.</li> <li>2. PLWHs who are not eligible for cost-sharing reductions (i.e. PLWHs under 100% FPL or above 400% FPL; PLWHs who have minimum essential coverage other than individual market coverage and choose to purchase in the marketplace; and those who are ineligible to purchase insurance through the marketplace) are provided education on cost-effective resources available for the PLWH's health care needs.</li> </ol> <p><b><u>Premium Tax Credit Education</u></b></p> <ol style="list-style-type: none"> <li>1. Education should be provided to the PLWH regarding tax credits and the requirement to file income tax returns</li> <li>2. PLWHs must be provided education on the importance of reconciling any Advanced Premium Tax Credit (APTC) well before the IRS tax filing deadline.</li> </ol>	<ul style="list-style-type: none"> <li>• Documented evidence of education provided regarding cost sharing reductions as applicable, as indicated in the primary client record.</li> <li>• Documented evidence of education provided regarding premium tax credits as indicated in the primary client record.</li> </ul>
9.15	<p><b><u>Decreasing Barriers to Service</u></b> Agency establishes formal written agreements with all Houston HSDA Ryan White-funded (Part A, B, C, D) primary care, mental health and substance abuse provider agencies to enable PLWHs of these agencies to enroll in Health Insurance assistance at his/her primary care, mental health or substance abuse provider site. (I.e. No need for PLWH to physically present to Health Insurance provider.)</p>	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance.</li> <li>• Review of client intake/assessment for service indicates compliance</li> </ul>

#	STANDARD	MEASURE
<b>9.0 Service-Specific Requirements</b>		
9.16	<p><u>Waiver Process</u></p> <p>In order to ensure proper program delivery, a waiver from the AA is required for the following circumstances:</p> <ol style="list-style-type: none"> <li>1. HIA payment assistance will exceed benchmark for directly delivered services,</li> <li>2. Providing payment assistance for out of network providers,</li> <li>3. To fill prescriptions for drugs that incur higher co-pays or co-insurance because they are outside their health plans formulary,</li> <li>4. Discontinuing HIA payment assistance due to PLWH conduct or fraud,</li> <li>5. Refusing HIA assistance for a PLWH who is eligible and whom HIA provides a cost advantage over direct service delivery,</li> <li>6. Services being postponed, denied, or a waitlisted and;</li> <li>7. Assisting an eligible PLWH with the entire cost of a group policy that includes coverage for persons not eligible for HIA payment assistance.</li> </ol>	<ul style="list-style-type: none"> <li>•</li> </ul>
9.17	<p><u>Payer of Last Resort</u></p> <p>Agencies must assure that all PLWHs are screened for potential third-party payers or other assistance programs, and that appropriate referrals are made to the provider who can assist PLWHs in enrollment.</p>	<ul style="list-style-type: none"> <li>•</li> </ul>
9.18	<p><u>Vigorous Pursuit</u></p> <p>All contracted agencies must vigorously pursue any excess premium tax credit received by the PLWH from the IRS upon submission of the PLWH's tax return. To meet the standard of "<i>vigorously pursue</i>", all PLWHs receiving assistance through RW funded HIP assistance service category to pay for ACA QHP premiums must:</p> <ol style="list-style-type: none"> <li>1. Designate premium tax credit be taken in advance during enrollment</li> <li>2. Update income information at Healthcare.gov every 6 months, at minimum, with one update required during annual ACA open enrollment or renewal</li> <li>3. Submit prior year tax information no later than May 31<sup>st</sup>.</li> <li>4. Reconciliation of advance premium tax credits or liabilities.</li> </ol>	<ul style="list-style-type: none"> <li>•</li> </ul>
9.19	<p><u>Prescription Eyewear</u></p> <p>Agency must keep documentation from physician stating that the eye condition is HIV-related when HIA funds are used to cover co-pays for prescription eyewear.</p>	<ul style="list-style-type: none"> <li>• Percentage of primary client record with documented evidence, as applicable, of prescribing physician's order stating the eye condition is HIV-related is present in the primary client record</li> </ul>

#	STANDARD	MEASURE
9.20	<p><u>Medical Visits</u> PLWHs accessing health insurance premium and cost sharing assistance services should demonstrate adherence with their HIV medical care and have documented evidence of attendance of HIV medical appointments in the primary client record.</p> <p>Note: For PLWHs who use HIA to enable their use of medical care outside of the RW system: HIA providers are required to maintain documentation of PLWH's adherence to Primary Medical Care (e.g. proof of MD visits) during the previous 12 months.</p>	<ul style="list-style-type: none"> <li>PLWHs, regardless of age, with a diagnosis of HIV who had at least one medical visit in each 6-month period of the 24-month measurement period with a minimum of 60 days between medical visits. (for PLWHs with applicable data in ARIES or other data system used at the provider location)</li> <li>Note: For PLWHs who use HIA to enable their use of medical care <u>outside</u> of the RWHAP system: Documentation of the PLWH's adherence to Primary Medical Care (e.g. proof of MD visits, insurance Explanation of Benefits, MD bill/invoice) during the previous 12 months</li> </ul>
9.21	<p><u>Viral Suppression</u> PLWHs receiving Health Insurance Assistance services <u>for OAHS at RWHAP-funded providers and therefore have visit and lab data in ARIES or other data system</u> have evidence of viral suppression as documented in viral load testing. <i><u>NOTE: This standard is not meant to imply that PLWH receiving HIA services must be virally suppressed to access services.</u></i></p>	<ul style="list-style-type: none"> <li>For PLWHs who use HIA for OAHS at RWHAP-funded providers and therefore have visit and lab data in ARIES or other data system, percentage of PLWHs, regardless of age, with a diagnosis of HIV with a HIV viral load less than 200 copies/mL at last HIV viral load test during the measurement year.</li> </ul>

## References

[TDSHS HIV/STD Ryan White Part B Program Universal Standards \(pg. 30-31\)](#)

[TDSHS HIV/STD Prevention and Care Branch, Policy 260.002, Health Insurance Assistance](#)

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013. p. 33-36.

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013. p. 31-35.

[HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 16-02](#)

[HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 07-05](#)

[HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 13-05](#)

[HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 13-06](#)

[HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 14-01](#)

[TDSHS HIV/STD Ryan White Program Policies. DSHS Funds as Payment of Last Resort \(Policy 590.001\)](#)

[HRSA/HAB, Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Frequently Asked Questions \(FAQ\) for Standalone Dental Insurance \(PDF\)](#)

**RYAN WHITE PART B/DSHS STATE SERVICES  
1920 HOUSTON HSDA STANDARDS OF CARE  
MENTAL HEALTH SERVICES**

**Definition:**

Mental Health Services are the provision of outpatient psychological and psychiatric treatment and counseling services offered to individuals with a diagnosed mental illness, conducted in a group or individual setting, based on a detailed treatment plan, and provided by a mental health professional licensed or authorized within the State to provide such services, typically including psychiatrists, psychologists, and licensed clinical social workers.

#	STANDARD	MEASURE
<b>9.0 Service-Specific Requirements</b>		
9.1	<p><u>Scope of Work</u> Agency will provide the following services:</p> <ul style="list-style-type: none"> <li>• <b>Individual Therapy/counseling</b> is defined as 1-on-1 or family-based crisis intervention and/or mental health therapy provided by a licensed mental health practitioner to an eligible HIV positive or HIV/AIDS affected individual.</li> <li>• <b>Support Groups</b> are defined as professionally led (licensed therapists or counselor) groups that comprise HIV positive individuals, family members, or significant others for the purpose of providing emotional support directly related to the stress of caring for an HIV positive person.</li> </ul> <p>Mental health services include Mental Health Assessment; Treatment Planning; Treatment Provision; Individual psychotherapy; Family psychotherapy; Conjoint psychotherapy; Group psychotherapy; Drop-In Psychotherapy Groups; and Emergency/Crisis Intervention. Also included are Psychiatric medication assessment, prescription and monitoring and Psychotropic medication management.</p> <p>General mental health therapy, counseling and short-term (based on the mental health professional's judgment) bereavement support is available for non-HIV infected family members or significant others.</p> <p>Mental health services can be delivered via Telehealth subject to federal guidelines, Texas State law, and DSHS policy.</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 primary client record.</li> </ul>

#	STANDARD	MEASURE
9.2	<p><u>Licensure</u> Counselors must possess the following qualifications: Licensed Mental Health Practitioner by the State of Texas (LCSW, LMSW, LPC, PhD, Licensed Clinical Psychologist or LMFT as authorized to provide mental health therapy in the relevant practice setting by their licensing authority). Bilingual English/Spanish licensed mental health practitioners must be available to serve monolingual Spanish-speaking PLWHs.</p>	<ul style="list-style-type: none"> <li>• A file will be maintained on each professional counselor. Supportive documentation of credentials is maintained by the agency in each counselor's personnel file.</li> <li>• Review of Agency Policies and Procedures Manual indicates compliance.</li> <li>• Review of personnel files indicates compliance</li> </ul>
9.3	<p><u>Staff Orientation and Education</u> Orientation must be provided to all staff providing direct services to patients within ninety (90) working days of employment, including at a minimum:</p> <ul style="list-style-type: none"> <li>• Referral for crisis intervention policy/procedures</li> <li>• Standards of Care</li> <li>• Confidentiality</li> <li>• Consumer Rights and Responsibilities</li> <li>• Consumer abuse and neglect reporting policies and procedures</li> <li>• Professional Ethics</li> <li>• Emergency and safety procedures</li> <li>• Data Management and record keeping; to include documenting in ARIES (or CPCDMS if applicable)</li> </ul> <p>Staff participating in the direct provision of services to patients must satisfactorily complete all appropriate continuing education units (CEUs) based on license requirement for each licensed mental health practitioner.</p>	<ul style="list-style-type: none"> <li>• Personnel record will reflect all orientation and required continuing education training.</li> <li>• Review of Agency Policies and Procedures Manual indicates compliance.</li> <li>• Review of personnel files indicates compliance</li> </ul>
9.4	<p><u>Family Counseling Experience</u> Professional counselors must have two years experience in family counseling if providing services to families.</p>	<ul style="list-style-type: none"> <li>• Experience is documented via resume or other method. Exceptions noted in personnel files.</li> </ul>

#	STANDARD	MEASURE
9.5	<u>Professional Liability Insurance</u> Professional liability coverage of at least \$300,000 for the individual or \$1,000,000 for the agency is required.	<ul style="list-style-type: none"> <li>Documentation of liability insurance coverage is maintained by the agency.</li> </ul>
9.6	<u>Substance Abuse Assessment Training</u> Professional counselors must receive training in assessment of substance abuse with capacity to make appropriate referrals to licensed substance abuse treatment programs as indicated within 60 days of start of contract or hire date.	<ul style="list-style-type: none"> <li>Documentation of training is maintained by the agency in each counselor's personnel file.</li> </ul>
9.7	<u>Crisis Situations and Behavioral Emergencies</u> Agency has Policy and Procedures for handling/referring crisis situations and behavioral emergencies either during work hours or if they need after hours assistance, including but not limited to: <ul style="list-style-type: none"> <li>verbal intervention</li> <li>non-violent physical intervention</li> <li>emergency medical contact information</li> <li>incident reporting</li> <li>voluntary and involuntary inpatient admission</li> <li>follow-up contacts</li> </ul> Emergency/crisis intervention policy and procedure must also define emergency situations and the responsibilities of key staff are identified; there must be a procedure in place for training staff to respond to emergencies; and these procedures must be discussed with the PLWH during the orientation process.  In urgent, non-life-threatening circumstances, an appointment will be scheduled within twenty four (24) hours. If service cannot be provided within this time frame, the agency will offer to refer the PLWH to another organization that can provide the requested services.	<ul style="list-style-type: none"> <li>Review of Agency Policies and Procedures Manual indicates compliance.</li> </ul>

#	STANDARD	MEASURE
9.8	<p><u>Other Policies and Procedures</u> The agency must develop and implement Policies and Procedures that include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>• PLWH neglect, abuse and exploitation including but not limited to definition of terms; reporting to legal authority and funding source; documentation of incident; and follow-up action to be taken</li> <li>• Discharge criteria including but not limited to planned discharge behavior impairment related to substance abuse, danger to self or others (verbal/physical threats, self discharge)</li> <li>• Changing therapists</li> <li>• Referrals for services the agency cannot perform and reason for referral, criteria for appropriate referrals, time line for referrals.</li> <li>• Agency shall have a policy and procedure to conduct Interdisciplinary Case Conferences held for each active PLWH at least once every 6 months.</li> </ul>	<ul style="list-style-type: none"> <li>• Review of Agency Policies and Procedures Manual indicates compliance.</li> </ul>
9.9	<p><u>In-Home Services</u> Therapy/counseling and/or bereavement counseling may be conducted in the PLWH's home.</p>	<ul style="list-style-type: none"> <li>• Program Policies and Procedures address the provision of home visits.</li> </ul>
9.10	<p><u>Client Orientation</u> Orientation is provided to all new PLWHs to introduce them to program services, to ensure their understanding of the need of continuous care, and to empower them in accessing services. Orientation will be provided to all PLWHs and include written or verbal information on the following:</p> <ul style="list-style-type: none"> <li>• Services available</li> <li>• Clinic hours and procedures for after-hours emergency situations</li> <li>• How to reach staff member(s) as appropriate</li> <li>• Scheduling appointments</li> <li>• Client responsibilities for receiving program services and the agency's responsibilities for delivering them</li> <li>• Patient rights including the grievance process</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Interviews indicates compliance.</li> <li>• Percentage of new PLWHs with documented evidence of orientation to services available in the primary client record</li> </ul>

#	STANDARD	MEASURE
9.11	<p><u>Comprehensive Assessment</u> A comprehensive assessment including a psychosocial history will be completed at intake (unless PLWH is in crisis). Item should include, but are not limited to: Presenting Problem, Profile/Personal Data, Appearance, Living Arrangements/Housing, Language, Special Accommodations/Needs, Medical History including HIV treatment and current medications, Death/Dying Issues, Mental Health Status Exam, Suicide/Homicide Assessment, Self Assessment/Expectations, Education and Employment History, Military History, Parenthood, Alcohol/ Substance Abuse History, Trauma Assessment, Family/ Childhood History, Legal History, Abuse History, Sexual/Relationship History, HIV/STD Risk Assessment, Cultural/Spiritual/Religious History, Social/Leisure/Support Network, Family Involvement, Learning Assessment, Mental Status Evaluation.</p>	<ul style="list-style-type: none"> <li>• Documentation in primary client record, which must include DSM-IV diagnosis or diagnoses, utilizing at least Axis I.</li> <li>• Documentation in primary client record on the initial and comprehensive client assessment forms, signed and dated, or agency's equivalent forms. Updates to the information included in the initial assessment will be recorded in the comprehensive client assessment.</li> <li>• Documentation of mental health assessment completed by the 3rd counseling session, unless otherwise noted, in the primary client record (If pressing mental health needs emerge during the mental health assessment requiring immediate attention that results in the assessment not being finalized by the third session, this must be documented in the primary client record)</li> </ul>
9.12	<p><u>Treatment Plan</u> Treatment plans are developed jointly with the counselor and PLWH and must contain all the elements for mental health including:</p> <ul style="list-style-type: none"> <li>• Statement of the goal(s) of counseling and description of the mental health issue</li> <li>• Goals and objectives</li> <li>• The plan of approach and treatment modality (group or individual)</li> <li>• Start date for mental health services</li> <li>• Recommended number of sessions</li> <li>• Date for reassessment</li> <li>• Projected treatment end date</li> <li>• Any recommendations for follow up</li> <li>• Mechanism for review</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of detailed treatment plan and documentation of services provided within the primary client record.</li> <li>• Completed treatment plans and signed by the licensed mental health professional rendering services in the primary client record.</li> <li>• Documented evidence of treatment plans reviewed/modified at a minimum midway through the number of determined sessions agreed upon for frequency of modality in the primary client record.</li> <li>• Exceptions noted in primary client record.</li> </ul>

#	STANDARD	MEASURE
9.12	<u>Treatment Plan (Cont'd)</u> Treatment plans must be completed within 30 days from the Mental Health Assessment. Supportive and educational counseling should include prevention of HIV related risk behaviors including substance abuse, treatment adherence, development of social support systems, community resources, maximizing social and adaptive functioning, the role of spirituality and religion in a PLWH's life, disability, death and dying and exploration of future goals as clinically indicated. The treatment plan will be signed by the mental health professional rendering service.	
9.13	<u>Treatment Plan Review</u> Treatment plans are reviewed and modified at a minimum, midway through the number of determined sessions agreed upon for frequency of modality, or more frequently as clinically indicated. The plan must reflect ongoing reassessment of PLWH's problems, needs and response to therapy. The treatment plan duration, review interval and process must be stated in the agency policies and procedures.	<ul style="list-style-type: none"> <li>• Review of Agency Policies and Procedures Manual indicates compliance.</li> <li>• Documented evidence of treatment plans reviewed/modified at a minimum midway through the number of determined sessions agreed upon for frequency of modality in the primary client record.</li> </ul>
9.14	<u>Psychiatric Referral</u> PLWHs are evaluated for psychiatric intervention and appropriate referrals are initiated as documented in the primary client record.	<ul style="list-style-type: none"> <li>• Documentation of need for psychiatric intervention are referred to services as evidenced in the primary client record.</li> </ul>
9.15	<u>Psychotropic Medication Management:</u> Psychotropic medication management services are available for all PLWHs either directly or through referral as appropriate. Pharm Ds can provide psychotropic medication management services.  Mental health professional will discuss the PLWH's concerns with the PLWH about prescribed medications (side effects, dosage, interactions with HIV medications, etc.). Mental health professional will encourage the PLWH to discuss concerns about prescribed medications with their HIV-prescribing clinician (if the mental health professional is not the prescribing clinician) so that medications can be managed effectively.  <i>Prescribing providers will follow all regulations required for prescribing of psychoactive medications as outlined by the Texas Administrative Code, Title 25, Part 1, Chapter 415, Subchapter A, Rule 415.10</i>	<ul style="list-style-type: none"> <li>• PLWHs accessing medication management services with documented evidence in the primary client record of education regarding medications.</li> <li>• Documentation of PLWHs with changes to psychotropic/psychoactive medications with documented evidence of this change shared with the HIV-prescribing provider, as permitted by the PLWH's signed consent to share information, in the primary client record.</li> </ul>

#	STANDARD	MEASURE
9.16	<p><u>Progress Notes</u> Progress notes are completed according to the agency's standardized format, completed for each counseling session and must include:</p> <ul style="list-style-type: none"> <li>• PLWH's name</li> <li>• Session date</li> <li>• Observations</li> <li>• Focus of session</li> <li>• Interventions</li> <li>• Progress on treatment goals</li> <li>• Newly identified issues/goals</li> <li>• Assessment</li> <li>• Duration of session</li> <li>• Counselor signature and counselor authentication</li> <li>• Evidence of consultation with medical care/psychiatric/pharmacist as appropriate regarding medication management, interactions and treatment adherence</li> </ul>	<ul style="list-style-type: none"> <li>• Legible, signed and dated documentation in primary client record.</li> <li>• Documented evidence of progress notes completed and signed in accordance with the individual's treatment plan in the primary client record.</li> </ul>
9.17	<p><u>Coordination of Care</u> Care will be coordinated across the mental health care coordination team members. The PLWH is involved in the decision to initiate or defer treatments. The mental health professional will involve the entire care team in educating the PLWH, providing support, and monitoring mental health treatment adherence. Problem solving strategies or referrals are in place for PLWHs who need to improve adherence (e.g. behavioral contracts). There is evidence of consultation with medical care/psychiatric/pharmacist as appropriate regarding medication management, interactions, and treatment adherence.</p>	<ul style="list-style-type: none"> <li>• Percentage of agencies who have documented evidence in the primary client record or care coordination, as permissible, of shared MH treatment adherence with the PLWH's prescribing provider.</li> </ul>

#	STANDARD	MEASURE
9.18	<u>Referrals</u> As needed, mental health providers will refer PLWHs to full range of medical/mental health services including: <ul style="list-style-type: none"> <li>• Psychiatric evaluation</li> <li>• Pharmacist for psychotropic medication management</li> <li>• Neuropsychological testing</li> <li>• Day treatment programs</li> <li>• In-patient hospitalization</li> <li>• Family/Couples therapy for relationship issues unrelated to the PLWH's HIV diagnosis</li> </ul> In urgent, non-life-threatening circumstances, an appointment will be made within one (1) business day. If an agency cannot provide the needed services, the agency will offer to refer the PLWH to another organization that can provide the services. The referral must be made within one (1) business day for urgent, non-life threatening situation(s).	<ul style="list-style-type: none"> <li>• Percentage of PLWHs with documented referrals, as applicable, for other medical/mental health services in the primary client record.</li> </ul>
9.19	<u>Discharge</u> Services may be discontinued when the PLWH has: <ul style="list-style-type: none"> <li>• Reached goals and objectives in their treatment plan</li> <li>• Missed three (3) consecutive appointments in a six (6) month period</li> <li>• Continual non-adherence to treatment plan</li> <li>• Chooses to terminate services</li> <li>• Unacceptable patient behavior</li> <li>• Death</li> </ul>	<ul style="list-style-type: none"> <li>• Agency will develop discharge criteria and procedures.</li> </ul>
9.20	<u>Discharge Summary</u> Discharge summary is completed for each PLWH after 30 days without PLWH contact or when treatment goals are met: <ul style="list-style-type: none"> <li>• Circumstances of discharge</li> <li>• Summary of needs at admission</li> <li>• Summary of services provided</li> <li>• Goals completed during counseling</li> <li>• Discharge plan</li> <li>• Counselor authentication, in accordance with current licensure requirements</li> <li>• Date</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of PLWHs with documentation of discharge planning when treatment goals being met as evidenced in the primary client record.</li> <li>• Percentage of PLWHs with documentation of case closure per agency non-attendance policy as evidenced in the primary client record.</li> </ul>

#	STANDARD	MEASURE
9.21	<u>Supervisor Qualifications</u> Supervision is provided by a clinical supervisor qualified by the State of Texas. The agency shall ensure that the Supervisor shall, at a minimal, be a State licensed Masters-level professional (e.g. LPC, LCSW, LMSW, LMFT, PhD, and Licensed Clinical Psychologist) qualified under applicable State licensing standards to provide supervision to the supervisee.	<ul style="list-style-type: none"> <li>Documentation of supervisor credentials is maintained by the agency.</li> </ul>
9.22	<u>Clinical Supervision</u> A minimum of bi-weekly supervision is provided to counselors licensed less than three years. A minimum of monthly supervision is provided to counselors licensed three years or more.	<ul style="list-style-type: none"> <li>Documentation in supervision notes.</li> <li>Each mental health service agency must have and implement a written policy for regular supervision of all licensed staff.</li> </ul>

### References

American Psychiatric Association. *The Practice Guideline for Treatment of Patients with HIV/AIDS*, Washington, DC, 2001.  
HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April, 2013, page 17-18.  
HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April, 2013, page 17-18.  
[New York State Mental Health Standards of Care](#)

RYAN WHITE PART B/DSHS STATE SERVICES  
1920 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE  
ORAL HEALTH CARE SERVICES

**Definition:**

Oral Health Care services provide outpatient diagnostic, preventive, and therapeutic services by dental health care professionals, including general dental practitioners, dental specialists, dental hygienists, and licensed dental assistants.

#	STANDARD	MEASURE
<b>9.0 Service-Specific Requirements</b>		
9.1	<p><u>Scope of Work</u> Oral Health Care as “diagnostic, preventive, and therapeutic services provided by the general dental practitioners, dental specialist, dental hygienist and auxiliaries and other trained primary care providers”. The Ryan White Part A/B oral health care services include standard preventive procedures, routine dental examinations, diagnosis and treatment of HIV-related oral pathology, restorative dental services, root canal therapy, prophylaxis, x-rays, fillings, and basic oral surgery (simple extractions), endodontistry and oral medication (including pain control) for HIV patients 15 years old or older based on a comprehensive individual treatment plan. Referral for specialized care should be completed if clinically indicated.</p> <p>Additionally, the category includes prosthodontics services to HIV infected individuals including but not limited to examinations and diagnosis of need for dentures, crowns, bridgework and implants, diagnostic measurements, laboratory services, tooth extraction, relines and denture repairs.</p> <p>Emergency procedures will be treated on a walk-in basis as availability and funding allows. Funded Oral Health Care providers are permitted to provide necessary emergency care regardless of a PLWH’s annual benefit balance. If a provider cannot provide adequate services for emergency care, the patient should be referred to a hospital emergency room.</p> <p>Limitations: Cosmetic dentistry for cosmetic purposes only is prohibited.</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 primary client records.</li> </ul>

#	STANDARD	MEASURE
	<u>Staff Qualifications</u> All oral health care professionals, such as general dental practitioners, dental specialists, and dental hygienists shall be properly licensed by the State of Texas Board of Dental Examiners while performing tasks that are legal within the provisions of the Texas Dental Practice including satisfactory arrangements for malpractice insurance. Dental Assistants who make x-rays in Texas must register with the State Board of Dental Examiners. Dental hygienists and assistants will be supervised by a licensed dentist. Students enrolled in a College of Dentistry may perform tasks under the supervision	<ul style="list-style-type: none"> <li>Documentation of qualifications for each dental provider present in personnel file.</li> </ul>
9.2	<u>Continuing Education</u> <ul style="list-style-type: none"> <li>Eight (8) hours of training in HIV/AIDS and clinically-related issues is required annually for licensed staff. (does not include any training requirements outlined in General Standards)</li> <li>One (1) hour of training in HIV/AIDS is required annually for all other staff. (does not include any training requirements outlined in General Standards)</li> </ul>	<ul style="list-style-type: none"> <li>Materials for staff training and continuing education are on file</li> <li>Documentation of continuing education in personnel file</li> </ul>
9.3	<u>Experience – HIV/AIDS</u> Service provider should employ individuals experienced in dental care and knowledgeable in the area of HIV/AIDS dental practice. A minimum of one (1) year documented HIV/AIDS work experience is preferred for licensed staff.	<ul style="list-style-type: none"> <li>Documentation of work experience in personnel file</li> </ul>
9.4	<u>Confidentiality</u> Confidentiality statement signed by dental employees.	<ul style="list-style-type: none"> <li>Signed statement in personnel file.</li> </ul>
9.5	<u>Universal Precautions</u> All health care workers should adhere to universal precautions as defined by Texas Health and Safety Code, Title 2, Subtitle D, Chapter 85. It is strongly recommended that staff are aware of the following to ensure that all vaccinations are obtained and precautions are met: <ul style="list-style-type: none"> <li>Health care workers who perform exposure-prone procedures should know their HIV antibody status</li> <li>Health care workers who perform exposure-prone procedures and who do not have serologic evidence of immunity to HBV from vaccination or from previous infection should know their HBsAg status and, if that is positive, should also know their HBeAg status.</li> <li>Tuberculosis tests at least every 12 months for all staff.</li> <li>OSHA guidelines must be met to ensure staff and patient safety.</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of review in personnel file.</li> </ul>

#	STANDARD	MEASURE
9.6	<u>Staff Supervision</u> Supervision of clinical staff shall be provided by a practitioner with at least two years experience in dental health assessment and treatment of persons with HIV. All licensed personnel shall received supervision consistent with the State of Texas license requirements.	<ul style="list-style-type: none"> <li>Review of personnel files indicates compliance</li> <li>Review of agency's Policies &amp; Procedures Manual indicates compliance</li> </ul>
9.7	<u>Annual Cap On Services</u> Maximum amount that may be funded by Ryan White/State Services per patient is \$3,000/year. <ul style="list-style-type: none"> <li>In cases of emergency, the maximum amount may exceed the above cap</li> <li>In cases where there is extensive care needed once the procedure has begun, the maximum amount may exceed the above cap.</li> </ul> Dental providers must document <i>via approved waiver</i> the reason for exceeding the yearly maximum amount.	<ul style="list-style-type: none"> <li>Annual review of reimbursements indicates compliance</li> <li>Signed waiver present in patient record for each patient.</li> </ul>
9.8	<u>HIV Primary Care Provider Contact Information</u> Agency obtains and documents HIV primary care provider contact information for each PLWH.	<ul style="list-style-type: none"> <li>Documentation of HIV primary care provider contact information in the primary client record. At minimum, agency should collect the clinic and/or physician's name and telephone number</li> </ul>
9.9	<u>Consultation for Treatment</u> Agency consults with PLWH's medical care providers when indicated.	<ul style="list-style-type: none"> <li>Documentation of communication in the primary client record</li> </ul>
9.10	<u>Dental and Medical History Information</u> To develop an appropriate treatment plan, the oral health care provider should obtain complete information about the patient's health and medication status Provider obtains and documents HIV primary care provider contact information for each patient. Provider obtains from the primary care provider or obtains from the patient health history information with updates as medically appropriate prior to providing care. This information should include, but not be limited to, the following: <ul style="list-style-type: none"> <li>A baseline current (within in last 12 months) CBC laboratory test</li> <li>Current (within the last 12 months) CD4 and Viral Load laboratory test results or more frequent when clinically indicated</li> <li>Coagulants (PT/INR, aPTT, and if hemophiliac baseline deficient factor level (e.g., Factor VIII activity) and inhibitor titer (e.g., BIA)</li> <li>Tuberculosis screening result</li> <li>Patient's chief complaint, where applicable</li> <li>Current Medications (including any osteoporotic medications)</li> <li>Pregnancy status, where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Percentage of oral health patients who had a dental and medical health history (initial or updated) at least once in the measurement year.</li> <li>Documentation of health history information in the primary client record. Reasons for missing health history information are documented</li> </ul>

#	STANDARD	MEASURE
	<p><u>Dental and Medical History Information (Cont'd)</u>  This information should include, but not be limited to, the following:</p> <ul style="list-style-type: none"> <li>• Sexually transmitted diseases</li> <li>• HIV-associated illnesses</li> <li>• Allergies and drug sensitivities</li> <li>• Alcohol use</li> <li>• Recreational drug use</li> <li>• Tobacco use</li> <li>• Neurological diseases</li> <li>• Hepatitis A, B, C status</li> <li>• Usual oral hygiene</li> <li>• Date of last dental examination</li> <li>• Involuntary weight loss or weight gain</li> <li>• Review of systems</li> </ul> <p>Any predisposing conditions that may affect the prognosis, progression and management of oral health condition</p>	
9.11	<p><u>Limited Physical Examination</u>  Initial limited physical examination should include, but shall not necessarily be limited to, blood pressure, and pulse/heart rate as may be indicated for each patient according to the Texas Board of Dental Examiners.</p> <p>Dental provider will obtain an initial baseline blood pressure/pulse reading during the initial limited physical examination of a dental patient. Dental practitioner should also record blood pressure and pulse heart rate as indicated for invasive procedures involving sedation and anesthesia.</p> <p>If the dental practitioner is unable to obtain a patient's vital signs, the dental practitioner must document in the patient's oral health care record an acceptable reason why the attempt to obtain vital signs was unsuccessful.</p>	<ul style="list-style-type: none"> <li>• Documented oral examination completed within the measurement year in the primary client record.</li> </ul>

#	STANDARD	MEASURE
9.12	<p><u>Oral Examination</u>  Patient must have either an initial comprehensive oral exam or a periodic recall oral evaluation once per year such as:</p> <ul style="list-style-type: none"> <li>• D0150-Comprehensive oral evaluation, to include bitewing x-rays, new or established patient</li> <li>• D0120-Periodic Oral Evaluation to include bitewing x-rays, established patient,</li> <li>• D0160-Detailed and Extensive Oral Evaluation</li> <li>• D0170-Re-evaluation, limited, problem focused (established patient; not post-operative visit)</li> <li>• Comprehensive Periodontal Evaluation, new or established patient. Source: <a href="http://ada.org">http://ada.org</a></li> </ul>	<ul style="list-style-type: none"> <li>• Documented oral examination completed within the measurement year in the primary client record.</li> </ul>
9.13	<p><u>Comprehensive Periodontal Examination</u>  Agency has a written policy and procedure regarding when a comprehensive periodontal examination should occur. Comprehensive periodontal examination should be done in accordance with professional standards and current US Public Health Service guidelines.</p> <p>Patient must have a periodontal screening once per year. A periodontal screen shall include the assessment of medical and dental histories, the quantity and quality of attached gingival, bleeding, tooth mobility, and radiological review of the status of the periodontium and dental implants.</p> <p>Comprehensive periodontal examination (ADA CDT D0180) includes:</p> <ul style="list-style-type: none"> <li>• Evaluation of periodontal conditions</li> <li>• Probing and charting</li> <li>• Evaluation and recording of the patient's dental and medical history and general health assessment. <ul style="list-style-type: none"> <li>• It may include the evaluation and recording of dental caries, missing or unerupted teeth, restorations, occlusal relationships and oral cancer evaluation.</li> </ul> </li> </ul> <p>(Some forms of periodontal disease may be more severe in individuals affected with immune system disorders. Patients with HIV may have especially severe forms of periodontal disease. The incidence of necrotizing periodontal diseases may increase with patients with acquired immune deficiency syndrome).</p>	<ul style="list-style-type: none"> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> <li>• Documentation of periodontal screen or examination at least once in the measurement year. (HRSA HAB Measure)</li> </ul>

#	STANDARD	MEASURE
9.14	<p><u>Treatment Plan</u></p> <p>A dental treatment plan should be developed appropriate for the patient's health status, financial status, and individual preference should be chosen. A comprehensive, multi disciplinary Oral Health treatment plan will be developed and updated in conjunction with the patient. Patient's primary reason for dental visit should be addressed in treatment plan. Treatment priority should be given to pain management, infection, traumatic injury or other emergency conditions. A comprehensive dental treatment plan that includes preventive care, maintenance and elimination of oral pathology will be developed and updated annually. Various treatment options should be discussed and developed in collaboration with the patient. Treatment plan should include as clinically indicated:</p> <ul style="list-style-type: none"> <li>• Provision for the relief of pain</li> <li>• Elimination of infection</li> <li>• Preventive plan component</li> <li>• Periodontal treatment plan if necessary</li> <li>• Elimination of caries</li> <li>• Replacement or maintenance of tooth space or function</li> <li>• Consultation or referral for conditions where treatment is beyond the scope of services offered</li> <li>• Determination of adequate recall interval.</li> <li>• Invasive Procedure Risk Assessment (prior to oral surgery, extraction, or other invasive procedure)</li> <li>• Dental treatment plan will be signed by the oral care health professional providing the services. (<i>Electronic signatures are acceptable</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• Treatment plan dated and signed by both the provider and patient in patient file</li> <li>• Dental treatment plan developed and/or updated at least once in the measurement year. (HRSA HAB Measure)</li> </ul>
9.15	<p><u>Phase 1 Treatment Plan</u></p> <p>In accordance with the National Monitoring Standards a Phase 1 treatment plan includes prevention, maintenance and/or elimination of oral pathology that results from dental caries or periodontal disease. Phase 1 treatment plan will be established and updated annually to include what diagnostic, preventative, and therapeutic services will be provided. Phase 1 treatment plan will be established within 12 months of initial assessment. Treatment plan should include as clinically indicated:</p> <ul style="list-style-type: none"> <li>• Restorative treatment</li> <li>• Basic periodontal therapy (non-surgical)</li> <li>• Basic oral surgery (simple extractions and biopsy)</li> <li>• Non-surgical endodontic therapy</li> <li>• Maintenance of tooth space</li> <li>• Tooth eruption guidance for transitional dentition</li> </ul>	<ul style="list-style-type: none"> <li>• Phase 1 Treatment plan dated and signed by both the provider and patient in patient file</li> <li>• Phase 1 treatment plan that is completed within 12 months. (HRSA HAB Measure)</li> </ul>

#	STANDARD	MEASURE
9.16	<p><u>Annual Hard/Soft Tissue Examination</u></p> <p>The following elements are part of each PLWH's annual hard/soft tissue examination and are documented in the primary client record:</p> <ul style="list-style-type: none"> <li>• Charting of caries;</li> <li>• X-rays;</li> <li>• Periodontal screening;</li> <li>• Written diagnoses, where applicable;</li> <li>• Treatment plan.</li> </ul> <p>Determination of PLWHs needing annual examination should be based on the dentist's judgment and criteria outlined in the agency's policy and procedure, however the time interval for all PLWHs may not exceed two (2) years.</p>	<ul style="list-style-type: none"> <li>• Documentation in the primary client record</li> <li>• Review of agency's Policies &amp; Procedures Manual indicates compliance</li> </ul>
9.17	<p><b>Oral Health Education</b></p> <p>Oral health education may be provided and documented by a licensed dentist, dental hygienist, dental assistant and/or dental case manager.</p> <p>Provider must provide patient oral health education once each year which includes but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• D1330 Oral hygiene instructions</li> <li>• Daily brushing and flossing (or other interproximal cleaning) and/or prosthetic care to remove plaque;</li> <li>• Daily use of over-the-counter fluorides to prevent or reduce cavities when appropriate and applicable to the patient. If deemed appropriate, the reason is stated in the patient's oral health record</li> <li>• D1320 Smoking/tobacco cessation counseling as indicated</li> <li>• Additional areas for instruction may include Nutrition ( D1310).</li> <li>• For pediatric patients, oral health education should be provided to parents and caregivers and be age appropriate for pediatric patients.</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of oral health patients who received oral health education at least once in the measurement year. (HRSA HAB Measure)</li> </ul>
9.18	<p><u>Oral Hygiene Instructions</u></p> <p>Oral hygiene instructions (OHI) should be provided annually to each PLWH. The content of the instructions is documented.</p>	<ul style="list-style-type: none"> <li>• Documentation in the primary client record</li> </ul>
9.19	<p><u>Referrals</u></p> <p>Referrals for other services must be documented in the patient's oral health care chart. Any referrals provided by the oral health provider must have documented evidence of outcomes of the referral and/or follow-up documentation regarding the referral.</p>	<ul style="list-style-type: none"> <li>• Documentation in the primary client record</li> <li>• Percentage of oral health patients with documented referrals provided have outcomes and/or follow-up documentation in the primary oral health care record.</li> </ul>

## References

- American Dental Association. Dental Practice Parameters. Patients requiring a comprehensive oral evaluation. Available at: [http://www.ada.org/prof/prac/tools/parameters/eval\\_comprehensive.asp](http://www.ada.org/prof/prac/tools/parameters/eval_comprehensive.asp). Accessed on May 8, 2009.
- HRSA/HAB Division of Service Systems Program Monitoring Standards – Part A April, 2011, page 9-10.
- HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April, 2013, page 9-10.
- Texas Administrative Code. Title 22, Part 5 State Board of Dental Examiners. Chapter 108, Rule 7. Minimal Standards of Care. located at [http://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p\\_dir=&p\\_rloc=&p\\_tloc=&p\\_ploc=&pg=1&p\\_tac=&ti=22&pt=5&ch=108&rl=7](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=22&pt=5&ch=108&rl=7)
- Texas Health and Safety Code, Title 2, Subtitle D, Chapter 85. Acquired Immune Deficiency Syndrome and Human Immunodeficiency Virus Infection, located at <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.85.htm>

**RYAN WHITE PART B/DSHS STATE SERVICES**  
**1920 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE**  
**NON-MEDICAL CASE MANAGEMENT TARGETING SUBSTANCE USE DISORDERS**

**Definition:**

Non-Medical Case Management Services (N-MCM) Targeting Substance Use Disorders (SUD) provide guidance and assistance in accessing medical, social, community, legal, financial, and other needed services. Non-Medical Case management services may also include assisting eligible PLWHs to obtain access to other public and private programs for which they may be eligible, such as Medicaid, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer's Patient Assistance Programs, other state or local health care and supportive services, or health insurance Marketplace plans. This service category includes several methods of communication (e.g., face-to-face, phone contact, and any other forms of communication) as deemed appropriate by the Texas DSHS HIV Care Services Group Ryan White Part B program.

#	STANDARD	MEASURE
<b>9.0 Service-Specific Requirements</b>		
9.1	<p><u>Scope of Service</u>  The purpose of Non-Medical Case Management (N-MCM) Services targeting Substance Use Disorders (SUD) is to assist people living with HIV (PLWH) who are also facing the challenges of substance use disorder to procure needed services so that the problems associated with living with HIV and/or SUD are mitigated.</p> <p>N-MCM targeting SUD is a working agreement between a PLWH and a Non-Medical Case Manager for an indeterminate period, based on PLWH need, during which information, referrals and Non-Medical Case Management is provided on an as- needed basis and assists PLWHs who do not require the intensity of Medical Case Management. Non-Medical Case Management is community based (i.e. both office-based and field based). N-MCMs are expected to coordinate activities with referral sources where newly-diagnosed or not-in-care PLWH may be identified, including substance use disorder treatment/counseling and/or recovery support personnel. Such incoming referral coordination includes meeting prospective PLWHs at the referring provider location in order to develop rapport with and ensuring sufficient support is available. Non-Medical Case Management also includes follow-up to re-engage lost-to-care patients. Lost-to-care patients are those PLWHs who have not returned for scheduled appointments with the provider nor have provided updated information about their current Primary Medical Care provider (in the situation where PLWH may have obtained</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 primary client record.</li> </ul>

#	STANDARD	MEASURE
9.1	<p>alternate service from another medical provider). Contractor must document efforts to re-engage lost-to-care patients prior to closing patients in the CPCDMS. Non-Medical Case Management extends the capability of existing programs by providing “hands-on” outreach and linkage to care services to those PLWH who are facing the challenges of SUD.</p> <p>Key activities include:</p> <ul style="list-style-type: none"> <li>• Initial assessment of service needs</li> <li>• Development of a comprehensive, individualized care plan</li> <li>• Continuous monitoring to assess the efficacy of the care plan</li> <li>• Re-evaluation of the care plan at least every six (6) months with adaptations as necessary</li> <li>• Ongoing assessment of the PLWH’s and other key family members’ needs and personal support systems</li> </ul> <p><b>**Limitation:</b> Direct Medical Costs and Substance Abuse Treatment/Counseling cannot be billed under this contract.</p>	
9.2	<p><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 substance use treatment/counseling.</p>	<ul style="list-style-type: none"> <li>• Review of agency</li> </ul>
9.3	<p><u>Program Policies and Procedures</u> Agency will have a policy that:</p> <ul style="list-style-type: none"> <li>• Defines and describes N-MCM targeting SUD services (funded through Ryan White or other sources) that complies with the standards of care outlined in this document.</li> <li>• Specifies that services shall be provided in the office <b>and</b> in the field (i.e. community based).</li> <li>• Specifies required referral to and coordination with HIV medical services providers.</li> <li>• Requires referral to and coordination with providers of substance use treatment/counseling, as appropriate.</li> <li>• Requires monitoring of referrals into services.</li> </ul>	<ul style="list-style-type: none"> <li>• Program’s Policies and Procedures indicate compliance with expectations.</li> </ul>

#	STANDARD	MEASURE
9.4	<p><u>Staff Qualifications</u> Non-Medical Case Managers must have at a minimum a Bachelor's degree from an accredited college or university with a major in social or behavioral sciences. Documented work experience in providing services to PLWH may be substituted for the Bachelor's degree requirement on a 1:1 basis (1 year of documented experience may be substituted for 1 year of college). All Non-Medical Case Management Workers must have a minimum of one (1) year work experience with PLWHA and/or substance use disorders.</p> <p>Agency will provide Non-Medical Case Manager a written job description upon hiring.</p>	<ul style="list-style-type: none"> <li>• A file will be maintained on each non-medical case manager. Supportive documentation of credentials and job description are maintained by the agency and in each non-medical case manager's file. Documentation may include, but is not limited to, transcripts, diplomas, certifications and/or licensure.</li> <li>• Review of personnel files indicates compliance</li> </ul>
9.5	<p><u>Supervision</u> A minimum of four (4) hours of supervision per month must be provided to each N-MCM by a master's level health professional. At least one (1) hour of supervision must be individual supervision.</p> <p>Supervision includes, but is not limited to, one-to-one consultation regarding issues that arise in the case management relationship, case staffing meetings, group supervision, and discussion of gaps in services or barriers to services, intervention strategies, case assignments, case reviews and caseload assessments.</p>	<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>
9.6	<p><u>Caseload Coverage – N-MCMs</u> Supervisor ensures that there is coverage of the caseload in the absence of the N-MCM or when the position is vacant. N-MCM may assist PLWHs who are routinely seen by other CM team members in the absence of the PLWH's "assigned" case manager.</p>	<ul style="list-style-type: none"> <li>• Documentation of all service encounters in primary client record and in the Centralized Patient Care Data Management System</li> </ul>
9.7	<p><u>Case Reviews – N-MCMs</u> Supervisor reviews a random sample equal to 10% of unduplicated PLWHs served by each N-MCM at least once every ninety (90) days, and concurrently ensures that all required record components are present, timely, legible, and that services provided are appropriate.</p>	<ul style="list-style-type: none"> <li>• Documentation of case reviews in primary client record, signed and dated by supervisor and/or quality assurance personnel and N-MCM</li> </ul>
9.8	<p><u>Client Eligibility</u> N-MCM targeting SUD is intended to serve eligible people living with HIV in the Houston EMA/HSDA who are also facing the challenges of substance use disorder.</p>	<ul style="list-style-type: none"> <li>• Documentation of eligibility is present in the PLWH's primary record.</li> <li>• Documentation in compliance with TRG SR-1801 Client Eligibility for Services.</li> </ul>

#	STANDARD	MEASURE
9.9	<p><u>Initial Assessment</u></p> <p>The Initial Assessment is required for PLWHs who are enrolled in Non-Medical Case Management (N-MCM) services. It expands upon the information gathered during the intake phase to provide the broader base of knowledge needed to address complex, longer- standing access and/or barriers to medical and/or psychosocial needs.</p> <p>The 30 day completion time permits the initiation of case management activities to meet immediate needs and allows for a more thorough collection of assessment information:</p> <p>a) PLWH's support service status and needs related to:</p> <ul style="list-style-type: none"> <li>• Nutrition/Food bank</li> <li>• Financial resources and entitlements</li> <li>• Housing</li> <li>• Transportation</li> <li>• Support systems</li> <li>• Partner Services and HIV disclosure</li> <li>• Identification of vulnerable populations in the home (i.e. children, elderly and/or disabled) and assessment of need (e.g. food, shelter, education, medical, safety (CPS/APS referral as indicated)</li> <li>• Family Violence</li> <li>• Legal needs (ex. Health care proxy, living will, guardianship arrangements, landlord/tenant disputes, SSDI applications)</li> <li>• Linguistic Services, including interpretation and translation needs</li> <li>• Activities of daily living</li> <li>• Knowledge, attitudes and beliefs about HIV disease</li> <li>• Sexual health assessment and risk reduction counseling</li> <li>• Employment/Education</li> </ul> <p>b) Additional information</p> <ul style="list-style-type: none"> <li>• PLWH strengths and resources</li> <li>• Other agencies that serve PLWH and household</li> <li>• Brief narrative summary of assessment session(s)</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of PLWHs who access N-MCM services that have a completed assessment within 30 calendar days of the first appointment to access N-MCM services and includes all required documentation.</li> <li>• Percentage of PLWHs that received at least one face-to-face meeting with the N-MCM staff that conducted the initial assessment.</li> <li>• Percentage of PLWHs who have documented Initial Assessment in the primary client record.</li> </ul>

#	STANDARD	MEASURE
9.10	<p><u>Care Planning</u> The PLWH and the N-MCM will actively work together to develop and implement the care plan. Care plans include at a minimum:</p> <ul style="list-style-type: none"> <li>• Problem Statement (Need)</li> <li>• Goal(s) – suggest no more than three goals</li> <li>• Intervention               <ul style="list-style-type: none"> <li>○ Task(s)</li> <li>○ Assistance in accessing services (types of assistance)</li> <li>○ Service Deliveries</li> </ul> </li> <li>• Individuals responsible for the activity (N-MCM, PLWH, other team member, family)</li> <li>• Anticipated time for each task</li> <li>• PLWH acknowledgment</li> </ul> <p>The care plan is updated with outcomes and revised or amended in response to changes in access to care and services at a minimum every six (6) months. Tasks, types of assistance in accessing services, and services should be updated as they are identified or completed – not at set intervals.</p>	<ul style="list-style-type: none"> <li>• Percentage of non-medical case management PLWHs, regardless of age, with a diagnosis of HIV who had a non-medical case management care plan developed and/or updated two or more times in the measurement year.</li> <li>• Percentage of primary client records with documented follow up for issues presented in the care plan.</li> <li>• Percentage of Care Plans documented in the primary client record.</li> </ul>
9.11	<p><u>Assistance in Accessing Services and Follow-Up</u> N-MCM will work with the PLWH to determine barriers to accessing services and will provide assistance in accessing needed services.</p> <p>N-MCM will ensure that PLWH are accessing needed services, and will identify and resolve any barriers PLWH may have in following through with their Care Plan</p> <p>When PLWH are provided assistance for services elsewhere, case notes include documentation of follow-up.</p>	<ul style="list-style-type: none"> <li>• Percentage of N-MCM PLWHs with documented types of assistance provided that was initiated upon identification of PLWH needs and with the agreement of the PLWH. Assistance denied by the PLWH should also be documented in the primary client record system</li> <li>• Percentage of N-MCM PLWHs with assistance provided have documentation of follow up to the type of assistance provided.</li> </ul>
9.12	<p><u>Increase Health Literacy</u> N-MCM assesses PLWH ability to navigate medical care systems and provides education to increase PLWH 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 primary client record.</li> </ul>
9.13	<p><u>Transtheoretical Model of Change</u> N-MCMs shall use the Transtheoretical Model of Change, (DiClemente and Prochaska - Stages of Change) to promote improved health outcomes and achievement of care plan goals.</p>	<ul style="list-style-type: none"> <li>• Documentation is present in the primary client record.</li> </ul>

#	STANDARD	MEASURE
9.14	<p><u>Overdose Prevention &amp; SUD Reduction</u> N-MCMs should provide activities, strategies and education that enhance the motivation of PLWH to reduce their risks of overdose and how risk-reduction activities may be impacted by substance use and sexual behaviors.</p>	<ul style="list-style-type: none"> <li>• Documentation of activities, strategies and education is present in the primary client record.</li> </ul>
9.15	<p><u>Substance Use Treatment</u> N-MCMs should promote and encourage entry into substance use disorder services and make referrals, if appropriate, for PLWHs who are in need of formal substance use disorder treatment or other recovery support services. However, N-MCMs shall ensure that PLWHs are not required to participate in substance use disorder treatment services as a condition for receiving services.</p> <p>For those PLWH in treatment, N-MCMs should address ongoing services and support for discharge, overdose prevention, and aftercare planning during and following substance use disorder treatment and medically-related hospitalizations.</p>	<ul style="list-style-type: none"> <li>• Documentation of discussion regarding treatment or other recovery support services is present in primary client record.</li> <li>• Documentation of referrals and follow-up is present in the primary client record.</li> </ul>
9.16	<p><u>Harm- and Risk-Reduction</u> N-MCMs should ensure that appropriate harm- and risk-reduction information, methods and tools are used in their work with the PLWH. Information, methods and tools shall be based on the latest scientific research and best practices related to reducing sexual risk and HIV transmission risks. Methods and tools must include, but are not limited to, a variety of effective condoms and other safer sex tools as well as substance abuse risk-reduction tools, information, discussion and referral about Pre- Exposure Prophylactics (PrEP) for PLWH's sexual or drug using partners and overdose prevention. N-MCMs should make information and materials on overdose prevention available to appropriate PLWHs as a part of harm- and risk-reduction.</p>	<ul style="list-style-type: none"> <li>• Documentation of tools and methods is present in the primary client record.</li> <li>• Review of agency tools</li> <li>• Review of agency training</li> </ul>

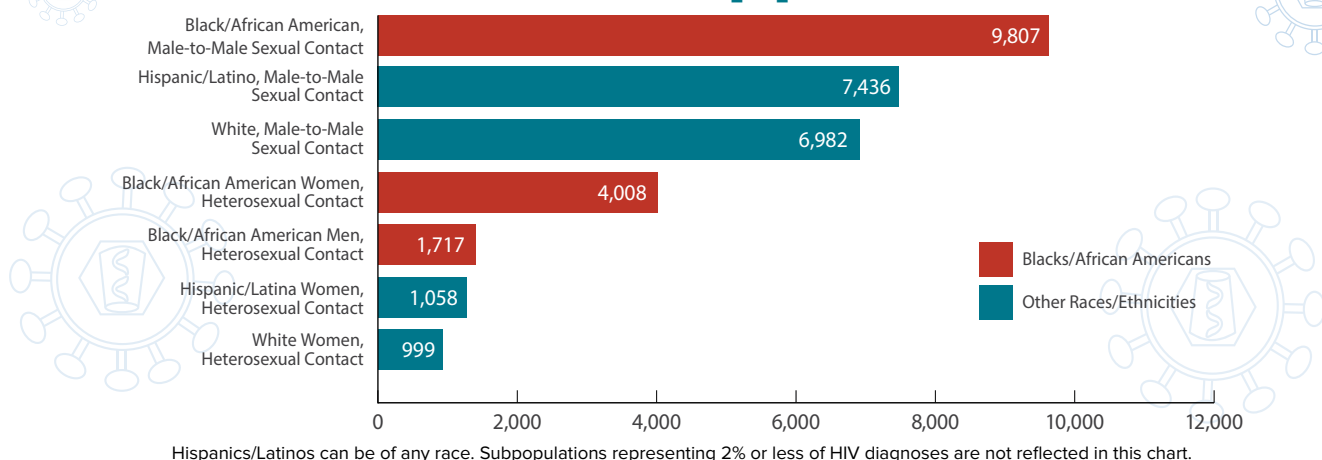
#	STANDARD	MEASURE
9.17	<p><u>Case Closure/Graduation</u> PLWH who are no longer engaged in active case management services should have their cases closed based on the criteria and protocol outlined below.</p> <p>Common reasons for case closure include:</p> <ul style="list-style-type: none"> <li>• PLWH is referred to another case management program</li> <li>• PLWH relocates outside of service area</li> <li>• PLWH chooses to terminate services</li> <li>• PLWH is no longer eligible for services due to not meeting eligibility requirements</li> <li>• PLWH is lost to care or does not engage in service</li> <li>• PLWH incarceration greater than six (6) months in a correctional facility</li> <li>• Provider initiated termination due to behavioral violations</li> <li>• PLWH death</li> </ul> <p>Graduation criteria:</p> <ul style="list-style-type: none"> <li>• PLWH completed case management goals for increased access to services/care needs</li> <li>• PLWH is no longer in need of case management services (e.g. PLWH is capable of resolving needs independent of case management assistance)</li> </ul> <p>PLWH is considered non-compliant with care if three (3) attempts to contact PLWH (via phone, e-mail and/or written correspondence) are unsuccessful and the PLWH has been given 30 days from initial contact to respond. Discharge proceedings should be initiated by agency 30 days following the 3rd attempt. Make sure appropriate <i>Releases of Information and consents are signed by the PLWH and meet requirements of <a href="#">HB 300</a> regarding electronic dissemination of protected health information (PHI).</i></p> <p>Staff should utilize multiple methods of contact (phone, text, e-mail, certified letter) when trying to re-engage a PLWH, as appropriate. Agencies must ensure that they have releases of information and consent forms that meet the requirements of <a href="#">HB 300</a> regarding the electronic dissemination of protected health information (PHI).</p>	<ul style="list-style-type: none"> <li>• Percentage of PLWH with closed cases includes documentation stating the reason for closure and a closure summary (brief narrative in progress notes and formal discharge summary).</li> <li>• Percentage of closed cases with documentation of supervisor signature/approval on closure summary (electronic review is acceptable).</li> <li>• Percentage of PLWH notified (through face-to-face meeting, telephone conversation, or letter) of plans to discharge the PLWH from case management services.</li> <li>• Percentage of PLWH with written documentation explaining the reason(s) for discharge and the process to be followed if PLWH elects to appeal the discharge from service.</li> <li>• Percentage of PLWH with information about reestablishment shared with the PLWH and documented in primary client record system.</li> <li>• Percentage of PLWH provided with contact information and process for reestablishment as documented in primary client record system.</li> <li>• Percentage of PLWH with documented Case Closure/Graduation in the primary client record system.</li> </ul>

9.18	<u>Community-Based Service Provision</u> N-MCM targeting SUD is a community-based service (i.e. both office-based and field based). Agency policies should support the provision of service outside of the office and/or medical clinic. Agencies should have systems in place to ensure the security of staff and the protections of PLWH information.	<ul style="list-style-type: none"><li>• Review of policies and/or procedures.</li><li>• Review of primary client record indicates compliance with policies and/or procedures.</li></ul>
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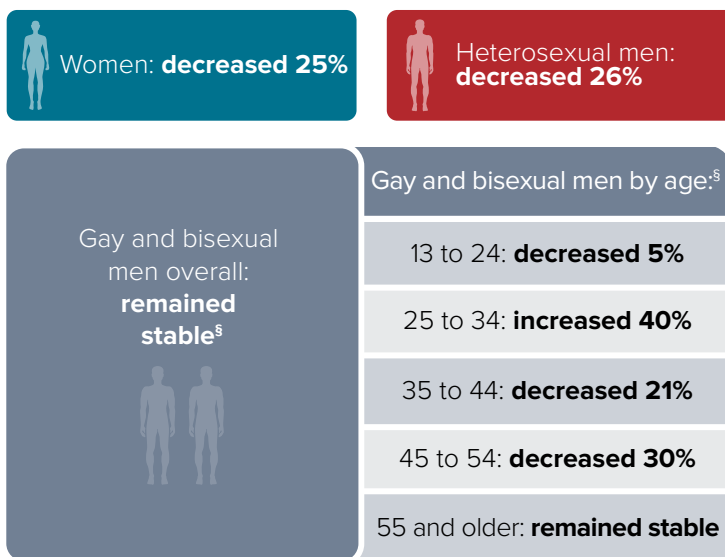
# HIV and African Americans

Of the 38,739 new HIV diagnoses in the US and dependent areas\* in 2017, **16,694 (43%) were among blacks/African Americans.\*\***

## New HIV Diagnoses in the US and Dependent Areas for the Most-Affected Subpopulations, 2017



From 2010 to 2016, HIV diagnoses decreased 12% among blacks/African Americans overall.<sup>†</sup> But trends varied for different groups of blacks/African Americans.



\* American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, the Republic of Palau, and the US Virgin Islands.

\*\* *Black* refers to people having origins in any of the black racial groups of Africa, including immigrants from the Caribbean, and South and Latin America. *African American* is a term often used for Americans of African descent with ancestry in North America. Individuals may self-identify as either, both, or choose another identity altogether. This fact sheet uses *African American*, unless referencing surveillance data.

<sup>†</sup> In 50 states and District of Columbia.

<sup>§</sup> Includes infections attributed to male-to-male sexual contact and injection drug use (men who reported both risk factors).

Around 1.1 million people are living with HIV in the US.<sup>†</sup> People with HIV need to know their HIV status so they can take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable.



A person with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of transmitting HIV to HIV-negative partners through sex.

## Why are African Americans at higher risk?

- 1 in 7 blacks/African Americans with HIV are unaware they have it. People who do not know they have HIV cannot take advantage of HIV care and treatment and may unknowingly pass HIV to others.
- Some African American communities continue to experience higher rates of other sexually transmitted diseases (STDs) when compared to other races/ethnicities. Having another STD can significantly increase a person's chance of getting or transmitting HIV.
- Limited access to quality health care, lower income and educational levels, and higher rates of unemployment may place some African Americans at higher risk for HIV.
- Stigma, fear, discrimination, and homophobia may also place many African Americans at higher risk for HIV.

## How is CDC making a difference?

- Collecting and analyzing data and monitoring HIV trends among African Americans.
- Conducting prevention research and providing guidance to those working in HIV prevention.
- Supporting health departments and community organizations by funding HIV prevention work for African Americans and providing technical assistance.
- Supporting community organizations that can increase access to HIV testing and care and other services for African Americans.
- Promoting testing, prevention, and treatment through campaigns like *Act Against AIDS*.

AT THE END OF 2015,  
AN ESTIMATED

**468,800**

**BLACKS/AFRICAN AMERICANS**  
HAD HIV.<sup>†</sup>

**6 in 7**  
KNEW THEY HAD THE VIRUS.

FOR EVERY 100  
BLACKS/AFRICAN  
AMERICANS  
WITH HIV IN 2015:<sup>†</sup>

**60**  
received  
some  
HIV care

**46**  
were  
retained  
in care

**46**  
were virally  
suppressed

## Reduce Your Risk



Not having sex



Using  
condoms



Not sharing  
syringes



Taking medicine  
to prevent  
or treat HIV



## HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing syringes with a person who has HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you have HIV, start treatment as soon as possible to stay healthy and help protect your partners.

**For More Information**

Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)

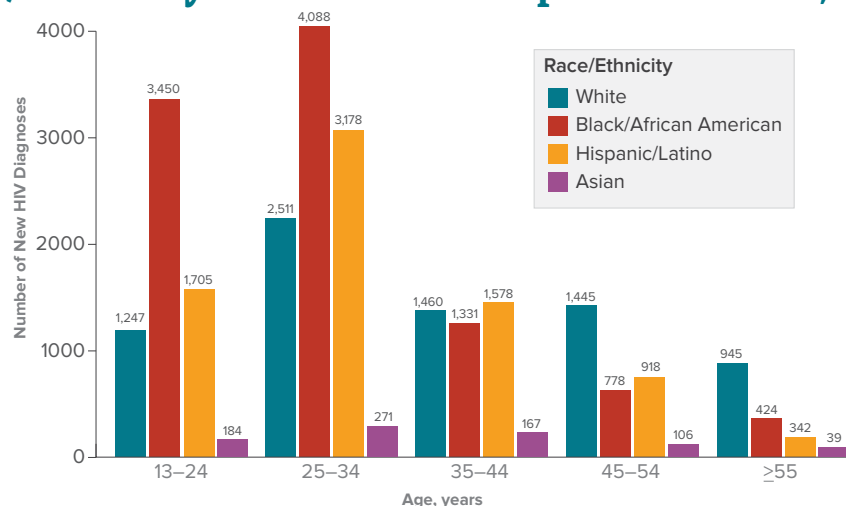
# HIV and African American Gay and Bisexual Men

Of the 38,739 new HIV diagnoses in the US and dependent areas\* in 2017, **10,070 (26%) were among black/African American\*\* gay and bisexual men.\*\*\***

Black/African American gay and bisexual men made up 34% of HIV diagnoses among all gay and bisexual men

3 out of 4 black/African American gay and bisexual men who received an HIV diagnosis were aged 13 - 34

## New HIV Diagnoses Among Gay and Bisexual Men by Age and Race/Ethnicity in the US and Dependent Areas, 2017\*\*\*



Subpopulations representing 2% or less of HIV diagnoses among gay and bisexual men are not reflected in this chart. Hispanics/Latinos can be of any race.

**From 2010 to 2016, HIV diagnoses remained stable overall among black/African American gay and bisexual men.\*\*\* † But trends varied by age.**

Black/African American gay and bisexual men overall: **remained stable**

By age:

13 to 24: **decreased 5%**

25 to 34: **increased 40%**

35 to 44: **decreased 21%**

45 to 54: **decreased 30%**

55 and older: **remained stable**

\* American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, the Republic of Palau, and the US Virgin Islands.

\*\* *Black* refers to people having origins in any of the black racial groups of Africa, including immigrants from the Caribbean and South and Latin America. *African American* is a term often used for Americans of African descent with ancestry in North America. Individuals may self-identify as either, both, or choose another identity altogether. This fact sheet uses *African American*, unless referencing surveillance data.

\*\*\* Includes infections attributed to male-to-male sexual contact and injection drug use (men who reported both risk factors).

† In 50 states and District of Columbia.

Around 1.1 million people are living with HIV in the US.<sup>†</sup> People with HIV need to know their HIV status so they can take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable.



A person with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of transmitting HIV to HIV-negative partners through sex.

### What places some African American gay and bisexual men at higher risk?

- Many African American gay and bisexual men do not know their HIV status. People who do not know they have HIV cannot get the treatment they need and may pass the infection to others without knowing it.
- African American gay and bisexual men have lower rates of viral suppression compared to gay and bisexual men of other races/ethnicities. Because of the low rates of viral suppression, greater number of people with HIV in that population, and the greater likelihood of having sex partners of the same race, compared with other races/ethnicities, African American gay and bisexual men have a greater chance of coming in contact with HIV.
- Limited access to quality health care, lower income and educational levels, and higher rates of unemployment and incarceration may place some African American gay and bisexual men at higher risk for HIV.
- Stigma, homophobia, and discrimination put gay and bisexual men of all races/ethnicities at risk for many health issues and may affect whether they are able to get quality health care.

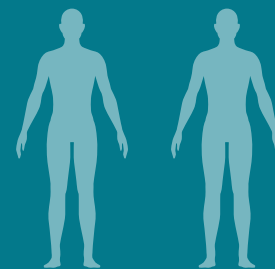
### How is CDC making a difference?

- Collecting and analyzing data and monitoring HIV trends among African American gay and bisexual men.
- Conducting prevention research and providing guidance to those working in HIV prevention.
- Supporting health departments and community organizations by funding HIV prevention work for African American gay and bisexual men and providing technical assistance.
- Promoting testing, prevention, and treatment through campaigns like *Act Against AIDS*.

<sup>†</sup> In 50 states and District of Columbia.

<sup>\*\*</sup> "4 in 5" (80%) includes infections attributed to male-to-male sexual contact. Among men with HIV infection attributed to male-to-male sexual contact and injection drug use, 95% knew they had HIV.

AT THE END  
OF 2015,  
AN ESTIMATED  
**218,600**  
**BLACK/AFRICAN  
AMERICAN  
GAY AND  
BISEXUAL MEN**  
HAD HIV.<sup>†</sup>



**4 in 5**  
KNEW THEY HAD THE VIRUS.<sup>\*\*</sup>

### Reduce Your Risk



Not having sex



Using  
condoms



Not sharing  
syringes



Taking medicine  
to prevent  
or treat HIV



### HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing syringes with a person who has HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you have HIV, start treatment as soon as possible to stay healthy and help protect your partners.

**For More Information**

Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)

# HIV and Hispanics/Latinos

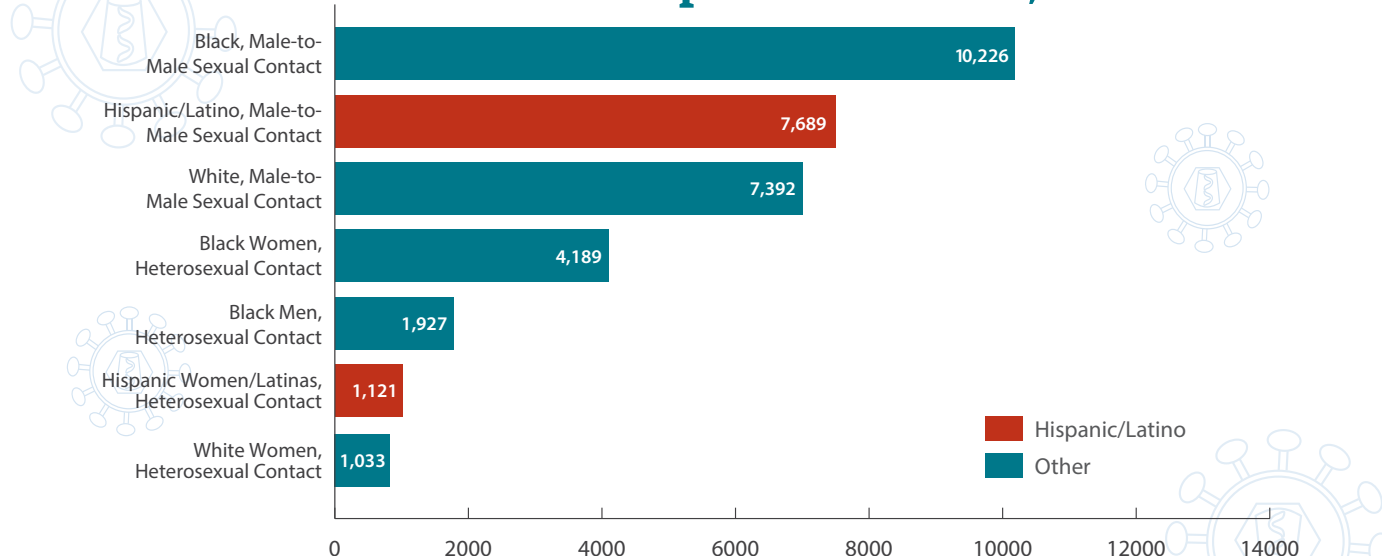
**OF THE 40,324 HIV DIAGNOSES IN THE US AND 6 DEPENDENT AREAS IN 2016:\***

**10,292 (26%) WERE AMONG HISPANICS/LATINOS\*\***

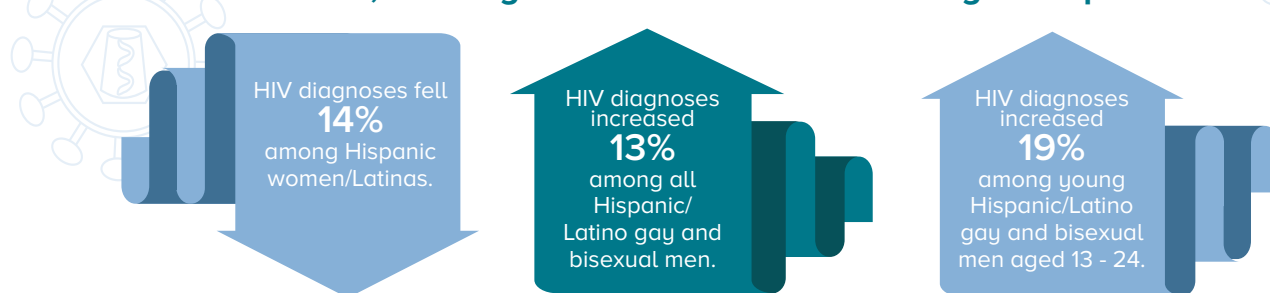
**8,999 (22%) WERE AMONG HISPANIC/LATINO MEN**

**1,277 (3%) WERE AMONG HISPANIC WOMEN/LATINAS**

## HIV Diagnoses Among the Most-Affected Subpopulations in the US and 6 Dependent Areas, 2016



**From 2011 to 2015, HIV diagnoses remained stable among all Hispanics/Latinos.**



\* American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, the Republic of Palau, and the US Virgin Islands.

\*\* Hispanics/Latinos can be of any race.

Around 1.1 million people have HIV in the US.\* People with HIV need to know their HIV status so they can take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable.



A person with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of transmitting HIV to HIV-negative partners through sex.

### What places some Hispanics/Latinos at higher risk?

- Many Hispanics/Latinos do not know their HIV status. People who do not know they have HIV cannot get the treatment they need and may pass the infection to others without knowing it.
- More Hispanics/Latinos have HIV compared to some other races/ethnicities. Therefore, Hispanics/Latinos have an increased chance of having an HIV-positive partner if they have other Hispanic/Latino partners.
- Hispanics/Latinos have higher rates of some STDs. Having another STD can increase a person's chance of getting or transmitting HIV.
- Poverty, migration patterns, lower educational level, and language barriers may make it harder for some Hispanics/Latinos to get HIV testing and care.
- Stigma, fear, discrimination, and homophobia may impact the lives of some Hispanics/Latinos. These issues may put some Hispanics/Latinos at higher risk for HIV infection.

### How is CDC making a difference?

- Collecting and analyzing data and monitoring HIV trends among Hispanics/Latinos.
- Conducting prevention research and providing guidance to those working in HIV prevention.
- Supporting health departments and community organizations by funding HIV prevention work for Hispanics/Latinos and providing technical assistance.
- Supporting community organizations that can increase access to HIV testing and care and other services for Hispanics/Latinos.
- Promoting testing, prevention, and treatment through campaigns like *Act Against AIDS*.

\* In 50 states and District of Columbia.

AT THE END OF 2015,  
AN ESTIMATED  
**252,400**  
HISPANICS/LATINOS  
HAD HIV.†

**5 in 6**  
KNEW THEY HAD THE VIRUS.

FOR EVERY 100  
HISPANICS/LATINOS  
WITH HIV IN 2015:†



### Reduce Your Risk



Not having sex



Using condoms



Not sharing syringes



Taking medicine to prevent or treat HIV

### HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing syringes with a person who has HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you have HIV, start treatment as soon as possible to stay healthy and help protect your partners.

**For More Information**

Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)

# HIV and Hispanic/Latino Gay and Bisexual Men

**OF THE 40,324 HIV DIAGNOSES IN THE US AND 6 DEPENDENT AREAS IN 2016:\***  
**7,689 (19%) WERE AMONG HISPANIC/LATINO\*\* GAY AND BISEXUAL MEN**

**HISPANIC/LATINO GAY AND BISEXUAL MEN ACCOUNTED FOR 29% OF HIV DIAGNOSES AMONG ALL GAY AND BISEXUAL MEN**

**ABOUT 2 OUT OF 3 HISPANIC/LATINO GAY AND BISEXUAL MEN WHO RECEIVED AN HIV DIAGNOSIS WERE AGED 13 - 34**

## HIV Diagnoses Among Gay and Bisexual Men by Age and Race/Ethnicity in the US and 6 Dependent Areas, 2016



Subpopulations representing 2% or less of HIV diagnoses among gay and bisexual men are not reflected in this chart.

## HIV Diagnoses From 2011 to 2015

Increased  
**13%**  
among  
Hispanic/  
Latino gay and  
bisexual men

Increased  
**19%**  
among  
Hispanic/  
Latino gay and  
bisexual men  
aged 13 to 24

Increased  
**21%**  
among  
Hispanic/  
Latino gay and  
bisexual men  
aged 25 to 34

\* American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, the Republic of Palau, and the US Virgin Islands.

\*\* Hispanics/Latinos can be of any race.

Around 1.1 million people are living with HIV in the US.<sup>†</sup> People with HIV need to know their HIV status so they can take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable.



A person with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of transmitting HIV to HIV-negative partners through sex.

## Why are some Hispanic/Latino gay and bisexual men at higher risk?

- An estimated 80% of Hispanic/Latino gay and bisexual men with HIV know they have it.<sup>‡</sup> People who do not know they have HIV cannot get the treatment they need and may transmit HIV to others without knowing it.
- Hispanic/Latino gay and bisexual men are more likely to report that their last sex partner was older, compared to white or African American gay and bisexual men. Having older male partners may increase the likelihood of being exposed to HIV.
- Overall, a very small number of Hispanic/Latino gay and bisexual men reported using PrEP, and a much lower number than white gay and bisexual men.
- Poverty, migration patterns, lower educational level, and language barriers may make it harder for Hispanic/Latino gay and bisexual men to get HIV testing and care.
- Immigration status of some Hispanic/Latino gay and bisexual men may make them less likely to use HIV prevention services, get tested, or get treated if they have HIV because of lack of access.
- Stigma, homophobia, and discrimination put gay and bisexual men of all races/ethnicities at risk for many health issues and may affect whether they are able to get quality health care.

## How is CDC making a difference?

- Collecting and analyzing data and monitoring HIV trends among Hispanic/Latino gay and bisexual men.
- Conducting prevention research and providing guidance to those working in HIV prevention.
- Supporting health departments and community organizations by funding HIV prevention work for Hispanic/Latino gay and bisexual men and providing technical assistance.
- Promoting testing, prevention, and treatment through campaigns like *Act Against AIDS*.

AT THE END OF 2015,  
AN ESTIMATED

**151,200**

**HISPANIC/LATINO  
GAY AND BISEXUAL MEN  
HAD HIV.<sup>†</sup>**

**4 in 5**  
**KNEW THEY HAD THE VIRUS.**

**FOR EVERY 100 HISPANIC/LATINO  
GAY AND BISEXUAL MEN  
WHO RECEIVED AN HIV DIAGNOSIS  
IN 2013 OR EARLIER:<sup>‡</sup>**



<sup>†</sup> In 50 states and District of Columbia

<sup>‡</sup> In 37 states and District of Columbia. These jurisdictions are included because they had complete reporting of CD4 and viral load results to CDC.

## Reduce Your Risk



Not having sex



Using  
condoms



Not sharing  
syringes



Taking medicine  
to prevent  
or treat HIV



## HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing syringes with a person who has HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you have HIV, start treatment as soon as possible to stay healthy and help protect your partners.

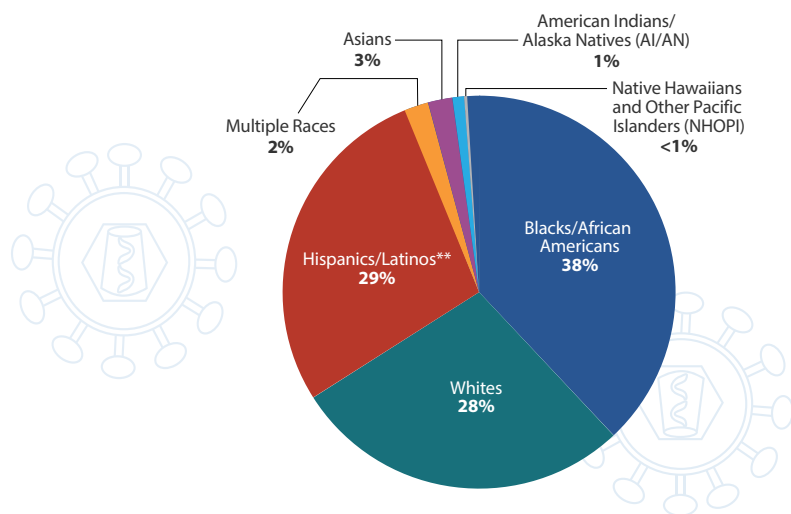
**For More Information**

**Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)**

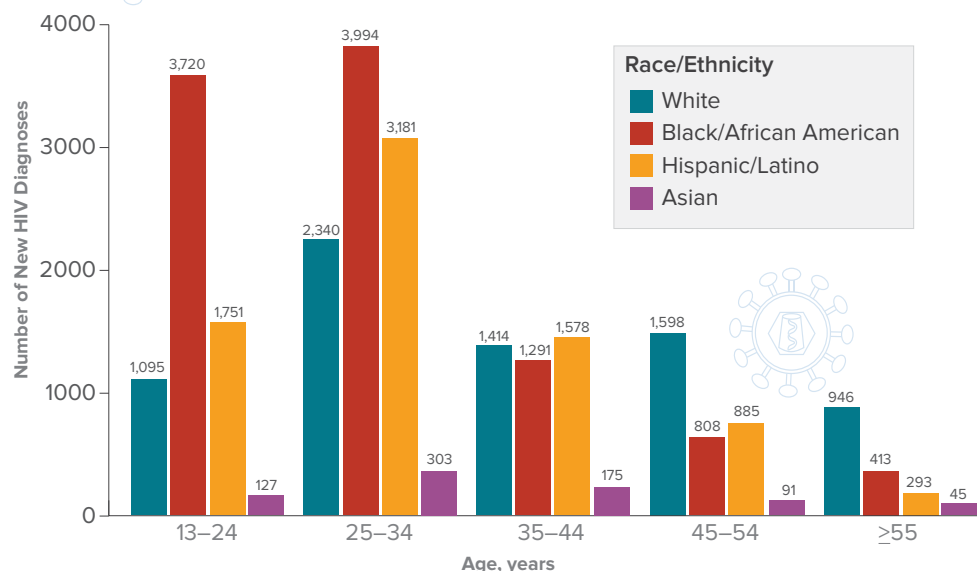
# HIV and Gay and Bisexual Men

**OF THE 40,324 HIV DIAGNOSES IN THE US  
AND 6 DEPENDENT AREAS IN 2016:\***  
**26,844 (67%) WERE AMONG GAY AND BISEXUAL MEN**

## HIV Diagnoses Among Gay and Bisexual Men by Race/Ethnicity in the US and 6 Dependent Areas, 2016



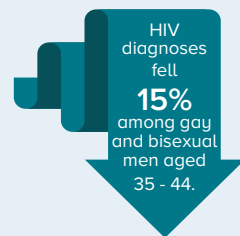
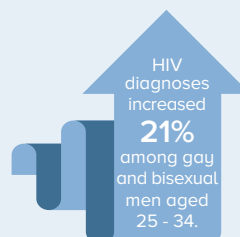
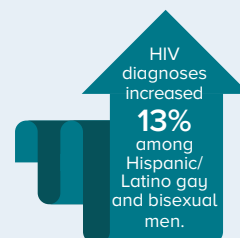
## HIV Diagnoses Among Gay and Bisexual Men by Age and Race/Ethnicity in the US and 6 Dependent Areas, 2016



Subpopulations representing 2% or less of HIV diagnoses among gay and bisexual men are not reflected in this chart.

\* American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, the Republic of Palau, and the US Virgin Islands.  
\*\* Hispanics/Latinos can be of any race.

From 2011 to 2015, HIV diagnoses remained stable among all gay and bisexual men.



Around 11 million people are living with HIV in the US.\* People with HIV need to know their HIV status so they can take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable.



A person with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of transmitting HIV to HIV-negative partners through sex.

### What places some gay and bisexual men at higher risk?

- More gay and bisexual men have HIV compared to any other group in the United States. Therefore, gay and bisexual men have a higher chance of having an HIV-positive partner.
- 1 in 6 gay and bisexual men with HIV are unaware they have it. People who do not know they have HIV cannot get the treatment they need and may pass the infection to others without knowing it. Among African American gay and bisexual men with HIV, a lower percentage know their status compared to HIV-positive gay and bisexual men of some other races/ethnicities.
- Most gay and bisexual men get HIV through having anal sex without condoms or medicines to prevent or treat HIV. Anal sex is the riskiest type of sex for getting or transmitting HIV.
- Gay and bisexual men are at increased risk for STDs, like syphilis, gonorrhea, and chlamydia. Having another STD can significantly increase a person's chance of getting or transmitting HIV.
- Stigma, homophobia, and discrimination put gay and bisexual men of all races/ethnicities at risk for many health issues and may affect whether they are able to get quality health care.

### How is CDC making a difference?

- Collecting and analyzing data and monitoring HIV trends among gay and bisexual men.
- Conducting prevention research and providing guidance to those working in HIV prevention.
- Supporting health departments and community organizations by funding HIV prevention work for gay and bisexual men and providing technical assistance.
- Supporting community organizations that can increase access to HIV testing and care and other services for gay and bisexual men.
- Promoting testing, prevention, and treatment through *Act Against AIDS* campaigns that feature gay and bisexual men, such as *Start Talking. Stop HIV.*, *Doing It*, and *HIV Treatment Works*.

\* In 50 states and District of Columbia.

AT THE END OF 2015,  
AN ESTIMATED  
**632,300**  
GAY AND BISEXUAL MEN  
HAD HIV.†

**5 in 6**  
KNEW THEY HAD THE VIRUS.

FOR EVERY 100 GAY  
AND BISEXUAL MEN  
WITH HIV IN 2015:†



### Reduce Your Risk



Not having sex



Using condoms



Not sharing syringes



Taking medicine to prevent or treat HIV



### HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing syringes with a person who has HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you have HIV, start treatment as soon as possible to stay healthy and help protect your partners.

For More Information

Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)

# HIV and Older Americans

**OF THE 39,782 HIV DIAGNOSES IN THE US IN 2016:  
6,812 (17%) WERE AGED 50 AND OLDER.**

**Among people aged 50 and older who received an HIV diagnosis:**



**49% were gay and bisexual men**



**15% were heterosexual men**

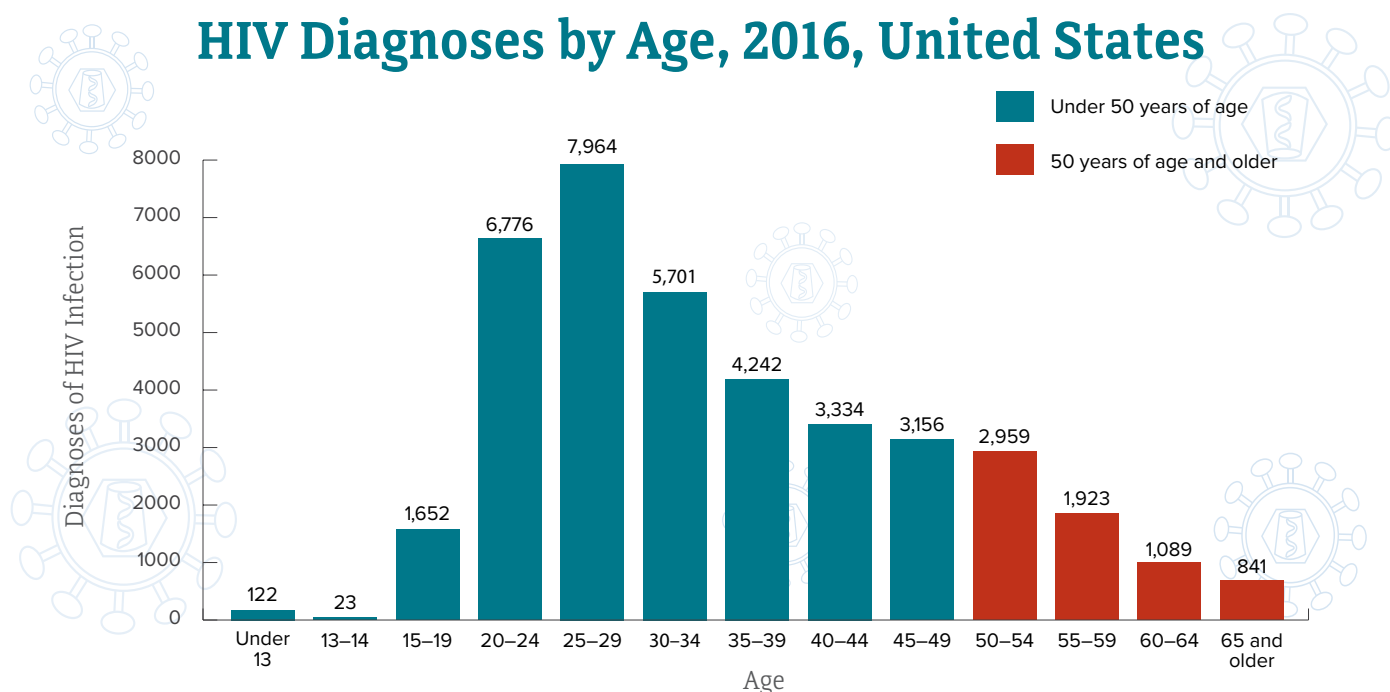


**24% were heterosexual women**



**12% were people who inject drugs\***

## HIV Diagnoses by Age, 2016, United States



**From 2011 to 2015 HIV diagnoses among all people aged 50 and older decreased by 7%.**

\* People who inject drugs includes infections attributed to injection drug use and other sexual risk factors.

Around 1.1 million people are living with HIV in the US. People with HIV need to know their HIV status so they can take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable.



A person living with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of sexually transmitting HIV to a negative partner.

Aging with HIV infection presents special challenges for preventing other diseases because both age and HIV increase risk for heart disease, bone loss, and certain cancers.



Unfortunately, thousands of Americans still die each year from HIV. In 2015, 2,749 people aged 55 and older died from HIV disease.

### Why are older Americans at risk?

- Older people in the United States are more likely than younger people to have AIDS at the time of diagnosis, which means they start treatment late and may suffer more immune-system damage.
- Older people have the same HIV risk factors as younger people, but may not be as knowledgeable about prevention.
- Although they visit their doctors more often, older people are less likely than younger people to talk about their sexual or drug use behaviors with their doctors.

### How is CDC making a difference?

- Collecting and analyzing data and monitoring HIV trends among older Americans.
- Conducting prevention research and providing guidance to those working in HIV prevention.
- Supporting health departments, education agencies, and community organizations by funding HIV prevention work for older Americans and providing technical assistance.
- Promoting testing, prevention and treatment through campaigns like *Act Against AIDS*.

AT THE END OF 2015,  
AN ESTIMATED  
**298,200**  
PEOPLE OVER 55  
HAD HIV.

**95%**  
KNEW THEY HAD HIV

FOR EVERY 100 PEOPLE  
AGED 55 AND OLDER  
LIVING WITH HIV  
IN THE US IN 2015:



### Reduce Your Risk



Not having sex



Using  
condoms



Not sharing  
syringes



Taking medicine  
to prevent  
or treat HIV



### HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing syringes with a person who has HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you have HIV, start treatment as soon as possible to stay healthy and help protect your partners.

**For More Information**

Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)

# HIV and Youth

## OF THE 39,782 HIV DIAGNOSES IN 2016:

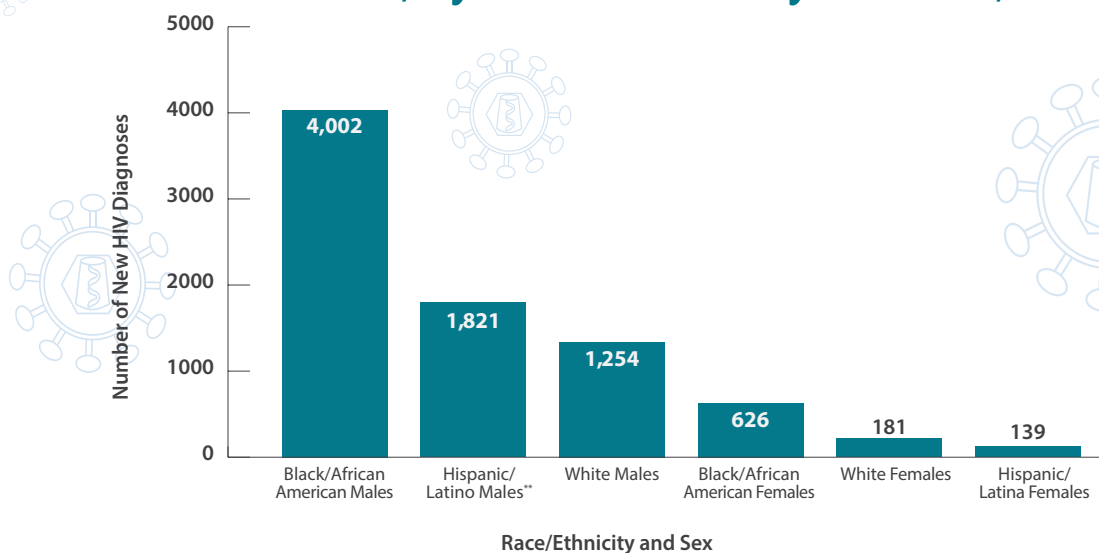
8,451 WERE AMONG  
YOUTH\* AGED 13 - 24

6,848 WERE AMONG  
YOUNG GAY AND  
BISEXUAL MEN

4 OUT OF 5 YOUTH DIAGNOSED  
WITH HIV WERE AGED 20 - 24

21% OF ALL NEW HIV DIAGNOSES IN THE US WERE AMONG YOUTH

## HIV Diagnoses Among Youth in the United States, by Race/Ethnicity and Sex, 2016



Subpopulations representing 2% or less of all people who received an HIV diagnosis in 2016 are not represented in this chart.

From 2011 to 2015, HIV diagnoses among youth remained stable overall.\*\*\*

remained stable  
among young African  
American and white gay  
and bisexual men

increased  
**19%**  
among young  
Hispanic/  
Latino gay and  
bisexual men

fell  
**25%**  
among young  
women

remained stable  
among young people  
who inject drugs

\* Unless otherwise noted, people aged 13 to 24 are referred to as youth or young in this fact sheet.

\*\* Hispanics/Latinos can be of any race.

\*\*\* From 2010 to 2015, new HIV infections (incidence) fell 24% among youth. Incidence data includes the number of people who get HIV (both diagnosed and undiagnosed) each year. Diagnosis data includes the number of people receiving an HIV diagnosis each year (regardless of the year they were infected). In general, any difference between an incidence trend and a diagnosis trend can be attributed to HIV testing and diagnosis.

Around 1.1 million people are living with HIV in the US. People living with HIV need to know their HIV status so they can take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable. A person living with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of sexually transmitting HIV to HIV-negative partners.



Unfortunately, thousands of Americans still die each year from HIV. In 2015, 100 youth aged 15 to 24 died from HIV disease.

### What places some young people at higher risk?

- Many students are not getting the sexual health education they need, and sex education is not starting early enough.
- Certain risk behaviors put youth at higher risk for HIV, including low HIV testing rates, substance use, low rates of condom use, and multiple sex partners. Research has also shown that young gay and bisexual men who have sex with older partners are at a greater risk for HIV infection.
- Youth aged 20 to 24, especially youth of color, have some of the highest STD rates. Having another STD can significantly increase a person's chance of getting or transmitting HIV.
- Many young people avoid talking about HIV with their sex partners.
- Stigma, fear, homophobia, isolation, and lack of support may also place many youth at higher risk for HIV.

### How is CDC making a difference?

- Collecting and analyzing data and monitoring HIV trends among youth.
- Conducting prevention research and providing guidance to those working in HIV prevention.
- Supporting health departments, education agencies, and community organizations by funding HIV prevention work for youth and providing technical assistance.
- Promoting testing, prevention, and treatment through campaigns like *Act Against AIDS*.

Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv) and [www.cdc.gov/healthyyouth](http://www.cdc.gov/healthyyouth) for more information about CDC's HIV prevention activities among youth.

## Reduce Your Risk



Not having sex



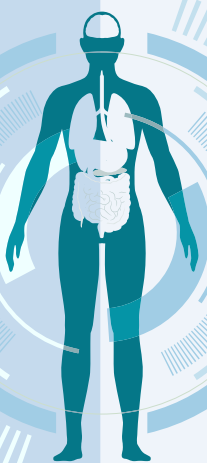
Using condoms



Not sharing needles



Taking medicine to prevent or treat HIV



## HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing needles with a person who is living with HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you are living with HIV, start treatment as soon as possible to stay healthy and help protect your partners.

AT THE END OF 2015,  
AN ESTIMATED  
**60,300**  
YOUTH WERE  
LIVING WITH HIV.

**1 in 2**

DIDN'T KNOW THEY WERE  
LIVING WITH THE VIRUS

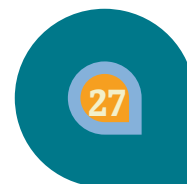
**FOR EVERY 100  
YOUNG PEOPLE  
LIVING WITH HIV IN 2014:**



received  
some  
HIV care



were  
retained  
in care



were virally  
suppressed

**For More Information**

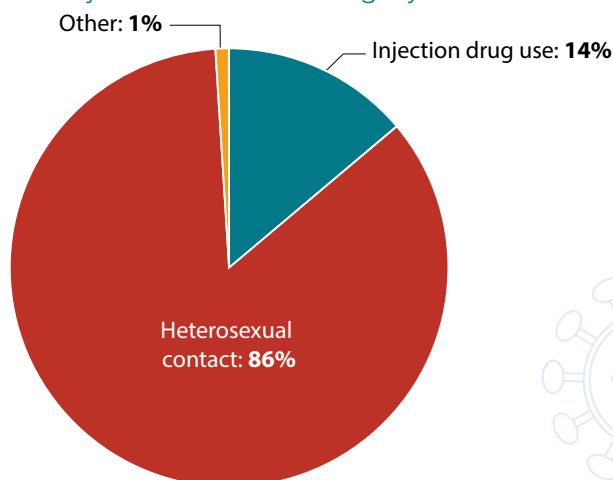
Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)

# HIV and Women

OF THE 38,739 NEW HIV DIAGNOSES IN THE US AND DEPENDENT AREAS\* IN 2017,  
**7,401 (19%) WERE AMONG WOMEN.**

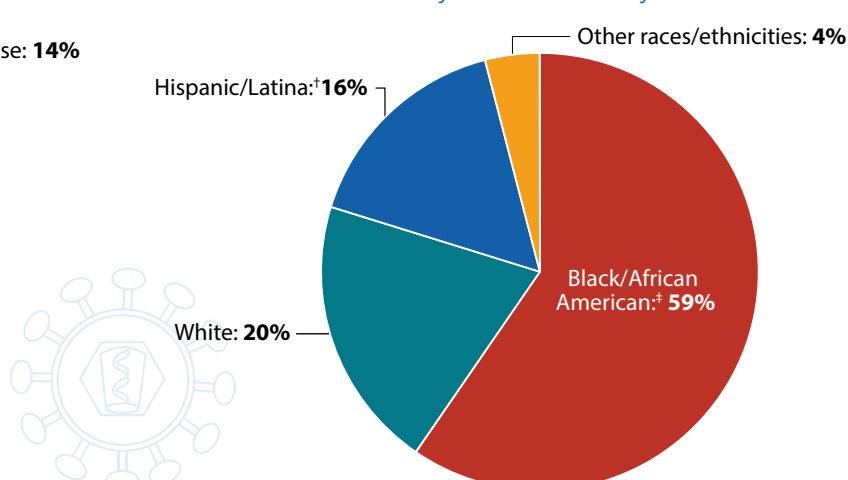
## New HIV Diagnoses Among Women in the US and Dependent Areas in 2017

By Transmission Category



Total may not equal 100% due to rounding.

By Race/Ethnicity



Total may not equal 100% due to rounding.

From 2010 to 2016, HIV diagnoses decreased 21% among women overall.\*\*  
But trends varied for different groups of women.



**Women overall: down 21%**

**Black/African American: down 25%**

**Hispanic/Latina: down 20%**

**White: remained stable**

**Women by age:**

**13 to 24: down 32%**

**25 to 34: down 13%**

**35 to 44: down 27%**

**45 to 54: down 27%**

**55 and older: remained stable**

\* American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, the Republic of Palau, and the US Virgin Islands.

† Hispanics/Latinas can be of any race.

‡ Black refers to people having origins in any of the black racial groups of Africa, including immigrants from the Caribbean, and South and Latin America. African American is a term often used for Americans of African descent with ancestry in North America. Individuals may self-identify as either, both, or choose another identity altogether.

\*\* In 50 states and District of Columbia.

Around 1.1 million people are living with HIV in the US.\*\* People with HIV need to know their HIV status so they can take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable.



A person with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of transmitting HIV to HIV-negative partners through sex.

## What places some women at higher risk?

- 1 in 9 women with HIV are unaware they have it. People who do not know they have HIV cannot take advantage of HIV care and treatment and may unknowingly pass HIV to others.
- Sexually transmitted diseases, like gonorrhea and syphilis, may place some women at higher risk for HIV.
- Some women don't know their male partner's risk factors for HIV (such as injection drug use or having sex with men) and may not use condoms or medicines to prevent HIV.
- Women have a higher risk for getting HIV during vaginal or anal sex than their sex partners. The riskiest behavior for getting HIV is receptive anal sex.
- Women who have been sexually abused may be more likely to engage in risky behaviors like exchanging sex for drugs, having multiple sex partners, or having sex without a condom.

## How is CDC making a difference?

- Collecting and analyzing data and monitoring HIV trends among women.
- Conducting prevention research and providing guidance to those working in HIV prevention.
- Supporting health departments and community organizations by funding HIV prevention work for women and providing technical assistance.
- Supporting community organizations that can increase access to HIV testing and care and other services for women.
- Promoting testing, prevention, and treatment through campaigns like *Act Against AIDS*.

AT THE END OF 2016,  
AN ESTIMATED

**258,000**

**WOMEN  
HAD HIV.\*\***

**8 in 9**

**KNEW THEY HAD THE VIRUS.**

**FOR EVERY 100 WOMEN  
WITH HIV IN 2015:\*\***



**received  
some  
HIV care**



**were  
retained  
in care**



**were virally  
suppressed**

## Reduce Your Risk



Not having sex



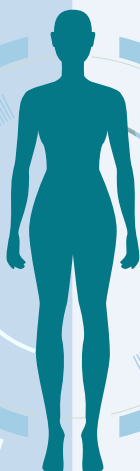
Using  
condoms



Not sharing  
syringes



Taking medicine  
to prevent  
or treat HIV



## HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing syringes with a person who has HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you have HIV, start treatment as soon as possible to stay healthy and help protect your partners.

**For More Information**

Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)

# HIV and Pregnant Women, Infants, and Children



HIV can be passed from mother to child anytime during pregnancy, childbirth, and breastfeeding. This is called *perinatal* transmission.



## BUT THERE IS GOOD NEWS:

For a woman with HIV, the risk of transmitting HIV to her baby can be **1% OR LESS** if she:



**Takes HIV medicine daily as prescribed throughout pregnancy and childbirth.**



**Gives HIV medicine to her baby for 4-6 weeks after giving birth.**



**Does NOT breastfeed or pre-chew her baby's food.**



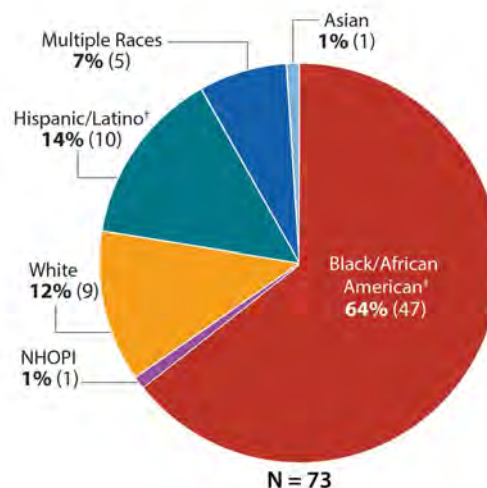
If you are pregnant or planning to get pregnant, **get tested for HIV** as soon as possible. If you have HIV, the sooner you start treatment the better—for your health and your baby's health and to prevent transmitting HIV to your sexual partner.

## 73 diagnoses of perinatal HIV in the US in 2017\*

From 2012 to 2016, perinatal diagnoses: **decreased 41%**



## Diagnoses of Perinatal HIV Infections in the US and Dependent Areas by Race/Ethnicity, 2017



\* Unless otherwise noted, the term *United States* (US) includes the 50 states, the District of Columbia, and the 6 dependent areas of American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, the Republic of Palau, and the US Virgin Islands.

† Hispanics/Latinos can be of any race.

‡ *Black* refers to people having origins in any of the black racial groups of Africa, including immigrants from the Caribbean, and South and Latin America. *African American* is a term often used for Americans of African descent with ancestry in North America. Individuals may self-identify as either, both, or choose another identity altogether.

Women who are pregnant or trying to get pregnant should encourage their partner to get tested for HIV also. If either partner has HIV, that partner should take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable.



A person with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of transmitting HIV to HIV-negative partners through sex.

HIV-negative women who have a partner with HIV should ask their doctor about taking HIV medicine daily, called pre-exposure prophylaxis (PrEP), to protect themselves and their baby.

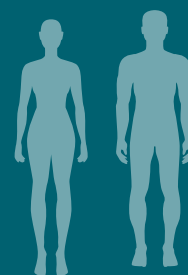
### Why are pregnant women and their babies at risk?

- Preconception care and family planning services are often not provided in HIV care settings.
- Women with HIV may not know they are pregnant, how to prevent or safely plan a pregnancy, or what they can do to reduce the risk of transmitting HIV to their baby.
- The risk of transmitting HIV to the baby is much higher if the mother does not stay on HIV treatment throughout pregnancy and childbirth, or if HIV medicine is not provided to her baby. The risk is also higher if she gets HIV during pregnancy.
- Social and economic factors, especially poverty, may make it harder for some women with HIV to access health care and stay on treatment.

### How is CDC making a difference?

- CDC created a framework ([www.cdc.gov/hiv/group/gender/pregnantwomen/emct.html](http://www.cdc.gov/hiv/group/gender/pregnantwomen/emct.html)) to help federal agencies and other groups lower the rate of perinatal HIV transmission to less than 1% and reduce the number of cases of perinatal HIV to less than one per 100,000 live births.
- CDC helps lead the Elimination of Mother-to-Child HIV Transmission Stakeholders Group, a group that develops and implements strategies to advance the elimination of perinatal HIV.
- CDC collaborated with and funded partners to develop a continuous quality improvement method that helps local health systems address missed prevention and treatment opportunities for pregnant women with HIV.
- CDC funds perinatal HIV prevention through Integrated Human Immunodeficiency Virus Surveillance and Prevention Programs for Health Departments ([www.cdc.gov/hiv/funding/announcements/ps18-1802](http://www.cdc.gov/hiv/funding/announcements/ps18-1802)), and promotes HIV testing and treatment for pregnant women.

By the end of 2016 in the US, **11,915 people** were living with HIV they got through **perinatal transmission**.



**1,814** of them were **children** under the age of 13.



## Reduce Your Risk



Not having sex



Using condoms



Not sharing syringes



Taking medicine to prevent or treat HIV



## HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing syringes with a person who has HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you have HIV, start treatment as soon as possible to stay healthy and help protect your partners.

**For More Information**

Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)

# HIV and Transgender People

## HIV Diagnoses in the US, 2009-2014

2,351 TRANSGENDER PEOPLE RECEIVED AN HIV DIAGNOSIS. OF THESE:

**84% WERE  
TRANSGENDER  
WOMEN**

**15% WERE  
TRANSGENDER MEN\***

**ABOUT HALF LIVED IN THE SOUTH**



**Transgender:** people whose gender identity or expression is different from their sex assigned at birth.



**Gender identity:** person's internal understanding of their own gender.



**Gender expression:** person's outward presentation of their gender (example, how they dress).

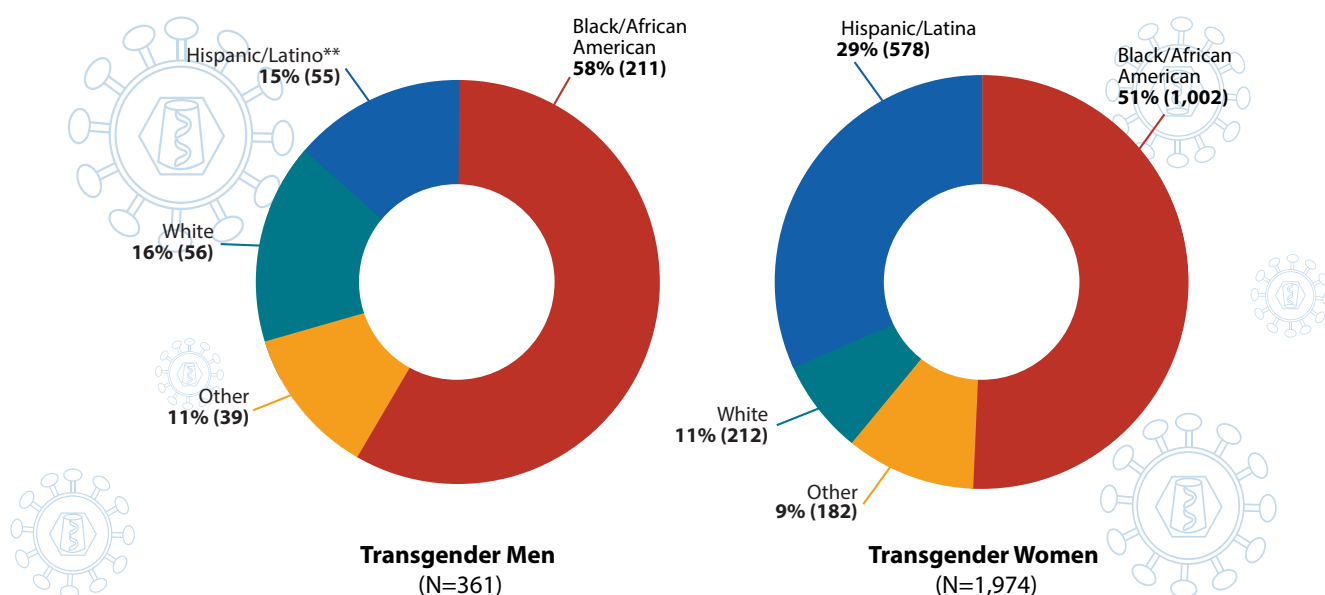


**Transgender women:** people who were assigned the male sex at birth but identify as women.



**Transgender men:** people who were assigned the female sex at birth but identify as men.

## HIV Diagnoses Among Transgender People in the United States by Race/Ethnicity, 2009-2014



\* Less than 1% had another gender identity

\*\* Hispanics/Latinos can be of any race

Around 1.1 million people are living with HIV in the US. People living with HIV need to know their HIV status so they can take medicine to treat HIV. Taking HIV medicine as prescribed can make the level of virus in their body very low (called viral suppression) or even undetectable. A person living with HIV who gets and stays virally suppressed or undetectable can stay healthy and has effectively no risk of sexually transmitting HIV to HIV-negative partners.

### Why are transgender people at higher risk?

- Some things that may put transgender people at higher risk for getting or transmitting HIV include multiple sexual partners, anal or vaginal sex without condoms or medicines to prevent or treat HIV, and sharing syringes to inject hormones or drugs.
- Many transgender people face stigma, discrimination, social rejection, and exclusion. These factors may affect their well-being and put them at increased risk for HIV.
- HIV prevention programs designed for other at-risk groups may not address all the needs of transgender people.
- When health care providers are not sensitive to transgender issues, this can be a barrier for transgender people living with HIV and looking for treatment and care.
- Current HIV testing programs may not be enough to reach transgender women and men.

### How is CDC making a difference?

- Conducting prevention research and providing guidance to those working in HIV prevention.
- Supporting health departments and community organizations by funding HIV prevention work for transgender people and providing technical assistance.
- Helping health care providers improve care for transgender people living with HIV.
- Promoting testing, prevention, and treatment through campaigns like *Act Against AIDS*.

Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv) for more information about CDC's HIV prevention activities among transgender people.

**According to current estimates, around a quarter (22-28%) of transgender women are living with HIV.**

**An estimated 56% of black transgender women were living with HIV—the highest percentage among all transgender women.**

## Reduce Your Risk



Not having sex



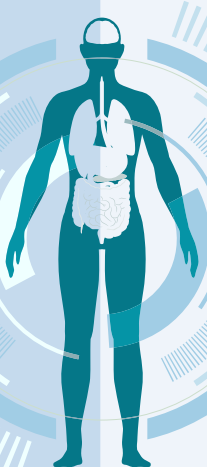
Using condoms



Not sharing needles



Taking medicine to prevent or treat HIV




## HIV IS A VIRUS THAT ATTACKS THE BODY'S IMMUNE SYSTEM.

It is usually spread by anal or vaginal sex or sharing needles with a person who is living with HIV. The only way to know you have HIV is to be tested. Everyone aged 13-64 should be tested at least once, and people at high risk should be tested at least once a year. Ask your doctor, or visit [gettested.cdc.gov](http://gettested.cdc.gov) to find a testing site. Without treatment, HIV can make a person very sick or may even cause death. If you are living with HIV, start treatment as soon as possible to stay healthy and help protect your partners.

**For More Information**

Call 1-800-CDC-INFO (232-4636)  
Visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)



TEXAS  
Health and Human  
Services

Texas Department of State  
Health Services

# 2016 HIV Surveillance Data among PLWH who are Transgender

Jie Deng  
Epidemiology and Supplemental Projects Group  
TB/HIV/STD Epidemiology and Surveillance Branch  
April, 2017

## Introduction

- **Preliminary** HIV surveillance data overview among PLWH who are transgender
- Data update regarding gender identity in HIV surveillance system is still in progress
- Since this data is fairly new, it's important to remember that we are likely undercounting the true number.  
**The numbers in this slide set are provisional**



# Overview

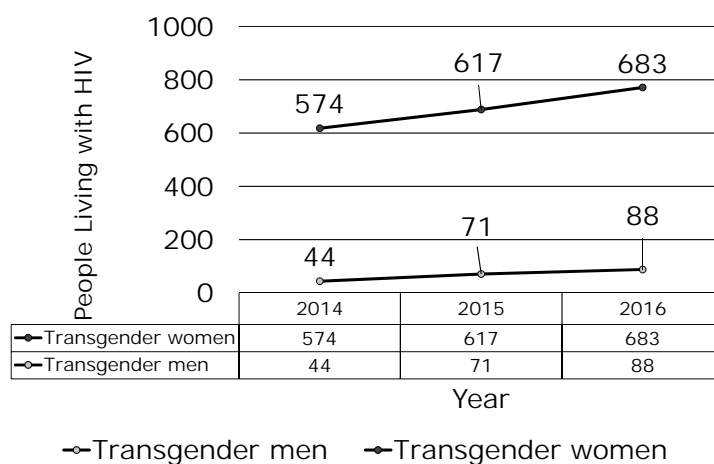
## New HIV diagnoses, People Living with HIV, and Deaths among PLWH who are Transgender in Texas

- In 2016, there were 683 Transgender Women and 88 Transgender Men living with HIV in Texas. That year, 73 Transgender Women and 13 Transgender Men were newly diagnosed with HIV.
- 10 Transgender Women living with HIV died in 2014.

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3

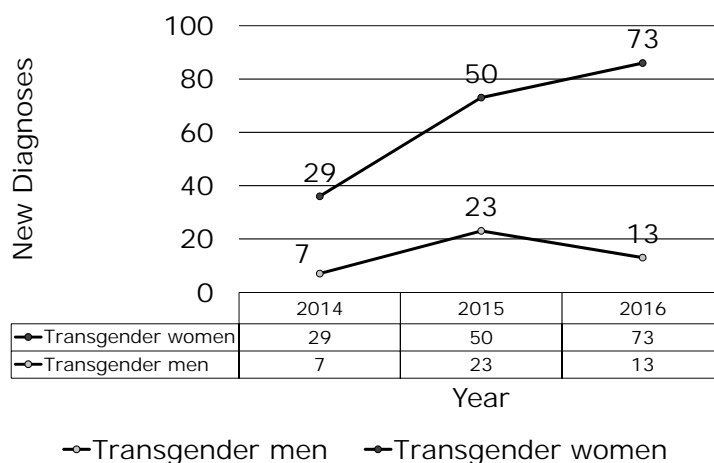
## People Living with HIV who are Transgender



3/25/2019

4

## New HIV Diagnoses among PLWH who are Transgender



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## Deaths among People Living with HIV who are Transgender

Death year	Current Gender	
	Transgender Men	Transgender Women
2014	0	10

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6

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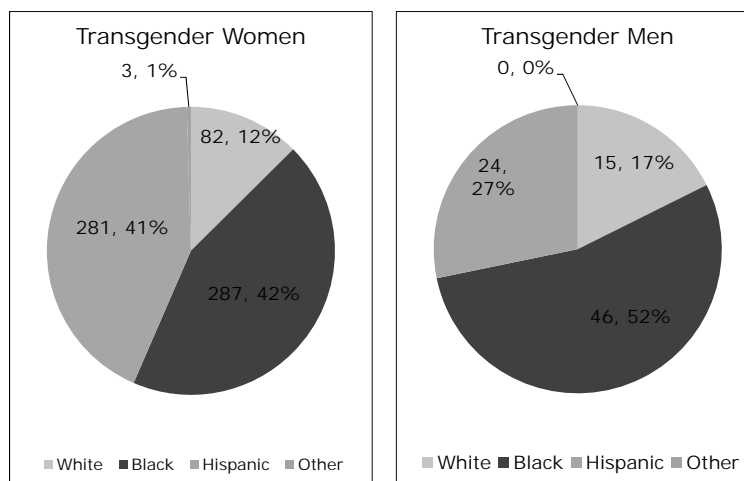
## HIV Prevalence in Texas among People who are Transgender

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7

### PLWH who are Transgender by Race/Ethnicity, 2016

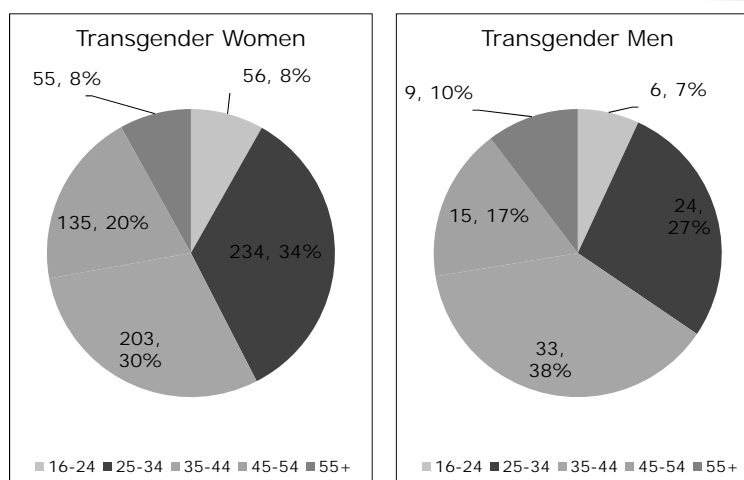
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8

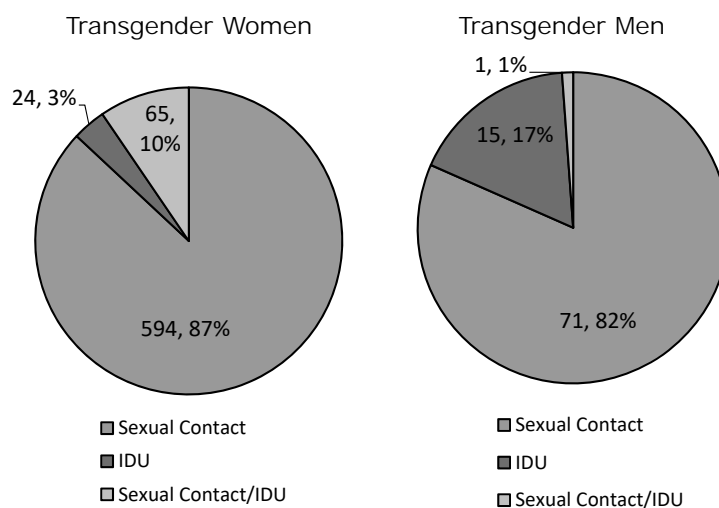
## PLWH who are Transgender by Age, 2016



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9

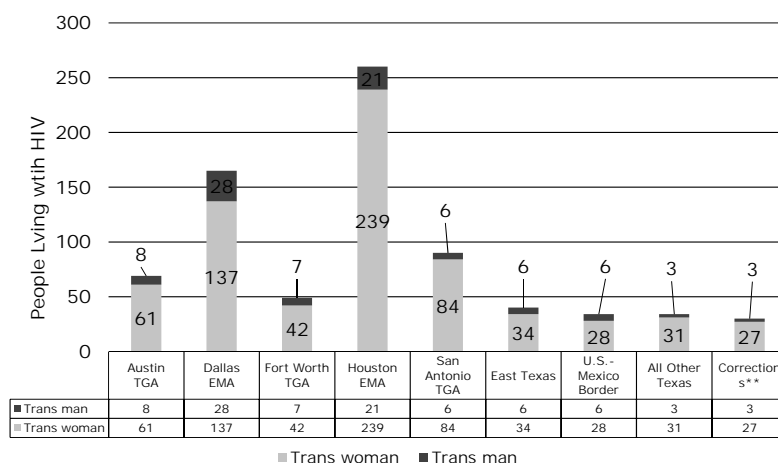
## PLWH among Transgender by Mode of Transmission, 2016



3/25/2019

10

## PLWH among Transgender by EMA/TGA, 2016



3/25/2019

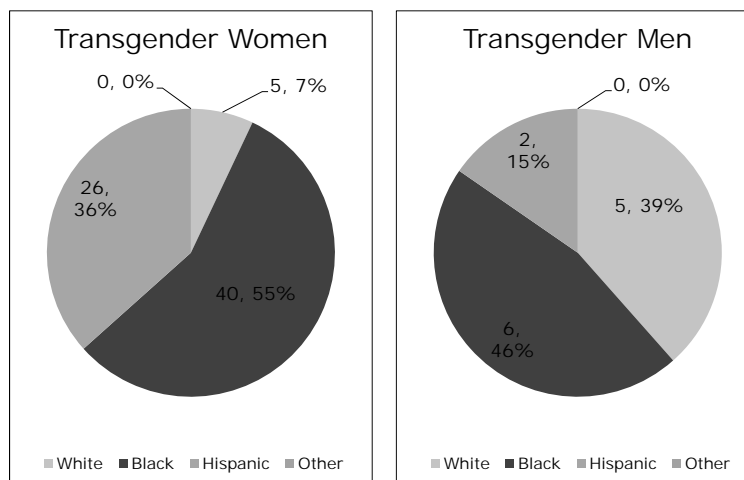
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## New HIV Diagnoses among PLWH who are Transgender

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12

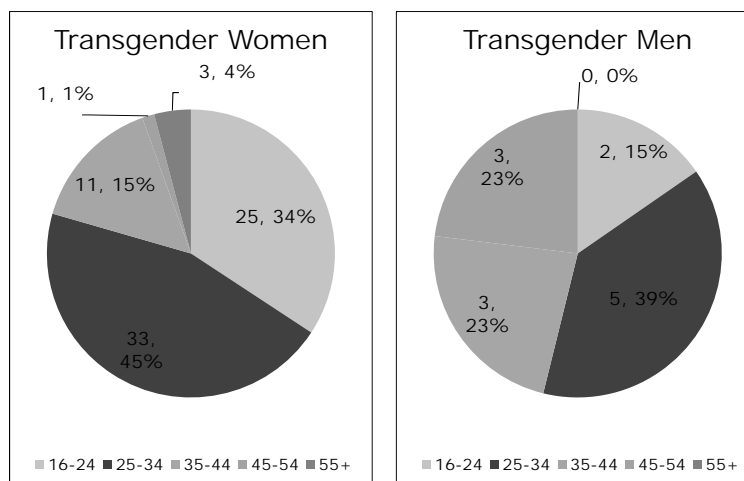
## New HIV Diagnoses among Trans by Race/Ethnicity, 2016



3/25/2019

13

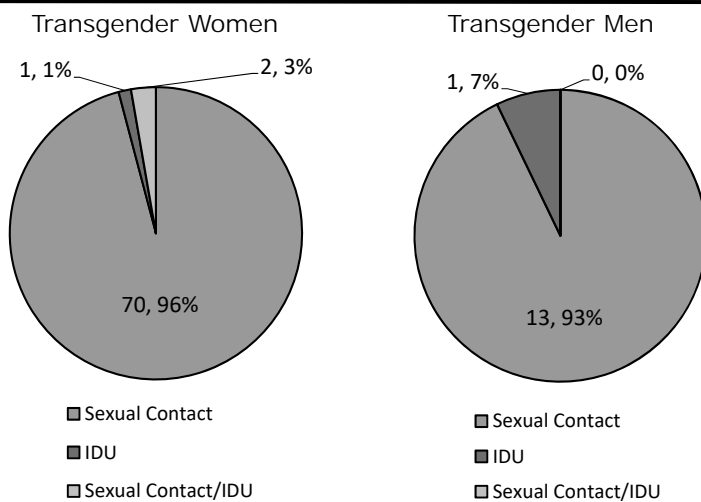
## New HIV Diagnoses among Trans by Age, 2016



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14

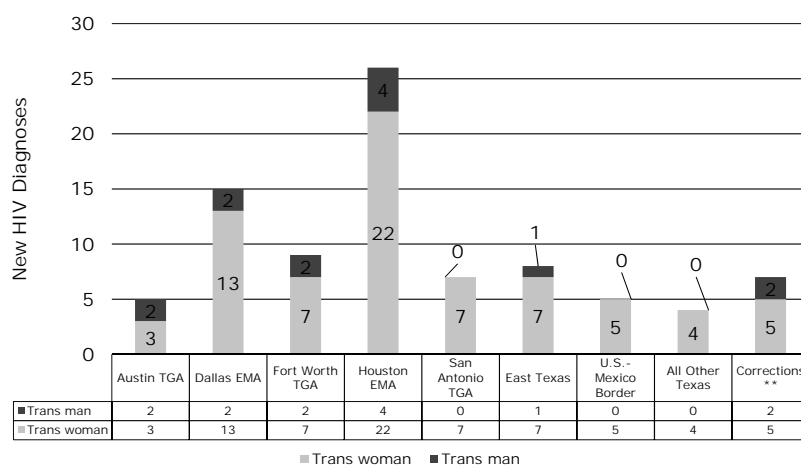
## New HIV Diagnoses among Trans by Mode of Transmission, 2016



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15

## New HIV Diagnoses among Trans by EMA/TGA\*, 2016



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16

## Stage 3 HIV (AIDS)

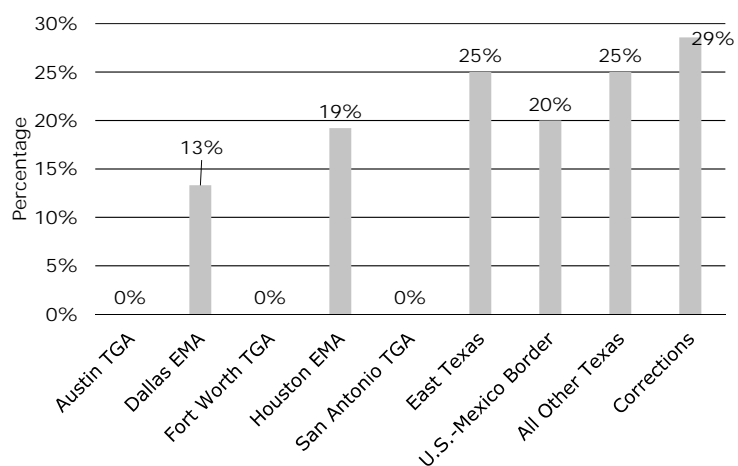
HIV infection, stage 3 (AIDS), defined by Centers for Disease Control and Prevention\*:

- CD4 count <200 cells/ $\mu$ L
- CD4 percentage of total lymphocytes <14%
- Documentation of an AIDS-defining condition

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17

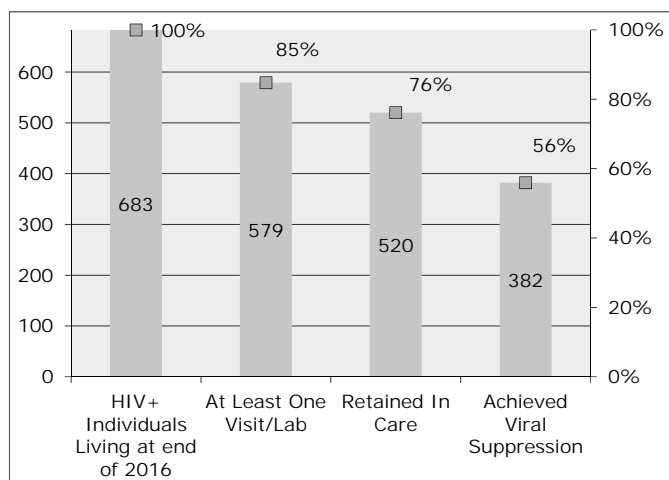
## Late Diagnoses\* as Percentage of Total HIV Diagnoses among Trans 2016



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18

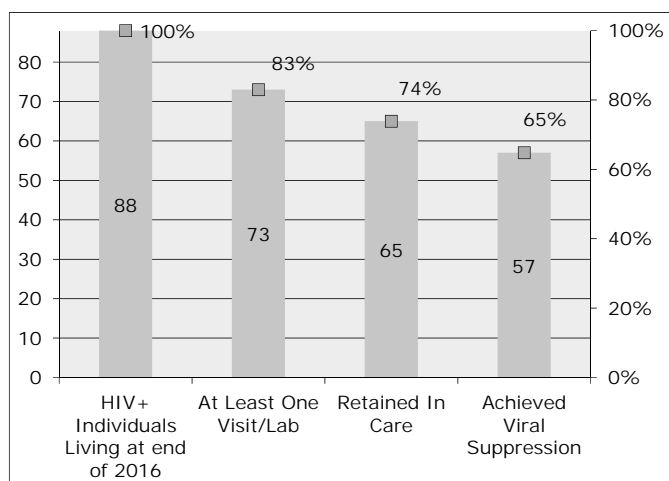
## Care Continuum among Transgender Women, 2016



3/25/2019

19

## Care Continuum among Transgender Men, 2016



3/25/2019

20

## Summary

- More HIV cases among transgender women compared to transgender men;
- Black transgender men and Hispanic/Latinx transgender women were accounted for larger proportions for either new HIV cases or living cases;
- Potential shorter life expectancy among transgender people living with HIV;

3/25/2019

21

## Summary

- Houston EMA and Dallas EMA had the highest numbers of transgender HIV cases;
- Proportions of late HIV diagnoses among transgender PLWH were higher in rural areas but generally lower than the statewide averages;
- Generally, the HIV treatments among transgender PLWH were better than the statewide averages.

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22

# **Thank you**

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3/25/2019

23