

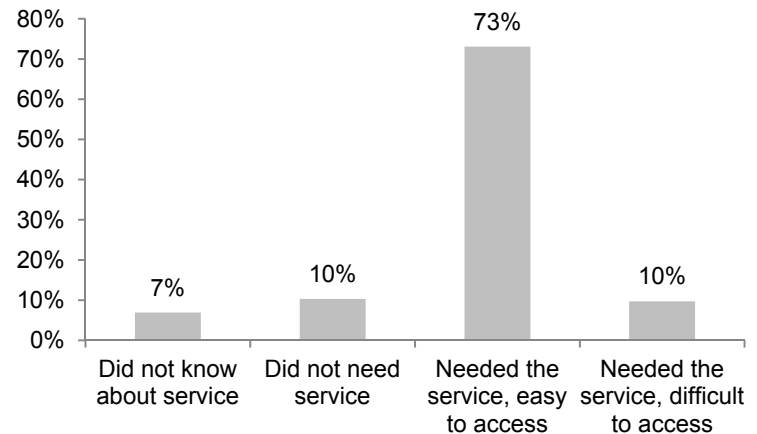
CASE MANAGEMENT

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.

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 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%

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 ^a	MSM ^b	Out of Care ^c	Recently Released ^d	Rural ^e	Transgender ^f
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%

^aPersons reporting housing instability ^bMen who have sex with men ^cPersons with no evidence of HIV care for 12 mo.

^dPersons released from incarceration in the past 12 mo. ^eNon-Houston/Harris County residents ^fPersons with discordant sex assigned at birth and current gender