

Houston Area HIV Services Ryan White Planning Council
Office of Support
2223 West Loop South, Suite 240, Houston, Texas 77027
832 927-7926 telephone; 713 572-3740 fax

Memorandum

To: Members, Quality Improvement Committee
Denis Kelly, Co-Chair *Kevin Aloysius*
Gloria Sierra, Co- Chair *Ashley Barnes*
Rosalind Belcher *Ma'Janae Chambers*
Tony Crawford *Daniel Impastato*
Ronnie Galley *Marceley Macias*
Ahmier Gibson *Deondre Moore*
Gregory Hamilton *Cecilia Oshingbade*
Daphne L. Jones *Tracy Sandles*
Tom Lindstrom *Deborah Somoye*
John Poole *Donte Smith*
Pete Rodriguez *Edward Tate*
Crystal Starr *Kent Tillison*
Carol Suazo

Copy: Carin Martin Amber Harbolt
Heather Keizman Diane Beck
Samantha Bowen Ann Robison
Tiffany Shepherd Joe Fuentes, Jr.
Patrick Martin Gary Grier

From: Tori Williams

Date: Monday, November 11, 2019

Re: Meeting Notice

The committee has the opportunity to meet with Brian Rosemond, a nurse at the Texas Department of State Health Services (DSHS) who is responsible for Telehealth and Telemedicine programs throughout the State. As you know, Ryan White Part B funded services must follow DSHS rules and regulations and, since the Council makes recommendations on Part B funded services, this is a rare opportunity to get clarification on DSHS definitions and rules regarding Telehealth and Telemedicine. Please be sure to join us for this important meeting. Details are as follows:

Quality Improvement Committee Meeting
2:00 pm, Tuesday, October 15, 2019
2223 West Loop South, Room 416
Houston, Texas 77027
Snacks will be provided

Please RSVP to Rod, even if you cannot attend the meeting. She can be reached at: Rodriga.Avila@cjo.hctx.net or by telephone at 832 927-7926. We look forward to seeing you next week.

Houston Area HIV Services Ryan White Planning Council
Quality Improvement Committee
2:00 p.m., Tuesday, November 19, 2019
Meeting Location: 2223 W. Loop South, Room 416; Houston, Texas 77027

Agenda

* Indicates that the report will be provided at the meeting

-
- I. Call to Order Denis Kelly and
Gloria Sierra, Co-Chairs
 - A. Moment of Reflection
 - B. Adoption of Agenda
 - C. Approval of Minutes

 - II. Public Comment
(NOTE: If you wish to speak during the Public Comment portion of the meeting, please sign up on the clipboard at the front of the room. No one is required to give his or her name or HIV status. All meetings are audio taped by the Office of Support for use in creating the meeting minutes. The audiotape and the minutes are public record. If you state your name or HIV status it will be on public record. If you would like your health status known, but do not wish to state your name, you can simply say: "I am a person living with HIV", before stating your opinion. If you represent an organization, please state that you are representing an agency and give the name of the organization. If you work for an organization, but are representing your self, please state that you are attending as an individual and not as an agency representative. Individuals can also submit written comments to a member of the staff who would be happy to read the comments on behalf of the individual at this point in the meeting. Committee members are asked to remember that this is a time to hear from the community. It is not a time for dialogue. Committee members and staff are asked to refrain from asking questions of the person giving public comment.)

 - III. Reports from Ryan White Administrative Agents
 - A. Ryan White Part A/MAI: Carin Martin
 - 1. FY 2019 Part A/MAI Procurement Report, dated 11/11/19
 - B. Ryan White Part B and State Services* Patrick Martin

 - IV. Telehealth vs. Telemedicine Patrick Martin

Brian Rosemond, BSN, RN
Care Services Group Nurse Consultant

Julie Saber, ACRN
Quality Management Lead

 - V. Old Business
 - A. Committee Quarterly Report
 - B. Appreciations

 - VI. Announcements

 - VII. Adjourn

Houston Area HIV Services Ryan White Planning Council

Quality Improvement Committee

2:00 p.m., Tuesday, October 10, 2019

Meeting location: 2223 W. Loop South, Room 416; Houston, Texas 77027

Minutes

MEMBERS PRESENT

Gloria Sierra, Co-Chair
Tony Crawford
Ronnie Galley
Gregory Hamilton
Daphne L. Jones
Kevin Aloysius
Daniel Impastato
Marcely Macias
Tracy Sandles
Donte Smith
Deborah Somoye
Edward Tate
Kent Tillison

MEMBERS ABSENT

Rosalind Belcher, excused
Ahmier Gibson
Denis Kelly, excused
Tom Lindstrom, excused
John Poole
Pete Rodriguez, excused
Crystal Starr, excused
Carol Suazo
Ashley Barnes
Ma'Janae Chambers
Billy Ray Grant, Jr
Deondre Moore

OTHERS PRESENT

Tiffany Shepherd, TRG
Carin Martin, RWGA
Heather Keizman, RWGA
Tori Williams, Ofc of Support
Amber Harbolt, Ofc of Support
Diane Beck, Ofc of Support

Call to Order: Gloria Sierra, Co-Chair, called the meeting to order at 2:07 p.m. and asked for a moment of reflection.

Adoption of the Agenda: Motion #1: it was moved and seconded (Crawford, Tillison) to adopt the agenda. **Motion carried.**

Approval of the Minutes: Motion #2: it was moved and seconded (Tillison, Galley) to approve the August 13, 2019 committee meeting minutes. **Motion carried.** Abstentions: Hamilton, Jones, Somoye, Tate.

Public Comment: None.

Reports from the Administrative Agents

Ryan White Part A and MAI: Martin presented the following attached reports, adding that staff has been working on the End the Epidemic grant application so she will forward updated reports to the Office of Support for distribution to the committee soon:

- FY 2019 Service Utilization, dated 09/06/19
- FY 2019 RW Part A and MAI Procurement Report, dated 08/22/19

Ryan White Part B and State Services: Shepherd presented the following attached reports:

- FY19/20 Part B Procurement Report, dated 09/26/19
- FY18/19 DSHS State Services Procurement Report, dated 09/26/19
- FY18/19 DSHS State Services Service Utilization Report, dated 09/30/19
- Health Insurance Service Utilization Report, dated 09/24/19

FY 2020 Standards of Care and Performance Measures:

Ryan White Part A and MAI: Martin presented the Results from the Consumer Only SOC Workgroup and the Summary of Proposed Changes to the SOC. **Motion #3:** *it was moved and seconded (Crawford, Impastato) to approve the staff recommended changes to the Part A/MAI Standards of Care and Performance Measures.* **Motion carried.** Abstentions: Aloysius.

Ryan White Part B and State Services: Shepherd presented the Results from the Consumer Only SOC Workgroup and a PowerPoint of Proposed Changes to the SOC: **Motion #4:** *it was moved and seconded (Hamilton, Impastato) to approve the staff recommended changes to the Part B/State Services Standards of Care with the suggested edits.* **Motion carried.** Abstentions: Aloysius, Crawford, Macias.

Telehealth vs Telemedicine:

Williams said that she has not yet received the information on the state guidelines regarding telehealth from The Resource Group. **Motion #5:** *it was moved and seconded (Hamilton, Tillison) to table discussion of telehealth until more information is received.* **Motion carried.** Abstentions: Aloysius.

Suggested Changes to Committee Reports for FY 2020: Williams asked the committee to look over all report formats and let her know if there are any changes that members would like to suggest for improving the forms for the upcoming year.

Announcements: None.

Adjourn: The meeting was adjourned at 2:49 p.m.

Submitted by:

Approved by:

Tori Williams, Director

Date

Committee Chair

Date

Scribe: D. Beck

JA = Just arrived at meeting
 LR = Left room temporarily
 LM = Left the meeting
 C = Chaired the meeting

2019 Quality Assurance Meeting Voting Record for Meeting Date 10/13/19

MEMBERS:	Motion #1 Agenda				Motion #2 Minutes				Motion #3 Part A/MAI Standards of Care & Performance Measures				Motion #4 Part B/State Services Standards of Care				Motion #5 Table the discussion on TeleHealth			
	ABSENT	YES	NO	ABSTAIN	ABSENT	YES	NO	ABSTAIN	ABSENT	YES	NO	ABSTAIN	ABSENT	YES	NO	ABSTAIN	ABSENT	YES	NO	ABSTAIN
Gloria Sierra, Co- Chair								C			C	C				C				C
Denis Kelly, Co-Chair	X																			
Rosalind Belcher	X																			
Tony Crawford		X				X				X				X				X		
Ronnie Galley		X				X				X				X				X		
Ahmier Gibson	X																			
Gregory Hamilton		X						X		X				X				X		
Daphne L. Jones		X						X		X				X				X		
Tom Lindstrom	X																			
Robert Noble	X																			
John Poole	X																			
Pete Rodriguez	X																			
Crystal Starr	X																			
Carol Suazo	X																			
Kevin Aloysius ja 2:10pm	X				X						X				X					X
Ashley Barnes	X																			
Ma'Janae Chambers	X																			
Billy Ray Grant, Jr	X																			
Daniel Impastato		X				X				X				X				X		
Marcely Macias ja 2:18pm	X				X				X						X		X			
Deondre Moore	X																			
Cecilia Oshingbade	X																			
Tracy Sandles ja 2:25pm	X				X				X				X				X			
Donte Smith		X				X				X				X				X		
Deborah Somoye		X						X		X				X				X		
Edward Tate		X						X		X				X				X		
Kent Tillison		X				X				X				X				X		

Priority	Service Category	Original Allocation <i>RWPC Approved Level Funding Scenario</i>	Award Reconciliation (b)	July Adjustments (carryover)	October Adjustments	Final Quarter Adjustments	Total Allocation	Percent of Grant Award	Amount Procured (a)	Procurement Balance	Original Date Procured	Expended YTD	Percent YTD	Percent Expected YTD
1	Outpatient/Ambulatory Primary Care	9,783,470	0	100,096	0	0	9,883,566	44.79%	9,883,566	0		5,648,146	57%	58%
1.a	Primary Care - Public Clinic (a)	3,591,064	0	0	0	0	3,591,064	16.27%	3,591,064	0	3/1/2019	\$1,935,432	54%	58%
1.b	Primary Care - CBO Targeted to AA (a) (e) (f)	940,447	0	25,032	0	0	965,479	4.38%	965,479	0	3/1/2019	\$769,058	80%	58%
1.c	Primary Care - CBO Targeted to Hispanic (a) (e)	786,424	0	25,032	0	0	811,456	3.68%	811,456	0	3/1/2019	\$725,521	89%	58%
1.d	Primary Care - CBO Targeted to White/MSM (a) (e)	1,023,797	0	25,032	0	0	1,048,829	4.75%	1,048,829	0	3/1/2019	\$421,679	40%	58%
1.e	Primary Care - CBO Targeted to Rural (a) (e)	1,149,761	0	0	0	0	1,149,761	5.21%	1,149,761	0	3/1/2019	\$603,684	53%	58%
1.f	Primary Care - Women at Public Clinic (a)	1,874,540	0	0	0	0	1,874,540	8.50%	1,874,540	0	3/1/2019	\$954,208	51%	58%
1.g	Primary Care - Pediatric (a.1)	15,437	0	0	0	0	15,437	0.07%	15,437	0	3/1/2019	\$5,400	35%	58%
1.h	Vision	402,000	0	25,000	0	0	427,000	1.94%	427,000	0	3/1/2019	\$233,165	55%	58%
2	Medical Case Management	2,535,802	0	50,000	-120,000	0	2,465,802	11.17%	2,465,802	0		930,490	38%	58%
2.a	Clinical Case Management	488,656	0	0	0	0	488,656	2.21%	488,656	0	3/1/2019	\$281,067	58%	58%
2.b	Med CM - Public Clinic (a)	482,722	0	0	0	0	482,722	2.19%	482,722	0	3/1/2019	\$101,116	21%	58%
2.c	Med CM - Targeted to AA (a) (e)	321,070	0	16,666	0	0	337,736	1.53%	337,736	0	3/1/2019	\$163,381	48%	58%
2.d	Med CM - Targeted to H/L (a) (e)	321,072	0	16,666	0	0	337,738	1.53%	337,738	0	3/1/2019	\$57,710	17%	58%
2.e	Med CM - Targeted to W/MSM (a) (e)	107,247	0	16,668	0	0	123,915	0.56%	123,915	0	3/1/2019	\$56,504	46%	58%
2.f	Med CM - Targeted to Rural (a)	348,760	0	0	-60,000	0	288,760	1.31%	288,760	0	3/1/2019	\$131,293	45%	58%
2.g	Med CM - Women at Public Clinic (a)	180,311	0	0	0	0	180,311	0.82%	180,311	0	3/1/2019	\$55,872	31%	58%
2.h	Med CM - Targeted to Pedi (a.1)	160,051	0	0	-60,000	0	100,051	0.45%	100,051	0	3/1/2019	\$20,562	21%	58%
2.i	Med CM - Targeted to Veterans	80,025	0	0	0	0	80,025	0.36%	80,025	0	3/1/2019	\$43,727	55%	58%
2.j	Med CM - Targeted to Youth	45,888	0	0	0	0	45,888	0.21%	45,888	0	3/1/2019	\$19,260	42%	58%
3	Local Pharmacy Assistance Program (a) (e)	2,657,166	500,000	125,126	0	0	3,282,292	14.88%	3,282,292	0	3/1/2019	\$926,350	28%	58%
4	Oral Health	166,404	0	0	0	0	166,404	0.75%	166,404	0	3/1/2019	97,050	58%	58%
4.a	Oral Health - Untargeted (c)	0	0	0	0	0	0	0.00%	0	0	N/A	\$0	0%	0%
4.b	Oral Health - Targeted to Rural	166,404	0	0	0	0	166,404	0.75%	166,404	0	3/1/2019	\$97,050	58%	58%
5	Mental Health Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
6	Health Insurance (c)	1,173,070	166,000	0	0	0	1,339,070	6.07%	1,339,239	-169	3/1/2019	\$752,954	56%	58%
7	Home and Community-Based Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
8	Substance Abuse Services - Outpatient	45,677	0	0	-10,000	0	35,677	0.16%	35,677	0	3/1/2019	\$15,306	43%	58%
9	Early Intervention Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
10	Medical Nutritional Therapy (supplements)	341,395	0	0	0	0	341,395	1.55%	341,395	0	3/1/2019	\$191,208	56%	58%
11	Hospice Services	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
12	Outreach Services	420,000	0	0	0	0	420,000	1.90%	420,000	0	3/1/2019	\$145,782	35%	58%
13	Emergency Financial Assistance	450,000	0	0	0	0	450,000	2.04%	450,000	0	3/1/2019	\$202,793	45%	58%
14	Referral for Health Care and Support Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
15	Non-Medical Case Management	1,231,002	0	100,000	-25,000	0	1,306,002	5.92%	1,306,002	0		865,013	66%	58%
15.a	Service Linkage targeted to Youth	110,793	0	0	-10,000	0	100,793	0.46%	100,793	0	3/1/2019	\$64,719	64%	58%
15.b	Service Linkage targeted to Newly-Diagnosed/Not-in-Care	100,000	0	0	-15,000	0	85,000	0.39%	85,000	0	3/1/2019	\$61,703	73%	58%
15.c	Service Linkage at Public Clinic (a)	427,000	0	0	0	0	427,000	1.94%	427,000	0	3/1/2019	\$271,213	64%	58%
15.d	Service Linkage embedded in CBO Pcare (a) (e)	593,209	0	100,000	0	0	693,209	3.14%	693,209	0	3/1/2019	\$467,379	67%	58%
16	Medical Transportation	424,911	0	0	0	0	424,911	1.93%	424,911	0		204,636	48%	58%
16.a	Medical Transportation services targeted to Urban	252,680	0	0	0	0	252,680	1.15%	252,680	0	3/1/2019	\$170,378	67%	58%
16.b	Medical Transportation services targeted to Rural	97,185	0	0	0	0	97,185	0.44%	97,185	0	3/1/2019	\$34,258	35%	58%
16.c	Transportation vouchering (bus passes & gas cards)	75,046	0	0	0	0	75,046	0.34%	75,046	0	3/1/2019	\$0	0%	0%
17	Linguistic Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
BES27516	Total Service Dollars	19,228,897	666,000	375,222	-155,000	0	20,115,119	89.26%	20,115,288	-169		9,979,729	50%	58%
BES27517	Grant Administration	1,675,047	119,600	0	0	0	1,794,647	8.13%	1,794,647	0	N/A	627,328	35%	58%
PC	HCPHES/RWGA Section	1,183,084	119,600	0	0	0	1,302,684	5.90%	1,302,684	0	N/A	\$462,731	36%	58%
	RWPC Support*	491,963	0	0	0	0	491,963	2.23%	491,963	0	N/A	164,598	33%	58%

FY 2018 Ryan White Part A and MAI Service Utilization Report

RW PART A SUR- 2nd Quarter (6/1-8/31)																		
Priority	Service Category	Goal	Unduplicated Clients Served YTD	Male	Female	Trans gender	AA (non-Hispanic)	White (non-Hispanic)	Other (non-Hispanic)	Hispanic	0-12	13-19	20-24	25-34	35-44	45-49	50-64	65 plus
1	Outpatient/Ambulatory Primary Care (excluding Vision)	6,467	4,210	71%	27%	1%	41%	15%	3%	41%	0%	0%	4%	24%	27%	14%	28%	2%
1.a	Primary Care - Public Clinic (a)	2,350	2,098	68%	31%	1%	47%	10%	2%	41%	0%	0%	2%	15%	26%	16%	37%	4%
1.b	Primary Care - CBO Targeted to AA (a)	1,060	611	62%	35%	4%	100%	0%	0%	0%	0%	0%	6%	39%	28%	11%	14%	1%
1.c	Primary Care - CBO Targeted to Hispanic (a)	960	737	82%	16%	1%	0%	0%	0%	100%	0%	1%	8%	30%	31%	13%	18%	1%
1.d	Primary Care - CBO Targeted to White and/or MSM (a)	690	391	87%	13%	1%	0%	85%	15%	0%	0%	1%	4%	28%	21%	18%	27%	2%
1.e	Primary Care - CBO Targeted to Rural (a)	400	413	69%	30%	1%	42%	25%	1%	31%	0%	0%	7%	31%	27%	12%	21%	1%
1.f	Primary Care - Women at Public Clinic (a)	1,000	656	0%	100%	0%	58%	7%	2%	33%	0%	0%	1%	11%	29%	19%	35%	5%
1.g	Primary Care - Pediatric (a)	7	4	100%	0%	0%	25%	0%	0%	75%	25%	25%	50%	0%	0%	0%	0%	0%
1.h	Vision	1,600	747	73%	25%	1%	48%	12%	3%	37%	0%	0%	4%	23%	23%	14%	31%	5%
2	Medical Case Management (f)	3,075	2,287															
2.a	Clinical Case Management	600	494	77%	20%	2%	53%	15%	2%	31%	0%	1%	3%	29%	24%	9%	30%	4%
2.b	Med CM - Targeted to Public Clinic (a)	280	279	95%	4%	1%	67%	8%	2%	23%	0%	0%	1%	31%	22%	13%	30%	3%
2.c	Med CM - Targeted to AA (a)	550	536	66%	31%	2%	100%	0%	0%	0%	0%	0%	6%	36%	26%	11%	18%	2%
2.d	Med CM - Targeted to H/L(a)	550	180	79%	18%	3%	0%	0%	0%	100%	0%	1%	8%	28%	36%	7%	18%	1%
2.e	Med CM - Targeted to White and/or MSM (a)	260	187	83%	16%	1%	0%	92%	8%	0%	0%	0%	2%	22%	18%	20%	35%	4%
2.f	Med CM - Targeted to Rural (a)	150	327	68%	31%	0%	47%	29%	3%	20%	0%	0%	5%	26%	19%	11%	34%	4%
2.g	Med CM - Targeted to Women at Public Clinic (a)	240	116	0%	100%	0%	71%	8%	3%	19%	0%	0%	0%	12%	30%	17%	37%	3%
2.h	Med CM - Targeted to Pedi (a)	125	56	59%	41%	0%	70%	5%	2%	23%	55%	34%	11%	0%	0%	0%	0%	0%
2.i	Med CM - Targeted to Veterans	200	108	94%	6%	0%	71%	20%	1%	7%	0%	0%	0%	0%	5%	3%	61%	31%
2.j	Med CM - Targeted to Youth	120	4	75%	25%	0%	50%	25%	0%	25%	0%	0%	100%	0%	0%	0%	0%	0%
3	Local Drug Reimbursement Program (a)	2,845	2,149	74%	23%	3%	46%	15%	2%	37%	0%	0%	4%	25%	27%	16%	26%	2%
4	Oral Health	200	162	67%	33%	0%	44%	33%	2%	21%	0%	0%	4%	17%	28%	12%	33%	5%
4.a	Oral Health - Untargeted (d)	NA	NA															
4.b	Oral Health - Rural Target	200	162	67%	33%	0%	44%	33%	2%	21%	0%	0%	4%	17%	28%	12%	33%	5%
5	Mental Health Services (d)	NA	NA															
6	Health Insurance	1,700	1,101	78%	21%	1%	44%	26%	3%	27%	0%	0%	1%	14%	17%	14%	44%	10%
7	Home and Community Based Services (d)	NA	NA															
8	Substance Abuse Treatment - Outpatient	40	8	88%	13%	0%	25%	38%	13%	25%	0%	0%	0%	13%	38%	38%	13%	0%
9	Early Medical Intervention Services (d)	NA	NA															
10	Medical Nutritional Therapy/Nutritional Supplements	650	289	78%	21%	0%	35%	26%	3%	36%	0%	0%	1%	10%	14%	15%	49%	11%
11	Hospice Services (d)	NA	NA															
12	Outreach	700	180	76%	22%	2%	59%	8%	1%	32%	0%	1%	8%	26%	22%	14%	27%	2%
13	Non-Medical Case Management	7,045	2,854															
13.a	Service Linkage Targeted to Youth	320	74	78%	20%	1%	53%	4%	3%	41%	0%	19%	81%	0%	0%	0%	0%	0%
13.b	Service Linkage at Testing Sites	260	47	77%	23%	0%	53%	11%	6%	30%	0%	0%	0%	47%	28%	6%	11%	9%
13.c	Service Linkage at Public Clinic Primary Care Program (a)	3,700	1,489	66%	33%	1%	62%	10%	2%	27%	0%	0%	0%	16%	25%	14%	40%	4%
13.d	Service Linkage at CBO Primary Care Programs (a)	2,765	1,244	72%	26%	2%	50%	14%	2%	35%	1%	1%	6%	27%	26%	10%	25%	3%
14	Transportation	2,850	962															
14.a	Transportation Services - Urban	170	252	66%	33%	1%	61%	10%	3%	26%	0%	1%	3%	31%	23%	14%	25%	3%
14.b	Transportation Services - Rural	130	64	75%	23%	2%	39%	39%	2%	20%	0%	0%	3%	16%	22%	9%	47%	3%
14.c	Transportation vouchering	2,550	646															
15	Linguistic Services (d)	NA	NA															
16	Emergency Financial Assistance (e)	NA	150	75%	23%	3%	46%	7%	2%	45%	0%	1%	3%	24%	31%	13%	26%	2%
17	Referral for Health Care - Non Core Service (d)	NA	NA															
Net unduplicated clients served - all categories*		12,941	8,782	73%	26%	1%	49%	15%	2%	33%	0%	1%	4%	22%	24%	13%	32%	4%
Living AIDS cases + estimated Living HIV non-AIDS (from FY 18 App) (b)		NA	28,225	60%	21%		39%	18%	3%	20%	0%	5%	15%	22%	25%	15%		

FY 2018 Ryan White Part A and MAI Service Utilization Report

RW MAI Service Utilization Report - 2nd Quarter (06/01 - 08/31)																		
Priority	Service Category MAI unduplicated served includes clients also served under Part A	Goal	Unduplicated MAI Clients Served YTD	Male	Female	Trans gender	AA (non-Hispanic)	White (non-Hispanic)	Other (non-Hispanic)	Hispanic	0-12	13-19	20-24	25-34	35-44	45-49	50-64	65 plus
	Outpatient/Ambulatory Primary Care (excluding Vision)																	
1.b	Primary Care - MAI CBO Targeted to AA (g)	1,060	808	71%	27%	3%	100%	0%	0%	0%	0%	0%	7%	39%	25%	10%	17%	1%
1.c	Primary Care - MAI CBO Targeted to Hispanic (g)	960	492	84%	14%	1%	0%	0%	0%	100%	0%	1%	7%	27%	35%	13%	16%	1%
	2 Medical Case Management (f)																	
2.c	Med CM - Targeted to AA (a)	1,060	443	62%	36%	2%	52%	14%	4%	30%	0%	2%	4%	40%	26%	12%	13%	2%
2.d	Med CM - Targeted to H/L(a)	960	238	82%	12%	6%	45%	15%	3%	36%	0%	6%	9%	30%	33%	6%	15%	0%
RW Part A New Client Service Utilization Report - 1st Quarter (03/01-05/31)																		
Report reflects the number & demographics of clients served during the report period who did not receive services during previous 12 months (3/1/18 - 2/28/19)																		
Priority	Service Category	Goal	Unduplicated New Clients Served YTD	Male	Female	Trans gender	AA (non-Hispanic)	White (non-Hispanic)	Other (non-Hispanic)	Hispanic	0-12	13-19	20-24	25-34	35-44	45-49	50-64	65 plus
1	Primary Medical Care	2,100	446	72%	26%	2%	52%	12%	3%	33%	0%	2%	11%	31%	27%	12%	2%	15%
2	LPAP	1,200	99	62%	36%	2%	52%	14%	4%	30%	0%	2%	4%	40%	26%	12%	2%	13%
3.a	Clinical Case Management	400	33	82%	12%	6%	45%	15%	3%	36%	0%	6%	9%	30%	33%	6%	0%	15%
3.b-3.h	Medical Case Management	1,600	270	71%	27%	1%	61%	11%	2%	26%	1%	3%	6%	33%	26%	13%	1%	17%
3.i	Medical Case Management - Targeted to Veterans	60	15	100%	0%	0%	60%	33%	7%	0%	0%	0%	0%	0%	13%	0%	40%	47%
4	Oral Health	40	7	57%	43%	0%	43%	29%	0%	29%	0%	0%	14%	29%	14%	0%	14%	29%
12.a. 12.c. 12.d.	Non-Medical Case Management (Service Linkage)	3,700	559	70%	29%	1%	55%	15%	2%	28%	0%	2%	7%	24%	26%	12%	27%	3%
12.b	Service Linkage at Testing Sites	260	36	83%	17%	0%	50%	11%	6%	33%	0%	0%	19%	39%	19%	6%	11%	6%
Footnotes:																		
(a)	Bundled Category																	
(b)	Age groups 13-19 and 20-24 combined together; Age groups 55-64 and 65+ combined together.																	
(d)	Funded by Part B and/or State Services																	
(e)	Total MCM served does not include Clinical Case Management																	
(f)	CBO Pcare targeted to AA (1.b) and HL (1.c) goals represent combined Part A and MAI clients served																	