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2020 Houston HIV Care Services Needs Assessment

A collaboration of:

Houston Area HIV Services Ryan White Planning Council

Houston HIV Prevention Community Planning Group

Harris County Public Health, Ryan White Grant Administration

Houston Health Department, Bureau of HIV/STD and Viral Hepatitis
Prevention

Houston Regional HIV/AIDS Resource Group, Inc.

Harris Health System

People Living with HIV in the Houston Area and Ryan White HIV/AIDS
Program Consumers

Approved July 9th, 2020

INTRODUCTION

What is an HIV needs assessment?

An HIV needs assessment is a process of collecting information about the needs of people living with HIV (PLWH) in a specific geographic area. The process involves gathering data *from multiple sources* on the number of HIV cases, the number of PLWH who are not in care, the needs and service barriers of PLWH, and current resources available to meet those needs. This information is then analyzed to identify what services are needed, what barriers to services exist, and what service gaps remain.

Special emphasis is placed on gathering information about the need for services funded by the Ryan White HIV/AIDS Program and on the socio-economic and behavioral conditions experienced by PLWH that may influence their need for and access to services both today and in the future.

In the Houston Area, data collected directly from PLWH in the form of a *survey* are the principal source of information for the HIV needs assessment process. Surveys are administered every three years to a representative sample of PLWH residing in the Houston Area.

How are HIV needs assessment data used?

Needs assessment data are integral to the information base for HIV services planning, and they are used in almost every decision-making process of the Ryan White Planning Council (RWPC), including setting priorities for the allocation of funds, designing services that fit the needs of local PLWH, developing the comprehensive plan, and crafting the annual implementation plan. The community also uses needs assessment data for a variety of *non-Council* purposes, such as in writing funding applications, evaluation and monitoring, and the improvement of services by individual providers.

In the Houston Area, HIV needs assessment data are used for the following purposes:

- Ensuring the consumer point-of-view is infused into all of the data-driven decision-making activities of the Houston Area RWPC.
- Revising local service definitions for HIV care, treatment, and support services in order to best meet the needs of PLWH in the Houston Area.
- Setting priorities for the allocation of Ryan White HIV/AIDS Program funds to specific services.

- Establishing goals for and then monitoring the impact of the Houston Area's comprehensive plan for improving the HIV prevention and care system.
- Determining if there is a need to target services by analyzing the needs of particular groups of PLWH.
- Determining the need for special studies of service gaps or subpopulations that may be otherwise underrepresented in data sources.
- By the Planning Council, other Planning Bodies, specific Ryan White HIV/AIDS Program Parts, providers, or community partners to assess needs for services.

Needs assessment data are specifically mandated for use during the Planning Council's *How to Best Meet the Need, Priority & Allocations*, and Comprehensive HIV Planning processes.

Because surveys are administered every three years, results are used in RWPC activities for a three year period. Other data sources produced during interim years of the cycle, such as epidemiologic data and estimates of unmet need, are used to provide additional context for and to better understand survey results.

Sources:

2020 Houston Area HIV Needs Assessment Group (NAG), Analysis Workgroup, Principles for the 2020 Needs Assessment Analysis. Approved 08-19-19.

U.S. Department of Health and Human Services, Health Resources and Services Administration, HIV/AIDS Bureau, Ryan White HIV/AIDS Program Part A Manual Revised 2013. Section XI, Ch 3: Needs Assessment.

METHODOLOGY

Needs Assessment Planning

Planning the 2020 Houston Area HIV Care Services Needs Assessment was a collaborative process between HIV prevention and care stakeholders, the Houston Area planning bodies for HIV prevention and care, all Ryan White HIV/AIDS Program Parts, and individual providers and consumers of HIV services. To guide the overall process and provide specific subject matter expertise, a series of Needs Assessment-related Workgroups reconvened under the auspices of the Ryan White Planning Council (**RWPC**):

- The Needs Assessment Group (**NAG**) provided overall direction to the needs assessment process. As such, the NAG consisted of voting members from each collaborating partner and from the following workgroups.
- The Epidemiology Workgroup developed the consumer survey sampling plan, which aimed at producing a representative sample of surveys.
- The Survey Workgroup developed the survey instrument and consent language.
- The Analysis Workgroup determined how survey data should be analyzed and reported in order to serve as an effective tool for HIV planning.

In total, 38 individuals in addition to staff participated in the planning process, of which at least 45% were people living with HIV (**PLWH**).

Survey Sampling Plan

Staff calculated the 2020 Houston Area HIV Care Services Needs Assessment sample size based on current total HIV prevalence for the Houston Eligible Metropolitan Area (**EMA**) (2017), with a 95% confidence interval, at both 3% and 4% margin of error. Respondent composition goals were proportional to demographic and geographic representation in total prevalence. Desired sample sizes for funded-agency representation were proportional to total client share for the most recent complete calendar year (2018). Efforts were also taken to over-sample out-of-care consumers and members of special populations. Regular reports of select respondent characteristics were provided to NAG, the Comprehensive HIV Planning Committee, and RWPC during survey administration to assess real-time progress toward attainment of sampling goals and to make sampling adjustments when necessary.

Survey Tool

Data for the 2020 Houston Area HIV Care Services Needs Assessment were collected using a 54-question paper or electronic survey of open-ended, multiple

choice, and scaled questions addressing nine topic areas (in order):

- HIV services, needs, and barriers to care
- Communication with HIV medical providers
- HIV diagnosis history
- HIV care history including linkage to care
- Non-HIV co-occurring health concerns (incl. mental health)
- Substance use
- Housing, transportation, and social support
- Financial resources
- Demographics
- HIV prevention activities

The Survey Workgroup determined topics and questions, restructuring and expanding the 45-question 2016 needs assessment survey. Subject matter experts were also engaged to review specific questions. Consistency with the federally-mandated HIV prevention needs assessment for the Houston Area was assured through participation of Houston Health Department staff during the survey development process and alignment of pertinent questions such as those designed to gather demographic information and HIV prevention knowledge and behaviors. A cover sheet explained the purpose of the survey, risks and benefits, planned data uses, and consent. A double-sided tear-sheet of emergency resources and HIV service grievance/complaint process information was also attached, and liability language was integrated within the survey.

Data Collection

Surveys for the 2020 Houston Area HIV Care Services Needs Assessment were administered (1) in pre-scheduled group sessions at Ryan White HIV/AIDS Program providers, HIV Prevention providers, housing facilities, support groups, Harris County community centers, and specific community locations and organizations serving special populations; and (1) online via word of mouth, print, and social media advertising. Staff contacts at each physical location were responsible for session promotion and participant recruitment. Out-of-care consumers were recruited through flyers, word of mouth, print advertisement, and staff promotion.

Inclusion criteria were an HIV diagnosis and residency in counties in the greater Houston Area. Participants were self-selected and self-identified according to these criteria. Surveys were self-administered in English, Spanish, and large-print formats, with staff and bilingual interpreters available for verbal interviewing.

Participation was voluntary, anonymous, and monetarily incentivized; and respondents were advised of these conditions verbally and in writing. Most surveys were completed in 30 to 40 minutes. Surveys were reviewed on-site by trained staff, interns, and interpreters for completion and translation of written comments; completed surveys were also logged in a centralized tracking database.

In total, 589 consumer surveys were collected from April 2019 to February 2020 during 47 survey sessions at 27 survey sites and online.

Data Management

Data entry for the current Houston Area HIV Care Services Needs Assessment was performed by trained staff and contractors at the RWPC Office of Support using simple numerical coding. Skip-logic questions were entered based on first-order responses; and affirmative responses only were entered for “check-all” questions. Additional variables were recoded during data entry and data cleaning. Surveys that could not be accurately entered by staff were eliminated. Data are periodically reviewed for quality assurance, and a line-list level data cleaning protocol was applied prior to analysis. When data entry and cleaning are complete, a data weighting syntax will be created and applied to the sample for: sex at birth, primary race/ethnicity, and age group based on a three-level stratification of current HIV prevalence for the Houston EMA (2018). Missing or invalid survey entries will be excluded from analysis per variable; therefore, denominators vary across results. Also, proportions will not be calculated with a denominator of the total number of completed surveys for every variable due to missing or “check-all” responses. Data entry for the 2020 Houston Area HIV Care Services Needs Assessment was performed by trained staff and contractors at the RWPC Office of Support using simple numerical coding. Skip-logic questions were entered based on first-order responses; and affirmative responses only were entered for “check-all” questions. Additional variables were recoded during data entry and data cleaning. Surveys that could not be accurately entered by staff or that were found to be duplicates were eliminated (n=11). Data were periodically reviewed for quality assurance, and a line-list level data cleaning protocol was applied prior to analysis. In addition, a data weighting syntax was created and applied to the sample for: sex at birth, primary race/ethnicity, and age group based on a three-level stratification of current HIV prevalence for the Houston EMA (2018), producing a total weighted sample size of 589 (8% in Spanish). Missing or invalid

survey entries are excluded from analysis per variable; therefore, denominators vary across results. Also, proportions are not calculated with a denominator of 589 surveys for every variable due to missing or “check-all” responses. All data management and analysis was performed in IBM® SPSS® Statistics (v. 22) and QSR International® NVivo 10.

Limitations

The 2020 Houston Area HIV Care Services Needs Assessment produced data that are unique because they reflect the first-hand perspectives and lived experiences of PLWH in the Houston Area. However, there are limitations to the generalizability, reliability, and accuracy of the results that should be considered during their interpretation and use. These limitations are summarized below:

- *Convenience Sampling.* Multiple administrative methods were used to survey a representative sample of PLWH in the Houston Area proportional to geographic, demographic, transmission risk, and other characteristics. Despite extensive efforts, respondents were not randomly selected, and the resulting sample is not proportional to current HIV prevalence. To mitigate this bias, data were statistically weighted for sex at birth, primary race/ethnicity, and age group using current HIV prevalence for the Houston EMA (2018). Results presented from Chapters 2 through the end of this report are proportional for these three demographic categories only. Similarly, the majority of respondents were Ryan White HIV/AIDS Program clients at the time of data collection, but may have received services outside the program that are similar to those currently funded. Therefore, it is not possible to determine if results reflect non-Ryan White systems.
- *Margin of Error.* Staff met the minimum sampling plan goal of at least 588 valid surveys for a margin of error of 4.00%, based on a 95% confidence interval. This indicates that 95% of the time, the quantitative results reported in this document are anticipated to be correct by a margin of 4 percentage points. For this reason, results reported in this document are statistically significant, generalizable, and are suitable for planning purposes to draw general conclusions about the overall needs and experiences of people living with HIV in the Houston area.
- *Reporting Bias.* Survey participants were self-selected and self-identified, and the answers they provided to survey questions were self-reported. Since the survey tool was anonymous, data could not be corroborated with medical or other records. Consequently, results

should not be used as empirical evidence of reported health or treatment outcomes. Other data sources should be used if confirmation of results is needed.

- *Instrumentation.* Full data accuracy cannot be assured due to variability in comprehension and completeness of surveys by individual respondents. Though trained staff performed real-time quality reviews of each survey, there were missing data as well as indications of misinterpretation of survey questions. It is possible that literacy and language barriers contributed to this limitation as well.
- *Data management.* The use of both staff and contractors to enter survey data could have produced transcription and transposition errors in the dataset. A line-list level data cleaning protocol was applied to help mitigate errors.

Data presented here represent the most current repository of *primary* data on PLWH in the Houston Area. With these caveats in mind, the results can be used to describe the experiences of PLWH in the Houston Area and to draw conclusions on how to best meet the HIV service needs of this population.

Sources:

Houston Area HIV Needs Assessment Group (NAG),
Epidemiology Workgroup, 2019 Survey Sampling Principles
and Plan, Approved 03-18-19.

Texas Department of State Health Services (DSHS) eHARS
data through 12-31-2018, extracted as of spring 2020.

University of Illinois, Applied Technologies for Learning in the
Arts and Sciences (ATLAS), Statistical & GIS Software
Documentation & Resources, SPPS Statistics 20, Post-
stratification weights, 2009.

BACKGROUND

The Houston Area

Houston is the fourth largest city in the U.S., the largest city in the State of Texas, and as well as one of the most racially and ethnically diverse major American metropolitan area. Spanning 600 square miles, Houston is also the least densely populated major metropolitan area. Houston is the seat of Harris County, the most populous county in the State of Texas and the third most populous in the country. The United States Census Bureau estimates that Harris County has almost 4.7 million residents, around half of which live in the city of Houston.

Beyond Houston and Harris County, local HIV service planning extends to four geographic service areas in the greater Houston Area:

- *Houston/Harris County* is the geographic service area defined by the Centers for Disease Control and Prevention (**CDC**) for HIV prevention. It is also the local reporting jurisdiction for HIV surveillance, which mandates all laboratory evidence related to HIV/AIDS performed in Houston/Harris County be reported to the local health authority.
- The *Houston Eligible Metropolitan Area (EMA)* is the geographic service area defined by the Health Resources and Services Administration (**HRSA**) for the Ryan White HIV/AIDS Program Part A and Minority AIDS Initiative (**MAI**). The Houston EMA includes six counties: Chambers, Fort Bend, Harris, Liberty, Montgomery, and Waller.
- The *Houston Health Services Delivery Area (HSDA)* is the geographic service area defined by the Texas Department of State Health Services (**TDSHS**) for the Ryan White HIV/AIDS Program Part B and the Houston Area's HIV service funds from the State of Texas. The HSDA includes the six counties in the EMA listed above plus four additional counties: Austin, Colorado, Walker, and Wharton.
- The *Houston Eligible Metropolitan Statistical Area (EMSA)* is the geographic service area defined by U.S. Department of Housing and Urban Development (**HUD**) for the Housing Opportunities for People with AIDS (**HOPWA**) program. The EMSA consists of the six counties in the EMA listed above plus Austin, Brazoria, Galveston, and San Jacinto Counties.

Together, these geographic service areas encompass 13 counties in southeast Texas, spanning from the Gulf of Mexico into the Texas Piney Woods.

HIV in the Houston Area

In keeping with national new HIV diagnosis trends, the number of new cases of HIV in the Houston Area has remained relatively stable; HIV-related mortality has steadily declined, and the number of people living with HIV has steadily increased. According to current disease surveillance data, there are 29,078 diagnosed people living with HIV in the Houston EMA (**Table 1**). The majority are male (75%), over the age of 45 (52%), and have MSM transmission risk (58%), while almost half are Black/African American (48%).

TABLE 1-Diagnosed People Living with HIV in the Houston EMA, 2018^a

	#	%
Total	29,078	100.0%
Sex at Birth		
Male	21,829	75.1%
Female	7,249	24.9%
Race/Ethnicity		
White	5,109	17.6%
Black/African American	14,044	48.3%
Hispanic/Latino	8,493	29.2%
Other/Multiracial	1,432	4.9%
Age		
0 - 12	54	0.2%
13 - 24	1,170	4.0%
25 - 34	5,986	20.6%
35 - 44	6,752	23.2%
45 - 54	7,594	26.1%
55 - 64	5,580	19.2%
65+	1,942	6.7%
Transmission Risk^b		
Male-male sexual contact (MSM)	16,818	57.8%
Person who injects drugs (PWID)	2,256	7.8%
MSM/PWID	1,192	4.1%
Sex with Male/Sex with Female	8,455	29.1%
Perinatal transmission	340	1.2%
Adult other	17	0.1%

^aSource: Texas eHARS, Diagnosed PLWH in the Houston EMA between 1/1/2018 and 12/31/2018

^bCases with unknown risk have been redistributed based on historical patterns of risk ascertainment and reclassification.

The CDC ranks the Houston Area (specifically, the Houston-Baytown-Sugarland, TX statistical area) 10th highest in the nation for new HIV diagnoses and 11th in cases of progressed/Stage 3 HIV (formerly known as AIDS). In February 2019, the U.S. Department of Health and Human Services (**HHS**) launched the cross-agency initiative *Ending the HIV Epidemic: A Plan for America* with an overarching goal to reduce new HIV transmission in the U.S. by 90% by 2030. This initiative identified Harris County as a priority county due to the high rate and number of new HIV diagnoses, and plans to introduce additional resources, technology, and technical assistance to support local HIV prevention and treatment activities. Of the 29,078 diagnosed PLWH in the Houston Area, 75% are in medical care for HIV, but only 59% have a suppressed viral load.

HIV Services in the Houston Area

Both governmental agencies and non-profit organizations provide HIV services in the Houston Area through direct HIV services provision and/or function as Administrative Agents which contract to direct service providers. The goal of HIV care in the Houston Area is to create a seamless system that supports people at risk for or living with HIV with a full array of educational, clinical, mental, social, and support services to prevent new infections and support PLWH with high-quality, life-extending care. In addition, two local HIV Planning Bodies provide mechanisms for those living with and affected by HIV to design prevention and care services. Each of the primary sources in the Houston Area HIV service delivery system is described below:

- Comprehensive HIV prevention activities in the Houston Area are provided by the Houston Health Department (**HHD**), a directly-funded CDC grantee, and the Texas Department of State Health Services (**DSHS**). Prevention activities include health education and risk reduction, HIV testing, disease investigation and partner services, linkage to care for newly diagnoses and out of care PLWH. The Houston Area HIV Prevention Community Planning Group provides feedback and to HHD in its design and implementation of HIV prevention activities.
- The Ryan White HIV/AIDS Program Part A and MAI provide core medical and support services for

HIV-diagnosed residents of the Houston EMA. These funds are administered by the Ryan White Grant Administration of Harris County Public Health. The Houston Area Ryan White Planning Council designs Part A and MAI funded services for the Houston EMA.

- The Ryan White HIV/AIDS Program Parts B, C, D, and State Services provide core medical and support services for HIV-diagnosed residents of the Houston HSDA, with special funding provided to meet the needs of women, infants, children, and youth. The Houston Regional HIV/AIDS Resource Group (**TRG**) administers these funds. The Ryan White Planning Council also designs Part B and State Services for the Houston HSDA. Additional programs supported by TRG include reentry housing through HOPWA funds and support of the grassroots END HIV Houston coalition.
- HOPWA provides grants to community organizations to meet the housing needs of low-income persons living with HIV. HOPWA services include assistance with rent, mortgage, and utility payments, case management, and supportive housing. These funds are administered by the City of Houston Housing and Community Development for the Houston EMSA.

Together, these key agencies, the direct service providers that they fund, and the two local Planning Bodies ensure the greater Houston Area has a seamless system of prevention, care, treatment, and support services that best meets the needs of people at risk for or living with HIV.

Sources:

Centers for Disease Control and Prevention, *Diagnoses of HIV Infection in the United States and Dependent Areas, 2018*; vol. 30. Published November 2015. Accessed 03/06/2020.

Available at:

www.cdc.gov/hiv/topics/surveillance/resources/reports/.

U.S. Census Bureau, American FactFinder. Houston (city), Texas and Harris (county), Texas Accessed: 03/03/2020. Available

at: <https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

U.S. Department of Health and Human Services, *Ending the HIV Epidemic: A Plan for America*. February 2019.



Chapter 1: Demographics

PARTICIPANT COMPOSITION

The following summary of the geographic, demographic, socio-economic, and other composition characteristics of individuals who participated in the 2020 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, 95% of needs assessment participants resided in Harris County at the time of data collection. The majority of participants were male (66%), African American/Black (63%), and heterosexual (57%). Over half (60%) were age 50 or over, with a median age of 50-54.

The average unweighted household income of participants was \$13,493 annually, with the majority living below 100% of federal poverty (FPL). A majority of participants (63%) was not working at the time of survey, with 39% collecting disability benefits and 16% unemployed and seeking employment, and 9% retired. Most participants paid for healthcare using Medicaid/Medicare or assistance through Harris Health System (Gold Card).

TABLE 1-Select Participant Characteristics, Houston Area HIV Needs Assessment, 2020

No.		%		No.		%		No.		%		
County of residence				Age range (median: 50-54)				Sex at birth				
Harris	545	94.9%	13 to 17	0	-	Male	384	65.8%	Female	200	34.2%	
Fort Bend	10	41.7%	18 to 24	17	2.9%	Intersex	0	-	Transgender	22	3.9%	
Liberty	3	0.5%	25 to 34	50	8.6%	Non-binary / gender fluid	8	1.4%	Currently pregnant*	4	2.0%	
Montgomery	7	1.2%	35 to 49	160	27.6%	*All currently pregnant respondents reported being in care. The denominator is all respondents reporting female sex at birth						
Other	9	1.6%	50 to 54	105	18.1%							
				55 to 64	161	27.8%						
				65 to 74	79	13.6%						
				75+	8	1.4%						
				Youth (13 to 27)	17	2.9%						
				Seniors (≥50)	353	59.9%						
Primary race/ethnicity				Sexual orientation				Health insurance				
White	78	13.6%	Heterosexual	329	56.8%	Private insurance	53	9.1%	Medicaid/Medicare	388	66.7%	
African American/Black	343	59.8%	Gay/Lesbian	176	30.4%	Harris Health System	168	30.1%	Ryan White Only	138	23.7%	
Hispanic/Latino	122	21.3%	Bisexual/Pansexual	52	9.0%	None	11	1.9%				
Asian American	4	0.7%	Other	22	3.8%							
Other/Multiracial	27	4.7%	MSM	238	40.5%							
Residency				Yearly income (average: \$13,493)				Employment				
				Federal Poverty Level (FPL)								
Born in the U.S.	511	87.8%	Below 100%	191	67.3%	Disabled	263	38.9%	Unemployed and seeking work	105	15.5%	
Lived in U.S. > 5 years	58	10.0%	100%	54	19.0%	Employed (PT)	59	8.7%	Retired	59	8.7%	
Lived in U.S. < 5 years	8	1.4%	150%	16	5.6%	Employed (FT)	53	7.8%	Self Employed	19	2.8%	
In U.S. on visa	1	0.2%	200%	15	5.3%	Other	118	17.5%				
Prefer not to answer	4	0.7%	250%	2	0.7%							
				≥300%	6	2.1%						

(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 2020 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.

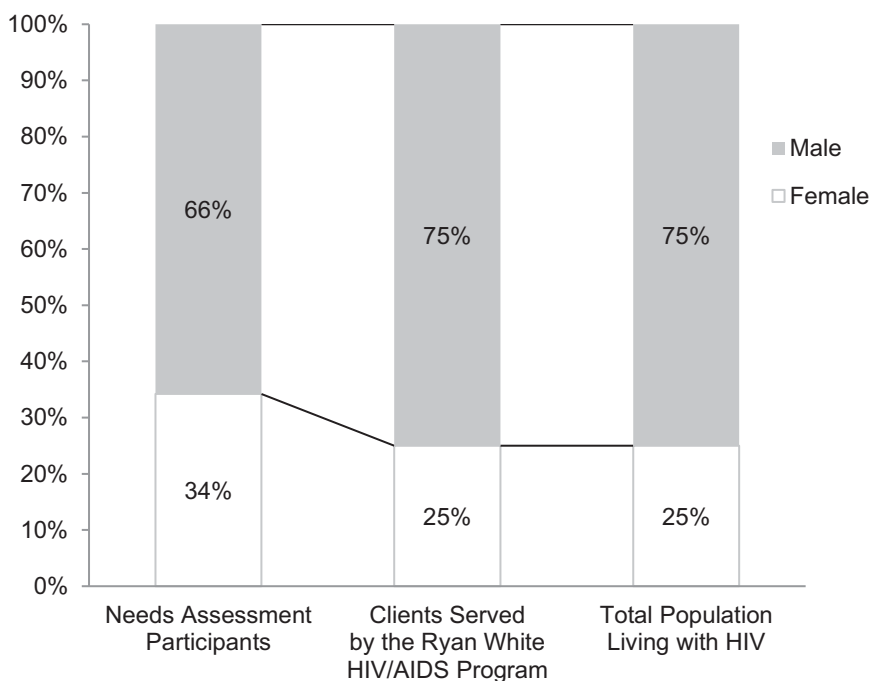
	No.	%
Young adult (18-24 years)	17	2.9%
Adult age 50+ years	353	59.9%
Homeless	65	11.1%
Unstably Housed	159	29.0%
People who inject drugs (PWID)*	47	8.2%
Male-male sexual contact (MSM)	238	40.5%
Out of care (last 12 months)	24	4.3%
Recently released from incarceration	65	11.6%
Rural (non-Harris County resident)	29	5.1%
Women of color	194	33.2%
Transgender	22	3.8%

*Includes self-administered medications, insulin, steroids, hormones, silicone, or drugs.

COMPARISON OF NEEDS ASSESSMENT PARTICIPANTS TO HIV PREVALENCE

HIV needs assessments generate information about the needs and service barriers of persons living with HIV (PLWH) in a specific geographic area to assist planning bodies and other stakeholders with designing HIV services that best meet those needs. As it is not be feasible to survey every PLWH in the Houston area, multiple administrative and statistical methods are used to generate a sample of PLWH that are reliably representative of *all* PLWH in the area. The same is true in regards to assessing the needs of clients of the Ryan White HIV/AIDS Program.

GRAPH 1-Needs Assessment Participants Compared to Ryan White HIV/AIDS Program Clients^a and Total HIV Diagnosed Population^b in the Houston EMA, by Sex at Birth, 2018



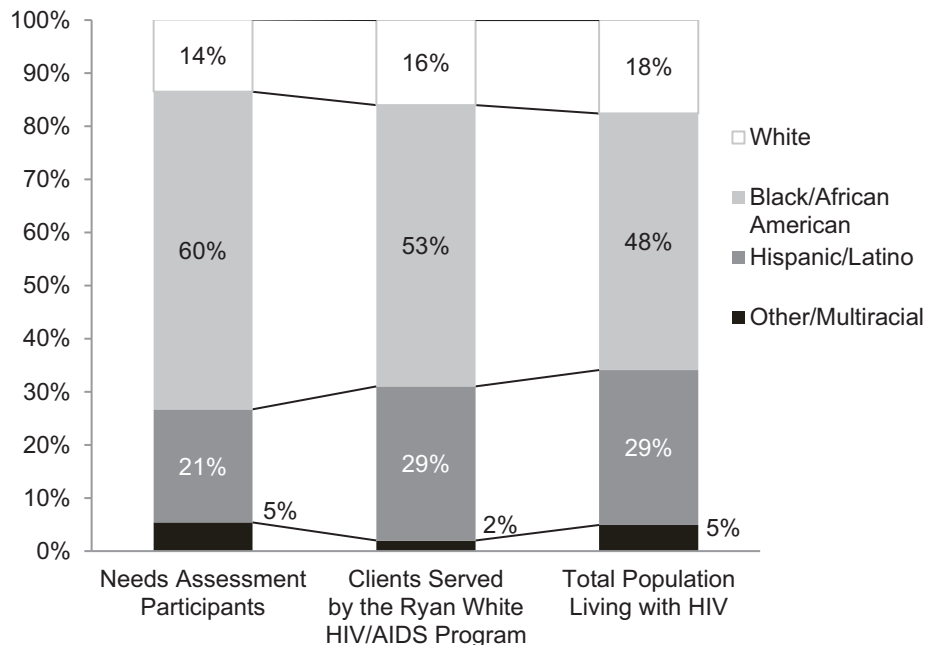
^aSource: CPCDMS as of 12/31/18, Total number of clients served by the Ryan White HIV/AIDS Program Part A, the Minority AIDS Initiative (MAI), Part B, and State Services (State of Texas matching funds). Accessed 4/1/19.
^bSource: Texas eHARS. Living HIV cases as of 12/31/18.

As such, awareness of participant representation compared to the composition of both Ryan White HIV/AIDS Program clients and the total HIV diagnosed population is beneficial when reviewing needs assessment results to document actions taken to mitigate any disproportional results.

(Graph 1) In the 2020 Houston HIV Care Services Needs Assessment males (sex at birth) comprised 66% of participants but 75% of all Ryan White clients, and all PLWH in the Houston Eligible Metropolitan Area (EMA). This indicates that male PLWH were underrepresented in the needs assessment sample, while female PLWH were overrepresented.

(Graph 2) Analysis of race/ethnicity composition also shows disproportionate representation between participants, all Ryan White clients, and all PLWH in the Houston EMA. Black/African American participants were overrepresented at 60% of participants when compared to the proportions of Black/African American Ryan White clients and PLWH. Conversely, White PLWH and Hispanic/Latino PLWH were slightly underrepresented in the needs assessment.

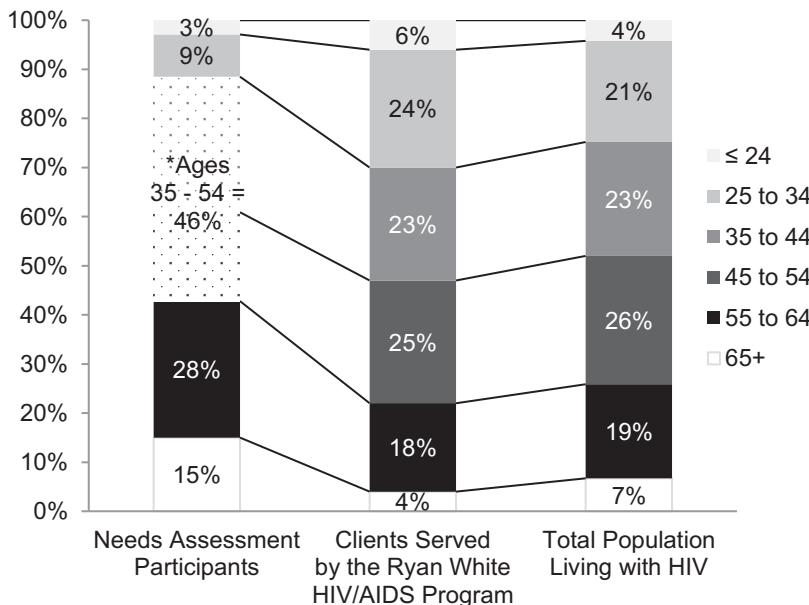
GRAPH 2- Needs Assessment Participants Compared to Ryan White HIV/AIDS Program Clients^a and Total HIV Diagnosed Population^b in the Houston EMA, by Race/Ethnicity, 2018



^aSource: CPCDMS as of 12/31/18, Total number of clients served by the Ryan White HIV/AIDS Program Part A, the Minority AIDS Initiative (MAI), Part B, and State Services (State of Texas matching funds). Accessed 4/1/19.
^bSource: Texas eHARS. Living HIV cases as of 12/31/18

(Graph 3) As referenced in Table 1, 60% of the total needs assessment sample was comprised of individuals age 50 and over. An analysis of age range shows that more needs assessment participants were older than Ryan White clients and PLWH in the Houston EMA. Among needs assessment participants, 28% were ages 55 to 64 and 15% age 65 years and over. Compared to Ryan White clients, 18% were ages 55 to 64 and 4% were 65 and over. Among all PLWH 19% and 7% were in these age groups, respectively. No adolescents (those age 13 to 17) were surveyed. This suggests that youth and young adult PLWH (those age 13 to 24) are generally underrepresented in the needs assessment, while older adults (those age 55 and above) are overrepresented.

GRAPH 3- Needs Assessment Participants Compared to Ryan White HIV/AIDS Program Clients^a and Total HIV Diagnosed Population^b in the Houston EMA, by Age^c, 2018



^aSource: CPCDMS as of 12/31/18, Total number of clients served by the Ryan White HIV/AIDS Program Part A, the Minority AIDS Initiative (MAI), Part B, and State Services (State of Texas matching funds). Accessed 4/1/19.
^bSource: Texas eHARS. Living HIV cases as of 12/31/18
^cExcludes ages 0-12
 *Age ranges 35-44 and 45-54 combined due to differences in question structuring.

Weighting the Sample

Needs assessment data were statistically weighted by sex at birth, primary race/ethnicity, and age group using current HIV prevalence for the Houston EMA (2018) *prior to* the analysis of results related to service needs and barriers. This was done because the demographic composition of 2020 Houston HIV Care Services Needs Assessment participants was *not* comparable to the composition of all PLWH in the Houston EMA. As such, the results presented in the remaining Chapters of this document are proportional for these three demographic categories only. Appropriate statistical methods were applied throughout the process in order to produce an accurately weighted sample, including a three-level stratification of prevalence data and subsequent data

weighting syntax. Voluntary completion on the survey and non-applicable answers comprise the missing or invalid survey entries and are excluded in the statistical analysis; therefore, denominators will further vary across results. All data management and quantitative analysis, including weighting, was performed in IBM© SPSS© Statistics (v. 22). Qualitative analysis was performed in QSR International© NVivo 10.

Sources:

Texas Department of State Health Services (TDSHS) eHARS data through 12-31-2018.

University of Illinois, Applied Technologies for Learning in the Arts and Sciences (ATLAS), Statistical & GIS Software Documentation & Resources, SPSS Statistics 20, Post-stratification weights, 2009.



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. 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 and for PLWH recently released from incarceration through the Houston Regional HIV/AIDS Resource Group (**TRG**). 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

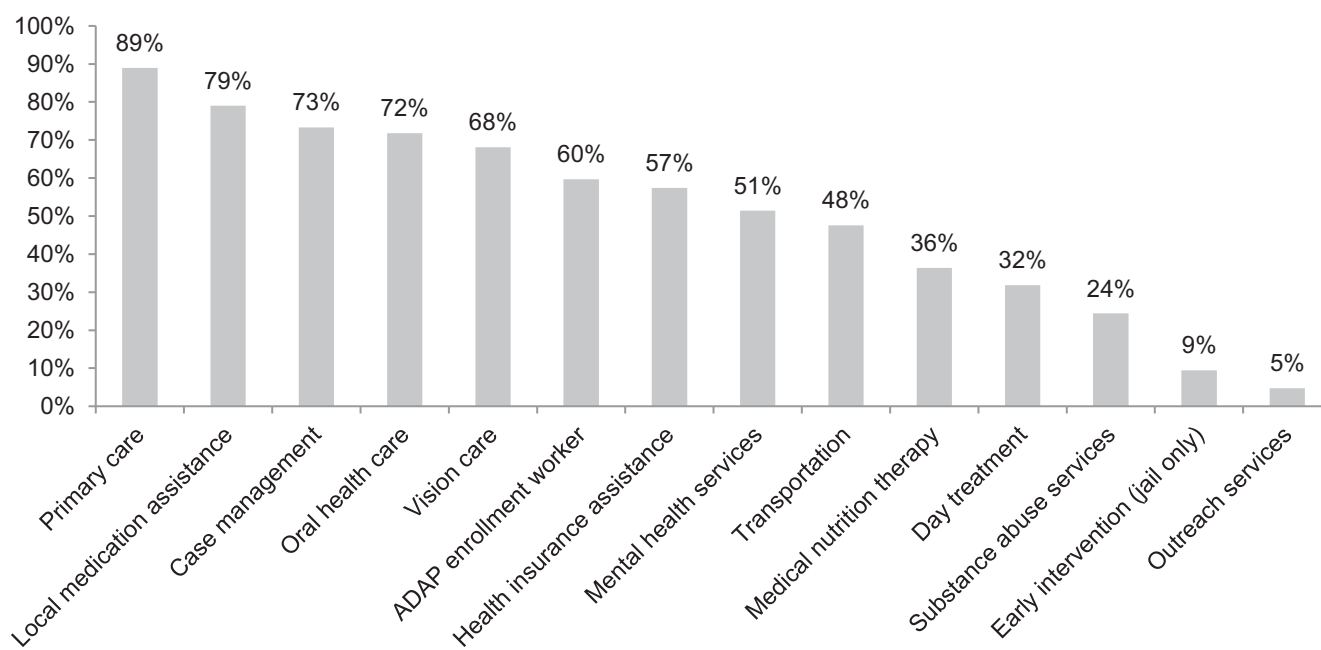
At the time of survey, 17 HIV core medical and support services were funded through the Houston Area Ryan White HIV/AIDS Program. Participants of

the 2020 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. Emergency financial assistance was merged with local medication assistance, and non-medical case management was merged with medical case management. At 89%, primary care was the most needed funded service in the Houston Area, followed by local medication assistance at 79%, case management at 73%, oral health care at 72%, and vision care at 68%. Primary care had the highest need ranking of any core medical service, while ADAP enrollment worker received the highest need ranking of any support service. Compared to the last Houston Area HIV needs assessment conducted in 2016, need ranking decreased for most services. The percent of needs assessment participants reporting need for a particular service decreased the most for case management and primary care, while the percent of those indicating a need for local medication assistance and early intervention services increased from 2016.

GRAPH 1-Ranking of HIV Services in the Houston Area, By Need, 2020

*Definition: Percent of needs assessment participants stating they needed the service in the past 12 months, regardless of service accessibility.
Denominator: 569-573 participants, varying between service categories*



Overall Ranking of Funded Services, by Accessibility

Participants 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.

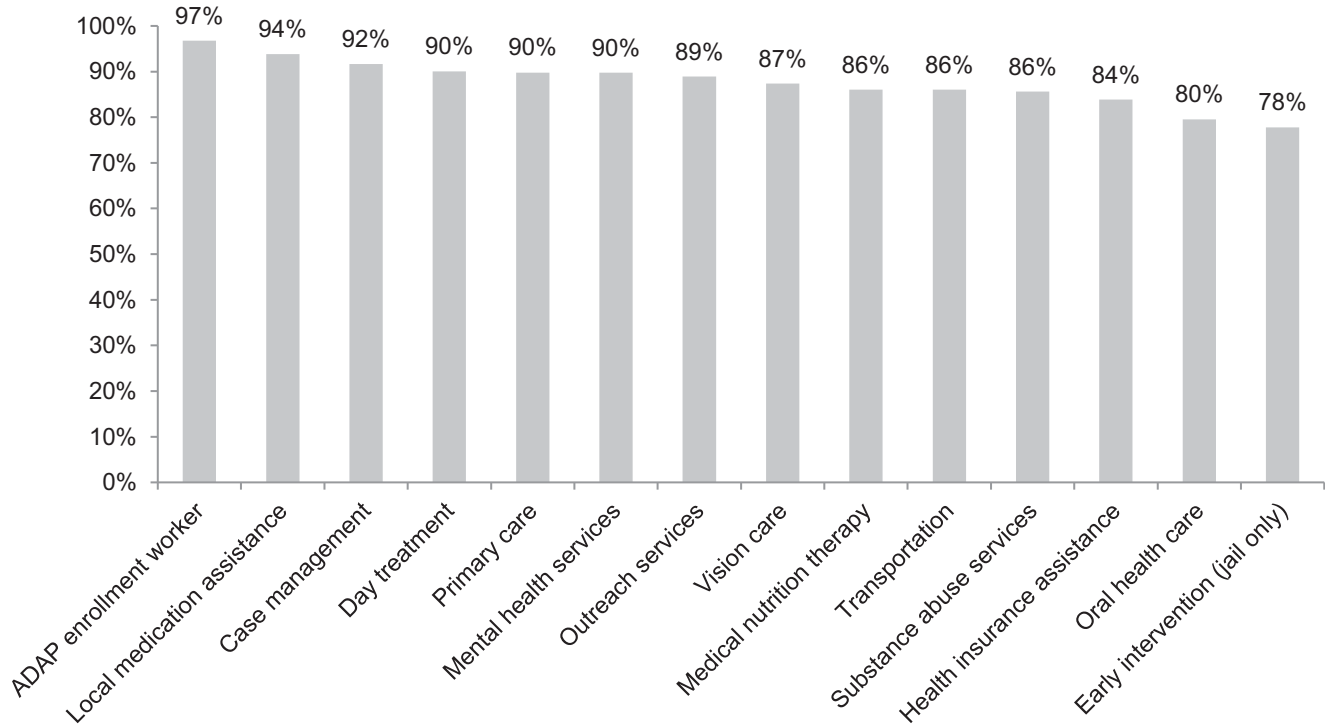
(Graph 2) All funded services except hospice and linguistics were analyzed and received a ranking of accessibility. The most accessible service was ADAP enrollment worker at 97% ease of access, followed by

local medication assistance at 94% and case management at 92%. Local medication assistance had the highest accessibility ranking of any core medical service, while ADAP enrollment worker received the highest accessibility ranking of any support service. Compared 2016 needs assessment, reported accessibility on remained stable on average. The greatest increase in percent of participants reporting ease of access was observed in local medication assistance, while the greatest decrease in accessibility was reported for early intervention services.

GRAPH 2-Ranking of HIV Services in the Houston Area, By Accessibility, 2020

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.

Denominator: 569-573 participants, varying between service categories



Overall Ranking of Barriers Types Experienced by Consumers

Since the 2016 Houston Area HIV Needs Assessment, participants who reported *difficulty* accessing needed services have been asked to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. In 2016, staff used recursive abstraction to categorize participant descriptions into 39 distinct barriers, then grouped together into 12 nodes, or barrier types. This categorization schema was applied to reported barriers in the 2020 survey.

(**Graph 3**) Overall, fewer barriers were reported in 2020 (415 barrier reports) than in previous 2016 needs assessment (501 barrier reports), despite the increase in sample size in 2020. Across all funded services, the

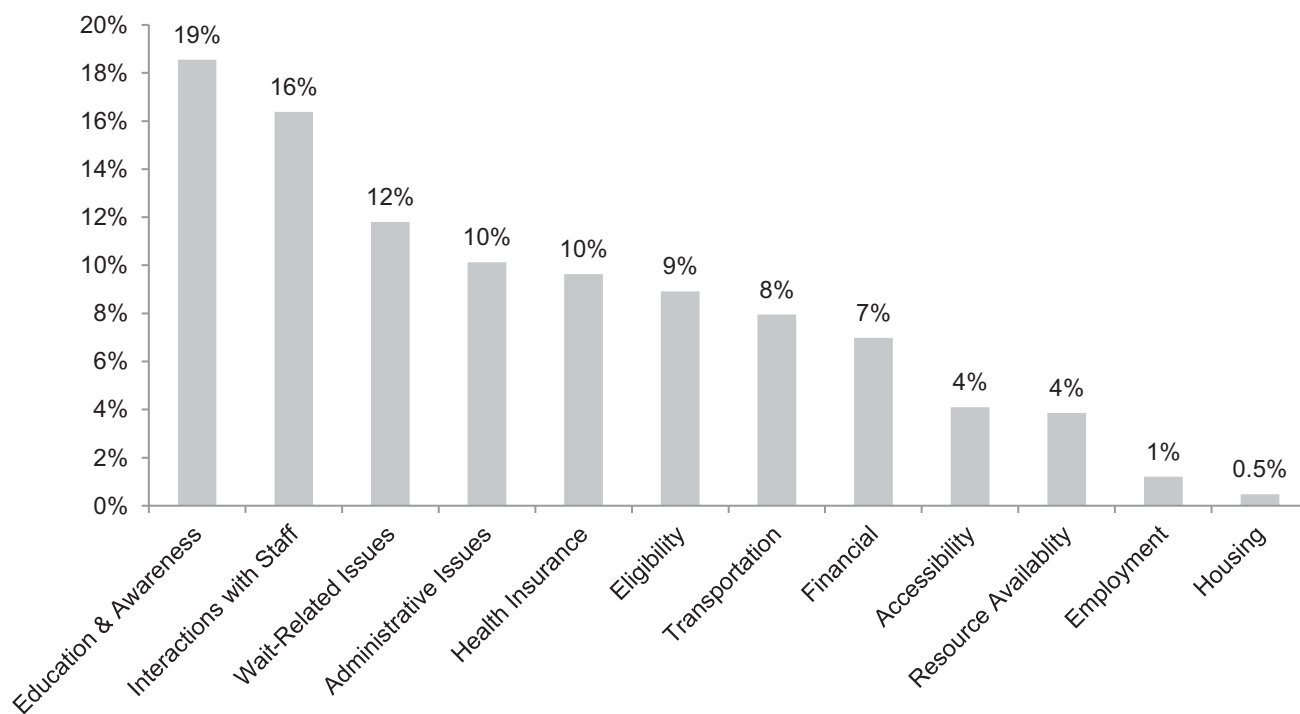
barrier types reported most often related to service education and awareness issues (19% of all reported barriers); interactions with staff (16%), wait-related issues (12%); administrative issues (10%); and issues relating to health insurance coverage (10%). Housing issues (homelessness or intimate partner violence) were reported least often as barriers to funded services (1%). Between the 2016 and 2020 HIV needs assessments, the percentage of barriers relating to interactions with staff increased by 3 percentage points, while wait-related issues decreased by 3 percentage points.

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, 2018

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

Denominator: 415 barrier reports



Descriptions of Barriers Encountered

All funded services were reported to have barriers, with an average of 35 reports of barriers per service. Participants reported the least barriers for Linguistic Services (one barrier) and the most barriers for Oral Health Care (90 barriers). In total, 415 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 81% of barriers reported. Being put on a waitlist accounted for a majority (56%) of wait-related barriers. Poor communication and/or follow up from staff members when contacting participants comprised a majority (53%) of barriers related to staff interactions. Forty-five percent (45%) of eligibility barriers related to participants being told they did not meet eligibility requirements to receive the service while redundant or complex processes for renewing eligibility accounted for an additional 39% of eligibility barriers. Among administrative issues, long or complex processes required to obtain services sufficient to create a burden

to access comprised most (57%) of the barriers reported.

A majority of health insurance-related barriers occurred because the participant was under-insured or experiencing coverage gaps for needed services or medications (55%) or they were uninsured (25%). The largest proportion (91%) of transportation-related barriers occurred when participants had no access to transportation. Inability to afford the service accounted for all barriers relating to participant financial resources. Services being offered at an inaccessible distance accounted for most (76%) of accessibility-related barriers, though it is noteworthy that low or no literacy accounted for 12% of accessibility-related barriers. Receiving resources that were insufficient to meet participant needs accounted for most resource availability barriers. Intimate partner violence accounted for both reports of housing-related barriers. Instances in which the participant's employer did not provide sufficient sick/wellness leave for attend appointments comprised most (80%) employment-related barriers.

TABLE 1-Barrier Proportions within Each Barrier Type, 2020

Education & Awareness	%	Wait-Related Issues	%	Interactions with Staff	%
Availability (Didn't know the service was available)	51%	Waitlist (Put on a waitlist)	56%	Communication (Poor correspondence/ Follow up from staff)	53%
Definition (Didn't know what service entails)	2%	Unavailable (Waitlist full/not available resulting in client not being placed on waitlist)	22%	Poor Treatment (Staff insensitive to clients)	13%
Location (Didn't know where to go [location or location w/in agency])	30%	Wait at Appointment (Appointment visits take long)	12%	Resistance (Staff refusal/ resistance to assist clients)	6%
Contact (Didn't know who to contact for service)	16%	Approval (Long durations between application and approval)	10%	Staff Knowledge (Staff has no/ limited knowledge of service)	19%
				Referral (Received service referral to provider that did not meet client needs)	10%
Eligibility	%	Administrative Issues	%	Health Insurance	%
Ineligible (Did not meet eligibility requirements)	45%	Staff Changes (Change in staff w/o notice)	10%	Uninsured (Client has no insurance)	25%
Eligibility Process (Redundant process for renewing eligibility)	39%	Understaffing (Shortage of staff)	7%	Coverage Gaps (Certain services/medications not covered)	55%
Documentation (Problems obtaining documentation needed for eligibility)	16%	Service Change (Change in service w/o notice)	7%	Locating Provider (Difficulty locating provider that takes insurance)	18%
		Complex Process (Burden of long complex process for accessing services)	57%	ACA (Problems with ACA enrollment process)	3%
		Dismissal (Client dismissal from agency)	7%		
		Hours (Problem with agency hours of operation)	12%		
Transportation		Financial	%	Accessibility	%
No Transportation (No or limited transportation options)	91%	Financial Resources (Could not afford service)	100%	Literacy (Cannot read/difficulty reading)	12%
Providers (Problems with special transportation providers such as Metrolift or Medicaid transportation)	9%			Spanish Services (Services not made available in Spanish)	0%
				Released from Incarceration (Restricted from services due to probation, parole, or felon status)	12%
				Distance (Service not offered within accessible distance)	76%
Resource Availability	%	Housing	%	Employment	%
Insufficient (Resources offered insufficient for meeting need)	81%	Homeless (Client is without stable housing)	0%	Unemployed (Client is unemployed)	20%
Quality (Resource quality was poor)	19%	IPV (Interpersonal domestic issues make housing situation unsafe)	100%	Leave (Employer does not provide sick/wellness leave for appointments)	80%

NEEDS AND ACCESSIBILITY FOR UNFUNDED SERVICES

The Ryan White HIV/AIDS Program allows funding of 13 core medical services and 15 support services, though only 17 of these services were funded in the Houston area at the time of survey. For this first time, the 2020 Houston Area HIV Needs Assessment collected data on the need for and accessibility to services that are allowable under Ryan White, but not currently funded in the Houston area. While these services are not funded under Ryan White, other funding sources in the community may offer them.

Overall Ranking of Unfunded Services, by Need

Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of allowable but currently unfunded services they needed in the past 12 months.

(Graph 4) At 53%, housing was the most needed unfunded service in the Houston Area, followed by

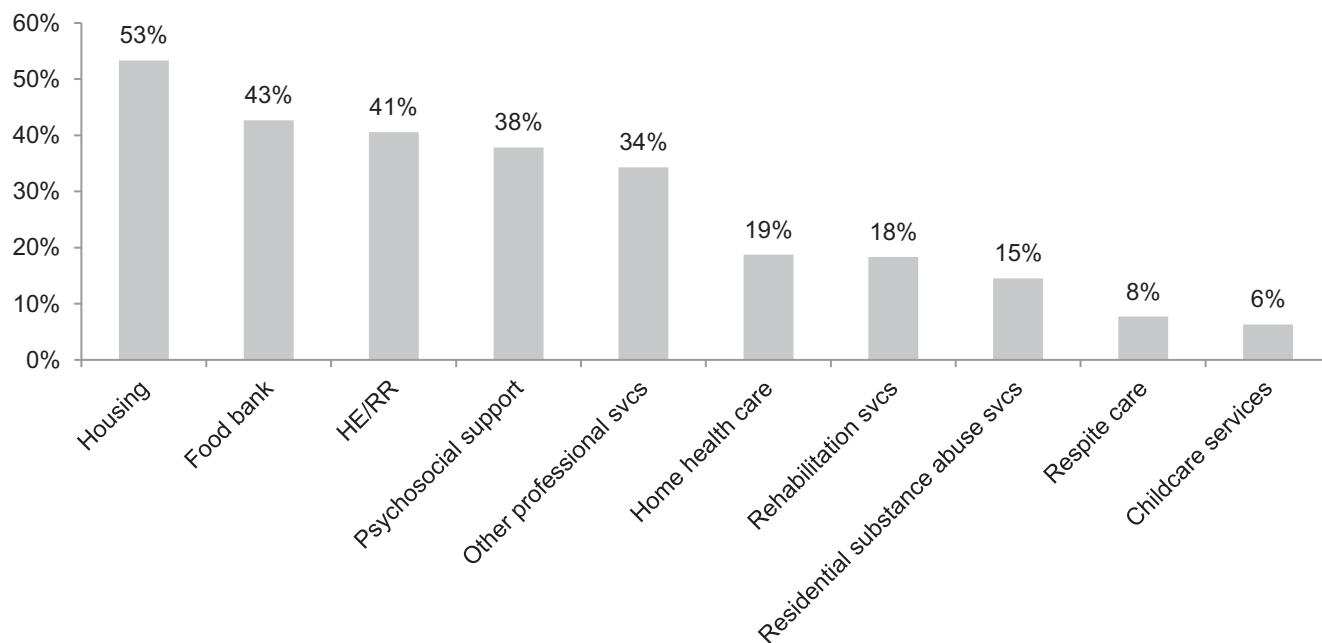
food bank at 43%, health education/risk reduction at 41%, psychosocial support services at 38%, and other professional services at 34%. Of participants indicating a need for food bank, 69% reported needing services from a food bank, 6% reported needing home delivered meals, and 25% indicated need for both types of food bank service. Among participants indicating a need for psychosocial support services, 89% reported needing an in-person support group, 3% reported needing an online support group, and 8% indicated need for both types of psychosocial support.

Home health care had the highest need ranking of any unfunded core medical service, while housing received the highest need ranking of any unfunded support service.

GRAPH 4-Ranking of Unfunded HIV Services in the Houston Area, By Need, 2020

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

Denominator: 569-572 participants, varying between service categories



Overall Ranking of Unfunded Services, by Accessibility

Participants were asked to indicate if each of the unfunded HIV services they needed in the past 12 months was easy or difficult for them to access.

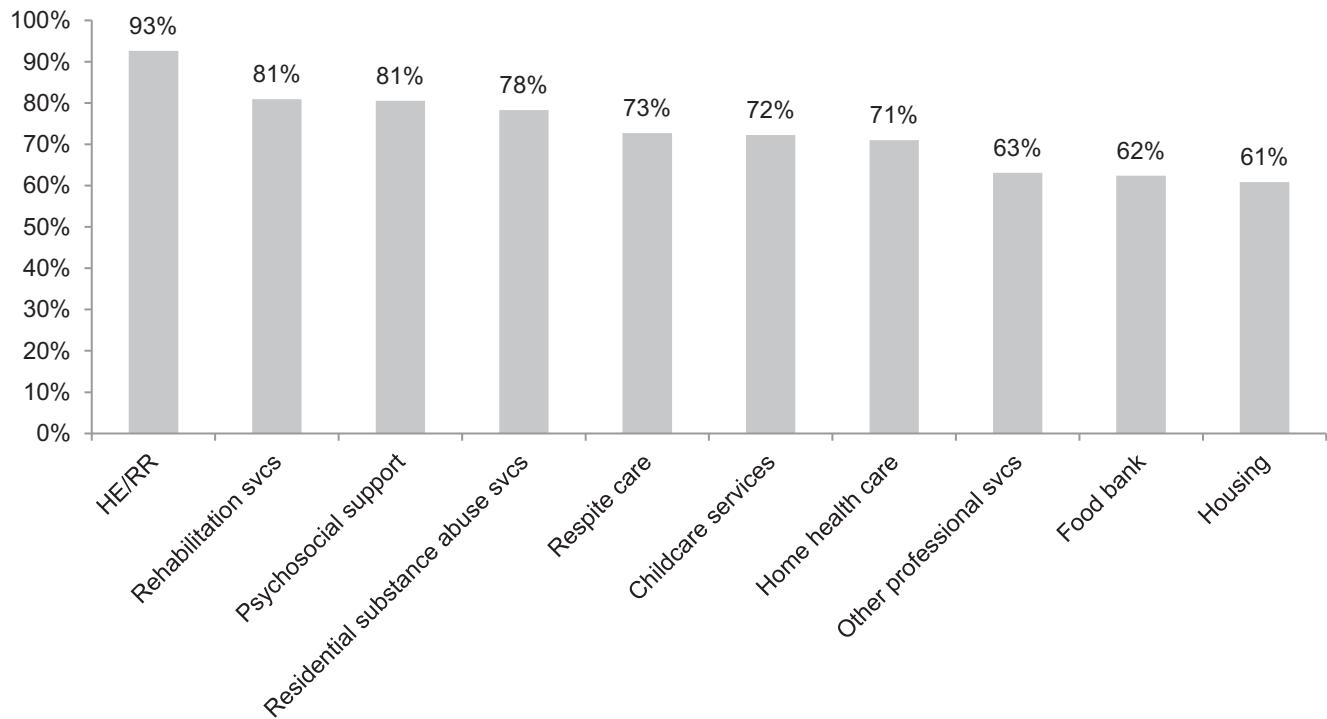
(Graph 5) The most accessible unfunded service was health education/risk reduction at 93% ease of access, followed by rehabilitation services at 81%,

psychosocial support services at 81%, residential substance abuse services at 78%, and respite care at 73%. The least accessible needed unfunded services was housing at 61%. Home health care had the highest accessibility ranking of any core medical service, while rehabilitation services received the highest accessibility ranking of any support service.

GRAPH 5-Ranking of Unfunded HIV Services in the Houston Area, By Accessibility, 2020

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

Denominator: 569-572 participants, varying between service categories



Other Identified Needs

In addition to the allowable HIV services listed above, participants were also encouraged to write-in other types of needed services to gauge any new or emerging service needs in the community.

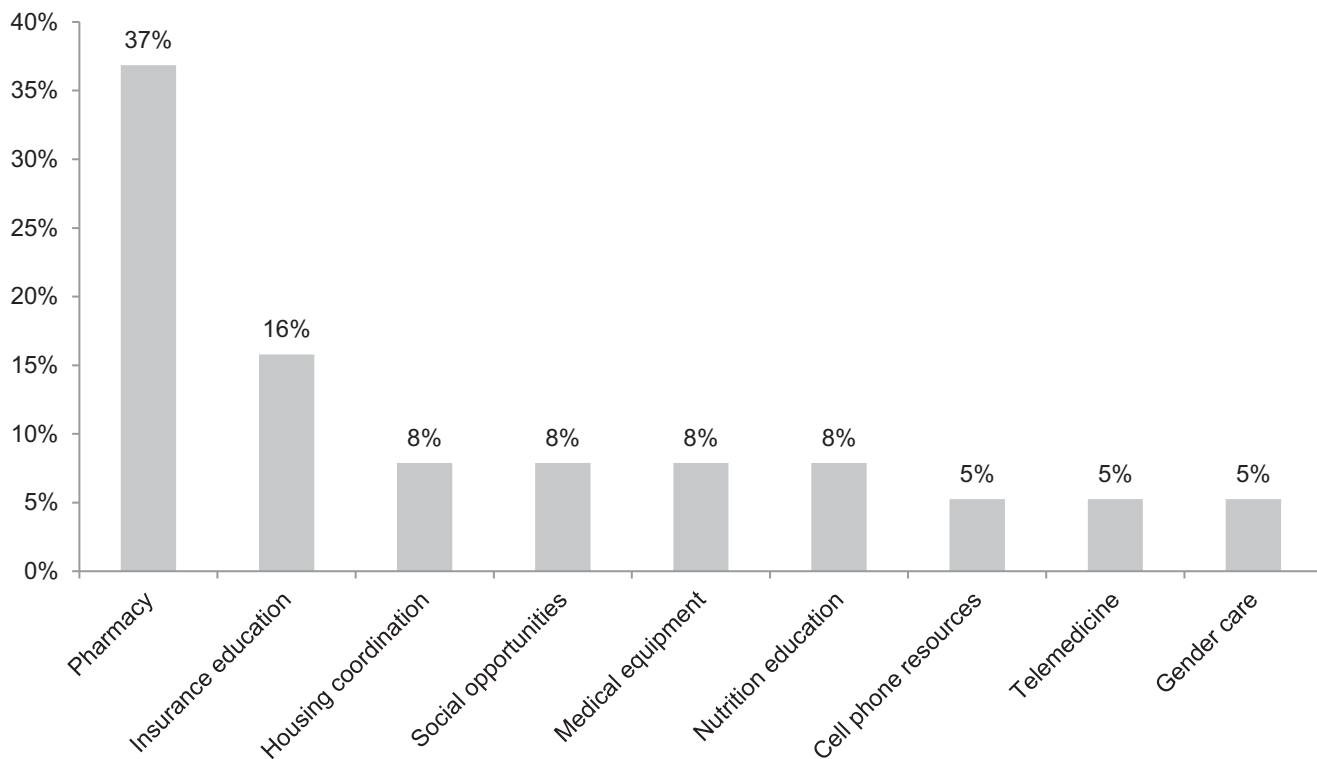
(Graph 6) Participants identified nine additional needs not otherwise described in funded and unfunded

services above. The most common identified needs related to pharmacy, such as having medications delivered and automatic refills, at 37%. This was followed by insurance education at 16%, and housing coordination, social opportunities, coverage for medical equipment, and nutrition education, each at 8%.

GRAPH 6-Other Needs for HIV Services in the Houston Area, 2020

Definition: Percent of write-in responses by type for the survey question, "What other kinds of services do you need to help you get your HIV medical care?"

Denominator: 38 write-in responses





Service-Specific Fact Sheets

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.

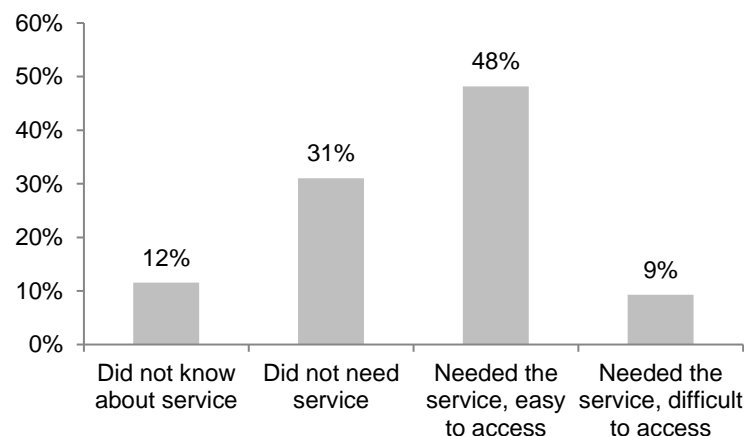
(**Graph 1**) In the 2016 Houston HIV Care Services Needs Assessment, 57% of participants indicated a need for *health insurance assistance* in the past 12 months. 48% reported the service was easy to access, and 9% reported difficulty. 12% stated that they did not know the service was available.

(**Table 1**) When barriers to *health insurance assistance* were reported, the most common barrier types were eligibility and financial (each 23%). Eligibility barriers reported include not meeting eligibility requirements, and redundant or complex processes for meeting/renewing eligibility, while financial barriers reported include inability to afford the service.

TABLE 1-Top 5 Reported Barrier Types for Health Insurance Assistance, 2020

	No.	%
1. Eligibility (EL)	9	23%
2. Financial (F)	9	23%
3. Health Insurance Coverage (I)	7	18%
4. Administrative (AD)	5	13%
5. Education and Awareness (EA)	4	10%

GRAPH 1-Health Insurance Assistance, 2020



(**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:

- No difference in service accessibility by sex at birth.
- More white 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 transgender, homeless, MSM, and rural PLWH found the service difficult to access when compared to all participants.

TABLE 2-Health Insurance Assistance, by Demographic Categories, 2020

Experience with the Service	Sex (at birth)		Race/ethnicity				Age		
	Male	Female	White	Black	Hispanic	Other	18-24	25-49	50+
Did not know about service	12%	9%	15%	13%	8%	12%	0%	12%	11%
Did not need service	30%	34%	43%	29%	32%	12%	14%	30%	34%
Needed, easy to access	48%	48%	40%	48%	50%	58%	81%	47%	49%
Needed, difficult to access	9%	9%	3%	9%	10%	15%	5%	12%	6%

TABLE 3-Health Insurance Assistance, by Selected Special Populations, 2020

Experience with the Service	Homeless ^a	MSM ^b	Out of Care ^c	Recently Released ^d	Rural ^e	Transgender ^f
Did not know about service	21%	11%	16%	25%	17%	13%
Did not need service	32%	30%	42%	25%	23%	25%
Needed, easy to access	34%	47%	42%	43%	49%	33%
Needed, difficult to access	13%	12%	0%	8%	11%	29%

^aPersons reporting current homelessness ^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

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 2020 Houston HIV Care Services Needs Assessment, 36% of participants indicated a need for *medical nutrition therapy* in the past 12 months. 31% reported the service was easy to access, and 5% reported difficulty. 29% stated that they did not know the service was available.

(**Table 1**) When barriers to *medical nutrition therapy* were reported, the most common barrier type was education and awareness (35%) Education and awareness barriers reported include lack of knowledge about service availability, what the service entails, and who to contact to access the service.

GRAPH 1-Medical Nutrition Therapy, 2020

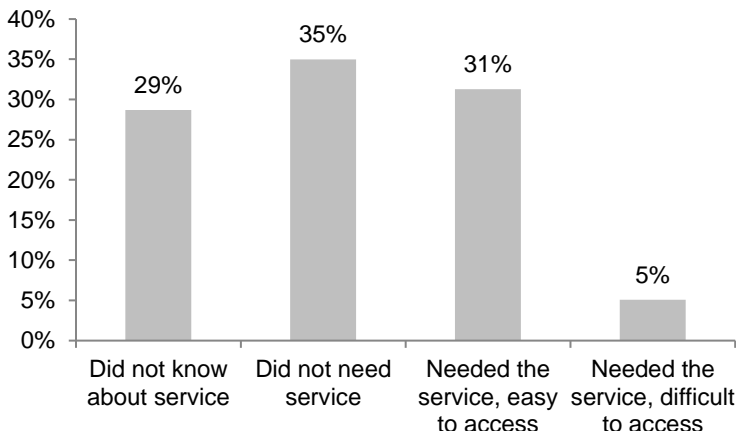


TABLE 1-Top 3 Reported Barrier Types for Medical Nutrition Therapy, 2020

	No.	%
1. Education and Awareness (EA)	8	35%
2. Eligibility (EL)	6	26%
3. Interactions with Staff (S)	4	17%

(**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 female than males found the service accessible.
- More Hispanic/Latino 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, more homeless PLWH found the service difficult to access when compared to all participants.

TABLE 2-Medical Nutrition Therapy, by Demographic Categories, 2020

Experience with the Service	Sex (at birth)		Race/ethnicity				Age		
	Male	Female	White	Black	Hispanic	Other	18-24	25-49	50+
Did not know about service	29%	28%	24%	28%	31%	27%	19%	35%	20%
Did not need service	35%	33%	36%	35%	36%	27%	71%	30%	39%
Needed, easy to access	31%	33%	36%	31%	31%	38%	10%	29%	37%
Needed, difficult to access	5%	6%	4%	6%	2%	12%	0%	6%	4%

TABLE 3-Medical Nutrition Therapy, by Selected Special Populations, 2020

Experience with the Service	Homeless ^a	MSM ^b	Out of Care ^c	Recently Released ^d	Rural ^e	Transgender ^f
Did not know about service	29%	31%	35%	41%	43%	17%
Did not need service	37%	36%	45%	28%	40%	54%
Needed, easy to access	24%	29%	16%	30%	17%	29%
Needed, difficult to access	10%	4%	3%	2%	0%	0%

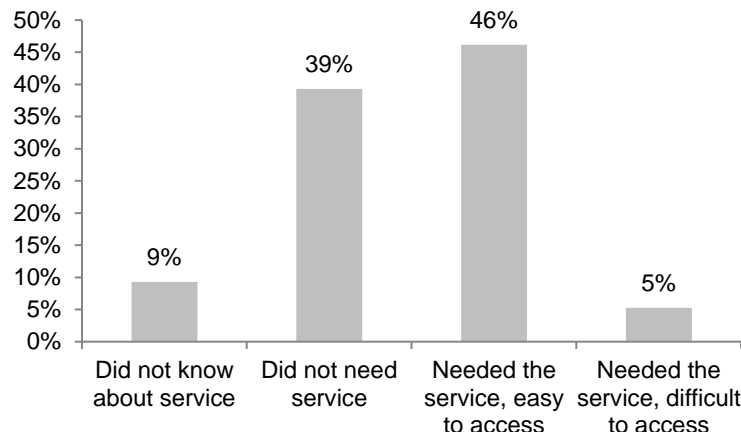
^aPersons reporting current homelessness ^bMen who have sex with men ^cPersons with no evidence of HIV care for 12 mo. ^dPersons released from incarceration in the past 12 mo. ^eNon-Houston/Harris County residents ^fPersons with discordant sex assigned at birth and current gender

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 2020 Houston HIV Care Services Needs Assessment, 51% of participants indicated a need for *mental health services* in the past 12 months. 46% reported the service was easy to access, and 5% reported difficulty. 9% stated that they did not know the service was available.

GRAPH 1-Mental Health Services, 2020



(Table 1) When barriers to *mental health services* were reported, the most common barrier types were administrative, and education and awareness (each 22%). Administrative barriers reported include staff changes, hours of operation, client dismissal from the agency, and understaffing. Education and awareness barriers reported include lack of knowledge about service availability, where to go to access the service, and who to contact to access the service.

(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 males than females found the service accessible.
- More Hispanic/Latino 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 recently released, rural, and homeless PLWH found the service difficult to access when compared to all participants.

TABLE 1-Top 5 Reported Barrier Types for Mental Health Services, 2020

	No.	%
1. Administrative (AD)	7	22%
2. Education and Awareness (EA)	7	22%
3. Health Insurance Coverage (I)	4	13%
4. Interactions with Staff (S)	3	9%
5. Transportation (T)	3	9%

TABLE 2-Mental Health Services, by Demographic Categories, 2020

Experience with the Service	Sex (at birth)		Race/ethnicity				Age		
	Male	Female	White	Black	Hispanic	Other	18-24	25-49	50+
Did not know about service	11%	5%	6%	10%	11%	12%	5%	12%	6%
Did not need service	39%	39%	35%	40%	42%	19%	43%	36%	44%
Needed, easy to access	46%	47%	47%	45%	45%	54%	52%	46%	45%
Needed, difficult to access	4%	8%	12%	5%	2%	12%	0%	5%	5%

TABLE 3-Mental Health Services, by Selected Special Populations, 2020

Experience with the Service	Homeless ^a	MSM ^b	Out of Care ^c	Recently Released ^d	Rural ^e	Transgender ^f
Did not know about service	16%	9%	7%	11%	11%	8%
Did not need service	38%	38%	63%	25%	57%	54%
Needed, easy to access	39%	48%	30%	49%	17%	33%
Needed, difficult to access	7%	5%	0%	14%	11%	4%

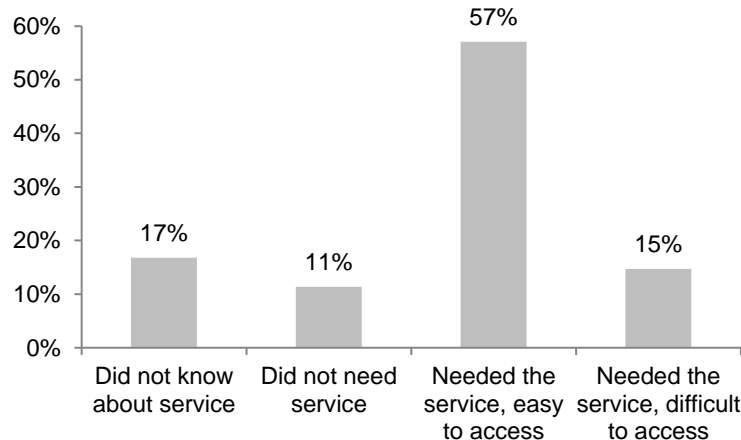
^aPersons reporting current homelessness ^bMen who have sex with men ^cPersons with no evidence of HIV care for 12 mo. ^dPersons released from incarceration in the past 12 mo. ^eNon-Houston/Harris County residents ^fPersons with discordant sex assigned at birth and current gender

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 2020 Houston HIV Care Services Needs Assessment, 72% of participants indicated a need for *oral health care* in the past 12 months. 57% reported the service was easy to access, and 15% reported difficulty. 17% stated that they did not know the service was available.

GRAPH 1-Oral Health Care, 2020



(**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, and being told to call back as a wait list was full/unavailable. Of note, at least seven participants reported unprompted that their provider stated Ryan White does not cover prosthodontics, and that the participants would need to pay several hundred dollars out of pocket for treatment. Administrative agent and agency staff were notified immediately to resolve this issue.

(**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 males than females found the service accessible.
- More Hispanic/Latino PLWH found the service accessible than other race/ethnicities.
- More PLWHA age 18 to 24 found the service accessible than other age groups.
- In addition, more out of care, recently released, and MSM found the service difficult to access when compared to all participants.

TABLE 1-Top 5 Reported Barrier Types for Oral Health Care, 2020

	No.	%
1. Wait (W)	20	22%
2. Interactions with Staff (S)	16	18%
3. Health Insurance Coverage (I)	12	13%
4. Education and Awareness (EA)	11	12%
5. Administrative (AD)	9	10%

TABLE 2-Oral Health Care, by Demographic Categories, 2020

Experience with the Service	Sex (at birth)		Race/ethnicity				Age		
	Male	Female	White	Black	Hispanic	Other	18-24	25-49	50+
Did not know about service	18%	12%	6%	19%	19%	15%	24%	22%	8%
Did not need service	11%	12%	22%	12%	8%	4%	14%	9%	14%
Needed, easy to access	57%	59%	49%	55%	63%	54%	52%	52%	65%
Needed, difficult to access	14%	17%	22%	14%	10%	27%	10%	17%	12%

TABLE 3-Oral Health Care, by Selected Special Populations, 2020

Experience with the Service	Homeless ^a	MSM ^b	Out of Care ^c	Recently Released ^d	Rural ^e	Transgender ^f
Did not know about service	34%	15%	34%	20%	9%	8%
Did not need service	6%	10%	9%	11%	20%	13%
Needed, easy to access	45%	59%	34%	50%	69%	67%
Needed, difficult to access	15%	16%	22%	19%	3%	13%

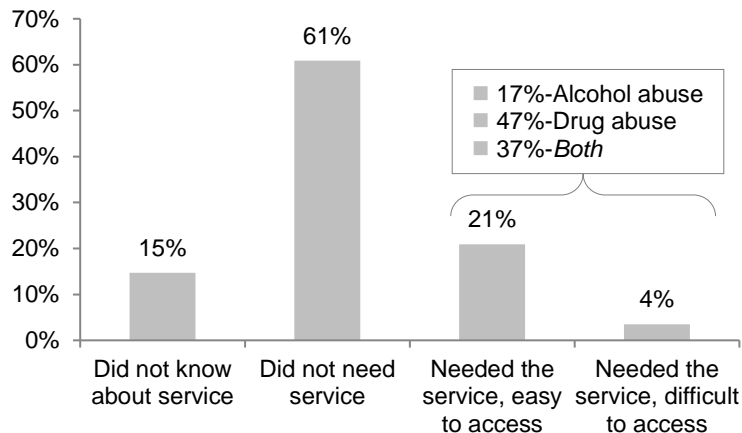
^aPersons reporting current homelessness ^bMen who have sex with men ^cPersons with no evidence of HIV care for 12 mo. ^dPersons released from incarceration in the past 12 mo. ^eNon-Houston/Harris County residents ^fPersons with discordant sex assigned at birth and current gender

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 use disorder concern in an outpatient setting and in accordance with state licensing guidelines. This includes services for alcohol use and/or use of legal or illegal drugs.

(Graph 1) In the 2020 Houston HIV Care Services Needs Assessment, 24% of participants indicated a need for *substance abuse services* in the past 12 months. 21% reported the service was easy to access, and 4% reported difficulty. 15% stated they did not know the service was available. When analyzed by type of substance concern, 17% of participants cited alcohol, 47% cited drugs, and 37% cited both.

GRAPH 1-Substance Abuse Services, 2020



(Table 1) When barriers to *substance use services* were reported, the most common barrier type was education and awareness (46%). Education and awareness barriers reported include lack of knowledge about service availability

TABLE 1-Top 2 Reported Barrier Types for Substance Abuse Services, 2020

	No.	%
1. Education and Awareness (EA)	4	46%
2. Transportation (T)	2	18%

(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 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 homeless PLWH found the service difficult to access when compared to all participants.

TABLE 2-Substance Abuse Services, by Demographic Categories, 2020

Experience with the Service	Sex (at birth)		Race/ethnicity				Age		
	Male	Female	White	Black	Hispanic	Other	18-24	25-49	50+
Did not know about service	17%	7%	12%	12%	18%	19%	43%	15%	12%
Did not need service	59%	68%	69%	63%	58%	58%	43%	59%	65%
Needed, easy to access	20%	23%	16%	21%	21%	23%	10%	22%	21%
Needed, difficult to access	4%	3%	3%	5%	2%	0%	5%	4%	2%

TABLE 3-Substance Abuse Services, by Selected Special Populations, 2020

Experience with the Service	Homeless ^a	MSM ^b	Out of Care ^c	Recently Released ^d	Rural ^e	Transgender ^f
Did not know about service	13%	18%	16%	15%	23%	8%
Did not need service	55%	60%	61%	44%	71%	71%
Needed, easy to access	20%	18%	23%	24%	6%	17%
Needed, difficult to access	12%	3%	0%	18%	0%	4%

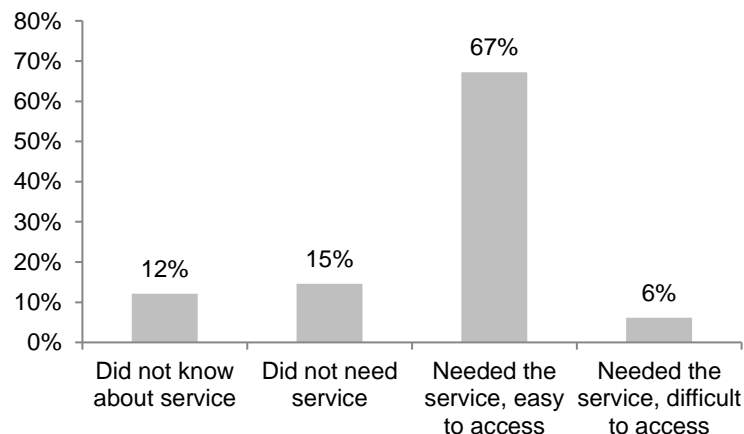
^aPersons reporting current homelessness ^bMen who have sex with men ^cPersons with no evidence of HIV care for 12 mo. ^dPersons released from incarceration in the past 12 mo. ^eNon-Houston/Harris County residents ^fPersons with discordant sex assigned at birth and current gender

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 2020 Houston HIV Care Services Needs Assessment, 73% of participants indicated a need for *case management* in the past 12 months. 67% reported the service was easy to access, and 6% reported difficulty. 12% stated they did not know the service was available.

GRAPH 1-Case Management, 2020



(Table 1) When barriers to *case management* were reported, the most common barrier type was interactions with staff (37%). 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 4 Reported Barrier Types for Case Management, 2020

	No.	%
1. Interactions with Staff (S)	13	37%
2. Education and Awareness (EA)	8	8%
3. Administrative (AD)	6	8%
4. Wait (4)	2	2%

(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 white PLWH 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, transgender, recently released from incarceration, and homeless PLWH found the service difficult to access when compared to all participants.

TABLE 2-Case Management, by Demographic Categories, 2020

Experience with the Service	Sex (at birth)		Race/ethnicity				Age		
	Male	Female	White	Black	Hispanic	Other	18-24	25-49	50+
Did not know about service	17%	7%	10%	11%	15%	4%	5%	15%	9%
Did not need service	59%	68%	22%	14%	13%	8%	29%	12%	17%
Needed, easy to access	20%	23%	64%	68%	66%	81%	52%	67%	69%
Needed, difficult to access	4%	3%	4%	7%	6%	8%	14%	6%	5%

TABLE 3-Case Management, by Selected Special Populations, 2020

Experience with the Service	Homeless ^a	MSM ^b	Out of Care ^c	Recently Released ^d	Rural ^e	Transgender ^f
Did not know about service	10%	13%	13%	11%	37%	17%
Did not need service	13%	18%	16%	8%	9%	13%
Needed, easy to access	68%	63%	58%	71%	51%	58%
Needed, difficult to access	10%	6%	13%	11%	3%	13%

^aPersons reporting current homelessness ^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



**Houston Area Integrated
HIV Prevention and Care
Plan
2022 - 2026**

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Disclaimer:

This document was developed from June 2021 to December 2022 and submitted to the Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB) and to the Centers for Disease Control and Prevention (CDC) Prevention Program Branch (PPB) on December 1, 2022. Its contents reflect the information and data that were available during that timeframe. New information and data on the topics addressed in this document may have become available since the time of publication. Moreover, activities put forth in this document may have been completed or altered during implementation.

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Vision

The Greater Houston area will become a community with an enhanced system of HIV prevention and care. New HIV infections will be reduced to zero. Should new HIV infections occur, every person, regardless of sex, race, color, ethnicity, national origin, age, familial status, marital status, military status, religion, disability, sexual orientation, genetic information, gender identity, pregnancy, or socio-economic circumstance, will have unfettered access to high-quality, life-extending care, free of stigma and discrimination.

Mission

The mission of the 2022-2026 Houston Area Integrated HIV Prevention & Care Services Plan is to work in partnership with the community to provide an effective system of HIV prevention and care services that best meets the needs of populations living with, affected by, or at risk for HIV.



SECTION I: EXECUTIVE SUMMARY OF INTEGRATED PLAN AND SCSN

(Provide a description of the Integrated Plan, including the SCSN and the approach the jurisdiction used to prepare and package requirements for submission.)

1. a. b. The mission of the 2022-2026 Houston Area Integrated HIV Prevention and Care Services Plan (**2022 Integrated Plan**) is to work in partnership with the community to provide an effective system of HIV prevention and care services that best meets the needs of populations living with, affected by, or at risk for HIV.

Houston is the fourth largest city in the U.S., the largest city in the State of Texas, and one of the most racially and ethnically diverse major American metropolitan areas. Spanning 600 square miles, Houston is also the least densely populated major metropolitan area. Houston is the seat of Harris County, the most populous county in the State of Texas and the third most populous in the country. The United States Census Bureau estimates that Harris County has almost 4.7 million residents, around half of which live in the city of Houston.

HIV prevention and care services are provided in the Houston Area throughout three distinctly defined service areas. The End the HIV Epidemic (**EHE**) geographic service area is Houston/Harris County. As of 2019, 92% of all diagnosed people living with HIV in the Houston Eligible Metropolitan Area and a majority of those in the Houston Health Services Delivery Area reside in Houston/Harris County. For this reason, much of the epidemiologic data presented for Houston/Harris County are considered representative of the larger areas, unless otherwise noted. This document provides information related to all three of the service areas described below:

- *The Houston Metropolitan Statistical Area (MSA)* includes Harris County and the cities of Houston, Baytown, and Sugarland, TX. The Centers for Disease Control and Prevention's (**CDC**) HIV prevention funding and activities are administered in the MSA.
- *The Houston Eligible Metropolitan Area (EMA)* is the geographic service area defined by the Health Resources and Services Administration (**HRSA**) for the Ryan White HIV Program Part A and Minority AIDS Initiative (**MAI**). It includes Chambers, Fort Bend, Harris, Liberty, Montgomery, and Waller Counties.
- *The Houston Health Services Delivery Area (HSDA)* includes the six counties of the Houston EMA plus four additional counties: Austin, Colorado, Walker, and Wharton. The Houston Regional HIV Resource Group (**TRG**) administers the Texas Department of State Health Services (**TDSHS**) Ryan White HIV Program Part B and State of Texas HIV care services funding and activities in the HSDA. Epidemiologic data for the HSDA are provided by TDSHS.

Because of these distinctly defined service areas, the 2022 Integrated Plan for HIV Prevention and Care Services is a collaborative project of the:

- Houston Health Department (**HHD**), Bureau of HIV/STD & Viral Hepatitis Prevention. The City of Houston is directly funded by CDC for HIV prevention and HIV Surveillance in the MSA.
- Houston HIV Prevention Community Planning Group (**CPG**), the HIV prevention planning body for the MSA.

- Harris County Public Health, Ryan White Grant Administration (**RWGA**), the Recipient for Ryan White Part A and Minority AIDS Initiative funding and the Cares Act (COVID) funding for the six-county EMA, as well as EHE funds for Harris County.
- Houston Regional HIV Resource Group (**TRG**), the recipient for Ryan White Part B and State Services funding in the 10-county HSDA.
- Ryan White Planning Council (**RWPC**), the HIV care planning body for the six-county EMA and the 10-county HSDA.

For this Plan, significant new information was collected from priority populations, as well as Ryan White and non-Ryan White funded stakeholders. Thus, many of the ideas and goals are new, and integrate new data into existing documents to create the 2022 Integrated Plan. The goals are also aligned with the *National HIV/AIDS Strategy (NHAS)*, *Fast Track Cities* and other comprehensive plans identified in the Houston Crosswalk of Comprehensive national, state and local plans. See Section III, page 24.

The 2022 Integrated Plan is intended for use by local HIV planning bodies, recipients and grantees, providers of HIV prevention and care services, both new and established community partners, the state in its Statewide Coordinated Statement of Need (**SCSN**), and other decision makers as they respond to the needs of people with or at-risk for HIV over the next five years. The 2022 Integrated Plan is organized into seven sections, which are summarized below.

Section II: Community Engagement and Planning Process

Since at least 1997, two HIV-related planning bodies have worked collaboratively to provide full coverage HIV prevention and care services planning. The prevention planning body is staffed by the City of Houston; Harris County administers the Ryan White Part A/MAI Program and provides staff for the HIV care planning body. Both planning bodies were key drivers in the formation of community trainings, data collection, development of the goals and objectives and they will be key drivers in implementing, monitoring and evaluating the 2022 Integrated Plan.

Over 580 people with HIV provided input on service needs, gaps and barriers as described in the 2020 Houston Area HIV Care Services Needs Assessment (**2020 NA**). In 2021 and 2022, staff focused on gathering information from populations that were selected by CPG and RWPC as Priority Populations based upon data from State and local sources. Focus groups with representatives of all priority populations included 117 participants. The purpose of the focus groups was to uncover unique ways to address HIV prevention and care services for these hard to reach populations.

Stakeholders in the 10-county service area were interviewed one on one for the most part. The intent was to learn from stakeholder's professional expertise and make it possible to compare suggestions from stakeholders against the lived experience of individuals in the focus groups. At least 126 individuals participated in stakeholder interviews, which included both focus groups and one-on-one interviews.

Section III: Data Sets and Assessments

This section contains a description of multiple databases available for planning HIV prevention and care services, a summary from the 2019 Epidemiological Profile as well as the 2022

Epidemiological Supplement to the Profile, an extensive Resource Inventory and a comparison of the 2020 HIV Care Services Needs Assessment and the 2022 HIV Prevention Needs Assessment. The Houston EMA HIV Care Continuum depicts the number and percentage of people with HIV in Harris, Fort Bend, Waller, Montgomery, Liberty and Chambers counties at each stage of HIV care, from being diagnosed with HIV to viral suppression and linkage to care. Stakeholders regularly use this analysis to measure the extent to which people with HIV have community-wide access to care and identify potential service gaps. The methodology follows the CDC definition for a diagnosis-based HIV care continuum.

Among 30,149 HIV-diagnosed individuals ages 13 years or older in the Houston EMA in 2019, 75% had receipt of care (at least one CD4/Viral Load test in year); 60% were retained in HIV care (at least two CD4/ Viral Load tests in a year, at least three months apart); 59% maintained or reached viral load suppression (≤ 200 copies/mL); and 63% among the newly diagnosed were linked to care.

As of 2019, in both Houston/Harris County and the Houston EMA, the rates of new HIV diagnoses and prevalence continue to exceed rates both for Texas and the U.S. The rate of new HIV diagnoses in Houston/Harris County is almost twice the rate for the U.S.

Section IV: Situational Analysis

From the 2020 NA, the 2022 HIV Prevention Needs Assessment, priority population focus groups, provider focus groups, stakeholder interviews, the 2022 crosswalk of comprehensive plans, community meetings, and other data sources, the following were selected as priority areas to emphasize within the 2022 Integrated Planning goals and objectives: 1) support for local and national EHE initiatives, 2) education and coordination, 3) access to care and medication, 4) quality of life issues and 5) policy issues.

Section V: Plan Goals and Objectives

The four pillars of the EHE were used to organize plan goals and objectives. The Houston/Harris County EHE goals are combined with the Integrated Plan goals for the 10-county area to demonstrate united purpose. Goals from the Integrated Plan are italicized to indicate the differently funded geographic areas. Both plans are considered “living” documents, and it is anticipated that more activities, strategies, and indicators will be added to each pillar as EHE and integrated planning implementation continues.

Since 2021, consumer representatives on the two Houston area planning bodies and others have been working to highlight quality of life issues for those living with HIV. Issues related to quality of life include stigma, housing, mental health, aging and other needs related to living and thriving with HIV. Quality of life issues have recently gained national significance, with inclusion in several comprehensive plans including the 2022 *NHAS*. Additionally, the 2020 NA indicates the importance of quality of life issues. Of services that are needed and not funded by Ryan White, the top four include housing and food bank, since quality of life issues cannot be addressed through medical interventions alone.

Quality of life issues were addressed in stakeholder interviews and focus groups, when priority populations discussed how different services, including housing, mental health and substance use

treatment, influences their ability to access and be retained in care. To further quality of life efforts, a Greater Houston Area HIV Data Committee has been organized to identify and inventory all HIV data available in the 10-county area. The goal is to create tools to measure and address quality of life issues and to integrate the results of the tools into all Houston planning processes, share the tools with other communities, and encourage CDC and HRSA to add a fifth pillar that uses a variety of such tools to address quality of life concerns.

Education was identified as a pressing issue in the 2020 NA, where education and awareness issues were found to be the number one barrier to care. Further, according to the HHD 2022 HIV Prevention Needs Assessment, health education/risk reduction (HE/RR) is the number two reported need for people not living with HIV. From priority population focus groups, provider focus groups, community meetings, and stakeholder interviews, clearly priority populations and others lack knowledge about HIV prevention and care options. These findings led to the goal of creating a Houston Area HIV Education Council. Educational trainings will be divided into two categories: education for potential and existing service recipients and education for providers, with committees dedicated to meeting the needs of different priority populations.

For example, one committee will focus on the educational and service needs of adolescents while another committee will focus on the needs of individuals who were not born in the United States. Some of the education committees will interface with already established, longstanding groups such as the prevention task forces under CPG. All committees will report monthly to the Education Leadership Team, who will report to the CPG and RWPC.

Certain special populations indicate a high need for basic HIV education. For example, focus groups conducted with 43 college students found that they lack a basic understanding of HIV transmission. This led to designating college students as one of the populations of interest. College students will have a committee made up of students from different local universities along with professional educators who will work together to tailor a curriculum to increase knowledge of HIV and how to access local HIV prevention and care services, including mental health and substance use disorder services that are available on campus and off.

From focus groups with priority populations, it was determined that staff interactions with clients cause some to avoid service locations. This finding is supported by the 2020 NA, which indicates that interactions with staff is the number two barrier to care. Thus, a goal of the HIV Education Council will be to partner with the Houston AIDS Education and Training Center (AETC) to facilitate professional customer service trainings and yearly HIV service updates for staff, particularly front desk and eligibility personnel. Providers will also receive education on how to refer a client for services, as many respondents indicated they were unaware of how to navigate the jurisdiction's HIV prevention and care system.

Information from focus groups, stakeholders, community meetings, needs assessments, the crosswalk of comprehensive plans, and other data sources indicate that access to care remains a pressing issue. For example, the 2020 NA found that of 17 funded core and non-core services, primary medical care is the most needed Ryan White funded service in the jurisdiction. Although 50% of all individuals living with HIV in the 10-county area rely upon Ryan White funded services for care, there continue to be barriers that prevent some from accessing medical care, the most

common being education and awareness issues. Concerning education and awareness barriers, knowledge of the availability of the service and where to access the service accounted for 81% of barriers reported. And due to special limitations placed upon individuals with a history of a sexual offense, one goal of the 2022 Integrated Plan is to create a case manager position to help this particular population access HIV education, prevention, and care services. This goal is supported by stakeholders who state that this type of education is not being provided elsewhere.

Through interactions with stakeholders, it became clear that there are several pressing policy issues in the jurisdiction that require a deeper understanding. These issues include access to comprehensive harm reduction services, the distribution of condoms in jails and prisons, and efforts to transition Texas into a Medicaid expansion state. Interviews with substance use disorder stakeholders and with people who use drugs demonstrate the importance of comprehensive harm reduction to preventing the spread of HIV among people who use drugs. Stakeholder and consumer input revealed strong support for condom distribution in jails and prisons. But the focus group with members of the Serving the Incarcerated and Recently Released Partnership of Greater Houston (SIRR) emphasized that since it is against Texas State law to have sexual contact in jail or prison, condom distribution by staff is not legally permissible. And, the law against sex in prison is intended to prevent sexual assault. This supports the need for more complete education among stakeholders including elected and appointed officials. Additionally, many consumers, providers and stakeholders have worked for years to make Texas a Medicaid expansion state. It is important to understand how the HIV community can have a role in thoughtfully and effectively supporting this effort.

Section VI: Implementation, Monitoring and Jurisdictional Follow Up

Community partners will work collaboratively with members of the CPG and RWPC, health department staff, local educators and others to implement the goals and objectives of the 2022 Integrated Plan. Activities to monitor, evaluate, and disseminate 2022 Integrated Plan/EHE Plan implementation progress, as well as collect iterative feedback from stakeholders, will be conducted as follows:

- HHD Bureau of Epidemiology staff will update the Houston EMA Care Continuum, and planning body support staff will continue to link it to the RWPC website.
- Planning body support staff will review goals and objectives and inform responsible parties of the status of their assigned tasks. (Beginning January 2023; bi-annually thereafter)
- Both the RWPC and CPG will receive progress updates on 2022 Integrated Plan/EHE Plan goals and objectives (Beginning August 2023; bi-annually thereafter)
- The 2022 Integrated Plan/EHE Plan Evaluation Workgroup will convene on a regular basis to review the status of goals and objectives, provide explanation of outcomes, identify areas of course correction, assess direction of stated goals and objectives, and report findings to the planning bodies (Beginning at the all-day RWPC Orientation in January 2024; annually thereafter)
- Planning body support staff will conduct a document review and archive reports produced by responsible parties containing information about stated objectives and efforts (Beginning at the all-day RWPC Orientation in January 2024; annually thereafter)
- Planning body support staff will compile an evaluation report following the annual Evaluation Workgroup review process and present the report to planning bodies (Beginning at the all-day RWPC Orientation in January 2024; annually thereafter)

- Planning body support staff will update the 2022 Integrated Plan/EHE Plan Dashboard detailing progress on stated goals and objectives, which will be featured on the RWPC website (Beginning February 2024; annually thereafter)

Section VII: Letters of Concurrence

See the attached letters of concurrence. The letters are signed by the Co-Chairs of the Houston HIV Prevention Community Planning Group and the Chair of the Houston EMA Ryan White Planning Council. The planning bodies played the dual role of being the planning bodies for prevention and care services and the planning bodies for the development of the 2022 EHE and 2022 Integrated Plans. See Section VII, page 85.

DOCUMENTS SUBMITTED TO MEET CDC AND HRSA REQUIREMENTS:

Please use the links provided in this Plan to locate the following supporting documents:

Section II: Community Engagement and Planning Process. See link to the following document: **2022 Houston Area HIV Data Packet** provided members of the CPG and the RWPC, as well as all participants in committee and community education and planning sessions, with an efficient, easy way to reference all data used to prepare the 2022 Integrated Plan. Per the Table of Contents, the packet contains a Summary of Group Interviews with All Priority Populations; Summary of Group Interviews with Special Populations; Interviews with Individual Stakeholders by Category of Expertise; the HIV Prevention, Care and Treatment Resource Inventory, the Houston Area Planning Crosswalk 2022-2026, which includes related goals and objectives for national and local plans HIV and non-HIV comprehensive plans; the Epidemiological Snapshot and more.

2016 - 2021 Roadmap to Ending the Houston HIV Epidemic, Houston's first Ending the HIV Epidemic Plan, which was funded by a grant from AIDS United.

2022 Ending the HIV Epidemic in Houston/Harris County, the CDC funded Houston/Harris County Ending the HIV Epidemic Plan.

Section III: Contributing Data Sets and Assessments. See links to the following documents, many of which provide pre-COVID data due to the unreliability of data during the COVID pandemic:

FY 2021 Crosswalk of National, State and Local Comprehensive Plans was a tool developed for this Plan.

FY 2020 Summary of Service Categories is updated and used annually during the Ryan White *How to Best Meet the Need*, priority setting and allocations process to justify decisions. The first 2 pages provide data on epidemiological trends, unmet need in HIV care and national, state, and local priorities. Starting on page 3, each funded Ryan White service has a separate page of data that includes a 10-year history of allocations and client utilization, current outcomes, needs assessment data and national, state, and local priorities for the service.

2019 Houston Area HIV Epidemiological Profile and the 2021 Houston Area HIV Epidemiological Supplement. This document includes the Executive Summaries from the two epidemiological reports. Complete data is available by using the links to the full reports.

Section V: Goals and Objectives. See links to the following documents:

Houston Area HIV Resource Directory "The Blue Book". Provided free of charge to people with HIV, in English and Spanish. Available online and in hard copy.

Mini Blue Book for the Harris County Sheriff's Office. Pocket sized version of the Blue Book distributed by medical staff to inmates living with HIV, available in English and Spanish.

Treat Committee

Goal 1C: Establish a Houston Area HIV Education Council by reaching out to colleges, consumers, in-person educators, youth, and professional healthcare workers in partnership with AETCs, the RW program, CPG, and city and county health departments to increase consumer input and participation into science-based health education and Houston Area HIV linkage to prevention and care services.

Goal 2A: Ensure 90% of clients are retained in care and virally suppressed.

Goal 2A.1: Ensure rapid linkage to HIV medical care and rapid ART initiation for all persons with newly diagnosed or re-engaging in care.

Key Activities:

- Increase retention in medical care through rapid treatment initiation.
 - *In FY 2020, the Ryan White Program, in partnership with South Central AETC, Baylor College of Medicine, and Harris County Public Health, launched Rapid Start Treatment Programs at Ryan White funded primary care sites. The next step is to increase outreach to priority populations and launch Rapid Start Treatment Programs at sites other than RWHAP-funded primary care sites.*
- Offer a 24-hour emotional support and resources line available with trauma informed staff considerate to the fact individuals are likely still processing a new diagnosis.
- Health literacy campaign to educate those diagnosed on benefits of rapid start and TasP.
- Support rapid antiretroviral therapy by providing ART “starter packs” for newly diagnosed clients and returning patients who have self-identified as being out of care for greater than 12 months.
- Expand community partnerships (e.g., churches and universities) to increase rapid linkage and ART availability at community-preferred gathering venues.
- Promote after-hour medical care to increase accessibility by partnering with providers currently offering expanded hours, like urgent care facilities.

- Develop a provider outreach program focused on best HIV treatment - related practices and emphasizing resources options for clients (Ryan White care system) as well as peer-to-peer support resources for providers (e.g., Project ECHO, AETC, UCSF).

Goal 2A.2: Support re-engagement and retention in HIV medical care, treatment, and viral suppression through improved treatment related practices, increased collaboration, greater service accessibility, and a whole-health emphasis.

Key Activities:

- Develop informative treatment navigation, viral suppression, and whole-health care program including regularly held community forums designed to maximize accessibility.
 - Partner with providers to expand hours and service location options based on community preferences (after-hours, mobile units, non-traditional settings).
 - Assess feasibility of expanded telehealth check-in options to enhance accessibility and promote bundling mobile care services (including ancillary services).
 - Increase the number of referrals and linkage to RW.
 - Increase integration, promotion, and the number of referrals to ancillary services (e.g., mental health, substance use, RW, and payment assistance) through expanded partnerships during service linkage.
 - Increase case management support capacity.
 - Develop system to monitor referrals to integrated health services.
 - Hire representative navigators, promote job openings in places where community members with relevant lived experience gather, and invest in programs such as the Community Health Worker Certification.
 - Survey users of services to evaluate additional service-based training needs.
- Conduct provider outreach (100 initial/100 follow-up visits) to improve multidisciplinary holistic health practices including importance of trauma-informed approach, motivational interview-based techniques, preferred language, culturally sensitive staff/setting, behavior-based risk vs demographic/race, and routine risk assessment screenings (mental health, gender-based or domestic violence, need for other ancillary services related to SDOH).
- Build and implement a mental health model for HIV treatment and care that includes routinizing screenings/opt-out integration into electronic health records.
- Source resources for referral/free initial mental health counseling sessions.
- Maintain at least one crisis intervention specialist on service link linkage staff.

- Partner community health workers with local community gathering places (e.g., churches) to recognize and reach individuals who may benefit from support and linkage to resources.
- Widely share analyses of collected data with emphasis on complete context and value to community, including annual science symposium; Allow opportunities for community to share their stories to illustrate the personal connection.
- Utilize a reporting system to endorse programs or environments that show training application and effort to end the epidemic. Conduct quarterly quality assurance checks after the secret shopper project established by END.
- Use the HIV system to fill gaps in healthcare by creating a grassroots initiative focused on social determinants of health.
- Increase access to quality health care through promoting FQHCs to reduce the number of uninsured to under 10% in the next 10 years.
- Revamp data-to-care to achieve full functionality

Goal 2A.3: Establish organized methods to raise widespread awareness on the importance of treatment.

Key Activities:

- Collaborate with CPG to gain real-time public input during meetings on preferred language and promotion of critical messages of Undetectable=Untransmittable (U=U) and Treatment as Prevention (TasP).
- Collaborate with CPG to regularly promote diversifying clinical trials.
- Increase education and awareness around the concept of U=U and TasP to reduce stigma, fear, and discrimination among PLWH.
- Implement community preferred social marketing strategies over multiple platforms to establish messaging on the benefits of rapid and sustained HIV treatment (include basic terminology, updates on treatment/progress advances, and consideration for generational understanding of information).

Goal 2A.4: Advance internal and external policies related to treatment.

Key Activities:

- Implement and monitor immediate ART with a standard of 72 hours of HIV diagnosis for Test and Treat protocols.
- Revise policies to simplify linkage through use of an encrypted universal technology such as patient portal and/or apps to easily share information across health systems, remove administrative (e.g., paperwork and registration) barriers, incorporate geo-fencing alerts and anonymous partner elicitation.
- Refresh policies to establish a retention/rewards program that empowers community to optimize health maintenance and encourages collaboration with health department services and resources.
- Focus on necessary requirements and reduce turnaround time from diagnosis to care (e.g., Change the 90-day window for Linkage Workers).

- Update prevention standards of care to reflect a person-centered approach.
- Develop standard of treatment and advocate for implementation for those incarcerated upon intake.
- Institute policies that require recurring trainings for staff/providers based on community feedback and focused on current preferred practices (emphasis on status-neutral approach, trauma-informed care, people first-language, cultural sensitivity, privacy/confidentiality, follow-up/follow-through).
- Revise funding processes and incentivize extended hours of operation to improve CBO workflow.

Goal 2B: *Increase access to services that replace or provide identification documents so that lack of identification as a barrier will decrease regardless of immigration or legal status by working with identification providers including CBOs, NGOs, and government agencies.*

Goal 2C: *Create a case manager job description and fund the position so that fewer people with a history of sexual offense will be lost to care by working with street outreach workers, harm reduction teams and others experienced working with people with a history of sexual offense by prioritizing this historically underserved population.*

Goal 2D: *Gather information from RW-funded pharmacists, case managers, executive directors, and Coalition for the Homeless to create ease of access via phone provision for historically underserved communities and to mitigate challenges towards maintaining care. Have meetings to develop pros and cons and to synthesize information to develop a consensus decision by September 2024.*

Quality of Life and Social Determinants Committee

Goal 3B.3: Address social determinants through a multi-level approach that reduces new cases and sustains health equity.

Key Activities:

- Increase service provider knowledge and capability to assess those in need of ancillary services.
- Provide funded organizations with payment points for linking people to pre-exposure prophylaxis (PrEP), keeping appointments, and then linking people on PrEP to housing, transportation, food assistance, and other supportive services.
- Develop mental health and substance use campaigns to support self-efficacy/resiliency.
- Promote having health departments partner more with colleges and school districts, the Houston Health Department Bureau of Youth and Adolescent Health to create a tailored strategic plan that better engages adolescent Houstonians/ Harris Countians.
- Revitalize the Youth Task Force and seek funding for adolescent-focused initiatives.
- Engage healthcare programs regarding inclusion of all HIV prevention strategies in their curriculums to educate future practitioners (e.g., medical, nurse practitioner, nursing, and other healthcare programs).
- Reduce stigma and increase knowledge and awareness of PrEP and Treatment as Prevention (TasP) through a biannual inclusive public health campaign focused on all populations.
- Train the workforce on patient-centered (i.e., status-neutral and trauma informed) prevention approaches to build a quality care system.

Goal 5A: Improve quality of life for persons living with HIV by promoting unfettered access to high-quality, life-extending prevention and care services through the identification of the top three services people needed but couldn't access as well as the top three barriers. We will identify the number of people in need of service and who couldn't access it. This will decrease by focusing on the most needed and least accessible services and the populations benefiting least from these services by making services available, accessible and affordable for three years.

Goal 5B: Increase the proportion of people with diagnosed HIV who report good or better health to 95% from a 2018 baseline of 71.5%.

Activity: See Houston Medical Monitoring Project (HMMP).

Goal 5C: Decrease by 50% the proportion of people with diagnosed HIV who report an unmet need for services from a mental health professional from a 2017 baseline of 24.2%.

Activity: See Houston Medical Monitoring Project (HMMP).

Goal 5D: Decrease by 50% the proportion of people with diagnosed HIV who report ever being hungry and not eating because there wasn't enough money for food from a 2017 baseline of 21.1%.

Activity: See Houston Medical Monitoring Project (HMMP).

Goal 5E: Decrease by 50% the proportion of people with diagnosed HIV who report being out of work from a 2017 baseline of 14.9%.

Activity: See Houston Medical Monitoring Project (HMMP).

Goal 5F: Decrease by 50% the proportion of people with diagnosed HIV who report being unstably housed or homeless from a 2018 baseline of 21.0%.

Activity: See Houston Medical Monitoring Project (HMMP).

Goal 5G: For 3 years, continue to host quarterly meetings of the Houston Area HIV Data Committee in order to (1) learn about the different data being collected; (2) create and maintain an inventory of HIV data being collected; and (3) distribute the resulting inventory of data to Houston area researchers, students, people living with HIV and others to maximize the use of these data to benefit people living with HIV.

HIV and Aging Workgroup

Key Activities:

- *Continue to host Quality of Life workgroup meetings that started in Houston on 03/21/22 and were co-hosted by Community Planning Group (CPG) and the Ryan White Planning Council.*

Housing Workgroup

Key Activities:

- *To be determined.*

Racial and Social Justice Workgroup

Key Activities:

- *Continue to host Racial and Social Justice Workgroup meetings that started in Houston on 04/15/21 and were co-hosted by Community Planning Group (CPG) and the Ryan White Planning Council.*

Quality of Life VISION for PLHIV

All people living with HIV will have unfettered and ‘hassle-free,’ access to a full range of life-extending high quality culturally sensitive, gender affirming care and social support free from all stigma and discrimination that prioritizes our mental, emotional, and spiritual health as well as our financial wellbeing. People living with HIV are “people first” and our quality of life is not defined by our race, gender identity, sexual orientation, HIV status or measured solely by viral suppression.

Quality of Life THEMES

1. Intersectional stigma, discrimination, racial and social justice, human rights and dignity
2. Overall wellbeing, mental, emotional and spiritual health
3. Aging, comorbidities and life span (can include functionality, cognitive ability, geriatrics)
4. Healthcare services access, care and support
5. Economic justice, employment, stable and safe housing, food security
6. Policy and research

Quality of Life DEFINITION

We demand a quality of life that achieves the following:

1. Ensures that all people living with HIV thrive and live long healthy dignified lives.
2. Recognizes that HIV is a racial and social justice issue and works to dismantle the structural barriers that marginalize and diminish our quality of life.
3. Uplifts our humanity and dignity as human beings; we are people living with HIV and not a public health threat.
4. Values our emotional labor and personal stories as worthy of compensation and meaningfully involves people living with HIV as subject matter experts in all decisions that impact our lives as paid staff and consultants and not just as volunteers.
5. Recognizes that because we have a large number of people aging with HIV that include those born with HIV, long term survivors and people over the age of 50, we need for accessible services, support and care to ensure that we age with dignity
6. Understands that safe and stable housing, healthcare and financial security are basic human rights. We should not have to live in poverty to be eligible for services.
7. Recognizes that we are human beings entitled to live full rich pleasurable sexually active lives without fear of prosecution and understands the importance of social support networks to our overall well being.
8. Embraces our rich diversity in race, age, gender identity or expression, language, sexual orientation, income, ethnicity, country of origin or where we live and tells the full story of our resilience and not just our diagnosis.

THEME #1: Intersectional stigma, discrimination, racial and social justice, human rights and dignity

Strategy	Actions/Activities	Responsible Party	Year 1, 2, 3, 4 or 5
Reduce the impact of intersectional stigma for PLHIV and communities vulnerable to HIV	Implement new research tool developed by the Global Network of PLHIV called stigma index		
Ensure that all funding, policies, programs and decisions use an intersectional racial/social justice lens approach	Develop & apply racial/social justice lens to all decision making		
Implement/Operationalize MIPA throughout all service delivery	Integrate MIPA into RW planning councils		

THEME #2: Overall well-being, mental, emotional and spiritual health

Strategy	Actions/Activities	Responsible Party	Year 1, 2, 3, 4 or 5
Focus on “people first” rather than just treating HIV	Re-evaluate rapid start and other programs to ensure that services are person centered		
Eliminate use of stigmatizing language by organizations, services and throughout the workforce	Include people first language training requirement in all contracts and pay PLHIV to deliver trainings		
Increase the availability of social support services	<p>Require all Part A providers to provide support groups led by PLHIV</p> <p>Develop at least 3 support groups by December 2023 for high priority populations</p> <p>Develop list of peer/PLHIV willing to lead support groups and be compensated</p>		

THEME #3: Aging, comorbidities and life span (can include functionality, cognitive ability, geriatrics)

Strategy	Actions/Activities	Responsible Party	Year 1, 2, 3, 4 or 5
Reduce mortality rates for PLHIV	Develop data that more adequately reflects mortality and comorbidities of PLHIV		
Address aging needs of PLHIV	Develop aging related services for PLHIV at all health care providers Ensure that all demographics are represented in research Create a research CAB focused on aging issues Develop needs assessment to gather data to address the special needs of verticals		

NATIONAL HIV/AIDS STRATEGY



for the **United States**
2022–2025





Acknowledgments: The National HIV/AIDS Strategy (NHAS or Strategy) was developed by the White House Office of National AIDS Policy (ONAP) in collaboration with federal partners and with input from the HIV community across the country. Interested parties and organizations throughout the federal government and those engaged in work in many different communities have helped shape the goals, objectives, and strategies in the Strategy. ONAP extends the gratitude and appreciation of the White House to everyone who made thoughtful recommendations and recommitted to the Strategy’s vision and goals. ONAP also offers thanks to the team at the Office of Infectious Disease and HIV/AIDS Policy in the U.S. Department of Health and Human Services for its many contributions to developing the Strategy.

Language used in the National HIV/AIDS Strategy: The Strategy honors the lived experiences and choices of all people, regardless of age, sex, gender identity, sexual orientation, race, ethnicity, religion, disability, geographic location, or socioeconomic circumstance. To reflect this, authors made a concerted effort to use inclusive and person-first language throughout the strategy. Evidence-based, contemporary terminology is also used to convey respect and to reduce stigma faced by communities and populations disproportionately impacted by HIV. This approach is intended to reflect the administration’s vision for a collective, inclusive, and respectful national response. Despite these efforts, in certain instances, for example to accurately convey scientific meaning, specific terminology or language may be unintentionally offensive or stigmatizing to some individuals or populations.

Additional information regarding the Strategy and associated activities may be accessed at the [White House website](#).

Suggested citation: The White House. 2021. *National HIV/AIDS Strategy for the United States 2022–2025*. Washington, DC.

The National HIV/AIDS Strategy is not a budget document and does not imply approval for any specific action under Executive Order 12866 or the Paperwork Reduction Act. The Strategy will inform the Federal budget and regulatory development processes within the context of the goals articulated in the President’s Budget. All activities included in the Strategy are subject to budgetary constraints and other approvals, including the weighing of priorities and available resources by the Administration in formulating its annual budget and by Congress in legislating appropriations.

VISION

The United States will be a place where new HIV infections are prevented, every person knows their status, and every person with HIV has high-quality care and treatment, lives free from stigma and discrimination, and can achieve their full potential for health and well-being across the lifespan.

This vision includes all people, regardless of age, sex, gender identity, sexual orientation, race, ethnicity, religion, disability, geographic location, or socioeconomic circumstance.

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<https://hivgov-prod-v3.s3.amazonaws.com/s3fs-public/NHAS-2022-2025.pdf>

EXECUTIVE SUMMARY

Building on lessons learned and progress made in the past 40 years, the United States now has the opportunity to end the HIV epidemic. This opportunity has been made possible by tireless advocacy, determined research, and dedicated delivery of diagnostic, prevention, care, treatment, and supportive services.

The nation's annual new HIV infections have declined from their peak in the mid-1980s, and people with HIV in care and treatment are living longer, healthier lives. In 2019, the estimated number of new HIV infections was 34,800 and 1.2 million people were living with HIV in the United States. However, not all groups have experienced decreases in HIV infections or improvements in health outcomes. Centers for Disease Control and Prevention data show that new HIV infections fell 8% from 2015 to 2019, after a period of general stability in new infections in the United States. This trend represents a hopeful sign of progress. But gains remain uneven, illuminating opportunities for geographic- and population-focused efforts to make more effective use of the powerful HIV prevention, care, and treatment tools now available.

This National HIV/AIDS Strategy (the Strategy), the nation's third national HIV strategy, updates the HIV National Strategic Plan (2021). The Strategy sets forth bold targets for ending the HIV epidemic in the United States by 2030, including a 75% reduction in new HIV infections by 2025 and a 90% reduction by 2030. For interested parties and organizations across the nation, the Strategy articulates goals, objectives, and strategies to prevent new infections, treat people with HIV to improve health outcomes, reduce HIV-related disparities, and better integrate and coordinate the efforts of all partners to achieve the bold targets for ending the epidemic. The Strategy also establishes evidence-based indicators to measure progress, with quantitative targets for each indicator, and designates priority populations.

The Strategy establishes the following vision:

The United States will be a place where new HIV infections are prevented, every person knows their status, and every person with HIV has high-quality care and treatment, lives free from stigma and discrimination, and can achieve their full potential for health and well-being across the lifespan.

This vision includes all people, regardless of age, sex, gender identity, sexual orientation, race, ethnicity, religion, disability, geographic location, or socioeconomic circumstance.

The vision, goals, objectives, and other components of the Strategy were developed and approved by a dedicated Steering Committee, composed of subject matter experts from across the federal government, with input from numerous and varied interested parties and organizations in the field. The Strategy is designed to be accessible to and useful for a broad audience, including people working in public health, health care, government, community-based organizations, research, private industry, and academia. It serves as a roadmap for all sectors of society to guide development of policies, services, programs, initiatives, and other actions to achieve the nation's goal of ending the HIV epidemic by 2030.

The Strategy is designed to facilitate a whole-of-society national response to the HIV epidemic in the United States that accelerates efforts to end the HIV epidemic in the United States by 2030 while supporting people with HIV and reducing HIV-associated morbidity and mortality. While not every objective or strategy will speak to or be actionable by all readers, the intent is that individuals and organizations from all sectors of society can find opportunities

where they can support necessary scale-up, expansion, and refinement efforts. All communities, regardless of HIV prevalence, are vital to ending the HIV epidemic in this country and private- and public-sector partners must work together with community-based, faith-focused, and advocacy organizations; governmental public health; mental health and substance use disorder treatment services; the criminal justice system; and providers of housing, food and nutrition, education, and employment services because we all have a role in reducing new HIV infections, improving outcomes and quality of life for people with HIV, and eliminating HIV disparities.

Interwoven throughout the Strategy are approaches to address the individual, community, and structural factors and inequities that contribute to the spread of HIV, such as stigma and social determinants of health. The Strategy highlights opportunities to integrate HIV prevention, care, and treatment into prevention and treatment for sexually transmitted infections, viral hepatitis, mental health and substance use disorders, and other public health efforts by leveraging capacity and infrastructure across the domains and breaking down operational and funding silos. A recurring theme is the need to bring to scale innovative solutions and data-driven approaches to address the ongoing and emerging challenges to HIV prevention, care, and treatment, including expanding the types of community and clinical sites that address HIV to help reach and engage people in need of services; supporting retention in HIV prevention and care services; continuing research into development of better prevention tools, therapeutics, and vaccines; and understanding how to make best use of available tools in real-world settings. Throughout this document, the term “care” is used as an umbrella term meant to encompass holistic services including treatment and supportive services.

To ensure implementation and accountability, a Federal Implementation Plan that documents the specific actions that federal partners will take to achieve the Strategy’s goals and objectives will be developed in early 2022. Progress toward meeting the Strategy’s goals will be monitored and reported annually.

The Strategy and the [Ending the HIV Epidemic in the U.S.](#) (EHE) initiative are closely aligned and complementary, with EHE serving as a leading component of the work by the U.S. Department of Health and Human Services (HHS), in collaboration with local, state, tribal, federal, and community partners, to achieve the Strategy’s goals. The EHE initiative focuses on scaling up four strategies in the communities most affected by HIV. The Strategy covers the entire country, has a broader focus across federal departments and agencies beyond HHS and all sectors of society, and addresses the integration of several key components that are vital to our collective work, including stigma, discrimination, and social determinants of health.

NHAS AT-A-GLANCE

This At-A-Glance section briefly summarizes the Goals, Objectives, and Strategies that are discussed in detail in the narrative that follows.



Goal 1: Prevent New HIV Infections

1.1 Increase awareness of HIV

- 1.1.1 Develop and implement campaigns, interventions, and resources to provide education about comprehensive sexual health; HIV risks; options for prevention, testing, care, and treatment; and HIV-related stigma reduction.
- 1.1.2 Increase knowledge of HIV among people, communities, and the health workforce in geographic areas disproportionately affected.
- 1.1.3 Integrate HIV messaging into existing campaigns and other activities pertaining to other parts of the syndemic, such as STIs, viral hepatitis, and substance use and mental health disorders, as well as in primary care and general wellness, and as part of annual reproductive health visits and wellness visits.

1.2 Increase knowledge of HIV status

- 1.2.1 Test all people for HIV according to the most current USPSTF recommendations and CDC guidelines.
- 1.2.2 Develop new and expand implementation of effective, evidence-based, or evidence-informed models for HIV testing that improve convenience and access.
- 1.2.3 Incorporate a status-neutral approach to HIV testing, offering linkage to prevention services for people who test negative and immediate linkage to HIV care and treatment for those who test positive.
- 1.2.4 Provide partner services to people diagnosed with HIV or other STIs and their sexual and/or syringe-sharing partners.

1.3 Expand and improve implementation of safe, effective prevention interventions, including treatment as prevention, PrEP, PEP, and SSPs, and develop new options

- 1.3.1 Engage people who experience risk for HIV in traditional public health and health care delivery systems, as well as in nontraditional community settings.
- 1.3.2 Scale up treatment as prevention (i.e., U=U) by diagnosing all people with HIV, as early as possible, and engaging them in care and treatment to achieve and maintain viral suppression.
- 1.3.3 Make HIV prevention services, including condoms, PrEP, PEP, and SSPs, easier to access and support continued use.
- 1.3.4 Implement culturally competent and linguistically appropriate models and other innovative approaches for delivering HIV prevention services.
- 1.3.5 Support research into the development and evaluation of new HIV prevention modalities and interventions for preventing HIV transmissions in priority populations.

- 1.3.6 Expand implementation research to successfully adapt evidence-based interventions to local environments to maximize potential for uptake and sustainability.

1.4 Increase the diversity and capacity of health care delivery systems, community health, public health, and the health workforce to prevent and diagnose HIV

- 1.4.1 Provide resources, incentives, training, and technical assistance to expand workforce and systems capacity to provide or link clients to culturally competent, linguistically appropriate, and accessible HIV testing, prevention, and supportive services especially in areas with shortages that are geographic, population, or facility based.
- 1.4.2 Increase the diversity of the workforce of providers who deliver HIV prevention, testing, and supportive services.
- 1.4.3 Increase the inclusion of paraprofessionals on prevention teams by advancing training, certification, supervision, financing, and team-based care service delivery.
- 1.4.4 Include comprehensive sexual health and substance use prevention and treatment information in curricula of medical and other health workforce education and training programs.



Goal 2: Improve HIV-Related Health Outcomes of People with HIV

2.1 Link people to care immediately after diagnosis and provide low-barrier access to HIV treatment

- 2.1.1 Provide same-day or rapid (within 7 days) start of antiretroviral therapy for persons who are able to take it; increase linkage to HIV health care within 30 days for all persons who test positive for HIV.
- 2.1.2 Increase the number of schools providing on-site sexual health services through school-based health centers and school nurses, and linkages to HIV testing and medical care through youth-friendly providers in the community.

2.2 Identify, engage, or reengage people with HIV who are not in care or not virally suppressed

- 2.2.1 Expand uptake of data-to-care models using data sharing agreements, integration and use of surveillance, clinical services, pharmacy, and social/support services data to identify and engage people not in care or not virally suppressed.
- 2.2.2 Identify and address barriers for people who have never engaged in care or who have fallen out of care.

2.3 Increase retention in care and adherence to HIV treatment to achieve and maintain long-term viral suppression and provide integrative HIV services for HIV-associated comorbidities, coinfections, and complications, including STIs

- 2.3.1 Support the transition of health care systems, organizations, and patients/clients to become more health literate in the provision of HIV prevention, care, and treatment services.
- 2.3.2 Develop and implement effective, evidence-based, or evidence-informed interventions and supportive services that improve retention in care.
- 2.3.3 Expand implementation research to successfully adapt effective evidence-based interventions, such as HIV telehealth, patient and peer navigators, accessible pharmacy services, community health workers, and others, to local environments to facilitate uptake and retention to priority populations.
- 2.3.4 Support ongoing clinical, behavioral, and other research to support retention in care, medication adherence, and durable viral suppression.

2.4 Increase the capacity of the public health, health care delivery systems, and health care workforce to effectively identify, diagnose, and provide holistic care and treatment for people with HIV

- 2.4.1 Provide resources, value-based and other incentives, training, and technical assistance to expand workforce and systems capacity to provide or link clients to culturally competent and linguistically appropriate care, treatment, and supportive services especially in areas with shortages that are geographic, population, or facility based.
- 2.4.2 Increase the diversity of the workforce of providers who deliver HIV care and supportive services.
- 2.4.3 Increase inclusion of paraprofessionals on teams by advancing training, certification, supervision, reimbursement, and team functioning to assist with screening/management of HIV, STIs, viral hepatitis, and mental and substance use disorders and other behavioral health conditions.

2.5 Expand capacity to provide whole-person care to older adults with HIV and long-term survivors

- 2.5.1 Identify, implement, and evaluate models of care that meet the needs of people with HIV who are aging and ensure quality of care across services.
- 2.5.2 Identify and implement best practices related to addressing psychosocial and behavioral health needs of older people with HIV and long-term survivors including substance use treatment, mental health treatment, and programs designed to decrease social isolation.
- 2.5.3 Increase HIV awareness, capability, and collaboration of service providers to support older people with HIV, including in settings such as aging services, housing for older adults, substance use treatment, and disability and other medical services.
- 2.5.4 Promote research, cross-agency collaborations, and sharing of research discoveries that address specific aging-related conditions in people with HIV, and other comorbidities and coinfections that can impact people with HIV of all ages.
- 2.5.5 Develop and optimize collaborative multi-agency and multi-sectoral approaches and strategies to address emergent and evolving challenges facing people living with HIV at various life stages to support healthy aging with HIV.

2.6 Advance the development of next-generation HIV therapies and accelerate research for HIV cure

- 2.6.1 Promote research and encourage public-private partnerships to accelerate new therapies to achieve sustained viral suppression and to address drug toxicity, viral resistance, adherence, and retention in care and stigma associated with ART use.
- 2.6.2 Increase investment in innovative basic and clinical research to inform and accelerate a research agenda to discover how to sustain viral suppression, achieve ART-free remission, reduce and eliminate viral reservoirs, and achieve HIV cure.



Goal 3: Reduce HIV-Related Disparities and Health Inequities

3.1 Reduce HIV-related stigma and discrimination

- 3.1.1 Strengthen enforcement of civil rights laws (including language access services and disability rights), promote reform of state HIV criminalization laws, and assist states in protecting people with HIV from violence, retaliation, and discrimination associated with HIV status, homophobia, transphobia, xenophobia, racism, substance use, and sexism.
- 3.1.2 Ensure that health care professionals and front-line staff complete education and training on stigma, discrimination, and unrecognized bias toward populations with or who experience risk for HIV, including LGBTQI+ people, immigrants, people who use drugs, and people involved in sex work.
- 3.1.3 Support communities in efforts to address misconceptions and reduce HIV-related stigma and other stigmas that negatively affect HIV outcomes.
- 3.1.4 Ensure resources are focused on the communities and populations where the need is greatest, especially Black, Latino, and American Indian/Alaska Native and other people of color, particularly those who are also gay and bisexual men, transgender people, people who use substances, sex workers, and immigrants.
- 3.1.5 Create funding opportunities that specifically address social and structural drivers of health as they relate to Black, Latino, and American Indian/Alaska Native and other people of color.

3.2 Reduce disparities in new HIV infections, in knowledge of status, and along the HIV care continuum

- 3.2.1 Increase awareness of HIV-related disparities through data collection, analysis, and dissemination of findings.
- 3.2.2 Develop new and scale up effective, evidence-based or evidence-informed interventions to improve health outcomes among priority populations and other populations or geographic areas experiencing disparities.

3.3 Engage, employ, and provide public leadership opportunities at all levels for people with or who experience risk for HIV

- 3.3.1 Create and promote public leadership opportunities for people with or who experience risk for HIV.
- 3.3.2 Work with communities to reframe HIV services and HIV-related messaging so that they do not stigmatize people or behaviors.

3.4 Address social and structural determinants of health and co-occurring conditions that impede access to HIV services and exacerbate HIV-related disparities

- 3.4.1 Develop whole-person systems of care and wellness that address co-occurring conditions for people with or who experience risk for HIV.
- 3.4.2 Adopt policies that reduce cost, payment, coverage, and/or access barriers to improve the delivery and receipt of services for people with or who experience risk for HIV.
- 3.4.3 Improve screening and linkage to services for people with or who experience risk for HIV who are diagnosed with and/or are receiving services for co-occurring conditions.

- 3.4.4 Develop and implement effective, evidence-based and evidence-informed interventions that address social and structural determinants of health among people with or who experience risk for HIV including lack of continuous health care coverage, HIV-related stigma and discrimination in public health and health care systems, medical mistrust, inadequate housing and transportation, food insecurity, unemployment, low health literacy, and involvement with the justice system.
- 3.4.5 Increase the number of schools that have implemented LGBTQ-supportive policies and practices, including (1) having a Gay/Straight Alliance (GSA), Gender Sexuality Alliance, or similar clubs, (2) identifying safe spaces, (3) adopting policies expressly prohibiting discrimination and harassment based on sexual orientation or gender identity, (4) encouraging staff to attend professional development, (5) facilitating access to out-of-school health service providers, (6) facilitating access to out-of-school social and psychological service providers, and (7) providing LGBTQ-relevant curricula or supplementary materials.
- 3.4.6 Develop new and scale up effective, evidence-based or evidence-informed interventions that address intersecting factors of HIV, homelessness or housing instability, mental health and violence, substance use, and gender especially among cis- and transgender women and gay and bisexual men.

3.5 Train and expand a diverse HIV workforce by further developing and promoting opportunities to support the next generation of HIV providers including health care workers, researchers, and community partners, particularly from underrepresented populations

- 3.5.1 Promote the expansion of existing programs and initiatives designed to increase the numbers of non-White research and health professionals.
- 3.5.2 Increase support for the implementation of mentoring programs for individuals from diverse cultural backgrounds to expand the pool of HIV research and health professionals.
- 3.5.3 Encourage the implementation of effective recruitment of community partners through community-based participatory research and social networking approaches.

3.6 Advance HIV-related communications to achieve improved messaging and uptake, as well as to address misinformation and health care mistrust

- 3.6.1 Develop and test strategies to promote accurate creation, dissemination, and uptake of information and to counter associated misinformation and disinformation.
- 3.6.2 Increase diversity and cultural competence in health communication research, training, and policy.
- 3.6.3 Expand community engagement in health communication initiatives and research.
- 3.6.4 Include critical analysis and health communication skills in HIV programs to provide participants with the tools to seek and identify accurate health information and to advocate for themselves and their communities.
- 3.6.5 Expand effective communication strategies between providers and consumers to build trust, optimize collaborative decision-making, and promote success of evidence-based prevention and treatment strategies.



Goal 4: Achieve Integrated, Coordinated Efforts That Address the HIV Epidemic among All Partners and Interested Parties

4.1 Integrate programs to address the syndemic of HIV, STIs, viral hepatitis, and substance use and mental health disorders in the context of social and structural/institutional factors including stigma, discrimination, and violence

- 4.1.1 Integrate HIV awareness and services into outreach and services for issues that intersect with HIV such as intimate partner violence, homelessness or housing instability, STIs, viral hepatitis, and substance use and mental health disorders.
- 4.1.2 Implement a no-wrong-door approach to screening and linkage to services for HIV, STIs, viral hepatitis, and substance use and mental health disorders across programs.
- 4.1.3 Identify and address funding, policy, data, workforce capacity, and programmatic barriers to effectively address the syndemic.
- 4.1.4 Coordinate and align strategic planning efforts on HIV, STIs, viral hepatitis, substance use disorders, and mental health care across national, state, and local partners.
- 4.1.5 Enhance the ability of the HIV workforce to provide naloxone and educate people on the existence of fentanyl in the drug supply to prevent overdose and deaths and facilitate linkage to substance use disorder treatment and harm reduction programs.

4.2 Increase coordination among and sharing of best practices from HIV programs across all levels of government (federal, state, tribal, local, and territorial) and with public and private health care payers, faith-based and community-based organizations, the private sector, academic partners, and the community

- 4.2.1 Focus resources including evidence-based and evidence-informed interventions in the geographic areas and priority populations disproportionately affected by HIV.
- 4.2.2 Enhance collaboration among local, state, tribal, territorial, national, and federal partners and the community to address policy and structural barriers that contribute to persistent HIV-related disparities and implement policies that foster improved health outcomes.
- 4.2.3 Coordinate across partners to quickly detect and respond to HIV outbreaks.
- 4.2.4 Support collaborations between community-based organizations, public health organizations, education agencies and schools, housing providers, and health care delivery systems to provide linkage to and delivery of HIV testing, prevention, care, and treatment services as well as supportive services.

4.3 Enhance the quality, accessibility, sharing, and uses of data, including HIV prevention and care continua data and social determinants of health data

- 4.3.1 Promote the collection, electronic sharing, and use of HIV risk, prevention, and care and treatment data using interoperable data standards, including data from electronic health records, in accordance with applicable law.
- 4.3.2 Use interoperable health information technology, including application programming interfaces (APIs), clinical decision support tools, electronic health records and health IT products certified by the Office of the National Coordinator's Health IT Certification Program, and health information exchange networks, to improve HIV prevention efforts and care outcomes.

- 4.3.3 Encourage and support patient access to and use of their individual health information, including use of their patient-generated health information and use of consumer health technologies in a secure and privacy supportive manner.

4.4 Foster private-public-community partnerships to identify and scale up best practices and accelerate HIV advances

- 4.4.1 Adopt approaches that incentivize the scale up of effective interventions among academic centers, health departments, community-based organizations, allied health professionals, people with HIV and their advocates, the private sector, and other partners.
- 4.4.2 Expand opportunities and mechanisms for information sharing and peer technical assistance within and across jurisdictions to move effective interventions into practice more swiftly.
- 4.4.3 Develop and optimize collaborative multi-agency and multi-sectoral approaches and strategies to address emergent and evolving challenges facing persons of all ages living with HIV.

4.5 Improve mechanisms to measure, monitor, evaluate, and use the information to report progress and course correct as needed in order to achieve the Strategy's goals

- 4.5.1 Streamline and harmonize reporting and data systems to reduce burden and improve the timeliness, availability, and usefulness of data.
- 4.5.2 Monitor, review, evaluate, and regularly communicate progress on the National HIV/AIDS Strategy.
- 4.5.3 Ensure that the National HIV/AIDS Strategy's goals and priorities are included in cross-sector federal funding requirements.
- 4.5.4 Strengthen monitoring and accountability for adherence to requirements, targets, and goals by funded partners.
- 4.5.5 Identify and address barriers and challenges that hinder achievement of goals by funded partners and other interested parties.

INDICATORS AT-A-GLANCE

- Indicator 1:** Increase knowledge of status to 95% from a 2017 baseline of 85.8%.
- Indicator 2:** Reduce new HIV infections by 75% from a 2017 baseline of 37,000.
- Indicator 3:** Reduce new HIV diagnoses by 75% from a 2017 baseline of 38,351.
- Indicator 4:** Increase PrEP coverage to 50% from a 2017 baseline of 13.2%.
- Indicator 5:** Increase linkage to care within 1 month of diagnosis to 95% from a 2017 baseline of 77.8%.
- Indicator 6:** Increase viral suppression among people with diagnosed HIV to 95% from a 2017 baseline of 63.1%.
- Indicator 6a:** Increase viral suppression among MSM diagnosed with HIV to 95% from a 2017 baseline of 66.1%.
- Indicator 6b:** Increase viral suppression among Black MSM diagnosed with HIV to 95% from a 2017 baseline of 58.4%.
- Indicator 6c:** Increase viral suppression among Latino MSM diagnosed with HIV to 95% from a 2017 baseline of 64.9%.
- Indicator 6d:** Increase viral suppression among American Indian/Alaska Native MSM diagnosed with HIV to 95% from a 2017 baseline of 67.3%.
- Indicator 6e:** Increase viral suppression among Black women diagnosed with HIV to 95% from a 2017 baseline of 59.3%.
- Indicator 6f:** Increase viral suppression among transgender women in HIV medical care to 95% from a 2017 baseline of 80.5%.
- Indicator 6g:** Increase viral suppression among people who inject drugs diagnosed with HIV to 95% from a 2017 baseline of 54.9%.
- Indicator 6h:** Increase viral suppression among youth aged 13-24 diagnosed with HIV to 95% from a 2017 baseline of 57.1%.
- Indicator 7:** Decrease stigma among people with diagnosed HIV by 50% from a 2018 baseline median score of 31.2 on a 10-item questionnaire.
- Indicator 8:** Reduce homelessness among people with diagnosed HIV by 50% from a 2017 baseline of 9.1%.
- Indicator 9:** Increase the median percentage of secondary schools that implement at least 4 out of 7 LGBTQ-supportive policies and practices to 65% from a 2018 baseline of 59.8%.

In addition, quality of life for people with HIV was designated as the subject for a developmental indicator, meaning that data sources, measures, and targets will be identified and progress monitored thereafter.



Harris County
Public Health
Building a Healthy Community

**2024-2025 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)**

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Introduction

According to the Joint Commission (2008)¹, 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 SOCs 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 SOCs apply to Part A funded HRSA defined core and support services including the following services in FY 2024-2025:

- *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*
- *Emergency Financial Assistance (Other)*
- *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 applicable changes. Workgroup participants include physicians, nurses, case managers and executive staff from subcontractor agencies as well as consumers.

Organization of the SOCs

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 SOCs “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.

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

GENERAL STANDARDS

	Standard	Measure
1.0	Staff Requirements	
1.1	<p><u>Staff Screening (Pre-Employment)</u> Staff providing services to clients shall be screened for appropriateness by provider agency as follows:</p> <ul style="list-style-type: none"> • Personal/Professional references • Personal interview • Written application <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"> • Review of Agency’s Policies and Procedures Manual indicates compliance. • Review of personnel and/or volunteer files indicates compliance.
1.2	<p><u>Initial Training: Staff/Volunteers</u> Initial training includes eight (8) hours of: HIV basics, safety issues (fire & emergency preparedness, hazard communication, infection control, universal precautions), confidentiality issues, role of staff/volunteers (e.g., job description), agency-specific information (e.g., Drug Free Workplace policy) and customer service training must be completed within 60 days of hire. https://www.sba.gov/course/customer-service/</p>	<ul style="list-style-type: none"> • Documentation of all training in personnel file. • Specific training requirements are specified in Agency Policy and Procedure. • Materials for staff training and continuing education are on file. • Staff interviews indicate compliance.
1.3	<p><u>Staff Performance Evaluation</u> Agency will perform annual staff performance evaluation.</p>	<ul style="list-style-type: none"> • Completed annual performance evaluation kept in employee’s file. • Signed and dated by employee and supervisor (includes electronic signature).
1.4	<p><u>Cultural and HIV Mental Health Co-morbidity Competence Training/Staff and Volunteers</u> All staff tenured 0 – 5 years 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"> • Documentation of training is maintained by the agency in the personnel file.

	<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 & intake staff annually.</p> <p>All new employees must complete within ninety (90) days of hire.</p>	<ul style="list-style-type: none"> • Documentation of training in employee’s record.
2.0	Services utilize effective management practices such as cost effectiveness, human resources and quality improvement.	
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"> • Review of Agency’s Policies and Procedures Manual indicates compliance. • Staff interviews indicate compliance.
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"> • Fiscal monitoring • Program • Quality of care • Compliance with guidelines and standards <p>Reviewed Annually</p>	<ul style="list-style-type: none"> • Documentation of subcontractor monitoring. • Review of Agency’s Policies and Procedures Manual indicates compliance.
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; staff must review these guidelines annually.</p>	<ul style="list-style-type: none"> • Personnel file contains a signed statement acknowledging that staff guidelines were reviewed, and that the employee understands agency policies and procedures.

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

3.0	Clients Rights and Responsibilities	
3.1	<p><u>Clients Rights and Responsibilities</u> 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"> • Informed consent • Confidentiality • Grievance procedures • Duty to warn or report certain behaviors. • Scope of service • Criteria for end of services 	<ul style="list-style-type: none"> • Documentation in client's record.
3.2	<p><u>Confidentiality</u> 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. 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"> • Review of Agency's Policies and Procedures Manual indicates compliance. • Client's interview indicates compliance. • Agency's structural layout and information management indicates compliance. • Signed confidentiality statement in each employee's personnel file.
3.3	<p><u>Consents</u> 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"> • Agency Policy and Procedure and signed and dated consent forms in client record.
3.4	<p><u>Up to date Release of Information</u> 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"> • Current Release of Information form with all the required elements signed by client or authorized person in client's record.

	<ul style="list-style-type: none"> • Name of the person or entity permitted to make the disclosure. • Name of the client • The purpose of the disclosure • The types of information to be disclosed. • Entities to disclose to • Date on which the consent is signed. • The expiration date of client authorization (or expiration event) no longer than two years. • Signature of the client/or parent, guardian or person authorized to sign in lieu of the client. • Description of the <i>Release of Information</i>, its components, and ways the client can nullify it. <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>	
<p>3.5</p>	<p><u>Grievance Procedure</u> 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. Grievance procedure includes but is not limited to:</p> <ul style="list-style-type: none"> • To whom complaints can be made. • Steps necessary to complain. • Form of grievance if any. • Timelines and steps taken by the agency to resolve the grievance. • Documentation by the agency of the process, including a standardized grievance/complaint form available in a language and format understandable to the client. • All complaints or grievances initiated by clients are documented on the Agency’s standardized form. • Resolution of each grievance/complaint is documented on the Standardized form and shared with client. • Confidentiality of grievance • Addresses and phone numbers of licensing authorities and funding sources. 	<ul style="list-style-type: none"> • Signed receipt of agency Grievance Procedure, filed in client chart. • Review of Agency’s Policies and Procedures Manual indicates compliance. • Review of Agency’s Grievance file indicates compliance. • Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #2

	<ul style="list-style-type: none"> Language outlining that clients cannot be retaliated against for filing grievances. 	
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"> Death of the client At the client's or legal guardian request Changes in client's need which indicates services from another agency. Fraudulent claims or documentation about HIV diagnosis by the client. Client actions put the agency, case manager or other clients at risk. Documented supervisory review is required when a client is terminated or suspended from services due to behavioral issues. 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). Client service plan is completed, and no additional needs are identified. <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"> Documentation in client record and in the Centralized Patient Care Data Management System. A copy of written notice and a certified mail receipt for involuntary termination.
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"> Date and reason for discharge/closure Summary of all services received by the client and the client's response to services. Referrals made and/or Instructions given to the individual at discharge (when applicable). 	<ul style="list-style-type: none"> Documentation in client record and in the Centralized Patient Care Data Management System.
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</p>	<ul style="list-style-type: none"> Documentation of clients' evaluation of services is maintained. Documentation of CAB and public meeting minutes.

	<p>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 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"> 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. 	<ul style="list-style-type: none"> Documentation of existence and appropriateness of a suggestion box or other client input mechanism. Documentation of content, use, and confidentiality of a client satisfaction survey or focus groups conducted annually. Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #1
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> (www.jointcommission.org) to ensure patients' safety. The NPSG to be addressed include the following as applicable:</p> <ul style="list-style-type: none"> "Improve the accuracy of patient identification. Improve the safety of using medications. Reduce the risk of healthcare-associated infections. Accurately and completely reconcile medications across the continuum of care. Universal Protocol for preventing Wrong Site, Wrong Procedure and Wrong Person Surgery" (www.jointcommission.org) 	<ul style="list-style-type: none"> Review of Agency's Policies and Procedures Manual indicates compliance.
3.10	<p><u>Client Records</u></p> <p>Provider shall maintain all client records.</p>	<ul style="list-style-type: none"> Review of agency's policy and procedure for records administration indicates compliance.
4.0	<u>Accessibility</u>	
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"> Agency has procedures for obtaining translation services. Client satisfaction survey indicates compliance.

		<ul style="list-style-type: none"> • Policies and procedures demonstrate commitment to the community and culture of the clients. • Availability of interpretive services, bilingual staff, and staff trained in cultural competence. • Agency has vital documents including, but not limited to applications, consents, complaint forms, and notices of rights translated in client record. • Agency has facilities available for consumers of all gender identities, including gender-neutral restrooms.
<p>4.2</p>	<p><u>Client Education</u> Agency demonstrates capacity for client education and provision of information on community resources.</p>	<ul style="list-style-type: none"> • Availability of the blue book and other educational materials. • Documentation of educational needs assessment and client education in clients' records.
<p>4.3</p>	<p><u>Special Service Needs</u> Agency demonstrates a commitment to assisting individuals with special needs.</p>	<ul style="list-style-type: none"> • Agency compliance with the Americans with Disabilities Act (ADA). • Review of Policies and Procedures indicates compliance. • Environmental Review shows a facility that is handicapped accessible.
<p>4.4</p>	<p><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.</p>	<ul style="list-style-type: none"> • Facility is accessible by public transportation. • Review of Agency's Policies and Procedures Manual indicates compliance. • Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #4

4.5	<p><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.</p> <p>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.</p>	<ul style="list-style-type: none"> • Documentation in client record as per RWGA site visit guidelines or TRG Policy SG-03. • Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #3
4.6	<p><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.</p>	<ul style="list-style-type: none"> • Review of Policies and Procedures indicates compliance. • A file containing information on clients who have been refused services and the reasons for refusal. • Source Citation: HAB Program Standards; Section D: #1
4.7	<p><u>Client Eligibility</u> In order to be eligible for services, individuals must meet the following:</p> <ul style="list-style-type: none"> • HIV+ • Residence in the Houston EMA/ HSDA (With prior approval, clients can be served if they reside outside of the Houston EMA/HSDA.) • Income no greater than 300% of the Federal Poverty level (unless otherwise indicated) • Proof of identification • Ineligibility for third party reimbursement 	<ul style="list-style-type: none"> • Documentation of HIV+ status, residence, identification, and income in the client record. • Documentation of ineligibility for third party reimbursement. • Documentation of screening for Third Party Payers in accordance with RWGA site visit guidelines. • Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section B: Eligibility Determination/Screening #1
4.8	<p><u>Re-certification of Client Eligibility</u> 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. 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.</p>	<ul style="list-style-type: none"> • Client record contains documentation of re-certification of client residence, income, and rescreening for third party payers at least every twelve (12) months. • Review of Policies and Procedures indicates compliance.

	<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"> Agency must verify 3rd party payment coverage for eligible services at every visit or monthly (whichever is less frequent). 	<ul style="list-style-type: none"> Information in client’s files that includes proof of screening for insurance coverage (i.e., hard/scanned copy of results). Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section B: Eligibility Determination/Screening #1 and #2 Source Citation: HIV/AIDS Bureau (HAB) Policy Clarification Notice #13-02
<p>4.9</p>	<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 $\leq 100\%$ 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"> 101%-200% of FPL---5% or less of GIL 201%-300% of FPL---7% or less of GIL >300% of FPL -----10% or less of GIL <p>Additionally, agency must implement the following:</p> <ul style="list-style-type: none"> Six (6) month evaluation of clients to establish individual fees and cap (i.e., the six (6) month CPCDMS registration or registration update.) Tracking of charges 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. Documentation of fees 	<ul style="list-style-type: none"> Review of Policies and Procedures indicates compliance. Review of system for tracking patient charges and payments indicate compliance. Review of charges and payments in client records indicate compliance with annual cap. Sliding fee application forms on client record is consistent with Federal guidelines.
<p>4.9b</p>	<p>Provision of services regardless of an individual’s ability to pay for the service. Subgrantee billing and collection policies and procedures do not:</p> <ul style="list-style-type: none"> Deny services for non-payment. Deny payment for inability to produce income documentation. Require full payment prior to service. 	

	Include any other procedure that denies services for non-payment	
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 activity 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"> • Agency has a written substantiated annual plan to targeted populations. • Zip code data show provider is reaching clients throughout service area (as applicable to specific service category). • 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 • Signed receipt for client education/information regarding eligibility and sliding fees on client record. • Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #5
4.11	<p><u>Linkage Into Core Services</u></p> <p>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.</p>	<ul style="list-style-type: none"> • Documentation of client referral is present in client record. • Review of agency's policies & procedures' manual indicates compliance
4.12	<p><u>Wait Lists</u></p> <p>It is the expectation that clients will not be put on a Wait List, nor will services be postponed or denied. 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</p>	<ul style="list-style-type: none"> • Review of Agency's Policies and Procedures Manual indicates compliance. • Documentation that agency notified their Administrative Agency when

	<p>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.</p> <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"> • Action steps to be taken Agency to resolve the service shortfall; and • Projected date that services will resume. <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"> • Number of clients on the wait list. • Progress toward completing the plan for resumption of service. • A revised plan for resumption of service, if necessary. 	<p>funds for services were either low or exhausted.</p>
<p>4.13</p>	<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"> • Documentation in client record. • Review of Agency’s Policies and Procedures Manual indicates compliance.
<p>5.0</p>	<p>Quality Management</p>	

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"> • The Agency’s QM Plan • Meeting agendas and/or notes (if applicable) • Project specific CQI Plans • Root Cause Analysis & Improvement Plans • Data collection methods and analysis • Work products • QM program evaluation • Materials necessary for QM activities 	<ul style="list-style-type: none"> • Review of Agency’s Policies and Procedures Manual indicates compliance. • Up-to-date QM Manual • Source Citation: HAB Universal Standards; Section F: #2
5.2	<p><u>Data Collection and Analysis</u></p> <p>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.</p>	<ul style="list-style-type: none"> • Review of Agency’s Policies and Procedures Manual indicates compliance. • Up to date QM Manual • Supervisors log on record reviews signed and dated. • Source Citation: HAB Monitoring Standards; Part I: Universal Standards; Section A: Access to Care #2
6.0	<u>Point Of Entry Agreements</u>	
6.1	<p><u>Points of Entry (Core Services Only)</u></p> <p>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.</p>	<ul style="list-style-type: none"> • Review of Agency’s Policies and Procedures Manual indicates compliance. • Documentation of formal agreements with appropriate Points of Entry. • Documentation of referrals and their follow-up.

<p>7.0</p>	<p>Emergency Management</p>	
<p>7.1</p>	<p><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.</p>	<ul style="list-style-type: none"> • Emergency Preparedness Plan • Review of Agency’s Policies and Procedures Manual indicates compliance.
<p>7.2</p>	<p><u>Emergency Management Training</u> 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> <p><u>-IS-100.C: Introduction to the Incident Command System, ICS 100</u> <u>-IS-200.C: Basic Incident Command System for Initial Response</u> <u>-IS-700.B: An Introduction to the National Incident Management System</u> <u>-IS-800.D: National Response Framework, An Introduction</u></p> <p>The above courses may be accessed at: training.fema.gov/nims/ . Agencies providing support services only may complete alternate courses listed for the above areas. All applicable new employees are required to complete the courses within 90 days of hire.</p>	<ul style="list-style-type: none"> • Agency criteria used to determine appropriate staff for training requirement. • Documentation of all training including certificate of completion in personnel file.

<p>7.3</p>	<p><u>Emergency Preparedness Plan</u> The emergency preparedness plan shall address the six critical areas for emergency management including:</p> <ul style="list-style-type: none"> • Communication pathways (for both clients and staff) • Essential resources and assets • patients' safety and security • staff responsibilities • Supply of key utilities such as portable water and electricity. • Patient clinical and support activities during emergency situations. <p>(http://www.jointcommission.org/)</p>	<ul style="list-style-type: none"> • Emergency Preparedness Plan
<p>7.4</p>	<p><u>Emergency Management Drills</u> 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"> • Emergency Management Plan • Review of Agency's Policies and Procedures Manual indicates compliance.
<p>8.0</p>	<p>Building Safety</p>	
<p>8.1</p>	<p><u>Required Permits</u> All agencies will maintain Occupancy and Fire Marshal's permits for the facilities.</p>	<ul style="list-style-type: none"> • Current required permits on file.

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.

1.0	Staff/Training	
1.1	<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"> Materials for staff training and continuing education are on file. Staff interviews indicate compliance.
1.2	<u>Staff Experience</u> A minimum of one-year documented HIV work experience is preferred.	<ul style="list-style-type: none"> Documentation of work experience in personnel file.
2.0	Client Eligibility	
2.1	<u>Comprehensive Intake/Assessment</u> Agency performs a comprehensive financial intake/application to determine client eligibility for this program as needed to ensure 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"> Review of agency's Policies & Procedures Manual indicates compliance. Review of client intake/assessment for service indicates compliance.
2.2	<u>Advance Premium Tax Credit Reconciliation</u> Agency will ensure all clients receiving assistance for Marketplace QHP premiums: <ul style="list-style-type: none"> Designate Premium Tax Credit to be taken in advance during Marketplace Insurance enrollment 	<ul style="list-style-type: none"> Review of client record.

	<ul style="list-style-type: none"> • Update income information at Healthcare.gov every 6 months, at minimum, with one update required during annual Marketplace open enrollment or Marketplace renewal periods. • Submit prior year tax information no later than May 31st. Tax information must include: <ul style="list-style-type: none"> ○ Federal Marketplace Form 1095-A ○ IRS Form 8962 ○ IRS Form 1040 (excludes 1040EZ) • Reconciliation of APTC credits or liabilities 	
3.0	Client Access	
3.1	<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"> • Documentation of referrals received. • Documentation of referrals out. • Staff reports indicate compliance.
3.2	<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>Priority Ranking of Cost Sharing Assistance (in descending order):</p> <ol style="list-style-type: none"> 1. HIV medication co-pays and deductibles (medications on the Texas ADAP formulary) 2. Non-HIV medication co-pays and deductibles (all other allowable HIV-related medications) 3. Doctor visit co-pays/deductibles (physician visit and/or lab copayments) Medicare Part D (Rx) premiums	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of agency's monthly reimbursement indicates compliance.
3.3	<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"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of client intake/assessment for service indicates compliance.

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 dietician based on physician's recommendation and a nutritional plan developed by a licensed registered dietician. 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 dietician.

1.0	Services are individualized and tailored to client needs.	
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"> • Client record indicates compliance.
1.2	<u>Education/Counseling – Follow-Up</u> Clients receive education/counseling regarding supplement(s) again at: <ul style="list-style-type: none"> • Follow-up • When there is a change in supplements. • At the discretion of the registered dietician if clinically indicated. 	<ul style="list-style-type: none"> • Client record indicates compliance.
2.0	Services adhere to professional standards and regulations.	
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"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of billing history indicates compliance. • Documentation in client's record
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"> • Review of agency's Policies & Procedures Manual indicates compliance. • Staff interviews

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">• Documentation of current licensure.• Nutritional plan in client's record.
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">• Chart Review shows compliance.• Review of agency's Policies & Procedures Manual indicates compliance.

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.

1.0	Staff HIV knowledge is based on documented training.	
1.1	<u>Continuing Education</u> <ul style="list-style-type: none"> 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.) One (1) hour of training in HIV is required annually for all other staff. (Does not include any training requirements outlined in General Standards.) 	<ul style="list-style-type: none"> Materials for staff training and continuing education are on file. Documentation of continuing education in personnel file.
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"> Documentation of work experience in personnel file
1.3	<u>Staff Supervision</u> Supervision of clinical staff shall be provided by a practitioner with at least two years of 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"> Review of personnel files indicates compliance. Review of agency’s Policies & Procedures Manual indicates compliance.
2.0	Patient Care	
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"> 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.
2.2	<u>Consultation for Treatment</u> Agency consults with client’s medical care providers when indicated.	<ul style="list-style-type: none"> Documentation of communication in the client record.
2.3	<u>Health History Information</u>	<ul style="list-style-type: none"> Documentation of health history information in the client record. Reasons

	<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"> • 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. • Current (within the last 6 months) Viral Load and CD4 laboratory test results, when clinically indicated. • Client's chief complaint, where applicable • Medication names • Sexually transmitted diseases • HIV-associated illnesses • Allergies and drug sensitivities • Alcohol use • Recreational drug use • Tobacco use • Neurological diseases • Hepatitis • Usual oral hygiene • Date of last dental examination • Involuntary weight loss or weight gain • Review of systems 	<p>for missing health history information are documented.</p>
2.4	<p><u>Client Health History Update</u> 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"> • Documentation of health history update in the client record.
2.5	<p><u>Comprehensive Periodontal Examination (Part B Only)</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>	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of client records indicate compliance.
2.6	<p><u>Treatment Plan</u></p> <ul style="list-style-type: none"> • A comprehensive, multidisciplinary Oral Health treatment plan will be developed in conjunction with the patient. • Patient's primary reason for dental visit should be addressed in treatment plan. 	<ul style="list-style-type: none"> • Treatment plan dated and signed by both the provider and patient in patient file. • Updated treatment plan dated and signed by both the provider and patient in patient file.

	<ul style="list-style-type: none"> • Patient strengths and limitations will be considered in development of treatment plan. • Treatment priority should be given to pain management, infection, traumatic injury, or other emergency conditions. • Treatment plan will be updated as deemed necessary. 	
<p>2.7</p>	<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"> • Charting of caries • X-rays • Periodontal screening • Written diagnoses, where applicable • Treatment plan <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"> • Documentation in the client record. • Review of agency’s Policies & Procedures Manual indicates compliance.
<p>2.8</p>	<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"> • Documentation in the client record.

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	Services are offered in such a way as to overcome barriers to access and utilization. Service is easily accessible to persons with HIV.	
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"> • Presenting Problem • Developmental/Social history • Social support and family relationships • Medical history • Substance use history • Psychiatric history • Complete mental status evaluation (including appearance and behavior, talk, mood, self-attitude, suicidal tendencies, perceptual disturbances, obsessions/compulsions, phobias, panic attacks) • Cognitive assessment (level of consciousness, orientation, memory and language) <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"> • Completed assessment in client’s record.
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"> • Education and training • Employment • Military service • Legal history • Family history and constellation 	<ul style="list-style-type: none"> • Completed assessment in client’s record.

	<ul style="list-style-type: none"> • Physical, emotional and/or sexual abuse history • Sexual and relationship history and status • Leisure and recreational activities • General psychological functioning 	
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"> • Statement of the goal(s) of counseling • The plan of approach • Mechanism for review <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"> • Completed treatment plan in client's record. • Treatment Plan review documented in client's records.
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"> • Review of agency's Policy and Procedure Manual indicates compliance. • Updated treatment plan in client's record
2.0	Services are part of the coordinated continuum of HIV services.	
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"> • Documentation of referrals received. • Documentation of referrals out. • Staff interviews indicate compliance. • Collaborative agreements demonstrate that these services are offered on an off-site.

2.2	<u>Facility License</u> Agency is appropriately licensed by the Texas Department of State Health Services – Substance Abuse Services (TDSHS/SAS) with outpatient treatment designations.	<ul style="list-style-type: none"> • Documentation of current agency licensure.
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"> • Documentation of current licensure in personnel files.
3.0	Staff HIV knowledge is based on documented training and experience.	
3.1	<u>Staff Training</u> All agency staff, volunteers and students shall receive initial and subsequent trainings in accordance with the Texas Administrative Code, rule §448.603 (a), (c) & (d).	<ul style="list-style-type: none"> • Review of training curriculum indicates compliance. • Documentation of all training in personnel file. • Specific training requirements are specified in the staff guidelines. • Documentation of all trainings must be done in accordance with the Texas Administrative Code §448.603 (b).
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"> • Documentation of work experience in personnel file.
4.0	Service providers are knowledgeable, accepting, and respectful of the needs of individuals with HIV Staff efforts are compassionate and sensitive to client needs.	
4.1	<u>Staff Supervision</u> The agency shall ensure that each substance abuse Supervisor shall, at a minimal, be a master’s 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"> • Review of personnel files indicates compliance. • Review of agency’s Policy and Procedure Manual indicates compliance.

RYAN WHITE PART B/DSHS STATE SERVICES
24-25 HOUSTON HSDA STANDARDS OF CARE
HEALTH INSURANCE ASSISTANCE

Effective Date: April 1, 2024/September 1, 2024

HRSA Definition:

Health Insurance Premium and Cost Sharing Assistance (Health Insurance Assistance or HIA) provides financial assistance for eligible people living with HIV (PLWH) to maintain continuity of health insurance or to receive medical and pharmacy benefits under a health care coverage program. For purposes of this service category, health insurance also includes standalone dental insurance. The service provision consists of the following:

- Paying health insurance premiums to provide comprehensive HIV Outpatient/Ambulatory Health Services (OAHS), and pharmacy benefits that provide a full range of HIV medications for eligible PLWH; and/or
- Paying standalone dental insurance premiums to provide comprehensive oral health care services for eligible PLWH; and/or
- Paying cost sharing on behalf of PLWH.

To use HRSA Ryan White HIV/AIDS Program (RWHAP) funds for health insurance premium and cost sharing assistance (not standalone dental insurance assistance), a HRSA RWHAP Part recipient must implement a methodology that incorporates the following requirements:

- PLWH obtain health care coverage that at a minimum, includes at least one U.S. Food and Drug Administration (FDA) approved medicine in each drug class of core antiretroviral medicines outlined in the U.S. Department of Health and Human Services' Clinical Guidelines for the Treatment of HIV, as well as appropriate Outpatient/Ambulatory Health Services; and
- The cost of paying for the health care coverage (including all other sources of premium and cost sharing assistance) is cost-effective in the aggregate versus paying for the full cost for medications and other appropriate OAHS.

To use funds for standalone dental insurance premium assistance, agencies must implement a methodology that incorporates the following requirement:

- Agencies must assess and compare the aggregate cost of paying for the standalone dental insurance option versus paying for the full cost of HIV oral health care services to ensure that purchasing standalone dental insurance is cost effective in the aggregate and allocate funding to HIA only when determined to be cost effective.

Program Guidance:

Traditionally, RWHAP funding supports health insurance premiums and cost sharing assistance. The following DSHS policies/standards and HRSA Policy Clarification Notices (PCNs) provide additional clarification for allowable uses of this service category:

- DSHS Policy 260.002 (Revised 11/2/2015): Health Insurance Assistance,

- DSHS HIV/STD Ryan White Part B Program Universal Standards: Health Insurance Premium and Cost Sharing Assistance,
- PCN 07-05: Program Part B ADAP Funds to Purchase Health Insurance,
- PCN 13-05: Clarifications Regarding Use of Ryan White HIV/AIDS Program Funds for Premium and Cost-Sharing Assistance for Private Health Insurance,
- PCN 13-06: Clarifications Regarding Use of Ryan White HIV/AIDS Program Funds for Premium and Cost-Sharing Assistance for Medicaid,
- PCN 14-01 (Revised 4/3/2015): Clarifications Regarding the Ryan White HIV/AIDS Program and Reconciliation of Premium Tax Credits under the Affordable Care Act, and
- PCN 16-02: Eligible Individuals & Allowable Uses of Funds and FAQ for Standalone Dental Insurance

DSHS Definition:

The provision of financial assistance for eligible PLWH to maintain a continuity of health insurance or to receive medical benefits under a health insurance program. This includes out-of-pocket costs such as premium payments, co-payments, coinsurance, and deductibles. Please refer to Texas Department of State Health Services (DSHS) Policy 260.002 (Health Insurance Assistance) for further clarification and guidance.

The cost of insurance plans must be lower than the cost of providing health services through grant-supported direct delivery (be “cost-effective”), including costs for participation in the Texas AIDS Drug Assistance Program (ADAP). Please refer to Texas Department of State Health Services (DSHS) Policy 270.001

(Calculation of Estimated Expenditures on Covered Clinical Services) for further clarification and guidance. Additionally, an annual cost-effective analysis can be located as an attachment to the aforementioned policy.

HIA may be extended for job or employer-related health insurance coverage and plans on the individual and group market, including plans available through the federal Health Insurance Marketplace (Marketplace). HIA funds may also be used towards premiums and out-of-pocket payments on Medicare plans and supplemental insurance policies if the primary purpose of the supplemental policy is to assist with HIV-related outpatient care.

Telehealth and Telemedicine is an alternative modality to provide most Ryan White Part B and State Services funded services. For the Ryan White Part B/SS funded providers and Administrative Agencies, telehealth & telemedicine services are to be provided in real-time via audio and video communication technology which can include videoconferencing software.

DSHS HIV Care Services requires that for Ryan White Part B or SS funded services providers must use features to protect ePHI transmission between PLWH and providers. RW Providers must use a telehealth vendor that provides assurances to protect ePHI that includes the vendor signing a business associate agreement (BAA). Ryan White Providers using telehealth must also follow DSHS HIV Care Services guidelines for telehealth and telemedicine outlined in DSHS Telemedicine Guidance

Local Definition:

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

Allowable Use of Funds:

1. Health insurance premiums (COBRA, private policies, QHP, CHIP, Medicaid, Medicare, Medicare Supplemental) that provides comprehensive primary care and pharmacy benefits for PLWH that provide a full range of HIV medications
2. Paying co-pays for medical and dental plans on behalf of PLWH including:
 - a. Deductibles
 - b. Medical/Pharmacy co-payments
 - c. Co-insurance, and
 - d. Tax reconciliation up to of 50% of the tax due up to a maximum of \$500
 - e. Standalone dental insurance premiums to provide comprehensive oral health care services for eligible PLWH (As of 4/1/2017)
 - f. Medicare Part D true out-of-pocket (TrOOP) costs,

Restricted Use of Funds:

1. HIA excludes plans that do not cover HIV-treatment drugs; specifically, insurance plans 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 to be eligible for premium payments under HIA.
2. HIA excludes any cost associated with liability risk pools.
3. Tax reconciliation due, if the PLWH failed to submit the required documentation (life changes, i.e. marriage) during the enrollment period.
4. HIA funds may not be used to support Out of Pocket payments for inpatient hospitalization, emergency department care or catastrophic coverage.
5. HIA funds may not be used to support plans that offer only catastrophic coverage or supplemental insurance that assists only with hospitalization.
6. Funds may not be used for payment of services delivered by providers out of network. Exception: When an 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.
7. HIA cannot be in the form of direct cash payments to PLWH.
8. 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.
9. HIA funds may not be used to pay fines or tax obligations incurred by PLWH for not maintaining health insurance coverage required by the Affordable Care Act (ACA).
10. HIA must not be extended for Consolidated Omnibus Budget Reconciliation Act (COBRA) coverage
11. 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.
12. HIA funds cannot be used to cover costs associated with Social Security.
13. Life insurance and other elective policies are not covered.
14. HIA funds may not be used if a PLWH is eligible for other coverage that provides the required minimal level of coverage at a cost-effective price.

Scope of Services:

The Health Insurance Assistance (HIA) service category is intended to help PLWH maintain a continuity of medical benefits without gaps in health insurance coverage or discretion of treatment. This financial assistance program enables eligible individuals who are HIV positive 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, standalone dental insurance, co-payments, co-insurance, deductibles, Medicare Part D premiums, and tax reconciliation.

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 is that 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 and insurance policy. Tax Reconciliation: A refundable credit will be given on an individual’s federal income tax return if the amount of advance-credit payments is *less* 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 *more* than the credit amount. Advance Premium Tax Credit (APTC) Tax Liability: Tax liability associated with the APTC reconciliation; reimbursement cap of 50% of the tax due up to a maximum of \$500.

Income Guidelines:

- Marketplace (ACA) Plans: 100-400% of Federal Poverty Level
- All other plans: 0-400% of Federal Poverty Level

Exception: PLWH who were enrolled (and have maintained their plans without a break in coverage), 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.

Program	
<p><u>1.1 Comprehensive Intake/Assessment</u> 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"> • Comprehensive Intake/Assessment documented in the primary services record.
<p><u>1.2 Cost Effectiveness Assessment</u> The cost of insurance plans must be lower than the cost of providing health services through DSHS-funded delivery of care including costs for participation in the Texas AIDS Drug Assistance Program (ADAP). Agency must</p>	<ul style="list-style-type: none"> • Cost effectiveness Assessment and results documented in the primary service record.

<p>implement a methodology that incorporates the following requirement:</p> <ol style="list-style-type: none"> 1. Health Insurance Premium: Agency must assess and compare the aggregate cost of paying for the health coverage option versus paying for the aggregate full cost for medications and other appropriate HIV outpatient/ambulatory health services and only provide assistance when determined to be cost effective. 2. Standalone Dental Premium: Agency must assess and compare the aggregate cost of paying for the standalone dental insurance option versus paying for the full cost of HIV oral health care services to ensure that purchasing standalone dental insurance is cost effective in the aggregate, and only provide assistance when determined to be cost effective 	
<p><u>1.3 Health Insurance Plan Assessment</u> The following criteria must be met for a health plan to be eligible for HIA assistance:</p> <ol style="list-style-type: none"> 1. Health plans must meet the minimum standards for a Qualified Health Plan and be active at the time assistance is requested. 2. Health Insurance coverage must be evaluated for cost effectiveness. 3. Health insurance plans 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. 4. COBRA plans must be evaluated based on cost effectiveness and PLWH benefit. <p>Additional Requirements for ACA plans:</p> <ol style="list-style-type: none"> 1. If a PLWH is between 100%-250% FPL, only SILVER level plans are eligible for HIA payment assistance (unless PLWH enroll prior to November 1, 2015). 2. PLWH under 100% FPL, who present with an ACA plan, are NOT eligible for HIA payment assistance (unless enroll prior to November 1, 2015). 3. All PLWH who present with an ACA plan are required to take the Advanced Premium Tax Credit if eligible (100%-400% of FPL). 	<ul style="list-style-type: none"> • Health Insurance Plan Assessment and results documented in the primary service record.

<p>All PLWH 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>	
<p><u>1.4 Payment of Last Resort</u> PLWH accessing services are screened for potential third-party payers or other assistance programs, and that appropriate referrals are made to the provider who can assist PLWH in enrollment.</p>	<ul style="list-style-type: none"> • Third-party payment screening documented in the primary service record.
<p><u>1.5 Co-payments, Premiums, Deductibles and Co-Insurance</u> Eligible PLWH with job or employer-based insurance coverage, Qualified Health Plans (QHP), or Medicaid plans, can be assisted in offsetting any cost-sharing programs may impose. PLWH must be educated on the cost and their responsibilities to maintaining medical adherence.</p> <p>Agencies will ensure payments are made directly to the health or dental insurance vendor within five (5) business days of approved request.</p>	<ul style="list-style-type: none"> • Provision of cost sharing assistance documented in the primary service record • Payments completed and documented in the primary service record within the established timeframe.
<p><u>1.6 Education</u> Education must be provided to PLWH 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>Cost Sharing Education</p> <ol style="list-style-type: none"> 1. Education is provided to PLWH, as applicable, regarding cost-sharing reductions to lower their out-of-pocket expenses. 2. PLWH who are not eligible for cost-sharing reductions (i.e. PLWH under 100% FPL or above 400% FPL; PLWH 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. <p>Premium Tax Credit Education</p> <ol style="list-style-type: none"> 1. Education should be provided to the PLWH regarding tax credits and the requirement to file income tax returns. 	<ul style="list-style-type: none"> • Education, including but not limited to Cost-Sharing and Premium Tax Credit education documented in the primary service record.

<p>2. PLWH must be provided education on the importance of reconciling any Advanced Premium Tax Credit (APTC) well before the IRS tax filing deadline</p>	
<p><u>1.7 Prescription Eyewear</u> Documentation from physician must be obtained stating that the eye condition is related to the PLWH's HIV infection when HIA funds are used to cover co-pays for prescription eyewear</p>	<ul style="list-style-type: none"> Physician statement that the eye condition is related to HIV documented in primary service record.
<p><u>1.8 Medical Visits</u> PLWH accessing health insurance premium and cost sharing assistance services should demonstrate adherence with their HIV medical or dental care and have documented evidence of attendance of HIV medical or dental appointments in the primary service record.</p> <p>Note: For PLWH who use HIA to enable their use of medical or dental 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"> 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 documented for PLWH with applicable data in TCT or other data system used at the provider location. Adherence to Primary Medical Care (e.g. proof of MD visits, insurance Explanation of Benefits, MD bill/invoice) during the previous 12 months documented for PLWH who use HIA to enable their use of medical care <u>outside</u> of the RWHAP system.
<p><u>1.9 Viral Suppression</u> PLWH receiving Health Insurance Premium and Cost Sharing Assistance services have evidence of viral suppression as documented in viral load testing. <i>NOTE: Achieving viral suppression is not required to access HIA.</i></p>	<ul style="list-style-type: none"> Viral Suppression via HIV viral load test during the measurement year documented for PLWH with applicable data in TCT or other data system used at the provider location, percentage of PLWH, regardless of age.
<p><u>1.10 Referrals and Tracking</u> Program receives referrals from a broad range of HIV service providers, community stakeholders and clinical providers. Program makes appropriate referrals out when necessary.</p>	<ul style="list-style-type: none"> Referral source documented in the primary service record. Referrals made documented in the primary service record
<p><u>1.11 Waiver Process</u> Waivers from the AA is required for the following circumstances:</p> <ol style="list-style-type: none"> HIA payment assistance will exceed benchmark for directly delivered services, Providing payment assistance for out of network providers, To fill prescriptions for drugs that incur higher co-pays or co-insurance because they are outside their health plans formulary, 	<ul style="list-style-type: none"> Approved waiver documented in the primary service record.

<ol style="list-style-type: none"> 4. Discontinuing HIA payment assistance due to PLWH conduct or fraud, 5. Refusing HIA assistance for a PLWH who is eligible and whom HIA provides a cost advantage over direct service delivery, 6. Services being postponed, denied, or a waitlisted, and 7. Assisting an eligible PLWH with the entire cost of a group policy that includes coverage for persons not eligible for HIA payment assistance 	
<p><u>1.12 Vigorous Pursuit</u> Program 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>”, PLWH receiving assistance through RW funded HIP assistance service category to pay for ACA QHP premiums must:</p> <ol style="list-style-type: none"> 1. Designate premium tax credit be taken in advance during enrollment. 2. Update income information at Healthcare.gov every 6 months, at minimum, with one update required during annual ACA open enrollment or renewal. 3. Submit prior year tax information no later than May 31st. 4. Reconciliation of advance premium tax credits or liabilities 	<ul style="list-style-type: none"> • Efforts to conduct vigorous pursuit documented in the primary service record.
Administrative	
<p><u>2.1 Program Policies and/or Procedures</u> Program will develop and maintain policies and/or procedures that outline the delivery of HIA service including, but not limited to, the marketing of service to applicable community stakeholders, cost-effectiveness and expenditure policy, and PLWH contributions. Program must maintain policies on the assistance that can be offered for PLWH who are covered under a group policy. Program must have P&P in place detailing the required process for reconciliation and documentation requirements. Program must maintain policies and procedures for the vigorous pursuit of excess premium tax credit from individual PLWH, to include measures to track vigorous pursuit performance; and vigorous pursuit of uninsured individuals to enroll in QHP via Marketplace. Program will disseminate policies and/or procedures to providers seeking to utilize the service.</p>	<ul style="list-style-type: none"> • Program’s Policies and Procedures document systems to comply with: <ul style="list-style-type: none"> ▪ DSHS Universal Standards ▪ TRG Contract and Attachments ▪ Regional Health Insurance Assistance Policy ▪ Standards of Care ▪ Collection of Performance Measures

<p>Additionally, Program will have policies and procedures that comply with applicable DSHS Universal Standards</p>	
<p><u>2.2 Regional Health Insurance Assistance Policy</u> Program will establish and track all requirements outlined in the DSHS-approved Regional Health Insurance Assistance Policy (HIA-1701).</p>	<ul style="list-style-type: none"> • Program policies and/or procedures document compliance with Regional HIA Policy. • Program Review documents compliance with Regional HIA Policy.
<p><u>2.3 Ongoing Staff 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.</p>	<ul style="list-style-type: none"> • Completion of training requirements documented in personnel file • Materials for training and continuing education (agendas, handouts, etc.) are on file.
<p><u>2.4 Staff Experience</u> A minimum of (1) year documented HIV/AIDS work experience is preferred.</p>	<ul style="list-style-type: none"> • Work experience documented in personnel file with exceptions to work experience noted.
<p><u>2.5 Staff Supervision</u> Staff services are supervised by a paid coordinator or manager.</p>	<ul style="list-style-type: none"> • Supervision of staff members by coordinator or manager documented.
<p><u>2.6 Decreasing Barriers to Care</u> 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 PLWH 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"> • Policies and/or procedure document compliance. • Review of primary service records document compliance. • Staff interviews
<p><u>2.7 Language Accessibility</u> Language assistance must be provided to individuals who have limited English proficiency and/or other communication needs at no cost to them in order to facilitate timely access to all health care and services.</p> <p>Subrecipients must provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area to inform all individuals of the availability of language assistance services.</p> <p>Subrecipients must establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organizations' planning and operations.</p>	<ul style="list-style-type: none"> • Language accessibility policies and documentation of training on policies are available for on-site review. • Print and multimedia materials meet requirements.

3.8 Trauma-Informed Service Delivery (TISD)

Trauma-Informed Approaches (TIA) is a universal framework that any organization can implement to build a culture that acknowledges and anticipates that many of the people being served and those delivering the services have histories of trauma and that the environment and interpersonal interactions within an organization can exacerbate the physical, mental, and behavioral manifestations of trauma.

Trauma-informed care is a service delivery approach focused on an understanding of and responsiveness to the impact of trauma. Trauma-informed care is not a one-size-fits-all approach to service delivery. It's not a program. It's a set of principles and approaches that can shape the ways that people interact within an organization, with clients, patients, customers, and other stakeholders, and with the environment. "A trauma-informed care approach recognizes the intersection of trauma with many health and social problems for which people seek services and treatment, aiming to sensitively address trauma along with an individual's issues."

Trauma-informed service delivery (TISD) requires that:

- Policies are reviewed and revised to ensure that they incorporate trauma-informed approaches and resist retraumatizing the people being served and the staff providing the services.
- Staff are trained to be aware of trauma and avoid processes and practices that may retraumatize survivors.
- Systems and workflows should be altered to support the environment that promotes trauma-informed care.

- Review of policies and procedures evidence incorporation of TIA.
- Staff training is documented.
- Systems and workflow revised to promote TISD.

References

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- HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013. p. 31-35. Available at: <https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringpartb.pdf>
- HRSA/HAB Ryan White Program & Grants Management, Recipient Resources. Policy Notices and Program Letters, Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses

of Funds Policy Clarification Notice (PCN) 16-02 (Revised 10/22/18). Available at:

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- HRSA/HAB, Ryan White Program & Grants Management, Recipient Resources. Policy Notices and Program Letters, Frequently Asked Questions (FAQ) for Standalone Dental Insurance. Available at: https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/HAB_FAQs_on_Dental_Insurance.pdf
- Interim Guidance for the Use of Telemedicine and Telehealth for HIV Core and Support Services, March 2020. Available at: <https://www.dshs.state.tx.us/hivstd/taxonomy/telemguidance.shtm>
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- TDSHS HIV/STD Ryan White Program Policies. DSHS Funds as Payment of Last Resort (Policy 590.001). Available at: <http://www.dshs.texas.gov/hivstd/policy/policies.shtm>
- Trauma Informed Approaches: <https://www.traumapolicy.org/topics/trauma-informed-care>
- Trauma Informed Care: <https://www.traumapolicy.org/topics/trauma-informed-care> and <https://www.nih.gov/>

RYAN WHITE PART B/DSHS STATE SERVICES
24-25 QUALITY ASSURANCE MEASURES
HEALTH INSURANCE ASSISTANCE

1. Percentage of PLWH with documented evidence of health care coverage that includes at least one drug in each class of core ART from HHS treatment guidelines along with OAHHS and Oral Health Care services that meet the requirements of the ACA law for essential health benefits as indicated in the primary service record.
2. Percentage of PLWH with documented evidence of education provided regarding reasonable expectations of assistance available through RWHAP Health Insurance to assist with healthcare coverage as indicated in the primary service record.
3. Percentage of PLWH with documented evidence of insurance payments made to the vendor within five (5) business days of the approved request.
4. Percentage of PLWH with documented evidence of education provided regarding cost sharing reductions as applicable, as indicated in the primary service record.
5. Percentage of PLWH with documented evidence of education provided regarding premium tax credits as indicated in the primary service record.
6. Percentage of PLWH files with documented evidence, as applicable, of prescribing physician's order relating eye condition warranting prescription eyewear is medically related to the PLWH's HIV as indicated in the primary service record.
7. or PLWH with applicable data in TCT or other data system used at the provider location, percentage of PLWH, 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. (HRSA HAB Measure)
8. For PLWH who use HIA to enable their use of medical care outside of the RWHAP system, percentage of PLWH with documentation of PLWH's adherence to Primary Medical Care (e.g. proof of MD visits, insurance Explanation of Benefits, MD bill/invoice) during the previous 12 month.
9. For PLWH with applicable data in TCT or other data system used at the provider location, percentage of PLWH, 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.
10. Percentage of PLWH accessing HIA with premium assistance that have activities to comply with the standards of "vigorous pursuit" documented in the primary service record.
11. Percentage of PLWH accessing HIA with cost-sharing services delivered in accordance with the approved prioritization of services documented in the primary service record.

RYAN WHITE PART B/DSHS STATE SERVICES
24-25 HOUSTON HSDA STANDARDS OF CARE
MENTAL HEALTH SERVICES

Effective Date: April 1, 2024/September 1, 2024

HRSA Definition:

Mental Health (MH) Services are the provision of outpatient psychological and psychiatric screening, assessment, diagnosis, treatment, and counseling services offered to people living with HIV (PLWH). Services are based on a treatment plan, conducted in an outpatient group or individual session, and provided by a mental health professional licensed or authorized with the state to render such services. Such professionals typically include psychiatrists, advanced practice nurses, psychologists, licensed professional counselors, and licensed clinical social workers.

Limitations: Mental Health Services are allowable only for PLWH who are eligible for HRSA Ryan White HIV/AIDS Program (RWHAP) services.

DSHS Definition:

Mental health counseling services include outpatient mental health therapy and counseling provided solely by mental health practitioners licensed in the State of Texas.

Mental health services include:

- Mental health assessment
- Treatment planning
- Treatment provision
- Individual psychotherapy
- Conjoint psychotherapy
- Group psychotherapy
- Psychiatric medication assessment, prescription, and monitoring
- Psychotropic medication management
- Drop-in psychotherapy groups
- Emergency/crisis intervention

All mental health interventions must be based on proven clinical methods and in accordance with legal, licensing, and ethical standards. The importance of maintaining confidentiality is of critical importance and cannot be overstated unless otherwise indicated based on federal, state, and local laws and guidelines (i.e. abuse, self or other harm). All programs must comply with the Health Insurance Portability and Accountability Act (HIPAA) standards for privacy practices of protected health information (PHI).

Telehealth and Telemedicine is an alternative modality to provide most Ryan White Part B and State Services funded services. For the Ryan White Part B/SS funded providers and Administrative Agencies,

telehealth & telemedicine services are to be provided in real-time via audio and video communication technology which can include videoconferencing software.

DSHS HIV Care Services requires that for Ryan White Part B or SS funded services providers must use features to protect ePHI transmission between PLWH and providers. RW Providers must use a telehealth vendor that provides assurances to protect ePHI that includes the vendor signing a business associate agreement (BAA). Ryan White Providers using telehealth must also follow DSHS HIV Care Services guidelines for telehealth and telemedicine outlined in DSHS Telemedicine Guidance

Local 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. Mental Health Services include:

- Individual Therapy/counseling is defined as 1:1 or family-based crisis intervention and/or mental health therapy provided by a licensed mental health practitioner to an eligible PLWH.
- Family/Couples Therapy/Counseling is defined as crisis intervention and/or mental health therapy provided by a licensed mental health practitioner to a family or couple (opposite-sex, same-sex, transgendered or non-gender conforming) that includes an eligible PLWH.
- Support Groups are defined as professionally led (licensed therapists or counselor) groups that comprise PLWH, family members, or significant others for the purpose of providing emotional support directly related to the stress of caring for PLWH.

Scope of Services:

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.

General mental health therapy, counseling and short-term (based on the mental health professional’s judgment) bereavement support is available for affected family members or significant others.

Therapy/counseling and/or bereavement counseling may be conducted in the PLWH’s home.

Program	
<p><u>1.1 Orientation</u> Orientation is provided to PLWH who access services 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 include written or verbal information on the following:</p> <ul style="list-style-type: none"> • Services available 	<ul style="list-style-type: none"> • Orientation documented in the primary service record • Annual PLWH feedback documents compliance.

<ul style="list-style-type: none"> • Clinic hours and procedures for after-hours emergency situations • How to reach staff member(s) as appropriate • Scheduling appointments • PLWH responsibilities for receiving program services and the agency's responsibilities for delivering them • Patient rights including the grievance process 	
<p><u>1.2 Comprehensive Assessment</u></p> <p>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. The assessment must document DSM-IV diagnosis or diagnoses, utilizing at least Axis I.</p> <p>The initial and comprehensive PLWH assessment (or agency's equivalent) forms must be signed and dated. Updates to the information included in the initial assessment will be recorded in the comprehensive PLWH assessment.</p>	<ul style="list-style-type: none"> • Documentation of mental health assessment completed by the 3rd counseling session, unless otherwise noted, in the primary service record • If pressing mental health needs emerge during the mental health assessment requiring immediate attention results in the assessment not being finalized by the third session, the exception must be documented in the primary services record.
<p><u>1.3 Treatment Plan</u></p> <p>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"> • Description of the diagnosed mental health issue • Statement of the goal(s) and objectives of counseling • The plan of approach and treatment modality (group or individual) • Start date for mental health services • Recommended number of sessions • Date for reassessment • Projected treatment end date 	<ul style="list-style-type: none"> • Treatment plan that meets the established criteria documented in the primary service record. • Treatment plans signed by the licensed mental health professional rendering services documented in the primary service record. • Exceptions noted in the primary service record.

<ul style="list-style-type: none"> • Any recommendations for follow up • Mechanism for review <p>Treatment plans must be completed within 30 days from the Mental Health Assessment.</p> <p>Supportive and educational counseling should include prevention of HIV related risk behaviors including risk reduction and health promotion, 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. Treatment plans should include culturally and linguistically appropriate goals.</p> <p>The treatment plan must be signed by the mental health professional rendering service. Electronic signatures are acceptable.</p>	
<p><u>1.4 Treatment Plan Review</u></p> <p>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</p>	<ul style="list-style-type: none"> • Evidence of treatment plans reviewed/modified at a minimum midway through the number of determined sessions agreed upon for frequency of modality documented in the primary service record. • Exceptions noted in the primary service record.
<p><u>1.5 Psychiatric Referral</u></p> <p>PLWH are evaluated for psychiatric intervention and appropriate referrals are initiated as documented in the primary service record.</p>	<ul style="list-style-type: none"> • Referrals for psychiatric intervention documented in the primary service record.
<p><u>1.6 Psychotropic Medication Management</u></p> <p>Psychotropic medication management services are available for all PLWH either directly or through referral as appropriate. Pharm Ds can provide psychotropic medication management services.</p> <p>Mental health professionals will discuss the PLWH's concerns with the PLWH about prescribed medications (side effects, dosage, interactions with HIV medications, etc.). Mental health professionals will encourage the PLWH to discuss concerns about prescribed medications with their HIV-prescribing clinician (if the mental health</p>	<ul style="list-style-type: none"> • Education regarding medications documented in the primary service record. • Changes to psychotropic/ psychoactive medications documented in the primary service record. • Changes to medications shared with the HIV-prescribing provider, as permitted by the PLWH's signed consent to share information, in the primary service record.

<p>professional is not the prescribing clinician) so that medications can be managed effectively.</p> <p><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></p>	
<p><u>1.7 Provision of Service/Progress Notes</u> Services will be provided according to the individual's treatment plan and documented in the primary service record. 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"> • PLWH name • Session date • Observations • Focus of session • Interventions • Progress on treatment goals • Newly identified issues/goals • Assessment • Duration of session • Counselor signature and counselor authentication • Evidence of consultation with medical care/psychiatric/pharmacist as appropriate regarding medication management, interactions, and treatment adherence 	<ul style="list-style-type: none"> • Service provision in accordance with the individual's treatment plan documented in the primary service record. • Signed progress notes documented in primary service record.
<p><u>1.8 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 PLWH 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"> • Coordination of care with the HIV-prescribing provider, as permitted by the PLWH's signed consent to share information, in the primary service record.
<p><u>1.9 Referrals</u> As needed, mental health providers will refer PLWH to full range of medical/mental health services including:</p> <ul style="list-style-type: none"> • Psychiatric evaluation 	<ul style="list-style-type: none"> • Referrals made documented in the primary service record.

<ul style="list-style-type: none"> • Pharmacist for psychotropic medication management • Neuropsychological testing • Day treatment programs • In-patient hospitalization • Family/Couples therapy for relationship issues unrelated to the PLWH's HIV diagnosis <p>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)</p>	
<p><u>1.10 Discharge</u> Services may be discontinued when the PLWH has:</p> <ul style="list-style-type: none"> • Reached goals and objectives in their treatment plan • Missed three (3) consecutive appointments in a six (6) month period • Continual non-adherence to treatment plan • Chooses to terminate services • Unacceptable patient behavior • Death <p>Discharge planning will be done with each PLWH when treatment goals are met or when PLWH has discontinued therapy either by initiating closure or as evidenced by non-attendance of scheduled appointments, as applicable.</p>	<ul style="list-style-type: none"> • Discharge reason meeting the established criteria documented in primary service record. • Exceptions documented in the primary service record.
<p><u>1.11 Discharge Summary</u> Discharge summary is completed for each PLWH after 30 days without PLWH contact or when treatment goals are met:</p> <ul style="list-style-type: none"> • Circumstances of discharge • Summary of needs at admission • Summary of services provided • Goals completed during counseling • Discharge plan • Counselor authentication, in accordance with current licensure requirements • Date 	<ul style="list-style-type: none"> •
Administrative	
<p><u>2.1 Program Policies and/or Procedures</u> Agency will develop and maintain policies and/or procedures that outline the delivery of service including, but not limited to, the marketing of the service to</p>	<ul style="list-style-type: none"> • Program's Policies and Procedures document systems to comply with: <ul style="list-style-type: none"> • DSHS Universal Standards • TRG Contract and Attachments

<p>applicable community stakeholders and process of utilizing Hospice services. Agency will disseminate policies and/or procedures to providers seeking to utilize the service.</p> <p>Additionally, the agency will have policies and procedures that comply with applicable DSHS Universal Standards.</p> <p>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"> • 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 • 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) • Changing therapists • Referrals for services the agency cannot perform and reason for referral, criteria for appropriate referrals, timeline for referrals. • Agency shall have a policy and procedure to conduct Interdisciplinary Case Conferences held for each active PLWH at least once every 6 months. 	<ul style="list-style-type: none"> • Standards of Care • Collection of Performance Measures
<p><u>2.2 Crisis Situations and Behavioral Emergencies</u></p> <p>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:</p> <ul style="list-style-type: none"> • verbal intervention • non-violent physical intervention • emergency medical contact information • incident reporting • voluntary and involuntary inpatient admission • follow-up contacts <p>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.</p>	<ul style="list-style-type: none"> • Agency Policy and/or procedure meets established criteria. • Staff Training on the policy is documented. • Crisis situations and behavioral emergencies documented in primary service record.

<p>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.</p>	
<p><u>2.3 Services Requiring Licensed Personnel</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 PLWH.</p>	<ul style="list-style-type: none"> • License documented in the personnel file. • Staff interviews document compliance.
<p><u>2.4 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.</p>	<ul style="list-style-type: none"> • Clinical supervision qualifications documented in personnel file.
<p><u>2.5 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"> • Work experience documented in personnel file with exceptions to work experience noted.
<p><u>2.6 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"> • Referral for crisis intervention policy/procedures • Standards of Care • Confidentiality • Consumer Rights and Responsibilities • Consumer abuse and neglect reporting policies and procedures • Professional Ethics • Emergency and safety procedures • Data Management and record keeping; to include documenting in ARIES (or CPCDMS if applicable) <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"> • Completion of orientation documented in personnel file. • Completion of training requirements documented in personnel file • Materials for training and continuing education (agendas, handouts, etc.) are on file.

<p><u>2.7 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.</p>	<ul style="list-style-type: none"> • Assessment documented in personnel file. • Training per assessment documented in personnel file.
<p><u>2.8 Professional Liability Insurance</u> Professional liability coverage of at least \$300,000 for the individual or \$1,000,000 for the agency is required.</p>	<ul style="list-style-type: none"> • Professional Liability Insurance documented. • Annual Reviews documents compliance.
<p><u>2.9 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.</p>	<ul style="list-style-type: none"> • Agency policy documents clinical supervision provided to staff. • Supervision of staff documented.
<p><u>2.10 Language Accessibility</u> Language assistance must be provided to individuals who have limited English proficiency and/or other communication needs at no cost to them in order to facilitate timely access to all health care and services.</p> <p>Subrecipients must provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area to inform all individuals of the availability of language assistance services.</p> <p>Subrecipients must establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organizations' planning and operations.</p>	<ul style="list-style-type: none"> • Language accessibility policies and documentation of training on policies are available for on-site review. • Print and multimedia materials meet requirements.
<p><u>2.7 Trauma-Informed Service Delivery (TISD)</u> Trauma-Informed Approaches (TIA) is a universal framework that any organization can implement to build a culture that acknowledges and anticipates that many of the people being served and those delivering the services have histories of trauma and that the environment and interpersonal interactions within an organization can exacerbate the physical, mental, and behavioral manifestations of trauma.</p> <p>Trauma-informed care is a service delivery approach focused on an understanding of and responsiveness to the impact of trauma. Trauma-informed care is not a one-size-fits-all approach to service delivery. It's not a program. It's a set of principles and approaches that can shape the</p>	<ul style="list-style-type: none"> • Review of policies and procedures evidence incorporation of TIA. • Staff training is documented. • Systems and workflow revised to promote TISD.

ways that people interact within an organization, with clients, patients, customers, and other stakeholders, and with the environment. “A trauma-informed care approach recognizes the intersection of trauma with many health and social problems for which people seek services and treatment, aiming to sensitively address trauma along with an individual’s issues.”

Trauma-informed service delivery (TISD) requires that:

- Policies are reviewed and revised to ensure that they incorporate trauma-informed approaches and resist retraumatizing the people being served and the staff providing the services.
- Staff are trained to be aware of trauma and avoid processes and practices that may retraumatize survivors.
- Systems and workflows should be altered to support the environment that promotes trauma-informed care.

References

- American Psychiatric Association. The Practice Guideline for Treatment of Patients with HIV/AIDS, Washington, DC, 2001. Available at: https://psychiatryonline.org/pb/assets/raw/sitewide/practice_guidelines/guidelines/hiv aids.pdf
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- HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013. p. 17-18. Available at: <https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringparta.pdf>
- HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013. p. 17-18. Available at: <https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringpartb.pdf>
- HRSA/HAB Ryan White Program & Grants Management, Recipient Resources. Policy Notices and Program Letters, Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02 (Revised 10/22/18). Available at: https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf
- Interim Guidance for the Use of Telemedicine and Telehealth for HIV Core and Support Services, March 2020. Available at: <https://www.dshs.state.tx.us/hivstd/taxonomy/telemedguidance.shtm>
- Interim Guidance for the Use of Telemedicine and Telehealth for HIV Core and Support Services – Users Guide and FAQs, March 2020. Available at: <https://www.dshs.state.tx.us/hivstd/taxonomy/telemedguidance-faq.shtm>

- New York State Department of Health, Mental Health Standards of Care, Delivery of Care.
Available at:
https://www.health.ny.gov/diseases/aids/providers/standards/mental_health/delivery_of_care.htm
- Trauma Informed Approaches: <https://www.traumapolicy.org/topics/trauma-informed-care>
- Trauma Informed Care: <https://www.traumapolicy.org/topics/trauma-informed-care> and <https://www.nih.gov/>

RYAN WHITE PART B/DSHS STATE SERVICES
24-25 QUALITY ASSURANCE MEASURES
MENTAL HEALTH SERVICES

1. Percentage of new PLWH with documented evidence of orientation to services available in the primary service record.
2. Percentage of PLWH with documented mental health assessment completed by the third counseling session, unless otherwise noted, in the primary service record.
3. Percentage of PLWH with documented detailed treatment plan and documentation of services provided within the primary service record.
4. Percentage of PLWH with treatment plans completed and signed by the licensed mental health professional rendering services in the primary service record.
5. Percentage of PLWH with 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 service record.
6. Percentage of PLWH with documented need for psychiatric intervention are referred to services as evidenced in the primary service record.
7. Percentage of PLWH accessing medication management services with documented evidence in the primary service record of education regarding medications.
8. Percentage of PLWH 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 service record.
9. Percentage of PLWH with documented evidence of progress notes completed and signed in accordance with the individual's treatment plan in the primary service record.
10. Percentage of PLWH who have documented evidence in the primary service record of care coordination, as permissible, of shared mental health treatment adherence with the PLWH's prescribing provider.
11. Percentage of PLWH with documented referrals, as applicable, for other medical/mental health services in the primary service record.
12. Percentage of PLWH with documentation of discharge planning when treatment goals being met as evidenced in the primary service record.
13. Percentage of PLWH with documentation of case closure per agency non-attendance policy as evidenced in the primary service record.

RYAN WHITE PART B/DSHS STATE SERVICES
24-25 HOUSTON HSDA STANDARDS OF CARE
MENTAL HEALTH SERVICES TARGETING SPECIAL POPULATIONS

Effective Date: April 1, 2024/September 1, 2024

HRSA Definition:

Mental Health (MH) Services are the provision of outpatient psychological and psychiatric screening, assessment, diagnosis, treatment, and counseling services offered to people living with HIV (PLWH). Services are based on a treatment plan, conducted in an outpatient group or individual session, and provided by a mental health professional licensed or authorized with the state to render such services. Such professionals typically include psychiatrists, advanced practice nurses, psychologists, licensed professional counselors, and licensed clinical social workers.

Limitations: Mental Health Services are allowable only for PLWH who are eligible for HRSA Ryan White HIV/AIDS Program (RWHAP) services.

DSHS Definition:

Mental health counseling services include outpatient mental health therapy and counseling provided solely by mental health practitioners licensed in the State of Texas.

Mental health services include:

- Mental health assessment
- Treatment planning
- Treatment provision
- Individual psychotherapy
- Conjoint psychotherapy
- Group psychotherapy
- Psychiatric medication assessment, prescription, and monitoring
- Psychotropic medication management
- Drop-in psychotherapy groups
- Emergency/crisis intervention

All mental health interventions must be based on proven clinical methods and in accordance with legal, licensing, and ethical standards. The importance of maintaining confidentiality is of critical importance and cannot be overstated unless otherwise indicated based on federal, state, and local laws and guidelines (i.e. abuse, self or other harm). All programs must comply with the Health Insurance Portability and Accountability Act (HIPAA) standards for privacy practices of protected health information (PHI).

Telehealth and Telemedicine is an alternative modality to provide most Ryan White Part B and State Services funded services. For the Ryan White Part B/SS funded providers and Administrative Agencies,

telehealth & telemedicine services are to be provided in real-time via audio and video communication technology which can include videoconferencing software.

DSHS HIV Care Services requires that for Ryan White Part B or SS funded services providers must use features to protect ePHI transmission between PLWH and providers. RW Providers must use a telehealth vendor that provides assurances to protect ePHI that includes the vendor signing a business associate agreement (BAA). Ryan White Providers using telehealth must also follow DSHS HIV Care Services guidelines for telehealth and telemedicine outlined in DSHS Telemedicine Guidance

Local 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. Mental Health Services include:

- Individual Therapy/counseling is defined as 1:1 or family-based crisis intervention and/or mental health therapy provided by a licensed mental health practitioner to an eligible PLWH.
- Family/Couples Therapy/Counseling is defined as crisis intervention and/or mental health therapy provided by a licensed mental health practitioner to a family or couple (opposite-sex, same-sex, transgendered or non-gender conforming) that includes an eligible PLWH.
- Support Groups are defined as professionally led (licensed therapists or counselor) groups that comprise PLWH, family members, or significant others for the purpose of providing emotional support directly related to the stress of caring for PLWH.

These targeted mental health services should be delivered to people living with HIV and affected family/partners living within the Houston HIV Service Delivery Area (HSDA). PLWH should also be a member of the following special populations: Transgender persons (emphasizing those who are LatinX/Black and/or under the age of 25), individuals who exchange sex for money, and individuals born outside the US.

Scope of Services:

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.

General mental health therapy, counseling and short-term (based on the mental health professional’s judgment) bereavement support is available for affected family members or significant others.

Therapy/counseling and/or bereavement counseling may be conducted in the PLWH’s home.

Program	
<u>1.1 Orientation</u>	<ul style="list-style-type: none"> • Orientation documented in the primary service record

<p>Orientation is provided to PLWH who access services 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 include written or verbal information on the following:</p> <ul style="list-style-type: none"> • Services available • Clinic hours and procedures for after-hours emergency situations • How to reach staff member(s) as appropriate • Scheduling appointments • PLWH responsibilities for receiving program services and the agency's responsibilities for delivering them • Patient rights including the grievance process 	<ul style="list-style-type: none"> • Annual PLWH feedback documents compliance.
<p><u>1.2 Comprehensive Assessment</u></p> <p>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. The assessment must document DSM-IV diagnosis or diagnoses, utilizing at least Axis I.</p> <p>The initial and comprehensive PLWH assessment (or agency's equivalent) forms must be signed and dated. Updates to the information included in the initial assessment will be recorded in the comprehensive PLWH assessment.</p>	<ul style="list-style-type: none"> • Documentation of mental health assessment completed by the 3rd counseling session, unless otherwise noted, in the primary service record • If pressing mental health needs emerge during the mental health assessment requiring immediate attention results in the assessment not being finalized by the third session, the exception must be documented in the primary services record.
<p><u>1.3 Treatment Plan</u></p> <p>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"> • Description of the diagnosed mental health issue • Statement of the goal(s) and objectives of counseling 	<ul style="list-style-type: none"> • Treatment plan that meets the established criteria documented in the primary service record. • Treatment plans signed by the licensed mental health professional rendering services documented in the primary service record.

<ul style="list-style-type: none"> • The plan of approach and treatment modality (group or individual) • Start date for mental health services • Recommended number of sessions • Date for reassessment • Projected treatment end date • Any recommendations for follow up • Mechanism for review <p>Treatment plans must be completed within 30 days from the Mental Health Assessment.</p> <p>Supportive and educational counseling should include prevention of HIV related risk behaviors including risk reduction and health promotion, 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. Treatment plans should include culturally and linguistically appropriate goals.</p> <p>The treatment plan must be signed by the mental health professional rendering service. Electronic signatures are acceptable.</p>	<ul style="list-style-type: none"> • Exceptions noted in the primary service record.
<p><u>1.4 Treatment Plan Review</u></p> <p>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</p>	<ul style="list-style-type: none"> • Evidence of treatment plans reviewed/modified at a minimum midway through the number of determined sessions agreed upon for frequency of modality documented in the primary service record. • Exceptions noted in the primary service record.
<p><u>1.5 Psychiatric Referral</u></p> <p>PLWH are evaluated for psychiatric intervention and appropriate referrals are initiated as documented in the primary service record.</p>	<ul style="list-style-type: none"> • Referrals for psychiatric intervention documented in the primary service record.
<p><u>1.6 Psychotropic Medication Management</u></p> <p>Psychotropic medication management services are available for all PLWH either directly or through referral as appropriate. Pharm Ds can provide psychotropic medication management services.</p>	<ul style="list-style-type: none"> • Education regarding medications documented in the primary service record. • Changes to psychotropic/ psychoactive medications

<p>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.</p> <p><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></p>	<p>documented in the primary service record.</p> <ul style="list-style-type: none"> • Changes to medications shared with the HIV-prescribing provider, as permitted by the PLWH's signed consent to share information, in the primary service record.
<p><u>1.7 Provision of Service/Progress Notes</u></p> <p>Services will be provided according to the individual's treatment plan and documented in the primary service record. 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"> • PLWH name • Session date • Observations • Focus of session • Interventions • Progress on treatment goals • Newly identified issues/goals • Assessment • Duration of session • Counselor signature and counselor authentication • Evidence of consultation with medical care/psychiatric/pharmacist as appropriate regarding medication management, interactions, and treatment adherence 	<ul style="list-style-type: none"> • Service provision in accordance with the individual's treatment plan documented in the primary service record. • Signed progress notes documented in primary service record.
<p><u>1.8 Coordination of Care</u></p> <p>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 PLWH who need to improve adherence (e.g. behavioral contracts). There is evidence of consultation with medical care/psychiatric/pharmacist as appropriate regarding</p>	<ul style="list-style-type: none"> • Coordination of care with the HIV-prescribing provider, as permitted by the PLWH's signed consent to share information, in the primary service record.

<p>medication management, interactions, and treatment adherence.</p>	
<p><u>1.9 Referrals</u> As needed, mental health providers will refer PLWH to full range of medical/mental health services including:</p> <ul style="list-style-type: none"> • Psychiatric evaluation • Pharmacist for psychotropic medication management • Neuropsychological testing • Day treatment programs • In-patient hospitalization • Family/Couples therapy for relationship issues unrelated to the PLWH's HIV diagnosis <p>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)</p>	<ul style="list-style-type: none"> • Referrals made documented in the primary service record.
<p><u>1.10 Discharge</u> Services may be discontinued when the PLWH has:</p> <ul style="list-style-type: none"> • Reached goals and objectives in their treatment plan • Missed three (3) consecutive appointments in a six (6) month period • Continual non-adherence to treatment plan • Chooses to terminate services • Unacceptable patient behavior • Death <p>Discharge planning will be done with each PLWH when treatment goals are met or when PLWH has discontinued therapy either by initiating closure or as evidenced by non-attendance of scheduled appointments, as applicable.</p>	<ul style="list-style-type: none"> • Discharge reason meeting the established criteria documented in primary service record. • Exceptions documented in the primary service record.
<p><u>1.11 Discharge Summary</u> Discharge summary is completed for each PLWH after 30 days without PLWH contact or when treatment goals are met:</p> <ul style="list-style-type: none"> • Circumstances of discharge • Summary of needs at admission • Summary of services provided • Goals completed during counseling • Discharge plan • Counselor authentication, in accordance with current licensure requirements 	<ul style="list-style-type: none"> •

<ul style="list-style-type: none"> • Date 	
Administrative	
<p><u>2.1 Program Policies and/or Procedures</u> Agency will develop and maintain policies and/or procedures that outline the delivery of service including, but not limited to, the marketing of the service to applicable community stakeholders and process of utilizing Hospice services. Agency will disseminate policies and/or procedures to providers seeking to utilize the service.</p> <p>Additionally, the agency will have policies and procedures that comply with applicable DSHS Universal Standards.</p> <p>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"> • 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 • 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) • Changing therapists • Referrals for services the agency cannot perform and reason for referral, criteria for appropriate referrals, timeline for referrals. • Agency shall have a policy and procedure to conduct Interdisciplinary Case Conferences held for each active PLWH at least once every 6 months. 	<ul style="list-style-type: none"> • Program’s Policies and Procedures document systems to comply with: <ul style="list-style-type: none"> • DSHS Universal Standards • TRG Contract and Attachments • Standards of Care • Collection of Performance Measures
<p><u>2.2 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:</p> <ul style="list-style-type: none"> • verbal intervention • non-violent physical intervention • emergency medical contact information • incident reporting • voluntary and involuntary inpatient admission • follow-up contacts 	<ul style="list-style-type: none"> • Agency Policy and/or procedure meets established criteria. • Staff Training on the policy is documented. • Crisis situations and behavioral emergencies documented in primary service record.

<p>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.</p> <p>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.</p>	
<p><u>2.3 Services Requiring Licensed Personnel</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 PLWH.</p>	<ul style="list-style-type: none"> • License documented in the personnel file. • Staff interviews document compliance.
<p><u>2.4 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.</p>	<ul style="list-style-type: none"> • Clinical supervision qualifications documented in personnel file.
<p><u>2.5 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"> • Work experience documented in personnel file with exceptions to work experience noted.
<p><u>2.6 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"> • Referral for crisis intervention policy/procedures • Standards of Care • Confidentiality • Consumer Rights and Responsibilities • Consumer abuse and neglect reporting policies and procedures • Professional Ethics • Emergency and safety procedures 	<ul style="list-style-type: none"> • Completion of orientation documented in personnel file. • Completion of training requirements documented in personnel file • Materials for training and continuing education (agendas, handouts, etc.) are on file.

<ul style="list-style-type: none"> Data Management and record keeping; to include documenting in ARIES (or CPCDMS if applicable) <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>	
<p><u>2.7 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.</p>	<ul style="list-style-type: none"> Assessment documented in personnel file. Training per assessment documented in personnel file.
<p><u>2.8 Professional Liability Insurance</u> Professional liability coverage of at least \$300,000 for the individual or \$1,000,000 for the agency is required.</p>	<ul style="list-style-type: none"> Professional Liability Insurance documented. Annual Reviews documents compliance.
<p><u>2.9 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.</p>	<ul style="list-style-type: none"> Agency policy documents clinical supervision provided to staff. Supervision of staff documented.
<p><u>2.10 Language Accessibility</u> Language assistance must be provided to individuals who have limited English proficiency and/or other communication needs at no cost to them in order to facilitate timely access to all health care and services.</p> <p>Subrecipients must provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area to inform all individuals of the availability of language assistance services.</p> <p>All AAs and subrecipients must establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organizations' planning and operations.</p>	<ul style="list-style-type: none"> Language accessibility policies and documentation of training on policies are available for on-site review. Print and multimedia materials meet requirements.
<p><u>2.11 Trauma-Informed Service Delivery (TISD)</u> Trauma-Informed Approaches (TIA) is a universal framework that any organization can implement to build a culture that acknowledges and anticipates that many of the people being served and those delivering the services have histories of trauma and that the environment and interpersonal interactions within an organization can</p>	<ul style="list-style-type: none"> Review of policies and procedures evidence incorporation of TIA. Staff training is documented. Systems and workflow revised to promote TISD.

<p>exacerbate the physical, mental, and behavioral manifestations of trauma.</p> <p>Trauma-informed care is a service delivery approach focused on an understanding of and responsiveness to the impact of trauma. Trauma-informed care is not a one-size-fits-all approach to service delivery. It's not a program. It's a set of principles and approaches that can shape the ways that people interact within an organization, with clients, patients, customers, and other stakeholders, and with the environment. "A trauma-informed care approach recognizes the intersection of trauma with many health and social problems for which people seek services and treatment, aiming to sensitively address trauma along with an individual's issues."</p> <p>Trauma-informed service delivery (TISD) requires that:</p> <ul style="list-style-type: none"> • Policies are reviewed and revised to ensure that they incorporate trauma-informed approaches and resist retraumatizing the people being served and the staff providing the services. • Staff are trained to be aware of trauma and avoid processes and practices that may retraumatize survivors. • Systems and workflows should be altered to support the environment that promotes trauma-informed care. 	
<p><u>2.12 Collaborative Relationships</u></p> <p>The agency must develop collaborative relationships with community partners that serve each of the identified special populations. These relationships should be documented via Memoranda of Understanding. MOUs will be submitted to TRG for review each year. Referrals should be tracked to evidence the success of these MOUs. Referrals will be reviewed by TRG on an annual basis.</p>	<ul style="list-style-type: none"> • Executed MOUs are submitted for review to TRG. • Referrals are documented and tracked by the agency. Referral tracking is available for review by TRG and meets expectations.
<p><u>2.13 Specialized Training</u></p> <p>Staff should be adequately trained and/or experienced with each of the identified special populations. Training and/or experience should be documented. This documentation will be reviewed by TRG on an annual basis.</p>	<ul style="list-style-type: none"> • Staff training is documented, available for review by TRG and meets expectations.
<p><u>2.14 Community Based Approach</u></p> <p>Services are strongly encouraged to be community based where counseling can be provided in a safe and secure location. Services should be provided on days and at</p>	<ul style="list-style-type: none"> • Policies and procedures support a community-based approach.

times that are conducive for participation of the identified special populations.	<ul style="list-style-type: none"> • Primary service records document when services are provided in the community.
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References

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- HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013. p. 17-18. Available at: <https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringparta.pdf>
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- HRSA/HAB Ryan White Program & Grants Management, Recipient Resources. Policy Notices and Program Letters, Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02 (Revised 10/22/18). Available at: https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf
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- New York State Department of Health, Mental Health Standards of Care, Delivery of Care. Available at: https://www.health.ny.gov/diseases/aids/providers/standards/mental_health/delivery_of_care.htm
- Trauma Informed Approaches: <https://www.traumapolicy.org/topics/trauma-informed-care>
- Trauma Informed Care: <https://www.traumapolicy.org/topics/trauma-informed-care> and <https://www.nih.gov/>

RYAN WHITE PART B/DSHS STATE SERVICES
24-25 QUALITY ASSURANCE MEASURES
MENTAL HEALTH SERVICES

1. Percentage of new PLWH with documented evidence of orientation to services available in the primary service record.
2. Percentage of PLWH with documented mental health assessment completed by the third counseling session, unless otherwise noted, in the primary service record.
3. Percentage of PLWH with documented detailed treatment plan and documentation of services provided within the primary service record.
4. Percentage of PLWH with treatment plans completed and signed by the licensed mental health professional rendering services in the primary service record.
5. Percentage of PLWH with 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 service record.
6. Percentage of PLWH with documented need for psychiatric intervention are referred to services as evidenced in the primary service record.
7. Percentage of PLWH accessing medication management services with documented evidence in the primary service record of education regarding medications.
8. Percentage of PLWH 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 service record.
9. Percentage of PLWH with documented evidence of progress notes completed and signed in accordance with the individual's treatment plan in the primary service record.
10. Percentage of PLWH who have documented evidence in the primary service record of care coordination, as permissible, of shared mental health treatment adherence with the PLWH's prescribing provider.
11. Percentage of PLWH with documented referrals, as applicable, for other medical/mental health services in the primary service record.
12. Percentage of PLWH with documentation of discharge planning when treatment goals being met as evidenced in the primary service record.
13. Percentage of PLWH with documentation of case closure per agency non-attendance policy as evidenced in the primary service record.

RYAN WHITE PART B/DSHS STATE SERVICES
24-25 HOUSTON HSDA STANDARDS OF CARE
ORAL HEALTH CARE

Effective Date: April 1, 2024/September 1, 2024

HRSA Definition:

Oral Health Care (OH) activities include outpatient diagnostics, prevention, and therapy provided by dental health care professionals, including general dental practitioners, dental specialists, dental hygienists, and licensed dental assistants.

DSHS Definition:

Services will include routine dental examinations, prophylaxes, radiographs, restorative therapies, basic oral surgery (e.g., extractions and biopsy), endodontics, and prosthodontics. Referral for specialized care should be completed if clinically indicated.

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.

Oral health services are an allowable core service with an expenditure cap of \$3,000/PLWH per calendar year. Local service regions may set additional limitations on the type or number of procedures covered and/or may set a lower expenditure cap, so long as such criteria are applied equitably across the region and the limitations do not restrict eligible individuals from receiving needed oral health services outlined in their individualized dental treatment plan.

In the cases of emergency need and/or where extensive care is needed, the maximum amount may exceed the above cap. Dental providers are required to document the reason for exceeding the yearly maximum amount and must have documented approval from the local Administrative Agency (AA) for the purposes of funds only, but not the appropriateness of the clinical procedure.

Limitations: Cosmetic dentistry for cosmetic purposes only is prohibited.

Local 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.

Scope of Services:

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), endodontics and oral medication (including pain control) for HIV PLWH 15 years old or older based on a comprehensive individual treatment plan. Referral for specialized care should be completed if clinically indicated.

Additionally, the category includes prosthodontics services 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.

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 PLWH should be referred to a hospital emergency room.

Limitations:

Cosmetic dentistry for cosmetic purposes only is prohibited.

Tele-dentistry allowable per H.B. 2056 as of September 1, 2021 and subject to applicable rules and guidance from the Board (see References).

Standard	Evidence
Program	
<p><u>1.1 Dental and Medical History</u> To develop an appropriate treatment plan, the oral health care provider should obtain complete information about the PLWH's health and medication status. Provider obtains and documents HIV primary care provider contact information for each PLWH. Provider obtains from the primary care provider or obtains from the health history information with updates as medically appropriate prior to providing care. This information should include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • A baseline current (within in last 12 months) CBC laboratory test • Current (within the last 12 months) CD4 and Viral Load laboratory test results or more frequent when clinically indicated • Coagulants (PT/INR, aPTT, and if hemophiliac baseline deficient factor level (e.g., Factor VIII activity) and inhibitor titer (e.g., BIA) • Tuberculosis screening result • PLWH’s chief complaint, where applicable • Current Medications (including any osteoporotic medications) • Pregnancy status, where applicable • Sexually transmitted diseases • HIV-associated illnesses • Allergies and drug sensitivities • Alcohol use • Recreational drug use • Tobacco use • Neurological diseases • Hepatitis A, B, C status • Usual oral hygiene 	<ul style="list-style-type: none"> • Dental and medical health history per established criteria documented in primary service record. • Health history update per established timeframe documented in primary service record.

<ul style="list-style-type: none"> • Date of last dental examination • Involuntary weight loss or weight gain • Review of systems • Any predisposing conditions that may affect the prognosis, progression and management of oral health condition. <p>An update to the health history should be completed as medically indicated or at least annually.</p>	
<p><u>1.2 Limited Physical Exam</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 PLWH 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 PLWH. 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 PLWH's vital signs, the dental practitioner must document in the primary service record an acceptable reason why the attempt to obtain vital signs was unsuccessful.</p>	<ul style="list-style-type: none"> • Limited physical examination per established criteria documented in the primary service record. • Exceptions documented in the primary service record.
<p><u>1.3 Oral Examination</u> PLWH 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"> • D0150-Comprehensive oral evaluation, to include bitewing x-rays, new or established PLWH • D0120-Periodic Oral Evaluation to include bitewing x-rays, established PLWH, • D0160-Detailed and Extensive Oral Evaluation • D0170-Re-evaluation, limited, problem focused (established PLWH; not post-operative visit) • Comprehensive Periodontal Evaluation, new or established PLWH. Source: http://ada.org 	<ul style="list-style-type: none"> • Oral examination per established criteria documented in the primary service record. • Exceptions documented in the primary service record.
<p><u>1.4 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>PLWH 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>	<ul style="list-style-type: none"> • Agency policies and/or procedures document when a comprehensive periodontal examination should occur. • Comprehensive periodontal examination per established criteria documented in the primary service record. • Exceptions documented in the primary service record.

<p>Comprehensive periodontal examination (ADA CDT D0180) includes:</p> <ul style="list-style-type: none"> • Evaluation of periodontal conditions • Probing and charting • Evaluation and recording of the PLWH’s dental and medical history and general health assessment. <ul style="list-style-type: none"> • It may include the evaluation and recording of dental caries, missing or unerupted teeth, restorations, occlusal relationships and oral cancer evaluation. <p>(Some forms of periodontal disease may be more severe in individuals affected with immune system disorders. PLWH may have especially severe forms of periodontal disease. The incidence of necrotizing periodontal diseases may increase with PLWH).</p>	
<p><u>1.5 Treatment Plan</u></p> <p>A dental treatment plan should be developed appropriate for the PLWH’s health status, financial status, and individual preference should be chosen. A comprehensive, multi-disciplinary treatment plan will be developed and updated in conjunction with the PLWH. PLWH’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 PLWH. The plan should include culturally and linguistically appropriate goals. Treatment plan should include as clinically indicated:</p> <ul style="list-style-type: none"> • Provision for the relief of pain • Elimination of infection • Preventive plan component • Periodontal treatment plan if necessary • Elimination of caries • Replacement or maintenance of tooth space or function • Consultation or referral for conditions where treatment is beyond the scope of services offered • Determination of adequate recall interval. • Invasive Procedure Risk Assessment (prior to oral surgery, extraction, or other invasive procedure) • Dental treatment plan will be signed by the oral care health professional providing the services. (<i>Electronic signatures are acceptable</i>) <p>Dental treatment plan will be updated annually.</p>	<ul style="list-style-type: none"> • Treatment plan per established criteria documented in primary service record. • Updated dental treatment plan per established timeframe documented in the primary service record. • Exceptions documented in the primary service record.

<p><u>1.6 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. The plan should include culturally and linguistically appropriate goals. Treatment plan should include as clinically indicated:</p> <ul style="list-style-type: none"> • Restorative treatment • Basic periodontal therapy (non-surgical) • Basic oral surgery (simple extractions and biopsy) • Non-surgical endodontic therapy • Maintenance of tooth space • Tooth eruption guidance for transitional dentition <p>The Phase 1 treatment plan, if the care was completed on schedule, is completed within 12 months of initiating treatment.</p>	<ul style="list-style-type: none"> • Phase 1 treatment plan per established criteria documented in the primary service record. • Phase 1 treatment plan per established timeframe documented in the primary service record. • Completion of Phase 1 treatment plan per established timeframe documented in the primary service record. • Updated Phase 1 treatment plan per established timeframe documented in the primary service record. • Exceptions documented in the primary service record.
<p><u>1.7 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 service record:</p> <ul style="list-style-type: none"> • Charting of caries; • X-rays; • Periodontal screening; • Written diagnoses, where applicable; • Treatment plan. <p>Determination of PLWH 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 PLWH may not exceed two (2) years.</p>	<ul style="list-style-type: none"> • Hard/soft tissue examination per established timeframe documented in the primary service record. • Exceptions documented in the primary service record.
<p><u>1.8 Oral Health Education</u></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 oral health education once each year which includes but is not limited to the following:</p> <ul style="list-style-type: none"> • D1330 Oral hygiene instructions • Daily brushing and flossing (or other interproximal cleaning) and/or prosthetic care to remove plaque; • Daily use of over-the-counter fluorides to prevent or reduce cavities when appropriate and applicable to the 	<ul style="list-style-type: none"> • Oral health education per established criteria documented in the primary service record. • Oral health education per established timeframe documented in the primary services record. • Exceptions documented in the primary service record.

<p>PLWH. If deemed appropriate, the reason is stated in the primary service record</p> <ul style="list-style-type: none"> • D1320 Smoking/tobacco cessation counseling as indicated • Additional areas for instruction may include Nutrition (D1310). • For pediatric PLWH, oral health education should be provided to parents and caregivers and be age appropriate for pediatric PLWH. <p>The content of the oral health education will be documented in the primary service record.</p>	
<p><u>1.9 Referrals and Tracking</u> Referrals for other services must be documented in the primary service record. Outcome of the referral will be documented in the primary service record.</p>	<ul style="list-style-type: none"> • Referrals made documented in the primary service record. • Outcome of referrals documented in primary service record.
<p><u>1.10 Coordination of Care</u> The provider will consult with PLWH’s medical care providers when indicated. Consultations will be documented in the primary service record.</p>	<ul style="list-style-type: none"> • Consultations documented in the primary service record.
<p><u>1.12 Annual Cap of Charges</u> Maximum amount that may be funded by Ryan White/State Services per PLWH is \$3,000/year.</p> <ul style="list-style-type: none"> • In cases of emergency, the maximum amount may exceed the above cap • In cases where there is extensive care needed once the procedure has begun, the maximum amount may exceed the above cap. • Dental providers must document <i>via approved waiver</i> the reason for exceeding the yearly maximum amount. 	<ul style="list-style-type: none"> • Approved waiver for charges exceeding annual cap documented in the primary service record.
<p><u>1.10 Explanation of Charges</u> As part of the delivery of services, any charges that need to be paid by the PLWH should be explained. It is preferred that the PLWH is given the explanation of charges in writing as well as providing it verbally. All explanations of charges should include the explanation that services may not be denied due to an inability to pay.</p>	<ul style="list-style-type: none"> • Documentation of the explanation of charges present in primary service records reviewed. • PLWH interviews indicate compliance. • Staff interviews indicate compliance.
Administrative	
<p><u>2.1 Program Policies and/or Procedures</u> Agency will develop and maintain policies and/or procedures that outline the delivery of service including, but not limited to, the marketing of the service to applicable community stakeholders and process of utilizing the service. Agency will disseminate policies and/or procedures to providers seeking to utilize the service.</p> <p>Additionally, the agency will have policies and procedures that comply with applicable DSHS Universal Standards</p>	<ul style="list-style-type: none"> • Program’s Policies and Procedures document systems to comply with: <ul style="list-style-type: none"> • DSHS Universal Standards • TRG Contract and Attachments • Standards of Care • Collection of Performance Measures
<p><u>2.2 Services Requiring Licensed Personnel</u></p>	<ul style="list-style-type: none"> • License documented in the personnel file.

<p>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.</p>	<ul style="list-style-type: none"> • Staff interviews document compliance.
<p><u>2.3 Continuing Education</u></p> <ul style="list-style-type: none"> • Eight (8) hours of training in HIV/AIDS and clinically related issues is required annually for licensed staff. • One (1) hour of training in HIV/AIDS is required annually for all other staff. 	<ul style="list-style-type: none"> • Completion of training requirements documented in personnel file • Materials for training and continuing education (agendas, handouts, etc.) are on file.
<p><u>2.4 Staff Experience</u></p> <p>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.</p>	<ul style="list-style-type: none"> • Work experience documented in personnel file with exceptions to work experience noted.
<p><u>2.5 Supervisor Qualifications</u></p> <p>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.</p>	<ul style="list-style-type: none"> • Clinical supervision qualifications documented in personnel file.
<p><u>2.6 Staff Supervision</u></p> <p>All licensed personnel shall receive supervision consistent with the State of Texas license requirements.</p>	<ul style="list-style-type: none"> • Agency policy documents clinical supervision provided to staff. • Supervision of staff documented.
<p><u>2.7 Confidentiality</u></p> <p>Each dental employee will sign a confidentiality statement.</p>	<ul style="list-style-type: none"> • Signed Confidentiality Statement documented in personnel file.
<p><u>2.8 Universal Precautions</u></p> <p>All health care workers should adhere to protective practices as defined by Texas Administrative Code, Title 22, Part 5, Chapter 108, Subchapter B, Rule §108.25, and OSHA Standards for Bloodborne Pathogens (29 CFR 1910.1030), and OSHA Personal Protective Equipment (29 CFR 1910 Sub Part 1.</p>	<ul style="list-style-type: none"> • Staff training documented in personnel file. • Staff interviews document compliance.
<p><u>2.9 Language Accessibility</u></p> <p>Language assistance must be provided to individuals who have limited English proficiency and/or other communication needs at no cost to them in order to facilitate timely access to all health care and services.</p> <p>Subrecipients must provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area to inform all individuals of the availability of language assistance services.</p>	<ul style="list-style-type: none"> • Language accessibility policies and documentation of training on policies are available for on-site review. • Print and multimedia materials meet requirements.

<p>Subrecipients must establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organizations' planning and operations.</p>	
<p>2.10 Trauma-Informed Service Delivery (TISD) Trauma-Informed Approaches (TIA) is a universal framework that any organization can implement to build a culture that acknowledges and anticipates that many of the people being served and those delivering the services have histories of trauma and that the environment and interpersonal interactions within an organization can exacerbate the physical, mental, and behavioral manifestations of trauma.</p> <p>Trauma-informed care is a service delivery approach focused on an understanding of and responsiveness to the impact of trauma. Trauma-informed care is not a one-size-fits-all approach to service delivery. It's not a program. It's a set of principles and approaches that can shape the ways that people interact within an organization, with clients, patients, customers, and other stakeholders, and with the environment. "A trauma-informed care approach recognizes the intersection of trauma with many health and social problems for which people seek services and treatment, aiming to sensitively address trauma along with an individual's issues."</p> <p>Trauma-informed service delivery (TISD) requires that:</p> <ul style="list-style-type: none"> • Policies are reviewed and revised to ensure that they incorporate trauma-informed approaches and resist retraumatizing the people being served and the staff providing the services. • Staff are trained to be aware of trauma and avoid processes and practices that may retraumatize survivors. • Systems and workflows should be altered to support the environment that promotes trauma-informed care. 	<ul style="list-style-type: none"> • Review of policies and procedures evidence incorporation of TIA. • Staff training is documented. • Systems and workflow revised to promote TISD.

References

- HRSA/HAB Division of Service Systems Program Monitoring Standards – Part A April 2011, page 9-10. Accessed on October 12, 2020 at: <https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringparta.pdf>
- HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013, page 9-10. Accessed October 12, 2020 at: <https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringpartb.pdf>
- Texas Administrative Code. Title 22, Part 5 State Board of Dental Examiners. Chapter 108, Subchapter A, Rule §108.7 Minimal Standards of Care, General located at [https://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](https://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 Administrative Code. Title 22, Part 5, State Board of Dental Examiners, Chapter 108, Subchapter A, Rule §108.8, Records of the Dentist located at:
[https://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=8](https://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=8)
- Texas Health and Safety Code, Title 2, Subtitle D, Chapter 85. Acquired Immune Deficiency Syndrome and Human Immunodeficiency Virus Infection, located at
<https://statutes.capitol.texas.gov/Docs/HS/htm/HS.85.htm>
- HRSA/HAB Clinical Care & Quality Management. HAB Oral Health Performance Measures located at
<https://hab.hrsa.gov/clinical-quality-management/performance-measure-portfolio> Accessed January 11, 2018.
- HRSA/HAB Ryan White Program & Grants Management, Recipient Resources. Policy Notices and Program Letters, Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02 (Revised 10/22/18), https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf
- New York State Department of Health AIDS Institute, Management of Periodontal Disease located at:
<https://www.hivguidelines.org/hiv-care/hiv-related-periodontal-disease/> Accessed October 14, 2020
- New York State Department of Health AIDS Institute, Oral Health Complications located at:
<https://www.hivguidelines.org/hiv-care/oral-health/>. Accessed October 14, 2020
- HB2056: <https://capitol.texas.gov/BillLookup/History.aspx?LegSess=87R&Bill=HB2056>
- Trauma Informed Approaches: <https://www.traumapolicy.org/topics/trauma-informed-care>
- Trauma Informed Care: <https://www.traumapolicy.org/topics/trauma-informed-care> and <https://www.nih.gov/>

RYAN WHITE PART B/DSHS STATE SERVICES
24-25 QUALITY ASSURANCE MEASURES
ORAL HEALTH CARE

1. Percentage of PLWH with documented evidence that oral health care services provided met the specific limitations or caps as set forth for dollar amount and any additional limitations as set regionally for type of procedure, limits on number of procedures or combination of these.
2. Percentage of PLWH with documented evidence if the cost of dental care exceeded the annual maximum amount for Ryan White/State Services funding, reason is documented in the primary service record.
3. Percentage of PLWH who had a dental and medical health history (initial or updated) at least once in the measurement year.
4. Percentage of PLWH with a documented limited physical examination completed in the primary service record.
5. Percentage of PLWH with a documented oral examination completed within the measurement year in the primary service record.
6. Percentage of PLWH who had a periodontal screen or examination as least once in the measurement year.
7. Percentage of oral health PLWH who had a dental treatment plan developed and/or updated at least once in the measurement year.
8. Percentage of PLWH with a Phase 1 treatment plan that is completed within 12 months.
9. Percentage of PLWH who received oral health education at least once in the measurement year.
10. Percentage of PLWH with documented referrals provided have outcomes and/or follow-up documentation in the primary service record.

RYAN WHITE PART B/DSHS STATE SERVICES
24-25 HOUSTON HSDA STANDARDS OF CARE
NON-MEDICAL CASE MANAGEMENT TARGETING
SUBSTANCE USE DISORDERS

Effective Date: April 1, 2024/September 1, 2024

HRSA Definition:

Non-Medical Case Management Services (NMCM) is the provision of a range of person-centered activities focused on improving access to and retention in needed core medical and support services. NMCM provides coordination, guidance, and assistance in accessing medical, social, community, legal, financial, employment, vocational, and/or other needed services. NMCM services may also include assisting eligible people living with HIV (PLWH) to obtain access to other public and private programs for which they may be eligible, such as Medicaid, Children’s Health Insurance Program, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer’s Patient Assistance Programs, Department of Labor or Education-funded services, other state or local health care and supportive services, or private health care coverage plans. health insurance Marketplace plans. NMCM Services includes all types of case management encounters (e.g., face-to-face, telehealth, phone contact, and any other forms of communication).

DSHS Definition:

Non-Medical Case Management is a service based on need and is not appropriate or necessary for every PLWH accessing services. Non-Medical Case Management is designed to serve individuals who are unable to access, and maintain in, systems of care on their own (medical and social). Non-Medical Case Management should not be used as the only access point for medical care and other agency services. People living with HIV (PLWH) who do not need guidance and assistance in improving/gaining access to needed services should not be enrolled in NMCM services. When PLWH can maintain their care, PLWH should be graduated. PLWH with ongoing existing needs due to impaired cognitive functioning, legal issues, or other documented concerns meet the criteria for NMCM services.

Non-Medical Case Management Services have as their objective providing guidance and assistance in improving access to needed services whereas Medical Case Management services have as their objective improving health care outcomes.

Services: Non-Medical Case Management services provide guidance and assistance to PLWH to help them to access needed services (medical, social, community, legal, financial, and other needed services), but may not analyze the services to enhance their care toward improving their health outcomes.

Key activities include:

- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care
- Individualized advocacy and/or review of utilization of services

- Continuous monitoring to assess the efficacy of the care plan
- Re-evaluation of the care plan at least every six (6) months with adaptations as necessary
- Ongoing assessment of the PLWH's and other key family members' needs and personal support systems

In addition to providing the psychosocial services above, Non-Medical Case Management may also provide benefits counseling by assisting eligible PLWH in obtaining access to other public and private programs for which they may be eligible (e.g., Medicaid, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer's Patient Assistance Programs, other state or local health care and supportive services, and insurance plans through the health insurance Marketplaces/Exchanges)

Telehealth and Telemedicine is an alternative modality to provide most Ryan White Part B and State Services funded services. For the Ryan White Part B/SS funded providers and Administrative Agencies, telehealth & telemedicine services are to be provided in real-time via audio and video communication technology which can include videoconferencing software.

DSHS HIV Care Services requires that for Ryan White Part B or SS funded services providers must use features to protect ePHI transmission between PLWH and providers. RW Providers must use a telehealth vendor that provides assurances to protect ePHI that includes the vendor signing a business associate agreement (BAA). Ryan White Providers using telehealth must also follow DSHS HIV Care Services guidelines for telehealth and telemedicine outlined in DSHS Telemedicine Guidance.

Local Definition:

Non-Medical Case Management Services (N-MCM) Targeting Substance Use Disorders (SUD) provides guidance and assistance in accessing medical, social, community, legal, financial, and other needed services to eligible PLWHs facing the challenges of substance use disorder. Non-Medical Case management services may also include assisting 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.

Scope of Service

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.

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 PLWH or PLWH who have disengaged from care 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 activities to re-engage PLWH who have disengaged from care. PLWHs who have disengaged from care are those who have not returned for scheduled appointments with a medical and/or the NMCM provider. NMCM must document efforts to re-engage PLWH who have disengaged from care prior to closing PLWH on their caseload. There are many reasons why PLWH disengage from care. NMCM should partner with the PLWH to determine how to address those reasons as part of re-engagement. 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.

Key activities include:

- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Continuous monitoring to assess the efficacy of the care plan
- Re-evaluation of the care plan at least every six (6) months with adaptations as necessary
- Ongoing assessment of the PLWH’s and other key family members’ needs and personal support systems

Non-Medical Case Management is a service based on need and is not appropriate or necessary for every PLWH accessing services. Non-Medical Case Management is designed to serve individuals who are unable to access, and maintain in, systems of care on their own (medical and social). Non-Medical Case Management **should not** be used as the only access point for medical care and other agency services. PLWH who do not need guidance and assistance in improving/gaining access to needed services **should not** be enrolled in NMCM services. When PLWH can maintain their care, they should be graduated. PLWH with ongoing existing needs due to impaired cognitive functioning, legal issues, or other documented concerns meet the criteria for NMCM services.

Case Management services provided via telehealth platforms are eligible for reimbursement.

Limitations:

NMCM Services have as their objective providing coordination, guidance and assistance in improving access to and retention in needed medical and support services to mitigate and eliminate barriers to HIV care services, whereas Medical Case Management Services have as their objective improving health care outcomes. Non-Medical Case Management services **do not** involve coordination and follow up of medical treatments.

Direct Medical Costs and Substance Abuse Treatment/Counseling cannot be billed under this contract.

Standard	Evidence
Program	
<p><u>1.1 Eligibility for Services</u> N-MCM targeting SUD is intended to serve eligible PLWH who are also facing the challenges of substance use disorder</p>	<ul style="list-style-type: none"> • Additional eligibility criteria documented in primary service record.

<p><u>1.2 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 thirty (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>b) PLWH’s support service status and needs related to:</p> <ul style="list-style-type: none"> • Nutrition/Food bank • Financial resources and entitlements • Housing • Transportation • Support systems • Partner Services and HIV disclosure • 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)) • Family Violence • Legal needs (ex. Health care proxy, living will, guardianship arrangements, landlord/tenant disputes, SSDI applications) • Linguistic Services, including interpretation and translation needs • Activities of daily living • Knowledge, attitudes and beliefs about HIV disease • Sexual health assessment and risk reduction counseling • Employment/Education <p>c) Additional information</p> <ul style="list-style-type: none"> • PLWH strengths and resources • Other agencies that serve PLWH and household • Brief narrative summary of assessment session(s) <p>Reassessments should be conduct at least annually for PLWH remaining in case management services.</p>	<ul style="list-style-type: none"> • Completed Initial Assessment is documented in the primary service record. • Assessment completed within thirty (30) days of the initiation of case management services. • Any special circumstances for not completing the Initial Assessment with thirty (30) day timeframe are noted in the primary service record. • Annual Reassessments are documented in the primary service record.
<p><u>1.3 Care Planning</u></p> <p>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"> • Problem Statement (Need) 	<ul style="list-style-type: none"> • Completed initial Care Plan documented in the primary service record. • Updated Care Plans documented in the primary service record.

<ul style="list-style-type: none"> • Goal(s) – suggest no more than three goals • Intervention <ul style="list-style-type: none"> ○ Task(s) ○ Assistance in accessing services (types of assistance) ○ Service Deliveries • Individuals responsible for the activity (N-MCM, PLWH, other team member, family) • Anticipated time for each task • PLWH acknowledgment <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. Discharge plans should have culturally and linguistically appropriate goals.</p>	
<p><u>1.4 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"> • Stage of Change documented in the primary service record. • Incorporation of Stage of Change incorporated into the Care Plans in the primary service record.
<p><u>1.5 Referrals and Tracking</u> N-MCM will work with the PLWH to determine barriers to accessing services and will assist in accessing needed services. 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 PLWHs are assisted with referral for services, the referral should be documented and tracked. Referrals will be documented in the primary service record and, at a minimum, should include referrals for services such as: OAHS, MCM, Medical transportation, Mental Health, Substance Use Treatment, and any additional services necessary to help PLWH engage in their medical care.</p> <p>All referrals made will have documentation of follow-up in the primary service record. Follow-up documentation should include the result of the referral made (successful or otherwise) and any additional assistance the N-MCM offered to the PLWH.</p>	<ul style="list-style-type: none"> • Referrals to service are documented in the primary service record. • Referral follow-up and outcome documented in the primary service record.

<p><u>1.6 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"> • Health Literacy assessment documented in the primary service record. • Health Literacy education documented in the primary service record • Knowledge, Attitudes, and Practice (KAP) evaluation documented in the primary service record.
<p><u>1.7 Overdose Prevention & 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"> • Provision of overdose prevention and SUD reduction education and activities documented in primary service record.
<p><u>1.8 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"> • Treatment or other recovery support services discussion and education documented in primary service record. • Referrals to treatment or other recovery support services documented in the primary service record. • Referral follow-up documented in the primary service record.
<p><u>1.9 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"> • Harm- and Risk-Reduction evaluation, methods and activities documented in the primary service record.
<p><u>1.10 Case Closure/Graduation</u> PLWH who are no longer actively accessing case management services should have their cases closed</p>	<ul style="list-style-type: none"> • Case Closure per established criteria documented in the primary service record.

<p>based on the criteria and protocol outlined below. Common reasons for case closure include:</p> <ul style="list-style-type: none"> • PLWH is referred to another case management program • PLWH relocates outside of service area • PLWH chooses to terminate services • PLWH is no longer eligible for services due to not meeting eligibility requirements • PLWH is no longer actively accessing service • PLWH incarceration greater than six (6) months in a correctional facility • Provider initiated termination due to behavioral violations • PLWH death <p>Graduation criteria:</p> <ul style="list-style-type: none"> • PLWH completed case management goals for increased access to services/care needs • PLWH is no longer in need of case management services (e.g. PLWH is capable of resolving needs independent of case management assistance) <p>NMCM should attempt to contact PLWH who disengaged from service at least three (3) times via phone, e-mail and/or written correspondence. If these attempts are unsuccessful, the PLWH has been given at least thirty (30) days from initial contact to respond. Case closure can be initiated thirty (30) days following the 3rd attempt. All attempts to re-engage the PLWH should be documented in the primary service record.</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 signed releases of information and consent forms that meet the requirements of HB 300 regarding the electronic dissemination of protected health information (PHI)</p> <p>NMCM should complete a case closure summary/progress note to provide a brief overview of the activities conducted with the PLWH and the reason why the case is being closed.</p>	<ul style="list-style-type: none"> • Discharge summary per established criteria documented in the primary service record. •
<p><u>1.11 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</p>	<ul style="list-style-type: none"> • Agency policies and/or procedures allow and support community-based service provision

<p>office and/or medical clinic. Agencies should have systems in place to ensure the security of staff and the protections of PLWH information.</p>	<ul style="list-style-type: none"> Community-based service provision documented in primary service record.
<p>Administrative</p>	
<p><u>2.1 Program Policies and Procedures</u> Program will have a policy that:</p> <ul style="list-style-type: none"> 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. Specifies that services shall be provided in the office and in the field (i.e. community based). Specifies required referral to and coordination with HIV medical services providers. Requires referral to and coordination with providers of substance use treatment/counseling, as appropriate. Requires monitoring of referrals into services <p>Additionally, Program will have policies and procedures that comply with applicable DSHS Universal Standards.</p>	<ul style="list-style-type: none"> Program's Policies and Procedures address systems to comply with <ul style="list-style-type: none"> Scope of Services TRG Contract and Attachments Performance Measures Standards of Care
<p><u>2.2 Agency Licensure</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"> Copy of Agency Licensure and/or Certification provided as part of Contract Submissions Process
<p><u>2.3 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"> Degree documented in personnel file. Work experience documented in personnel file. Signed job description documented in personnel file.
<p><u>2.4 Staff Training</u> Staff must complete the following trainings:</p> <ul style="list-style-type: none"> Within thirty (30) days of hire, complete HHS-mandated Cybersecurity training and DSHS Data Security and Confidentiality training (or approved equivalent) Within sixty (60) days of hire, complete TRG Standards of Care orientation. 	<ul style="list-style-type: none"> Certificates of completion and/or attendance documented in the staff personnel file. Any special circumstances for not meeting the timeframes are noted in the staff personnel file.

<ul style="list-style-type: none"> • Within six (6) months of hire, complete the DSHS HIV Care Coordination Training Curriculum (https://www.dshs.texas.gov/hivstd/contractor/cm.shtm) • After first year, a minimum of 12 hours of continuing education in relevant topics annually. 	
<p><u>2.5 Supervision</u></p> <p>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 activities 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"> • Supervision activities documented and provided for review during the Quality Compliance Review
<p><u>2.6 Caseload Coverage – N-MCMs</u></p> <p>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"> • • Assignment of case coverage documented in supervisory records. • Activities conducted by staff providing case coverage documented in primary service record.
<p><u>2.7 Case Reviews – N-MCMs</u></p> <p>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"> • Case reviews documented in primary service record, signed and dated by supervisor and/or quality assurance personnel and N-MCM
<p><u>2.8 Language Accessibility</u></p> <p>Language assistance must be provided to individuals who have limited English proficiency and/or other communication needs at no cost to them in order to facilitate timely access to all health care and services.</p> <p>Subrecipients must provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area to inform all individuals of the availability of language assistance services.</p> <p>Subrecipients must establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the</p>	<ul style="list-style-type: none"> • Language accessibility policies and documentation of training on policies are available for on-site review. • Print and multimedia materials meet requirements.

<p>organizations' planning and operations.</p> <p>2.9 Trauma-Informed Service Delivery (TISD) Trauma-Informed Approaches (TIA) is a universal framework that any organization can implement to build a culture that acknowledges and anticipates that many of the people being served and those delivering the services have histories of trauma and that the environment and interpersonal interactions within an organization can exacerbate the physical, mental, and behavioral manifestations of trauma.</p> <p>Trauma-informed care is a service delivery approach focused on an understanding of and responsiveness to the impact of trauma. Trauma-informed care is not a one-size-fits-all approach to service delivery. It's not a program. It's a set of principles and approaches that can shape the ways that people interact within an organization, with clients, patients, customers, and other stakeholders, and with the environment. "A trauma-informed care approach recognizes the intersection of trauma with many health and social problems for which people seek services and treatment, aiming to sensitively address trauma along with an individual's issues."</p> <p>Trauma-informed service delivery (TISD) requires that:</p> <ul style="list-style-type: none"> • Policies are reviewed and revised to ensure that they incorporate trauma-informed approaches and resist retraumatizing the people being served and the staff providing the services. • Staff are trained to be aware of trauma and avoid processes and practices that may retraumatize survivors. • Systems and workflows should be altered to support the environment that promotes trauma-informed care. 	<ul style="list-style-type: none"> • Review of policies and procedures evidence incorporation of TIA. • Staff training is documented. • Systems and workflow revised to promote TISD.
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References:

- HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013. P. 25-26. Available at: <https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringparta.pdf>
- HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013. P. 24-26. Available at: <https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringpartb.pdf>
- HRSA/HAB Ryan White Program & Grants Management, Recipient Resources. Policy Notices and Program Letters, Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02 (Revised 10/22/18),

https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf

- Interim Guidance for the Use of Telemedicine and Telehealth for HIV Core and Support Services, March 2020. Available at: <https://www.dshs.state.tx.us/hivstd/taxonomy/telemguidance.shtm>
- Trauma Informed Approaches: <https://www.traumapolicy.org/topics/trauma-informed-care>
- Trauma Informed Care: <https://www.traumapolicy.org/topics/trauma-informed-care> and <https://www.nih.gov/>

RYAN WHITE PART B/DSHS STATE SERVICES
22-23 QUALITY ASSURANCE MEASURES
NON-MEDICAL CASE MANAGEMENT TARGETING
SUBSTANCE USE DISORDERS

1. 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.
2. Percentage of PLWHs that received at least one face-to-face meeting with the N-MCM staff that conducted the initial assessment.
3. Percentage of PLWHs who have documented Initial Assessment in the primary service record.
4. 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.
5. Percentage of primary service records with documented follow up for issues presented in the care plan.
6. Percentage of Care Plans documented in the primary service record.
7. 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 service record system
8. Percentage of N-MCM PLWHs with assistance provided have documentation of follow up to the type of assistance provided.
9. Percentage of N-MCM PLWHs assessed for health literacy.
10. 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).
11. Percentage of closed cases with documentation of supervisor signature/approval on closure summary (electronic review is acceptable).
12. Percentage of PLWH notified (through face-to-face meeting, telephone conversation, or letter) of plans to discharge the PLWH from case management services.
13. 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.
14. Percentage of PLWH with information about reestablishment shared with the PLWH and documented in primary service record system.
15. Percentage of PLWH provided with contact information and process for reestablishment as documented in primary service record system.
16. Percentage of PLWH with documented Case Closure/Graduation in the primary service record system

Overview of Clients:

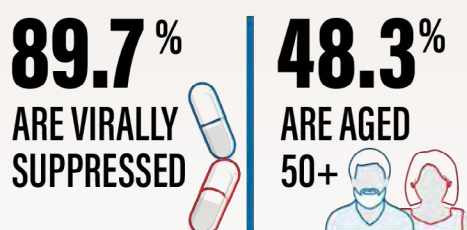
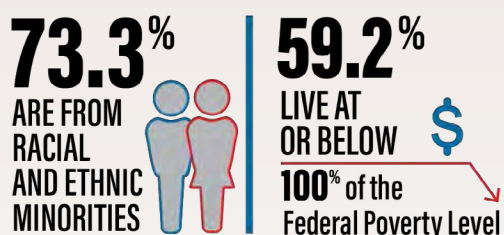
HRSA's Ryan White HIV/AIDS Program, 2021



Population Fact Sheet | March 2023

The Health Resources and Services Administration's Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV. More than half the people with diagnosed HIV in the United States—more than 576,000 people in 2021—receive services through RWHAP each year. The RWHAP funds grants to states, cities, counties, and local community-based organizations to provide care and treatment services to people with HIV to improve health outcomes and reduce HIV transmission. For more than three decades, RWHAP has worked to stop HIV stigma and reduce health disparities by caring for the whole person and addressing their social determinants of health.

Ryan White HIV/AIDS Program Fast Facts: Program Clients



Learn more about the people served by RWHAP:

- **The majority of RWHAP clients are people with lower incomes.** Data show that 59.2 percent of clients are people living at or below 100 percent of the federal poverty level (FPL), and 87.8 percent of RWHAP clients are people living at or below 250 percent of the FPL. Nearly all clients served have an income at or below 400 percent of the FPL.
- **The RWHAP serves a diverse population.** Nearly three-quarters of clients are people from racial and ethnic minorities. Data show that 45.8 percent of clients are Black/African American people and 24.1 percent of clients are Hispanic/Latino people.
- **The majority of RWHAP clients are male.** Among all clients served by RWHAP, 72.2 percent are male, 25.4 percent are female, and 2.4 percent are transgender.
- **The RWHAP client population is aging.** People aged 50 years and older account for 48.3 percent of all RWHAP clients.

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. People with HIV who take HIV medication and reach and maintain viral suppression cannot sexually transmit the virus to their partner. According to 2021 data, 89.7 percent of RWHAP clients receiving HIV medical care are virally suppressed,* which is a significant increase from 69.5 percent virally suppressed in 2010.

The RWHAP delivers a range of support services to ensure that people with HIV are able to access and remain in care. The following are the most frequently utilized services:

- Outpatient ambulatory health services
- Medical case management, including treatment adherence services
- Non-medical case management services
- Food bank/home-delivered meals
- Oral health care
- Referral for health care and supportive services
- Health education/risk reduction
- Medical transportation
- Mental health services
- Emergency Financial Assistance

In addition, the RWHAP Part B AIDS Drug Assistance Program provides more than 300,000 clients with HIV-related medications and/or health care coverage assistance.

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

Black/African American Clients:

HRSA's Ryan White HIV/AIDS Program, 2021

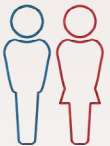


Population Fact Sheet | March 2023

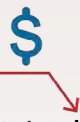
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Ryan White HIV/AIDS Program Fast Facts: Black/African American Clients


45.8%
OF ALL RWHAP CLIENTS




64.0%
LIVE AT OR BELOW **100%** of the Federal Poverty Level



87.2%
ARE VIRALLY SUPPRESSED



45.9%
ARE AGED 50+




Of the more than half a million clients served by RWHAP, 73.3 percent are people from racial and ethnic minorities; 45.8 percent of all RWHAP clients are Black/African American people.

Learn more about Black/African American clients served by RWHAP:

- **The majority of Black/African American clients served by RWHAP are male.** Data show that 63.6 percent of clients are male, 33.7 percent of clients are female, and 2.7 percent of clients are transgender. The proportion of Black/African American male clients is lower than the national RWHAP average (72.2 percent), whereas the proportion of Black/African American female clients is higher than the national RWHAP average (25.4 percent).
- **The majority of Black/African American clients served by RWHAP are people with lower incomes.** Data show that 64.0 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 (59.2 percent).
- **Data show that 5.3 percent of RWHAP Black/African American clients experience unstable housing.** This percentage is slightly higher than the national RWHAP average (5.0 percent).
- **Black/African American RWHAP clients are aging.** Data show that 45.9 percent of Black/African American RWHAP clients are aged 50 years and older.
- **Among Black/African American male RWHAP clients, 59.5 percent are men who have sex with men (MSM).** Among all men served by RWHAP, MSM account for 67.4 percent.

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. People with HIV who take HIV medication as prescribed and reach and maintain viral suppression cannot sexually transmit the virus to their partner. According to 2021 data, 87.2 percent of Black/African American clients receiving RWHAP HIV medical care are virally suppressed,* which is lower than the national RWHAP average (89.7 percent).

- 86.5 percent of Black/African American men receiving RWHAP HIV medical care are virally suppressed.
- 89.0 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 the most recent test, among people with HIV who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.



2020 Houston HIV Care Services Needs Assessment: Profile of African American Men Who Have Sex with Men (MSM)

**For more information or a copy of the full 2020 Houston
HIV Care Services Needs Assessment contact:**

Houston Area Ryan White Planning Council

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PROFILE OF AFRICAN AMERICAN MSM

A recent analysis of national HIV diagnosis rates revealed that the largest percentage of new HIV diagnoses in the south was among Black/African American men who have sex with men (**MSM**). (Center for Disease Control & Prevention, 2020). Though no single cause has been identified, intersections of high prevalence, decreased status awareness, stigma, racism and discrimination, and homophobia likely contribute to increased transmission vulnerability among African American MSM (Center for Disease Control & Prevention, 2020). A persistent challenge to designing HIV prevention and care services that meet the needs of Houston area people living with HIV (**PLWH**) is ensuring that services remain relevant and responsive to the needs of both the general population and groups with increased vulnerability to new transmissions and unmet need. Data about service needs and barriers African American MSM PLWH in the Houston area encounter is of particular importance to local HIV planning, as this information equips communities to design prevention and care services that meet the unique needs of disproportionately affected groups.

Proactive efforts were made to gather a representative sample of all PLWH in the 2020 Houston HIV Care

Services Needs Assessment, as well as focus targeted sampling among key populations (See: *Methodology*, full document), and results presented throughout the full document include African American MSM participants. This Profile highlights results *only* for participants who were African American MSM, as well as comparisons to the entire needs assessment sample.

Notes: This analysis defines African American MSM as PLWH who indicated they were cis-gender men with a primary race/ethnicity of black/African American, and self-identified as gay, bisexual, or pansexual. Results for participants who are transgender or gender non-conforming were reported in a separate profile available on the Houston Ryan White Planning Council website.

Data presented in the Demographics and Socio-Economic Characteristics section of this Profile represent the *actual* survey sample, rather than the *weighted* sample presented throughout the remainder of the Profile (See: *Methodology*, full document). Proportions are not calculated with a denominator of the total number of surveys for every variable due to missing or “check-all” responses.

DEMOGRAPHICS AND SOCIO-ECONOMIC CHARACTERISTICS

(**Table 1**) In total, 103 participants in the 2020 Houston HIV Care Services Needs Assessment were African American MSM, comprising 17% of the entire sample.

Ninety-seven percent (97%) of African American MSM participants were residing in Houston/Harris County at the time of data collection. Compared to the total sample of the needs assessment participants, the majority of the respondents were between the ages of 35 to 64 (77%) and were born in the U.S. (98%). A third of African American MSM participants identified as gay (67%) or bisexual/pansexual (28%). Sixty percent (60%) of African American MSM participants had annual incomes below 100% of the Federal Poverty Level, and the average annual income for African American MSM participants was \$15,127. Among African American MSM participants, thirty-nine (39%) had public health insurance coverage through Medicaid or Medicare, twenty-two (22%) had

insurance coverage through Harris Health and twenty-one (21%) had Ryan White only.

Compared to all needs assessment participants, higher proportions of African American MSM participants were ages 55-64 (35% vs. 28%), identified as gay (67% vs. 30%) or bisexual/pansexual (27% vs 9%). The average income among African American MSM participants who reported income was larger than that of the total sample (\$15,127 vs. \$11,360). Lastly, a higher proportion of African American MSM participants did not have health insurance (5%) when compared to all needs assessment participants (2%).

Characteristics of African American MSM participants (as compared to all participants in general) can be summarized as follows:

- Residing in Houston/Harris County
- Adults between the ages of 35 and 64
- Self-identified as gay or bisexual
- Higher average annual income
- Higher proportion of having no health insurance

TABLE 1-Select Characteristics among African American MSM Participants, Houston Area HIV Needs Assessment, 2020

		AA MSM %	Total %			AA MSM %	Total %			AA MSM %	Total %
		No.				No.				No.	
County of residence				Age range (median: 50-54)				Sexual orientation (self-reported)			
Harris	84	97%	95%	13-17	0	-	-	Heterosexual	1	1%	57%
Fort Bend	2	2%	2%	18-24	5	6%	3%	Gay	60	67%	30%
Other	1	1%	2%	25-34	9	10%	9%	Bisexual / Pansexual	25	28%	9%
				35-49	26	30%	28%	Undecided	4	4%	4%
				50-54	11	13%	18%				
				55-64	31	35%	28%				
				≥65	6	7%	15%				
				Seniors (≥50)	48	26%	60%				
Immigration status				Yearly income (average: \$15,127)				Health insurance (multiple response)			
Born in the U.S.	88	98%	88%	Federal Poverty Level (FPL)				Private insurance	10	9%	9%
Citizen > 5 years	0	-	10%	Below 100%	26	60%	67%	Medicaid/Medicare	44	39%	67%
Citizen < 5 years	1	1%	1%	100%	9	21%	19%	Harris Health System	25	22%	29%
Visa (student, work, tourist, etc.)	0	-	0.2%	150%	3	7%	6%	Ryan White Only	24	21%	24%
Prefer not to answer	1	1%	0.7%	200%	2	5%	5%	VA	3	3%	3%
				250%	0	-	-	None	6	5%	2%
				≥300%	3	7%	2%				

BARRIERS TO RETENTION IN CARE

As in the methodology for all needs assessment participants, results presented in the remaining sections of this Profile were statistically weighted using current HIV prevalence for the Houston EMA (2018) in order to produce proportional results (See: *Methodology*, full document).

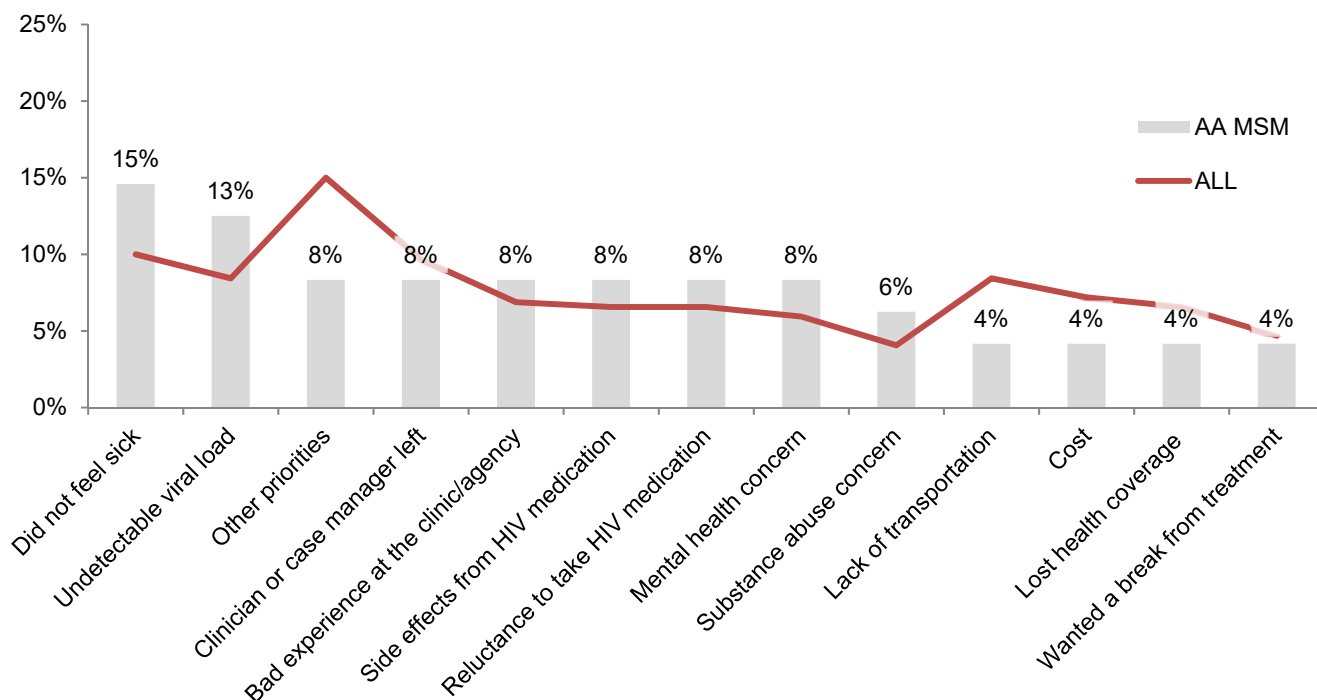
While 67% of all needs assessment participants reported no interruptions in their HIV care for 12 months or more since their diagnosis, 31% of African American MSM participants reported no interruption in care. Those who reported a break in HIV care for 12 months or more since first entering care were asked to identify the reasons for falling out of care. Thirteen commonly reported reasons were included as options in the consumer survey, and participants could select multiple reasons and write in their reasons.

(Graph 1) Among African American MSM participants, not feeling sick was the most cited reason

for interruption in HIV medical care (15%), followed by having an undetectable viral load (13%). Additional reasons for falling out of HIV medical care reported by African American MSM respondents were the following: other priorities, clinician or case manager left, bad experience at the clinic/agency, side effects from HIV medication, reluctance to take HIV medication, and mental health concerns (all 8%). Compared to the total sample, a higher proportion of African American MSM participants reported not feeling sick (15% vs. 10%), and an undetectable viral load (13% vs 8%) as the reasons for the lapse in care. Lower proportions reported having other priorities (8% vs 15%), lack of transportation (4% vs 8%), and cost (4% vs 7%) as reasons for the lapse in care. Write in responses for this question reported they did not want family to know they were taking medication for HIV, were incarcerated, or did not know where to get services resulting in their lapse in HIV medical care.

GRAPH 1-Reasons for Falling Out of HIV Care among African American MSM PLWH in the Houston Area, 2020

Definition: Percent of times each item was reported by African American MSM needs assessment participants as the reason they stopped their HIV care for 12 months or more since first entering care.



OVERALL RANKING OF FUNDED SERVICES, BY NEED

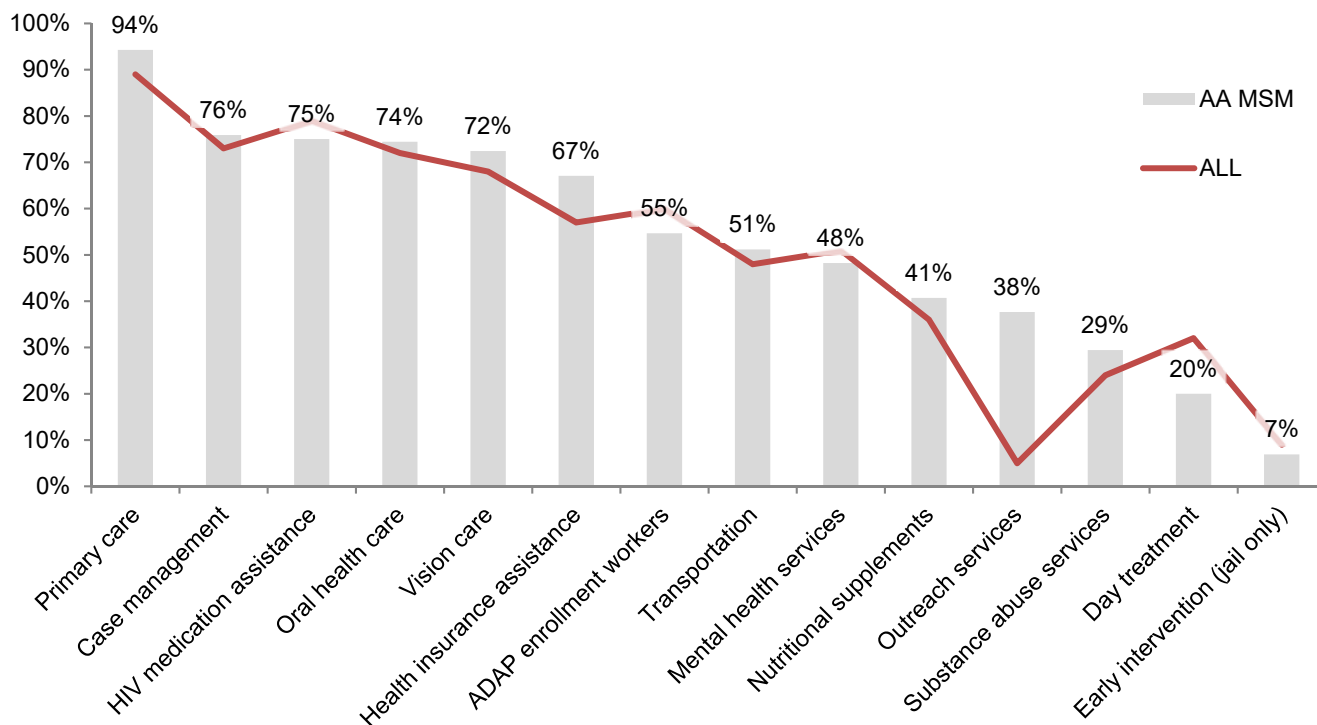
In 2020, 16 HIV core medical and support services were funded through the Houston Area Ryan White HIV/AIDS Program, and housing services were provided through the local HOPWA program. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these funded services they needed in the past 12 months.

(Graph 2) Among African American MSM participants, primary care was the most needed funded service at 94% of African American MSM participants

reporting need, followed by case management (76%), HIV medication assistance (75%), oral health care (74%), vision care (72%), and health insurance assistance (67%). Compared to the total sample, higher proportion of African American MSM participants reported needing outreach services (38% vs 5%), health insurance assistance (67% vs 57%), primary care (94% vs 89%), nutritional supplements (41% vs 36%), and substance abuse services (29% vs 24%). Lower proportions reported needing day treatment (20% vs 32%), ADAP enrollment workers (55% vs 60%), and HIV medication assistance (75% vs. 79%).

GRAPH 2-Ranking of HIV Services among African American MSM PLWH in the Houston Area, By Need, 2020

Definition: Percent of African American MSM needs assessment participants stating they needed the service in the past 12 months, regardless of ease or difficulty accessing the service.



OTHER IDENTIFIED NEEDS

In 2020, 10 other/non-Ryan White funded HIV-related services were assessed to determine emerging needs for PLWH in the Houston area. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these other/non-Ryan White funded HIV-related services they needed in the past 12 months.

(**Graph 3**) Among the 10 other/non-Ryan White funded HIV-related services, 56% of African American MSM reported housing as the most needed. Additionally, African American MSM participants reported a need for the following other/non-Ryan White funded HIV-related services: food bank (42%),

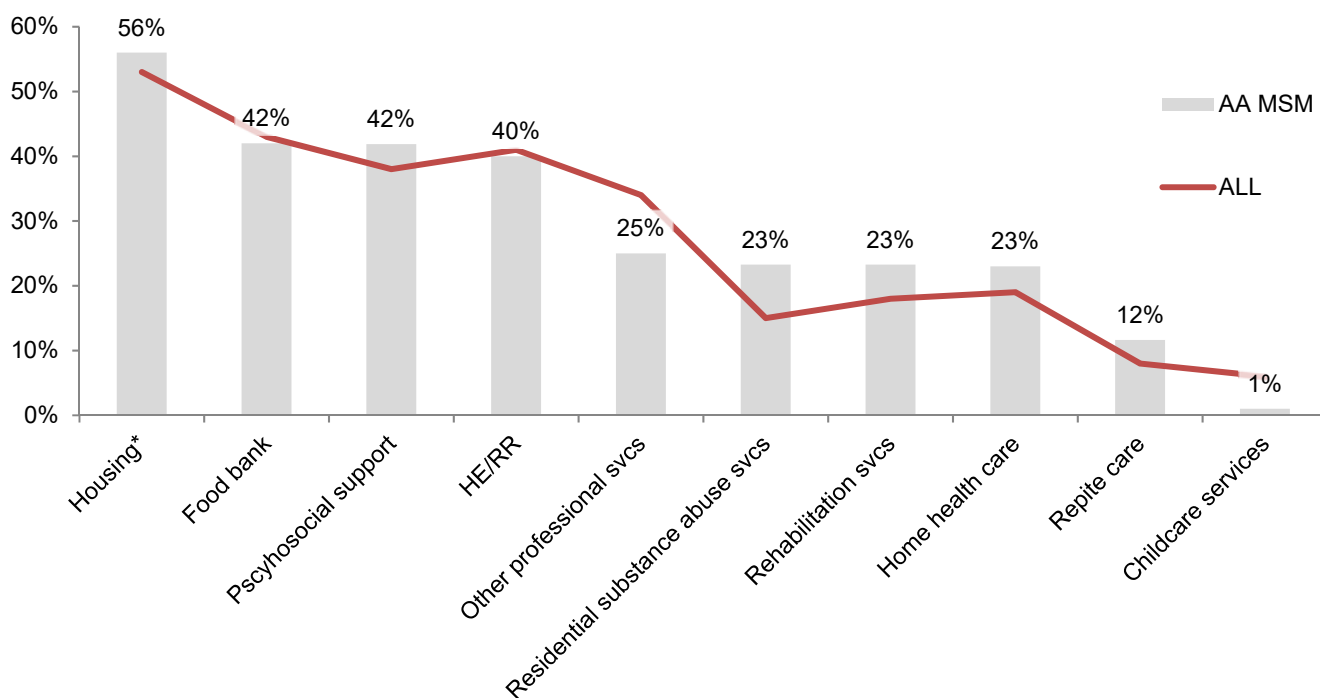
psychosocial support (42%), and health education and risk reduction (HE/RR) (40%).

Compared to the total sample, higher proportions of African American MSM reported a need for residential substance abuse services (23% vs 15%), rehabilitation services (23% vs 18%), home health care (23% vs 19%), psychosocial support (42% vs 38%), and respite care (12% vs 8%). Lower proportions of participants reported needing the following other/non-Ryan White funded HIV-related services: professional services (25% vs 34%), and childcare services (1% vs 6%).

GRAPH 3-Other Needs for HIV Services among African American MSM PLWH in the Houston Area, 2020

Definition: Percent of African American MSM 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.



OVERALL BARRIERS TO HIV CARE

The 2020 Houston Area HIV Needs Assessment process continued the practice of reporting difficulty accessing needed services to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. Staff used recursive abstraction to categorize participant descriptions into 39 district barriers. These barriers were then grouped together into 12 nodes, or barrier types.

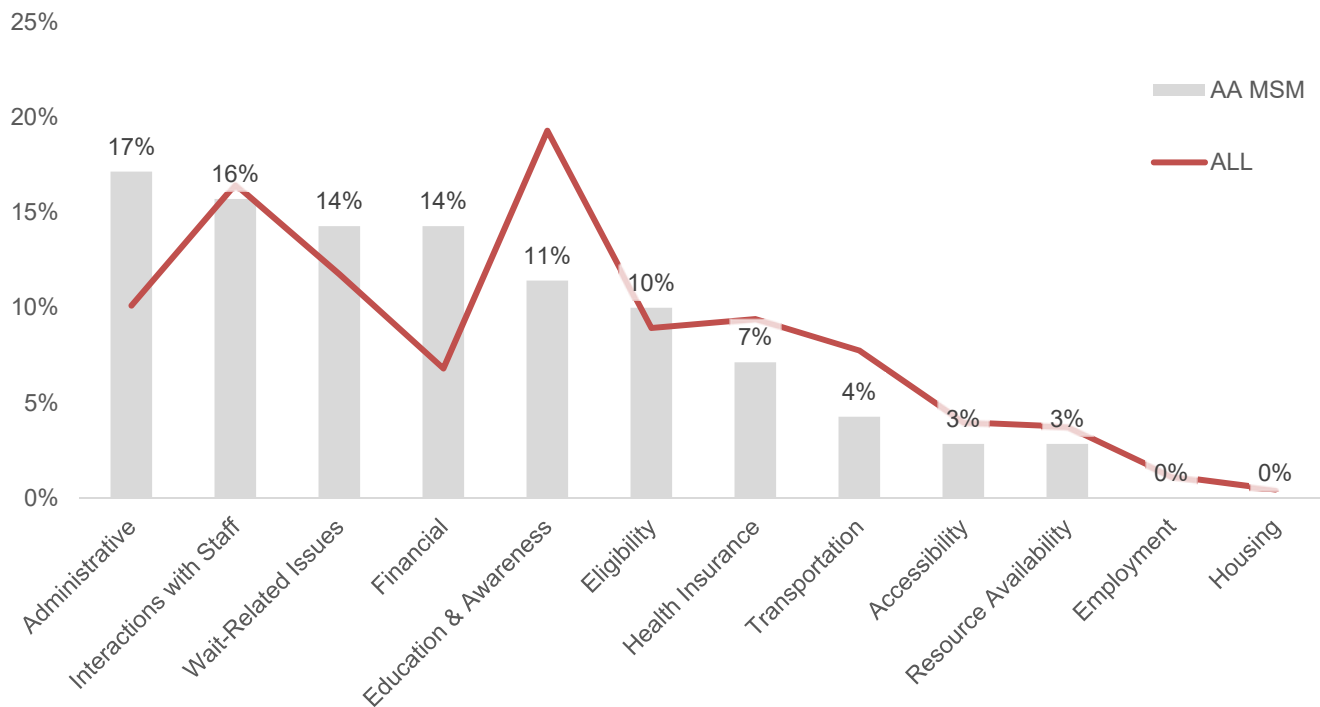
(Graph 4) Eighty-six (86) African American MSM participants cited barriers to Ryan White funded HIV care services. African American MSM participants most often cited barriers related to administrative issues (17%), interactions with staff (16%), wait related issues (14%), and financial barriers (14%).

Complex and lengthy processes needed to access services, changes in services and dismissal at agencies and clinics were administrative barriers reported by African American MSM respondents. Barriers reported by African American MSM respondents reporting interactions with staff as a barrier mentioned poor communication from staff, poor treatment by staff, lack of staff knowledge of services, and not receiving a referral to services as barriers.

Compared to the general sample, a greater proportion of African American MSM participants reported encountering administrative barriers (17% vs 10%), as well as barriers related to the participants finances (14% vs 7%). A lower proportion of African American MSM participants reported barriers related to education and awareness (11% vs 19%) as well as wait-related issues (14% vs 12%).

GRAPH 4-Ranking of Types of Barriers to HIV Services among African American MSM PLWH in the Houston Area, 2020

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



Works Cited

Centers for Disease Control and Prevention. (2020, October 23). *HIV and African American Gay and Bisexual Men*. Retrieved from <https://www.cdc.gov/hiv/library/reports/hiv-surveillance/vol-31/index.html>.

Hispanic/Latino Clients:

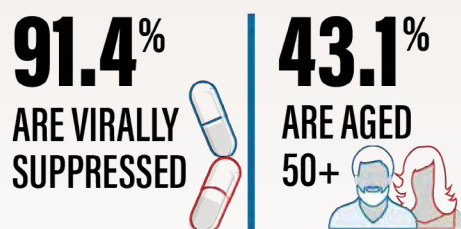
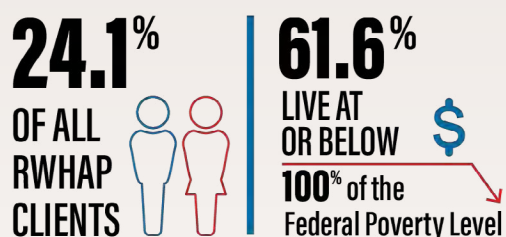
HRSA's Ryan White HIV/AIDS Program, 2021



Population Fact Sheet | March 2023

The Health Resources and Services Administration's Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV. More than half the people with diagnosed HIV in the United States—more than 576,000 people in 2021—receive services through RWHAP each year. The RWHAP funds grants to states, cities, counties, and local community-based organizations to provide care and treatment services to people with HIV to improve health outcomes and reduce HIV transmission. For more than three decades, RWHAP has worked to stop HIV stigma and reduce health disparities by caring for the whole person and addressing their social determinants of health.

Ryan White HIV/AIDS Program Fast Facts: Hispanic/Latino Clients



Of the more than half a million clients served by RWHAP, 73.3 percent are people from racial and ethnic minorities; 24.1 percent of all RWHAP clients are Hispanic/Latino people.

Learn more about Hispanic/Latino clients served by RWHAP:

- **The majority of Hispanic/Latino clients served by RWHAP are male.** Data show that 76.2 percent of clients are male, 20.8 percent are female, and 2.9 percent are transgender.
- **The majority of Hispanic/Latino clients served by RWHAP are people with lower incomes.** Data show that 61.6 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 (59.2 percent).
- **Data show that 4.4 percent of Hispanic/Latino RWHAP clients experience unstable housing.** This percentage is slightly lower than the national RWHAP average (5.0 percent).
- **Hispanic/Latino RWHAP clients are aging.** Among all Hispanic/Latino RWHAP clients, 43.1 percent are aged 50 years and older.
- **Among Hispanic/Latino male RWHAP clients, 68.2 percent are men who have sex with men.** This percentage is slightly higher than the RWHAP national average (67.4 percent) of all male clients.

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. People with HIV who take HIV medication as prescribed and reach and maintain viral suppression cannot sexually transmit the virus to their partner. According to 2021 data, 91.4 percent of Hispanic/Latino RWHAP clients receiving HIV medical care are virally suppressed,* which is higher than the national RWHAP average (89.7 percent).

- 91.5 percent of Hispanic/Latino men receiving RWHAP HIV medical care are virally suppressed.
- 91.5 percent of Hispanic/Latina 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 the most recent test, among people with HIV who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.



2020 Houston HIV Care Services Needs Assessment: Profile of Hispanic/Latino Men Who Have Sex with Men (MSM)

**For more information or a copy of the full 2020 Houston
HIV Care Services Needs Assessment contact:**

Houston Area Ryan White Planning Council

Tel: (832) 927-7926

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PROFILE OF HISPANIC/LATINO MSM

An analysis conducted by the Centers for Disease Control & Prevention (**CDC**) showed that among all new HIV diagnoses in 2018 within the U.S., 21% were among Hispanic/Latino men who have sex with men (**MSM**) (Center for Disease Control & Prevention, 2020). Though no single cause has been identified, intersections of high prevalence, racism, discrimination, stigma, homophobia, and fear of disclosing their immigration status likely contribute to increased transmission vulnerability among Hispanic/Latino MSM (Center for Disease Control & Prevention, 2020). A persistent challenge to designing HIV prevention and care services that meet the needs of Houston area people living with HIV (**PLWH**) is ensuring that services remain relevant and responsive to the needs of both the general population and groups with increased vulnerability to new transmissions and unmet need. Data about service needs and barriers Hispanic/Latino MSM PLWH in the Houston area encounter is of particular importance to local HIV planning, as this information equips communities to design prevention and care services that meet the unique needs of disproportionately affected groups.

Proactive efforts were made to gather a representative sample of all PLWH in the 2020 Houston HIV Care

Services Needs Assessment, as well as focus targeted sampling among key populations (See: *Methodology*, full document), and results presented throughout the full document include Hispanic/Latino MSM participants. This Profile highlights results *only* for participants who were Hispanic/Latino MSM, as well as comparisons to the entire needs assessment sample.

Notes: This analysis defines Hispanic/Latino MSM as PLWH who indicated they were cis-gender men with a primary race/ethnicity of Hispanic/Latino, and self-identified as gay, bisexual, pansexual, or undecided. Results for participants who are transgender or gender non-conforming were reported in a separate profile available on the Houston Ryan White Planning Council website.

Data presented in the Demographics and Socio-Economic Characteristics section of this Profile represent the *actual* survey sample, rather than the *weighted* sample presented throughout the remainder of the Profile. (See: *Methodology*, full document). Proportions are not calculated with a denominator of the total number of surveys for every variable due to missing or “check-all” responses.

DEMOGRAPHICS AND SOCIO-ECONOMIC CHARACTERISTICS

(**Table 1**) In total, 44 participants in the 2020 Houston HIV Care Services Needs Assessment were Hispanic/Latino MSM, comprising 8% of the entire sample.

Ninety-three percent (93%) of Hispanic/Latino MSM participants were residing in Houston/Harris County at the time of data collection. Compared to the total sample of the needs assessment participants, the majority of the respondents were between the ages of 35 to 64 (84%), have been a citizen of the U.S. for more than 5 years (48%), and primarily had health insurance through public health insurance programs (82%); Medicaid/Medicare (27%), the Harris Health System (23%), and Ryan White (32%). Among Hispanic/Latino MSM needs assessment participants, 71% had annual incomes that were 100% below the Federal Poverty Level (**FPL**). The average annual income reported by Hispanic/Latino MSM was \$10,871.

Compared to all needs assessment participants, higher proportions of Hispanic/Latino MSM participants were between the ages of 55 to 64 (36% vs 28%), were U.S. citizens for more than 5 years (48% vs 10%), and were 100% below the FPL, and had higher occurrences of having health insurance (7% vs 2%). Hispanic/Latino MSM participants who reported income had a lower average annual income when compared to the total sample of the needs assessment (\$10,871 vs \$11,360).

Characteristics of African American MSM participants (as compared to all participants in general) can be summarized as follows:

- Residing in Houston/Harris County
- Adults between the ages of 35 and 64
- Lower average annual income
- Higher proportion of having no health insurance or utilizing public health insurance program.

TABLE 1-Select Characteristics among Hispanic/Latino MSM Participants, Houston Area HIV Needs Assessment, 2020

			No.	H/L MSM %	Total %				No.	H/L MSM %	Total %	
County of residence					Age range (median: 50-54)			Sexual orientation (self-reported)				
Harris	41	93%	95%	13-17	0	-	-	Heterosexual	39	93%	30%	
Fort Bend	1	2%	2%	18-24	1	2%	3%	Gay	3	7%	9%	
Montgomery	1	2%	1%	25-34	4	9%	9%	Bisexual / Pansexual	0	0%	1%	
Other	1	2%	1.6%	35-49	13	30%	28%	Undecided	1	2%	2%	
				50-54	8	18%	18%					
				55-64	16	36%	28%					
				≥65	2	5%	15%					
				Seniors (≥50)	26	29%	60%					
Immigration status					Yearly income (average: \$10,871)			Health insurance (multiple response)				
Born in the U.S.	18	41%	88%	Federal Poverty Level (FPL)			Private insurance	6	10%	9%		
Citizen > 5 years	21	48%	10%	Below 100%	12	71%	67%	Medicaid/Medicare	16	27%	67%	
Citizen < 5 years	5	11%	1%	100%	3	18%	19%	Harris Health System	14	23%	29%	
Visa (student, work, tourist, etc.)	0	-	0.2%	150%	2	12%	6%	Ryan White Only	19	32%	24%	
Prefer not to answer	0	-	0.7%	200%	0	-	5%	VA	1	2%	3%	
				250%	0	-	0.7%	None	4	7%	2%	
				≥300%	0	-	2%					

BARRIERS TO RETENTION IN CARE

As in the methodology for all needs assessment participants, results presented in the remaining sections of this Profile were statistically weighed using current HIV prevalence for the Houston EMA (2018) in order to produce proportional results (See: *Methodology*, full document).

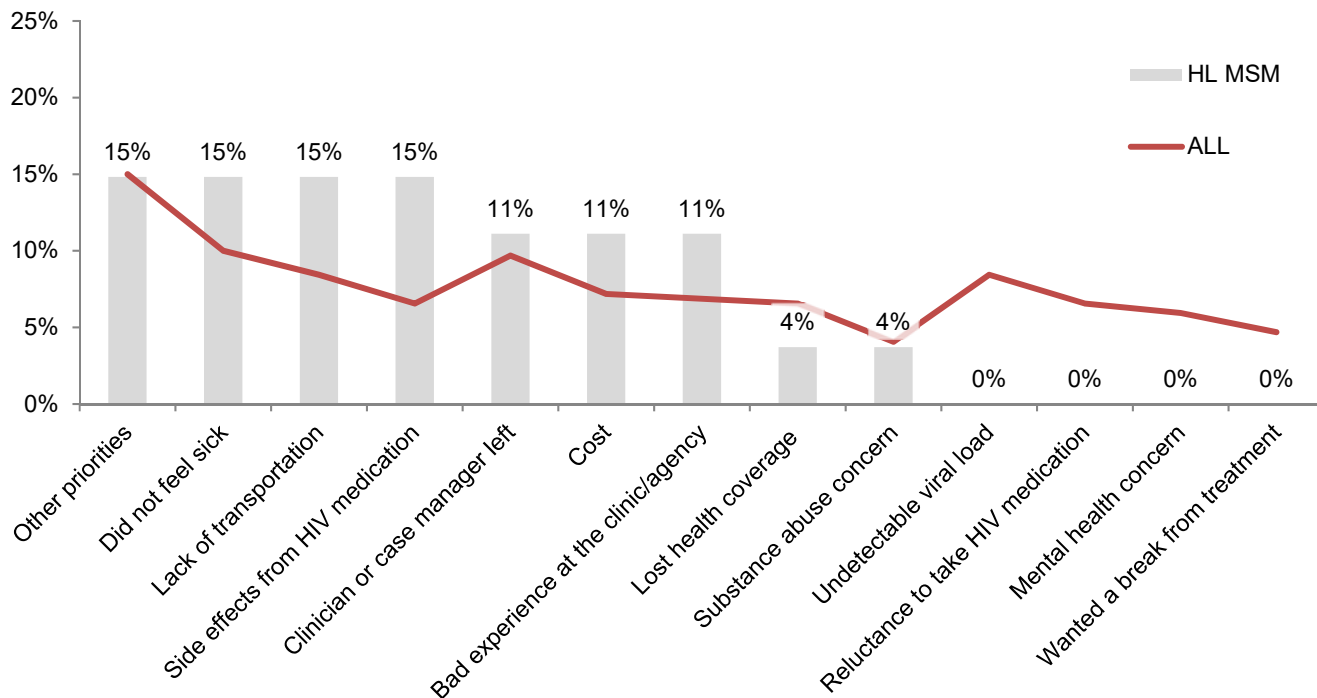
While 67% of all needs assessment participants reported no interruptions in their HIV care for 12 months or more since their diagnosis, 81% of Hispanic/Latino MSM needs assessment participants reported no interruption in care. Those who reported a break in HIV care for 12 months or more since first entering care were asked to identify the reasons for falling out of care. Thirteen commonly reported reasons were included as options in the consumer survey, and participants could provide multiple reasons. Participants could also write-in their reasons.

(**Graph 1**) Hispanic/Latino MSM needs assessment participants reported other priorities, not feeling sick, lack of transportation, and side effects from HIV medications (all 15%) as reasons for falling out of HIC medical care. Hispanic/Latino MSM also reported their clinician or case manager leaving, the cost of services, and bad experiences at the clinic/agency (all 11%) as reasons for falling out of HIV care.

Compared to the total sample, a higher proportion of Hispanic/Latino MSM participants reported having side effects from HIV medication (15% vs 7%), lack of transportation (15% vs 8%), and not feeling sick (15% vs 10%) as reasons for the lapse in HIV medical care. One write-in response was provided which reported “stupidity” as the reason for their lapse in HIV medical care.

GRAPH 1-Reasons for Falling Out of HIV Care among Hispanic/Latino MSM PLWH in the Houston Area, 2020

Definition: Percent of times each item was reported by Hispanic/Latino MSM needs assessment participants as the reason they stopped their HIV care for 12 months or more since first entering care.



OVERALL RANKING OF FUNDED SERVICES, BY NEED

In 2020, 16 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. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these funded services they needed in the past 12 months.

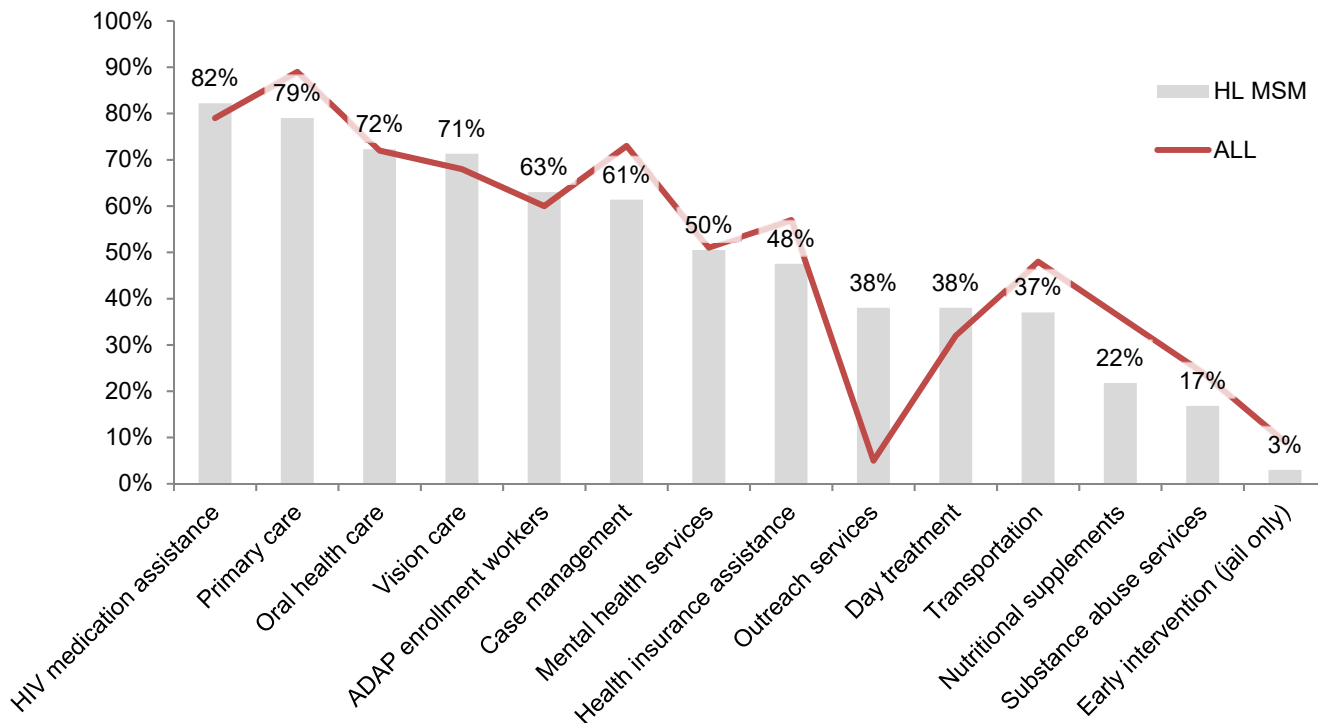
(Graph 2) Among Hispanic/Latino MSM participants, HIV medication assistance was the most needed funded service at 82% of Hispanic/Latino MSM participants reporting need. Hispanic/Latino MSM

needs assessment participants also reported a need for primary care (79%), oral health care (72%) and vision care (71%).

Overall Hispanic/Latino MSM reported less need for funded services by the Houston Area Ryan White HIV/AIDS Program. However, Hispanic/Latino MSM did report a much greater need for outreach services when compared to the total sample (38% vs 5%). Lower proportions of Hispanic/Latino MSM reported needing nutritional supplements (22% vs 36%), case management (61% vs 73%), and transportation (37% vs 48%).

GRAPH 2-Ranking of HIV Services among Hispanic/Latino MSM PLWH in the Houston Area, By Need, 2020

Definition: Percent of Hispanic/Latino MSM needs assessment participants stating they needed the service in the past 12 months, regardless of ease or difficulty accessing the service.



OTHER IDENTIFIED NEEDS

In 2020, 10 other/non-Ryan White funded HIV-related services were assessed to determine emerging needs for PLWH in the Houston area. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these other/non-Ryan White funded HIV-related services they needed in the past 12 months.

(Graph 3) Among the 10 other/non-Ryan White funded HIV-related services, 40% of Hispanic/Latino MSM reported need for health education & risk reduction services as the most needed. Additionally,

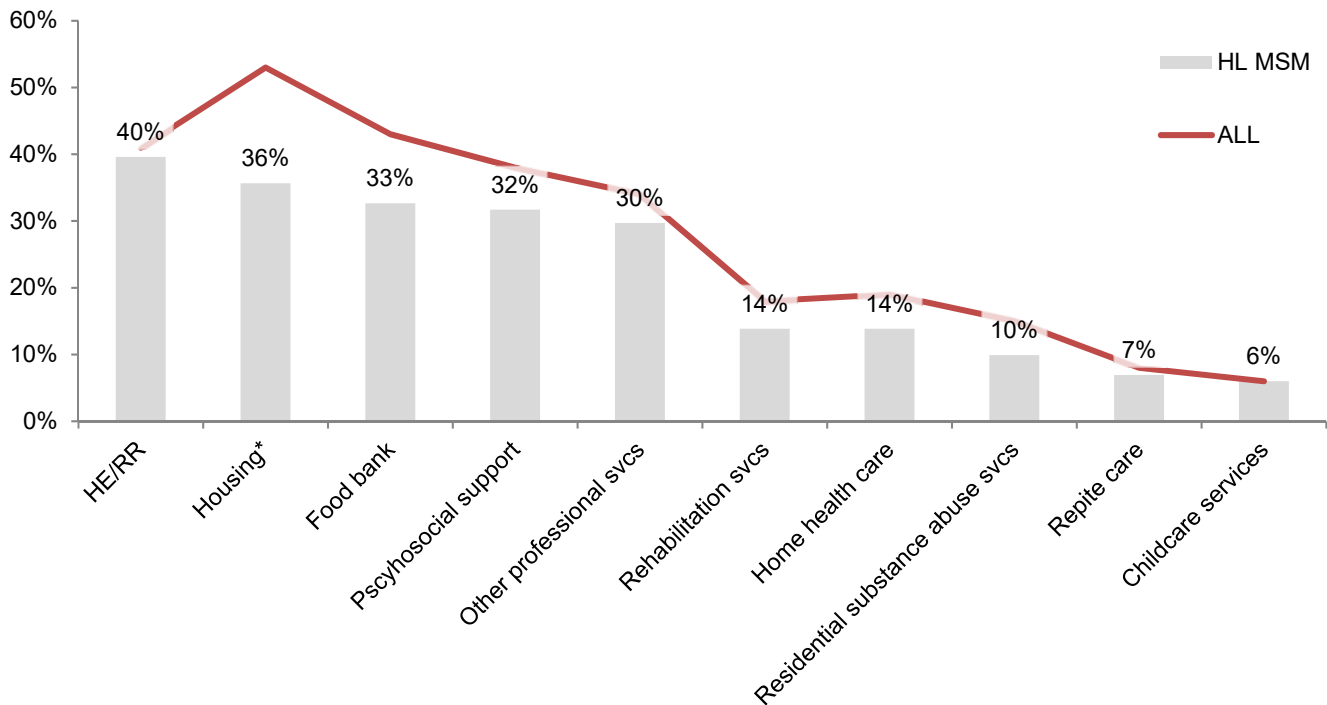
Hispanic/Latino MSM reported a need for housing (36%), food bank (33%), and psychosocial support services (32%).

Overall, Hispanic/Latino MSM reported a lower need for other/non-Ryan White Services in the 2020 Houston Care Services Needs Assessment. Compared to the total sample, lower proportions of Hispanic/Latino MSM reported need for housing (36% vs 53%), and food bank (33% vs 43%).

GRAPH 3-Other Needs for HIV Services among Hispanic/Latino MSM PLWH in the Houston Area, 2020

Definition: Percent of Hispanic/Latino MSM 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.



OVERALL BARRIERS TO HIV CARE

The 2020 Houston Area HIV Needs Assessment process continued the practice of reporting difficulty accessing needed services to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. Staff used recursive abstraction to categorize participant descriptions into 39 distinct barriers. These barriers were then grouped together into 12 nodes, or barrier types.

(Graph 4) Sixteen (16) Hispanic/Latino MSM participants cited barriers to Ryan White funded HIV care services. Hispanic/Latino MSM participants most often cited barriers related to wait issues (21%), interactions with staff at the agency or clinic, financial barriers, and education and awareness of services in the Houston area (all 14%).

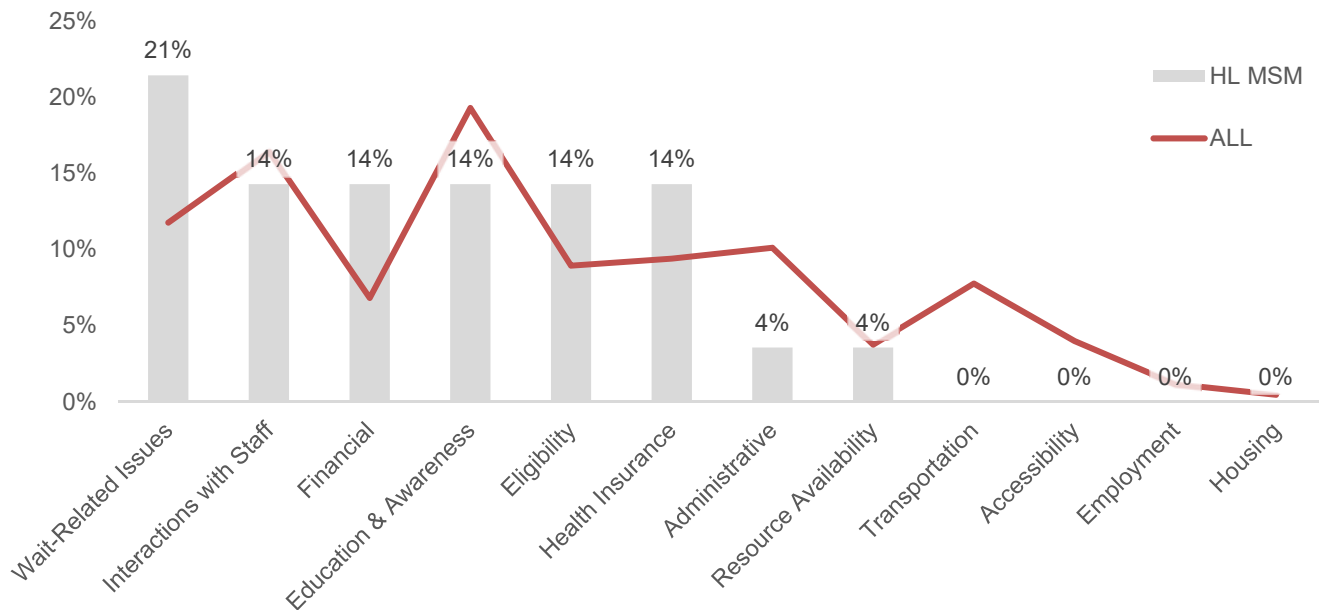
Wait-related issues reported by Hispanic/Latino were related to being put on a waitlist, the service not being

available due to a full waitlist, wait times at appointments, and approval of the application for the service. Issues related to interactions with staff reported by Hispanic/Latino MSM were that there was poor communication from staff, and providers not providing a referral for services. Barriers related to education and awareness of services were related to Hispanic/Latino MSM participants not knowing that a service was available.

Compared to the general sample, a greater proportion of Hispanic/Latino MSM participants reported encountering barriers that were wait-related (21% vs 12%), and related to finances or not being able to afford the service (14% vs 7%). Lower proportions of Hispanic/Latino MSM reported barriers related to transportation (0% vs 8%), and administrative issues (4% vs 10%) when compared to the total sample.

GRAPH 4-Ranking of Types of Barriers to HIV Services among Hispanic/Latino MSM PLWH in the Houston Area, 2020

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



Works Cited

Centers for Disease Control and Prevention. (2020, May 7). *Diagnoses of HIV Infection in the United States and Dependent Areas, 2018*. Retrieved from <https://www.cdc.gov/hiv/library/reports/hiv-surveillance/vol-31/index.html>.

Gay, Bisexual, and Other Men Who Have Sex with Men (MSM) Clients:

HRSA's Ryan White HIV/AIDS Program, 2021



Population Fact Sheet | March 2023

The Health Resources and Services Administration's Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV. More than half the people with diagnosed HIV in the United States—more than 576,000 people in 2021—receive services through RWHAP each year. The RWHAP funds grants to states, cities, counties, and local community-based organizations to provide care and treatment services to people with HIV to improve health outcomes and reduce HIV transmission. For more than three decades, RWHAP has worked to stop HIV stigma and reduce health disparities by caring for the whole person and addressing their social determinants of health.

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

67.4%
OF ALL MALE
RWHAP
CLIENTS



50.8%
LIVE AT
OR BELOW



100% of the
Federal Poverty Level

90.6%
ARE VIRALLY
SUPPRESSED



41.4%
ARE
AGED
50+



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, 48.8 percent are MSM. Of male clients served by RWHAP, 67.4 percent are MSM.

Learn more about MSM clients served by RWHAP:

- **The majority of MSM clients served by RWHAP are a diverse population.** Data show that 65.5 percent of MSM RWHAP clients are people from racial and ethnic minorities. Among MSM RWHAP clients, 34.5 percent are white, 36.1 percent are Black/African American, and 25.7 percent are Hispanic/Latino.
- **More than half of MSM clients served by RWHAP are people with lower incomes.** Of the MSM RWHAP clients served, 50.8 percent are living at or below 100 percent of the federal poverty level, which is significantly lower than the national RWHAP average (59.2 percent).
- **Among MSM RWHAP clients, 4.7 percent experience unstable housing.** This percentage is slightly lower than the national RWHAP average (5.0 percent).
- **MSM RWHAP clients are aging.** MSM clients aged 50 years and older account for 41.4 percent of all MSM RWHAP clients. This percentage is lower than the national RWHAP average (48.3 percent).

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. People with HIV who take HIV medication as prescribed and reach and maintain viral suppression cannot sexually transmit the virus to their partner. According to 2021 data, 90.6 percent of MSM receiving RWHAP HIV medical care are virally suppressed,* which is slightly higher than the national RWHAP average (89.7 percent).

- 84.5 percent of young MSM (aged 13–24) receiving RWHAP HIV medical care are virally suppressed.
- 82.2 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 the most recent test, among people with HIV who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.



2020 Houston HIV Care Services Needs Assessment: Profile of Men Who Have Sex with Men (MSM)

**For more information or a copy of the full 2020 Houston
HIV Care Services Needs Assessment contact:**

Houston Area Ryan White Planning Council

Tel: (832) 927-7926

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PROFILE OF MSM

An analysis conducted by the Centers for Disease Prevention & Control (CDC) in 2018 determined that 69% of all new diagnoses among adolescents and adults within the U.S. were individuals who identified as men who have sex with men (MSM) (Center for Disease Control & Prevention, 2020). No one cause has been identified for the large impact of HIV on MSM, high prevalence, being unaware of their status, stigma, and discrimination likely contribute to the increased transmission vulnerability among MSM (Center for Disease Control & Prevention, 2020). A persistent challenge to designing HIV prevention and care services that meet the needs of Houston area people living with HIV (PLWH) is ensuring that services remain relevant and responsive to the needs of both the general population and groups with increased vulnerability to new transmissions and unmet need. Data about service needs and barriers MSM PLWH in the Houston area encounter is of particular importance to local HIV planning, as this information equips communities to design prevention and care services that meet the unique needs of disproportionately affected groups.

Proactive efforts were made to gather a representative sample of all PLWH in the 2020 Houston HIV Care

Services Needs Assessment, as well as focus targeted sampling among key populations (See: *Methodology*, full document), and results presented throughout the full document include all MSM participants. This Profile highlights results *only* for participants who identified as MSM, as well as comparisons to the entire needs assessment sample

Notes: This analysis defines MSM as PLWH who indicated that they were cis-gender men who identified as gay, bisexual, or pansexual regardless of race/ethnicity. Results for participants who are African American/Black, Hispanic/Latino, and transgender or gender non-conforming were reported in separate profiles available on the Houston Ryan White Planning Council website.

Data presented in the Demographics and Socio-Economic Characteristics section of this Profile represent the *actual* survey sample, rather than the *weighted* sample presented throughout the remainder of the Profile (See: *Methodology*, full document). Proportions are not calculated with a denominator of the total number of surveys for every variable due to missing values or “check all” responses.

DEMOGRAPHICS AND SOCIO-ECONOMIC CHARACTERISTICS

(Table 1) In total, 238 participants in the 2020 Houston HIV Care Services Needs Assessment were MSM, comprising 41% of the entire sample.

Ninety-two percent (92%) of MSM participants were residing in Houston/Harris County at the time of data collection. Compared to the total sample of the needs assessment participants, the majority of respondents were between the ages of 35 to 64 (79%), primarily African American/Black (45%), and born in the U.S. (80%). MSM participants mostly self-reported sexual orientation as gay (77%); however, MSM participants also reported being bisexual (16%), pansexual (4%), and being undecided about their sexual orientation (3%). The majority of MSM needs assessment participants reported using public health insurance – such as Medicaid, Medicare, Ryan White, and the Harris Health System - to pay for HIV medical care (83%). Fifty-four percent (54%) of MSM participants had reported annual incomes 100% below the Federal Poverty Level (FPL), with the average annual income

among MSM needs assessment participants being \$15,225.

Compared to all needs assessment participants, higher proportions of MSM participants were white (25% vs 14%), used Ryan White only to pay for their HIV medical care (26% vs 24%), and had higher occurrences of having no health insurance (5% vs 2%). The average annual income reported by MSM participants who reported income was larger than that of the total sample (\$15,225 vs \$11,360).

Characteristics of African American MSM participants (as compared to all participants in general) can be summarized as follows:

- Residing in Houston/Harris County
- Adults between the ages of 35 and 64
- Self-identified as gay or bisexual
- Higher average annual income
- Higher proportion of having no health insurance

TABLE 1-Select Characteristics among MSM Participants, Houston Area HIV Needs Assessment, 2020

	No.	MSM %	Total %		No.	MSM %	Total %		No.	MSM %	Total %
County of residence				Age range (median: 50-54)				Primary race/ethnicity			
Harris	197	92%	95%	13-17	0	-	0%	White	53	25%	14%
Fort Bend	5	2%	2%	18-24	11	5%	3%	African American / Black	96	45%	60%
Montgomery	3	1%	1%	25-34	22	11%	9%	Hispanic/Latino	45	21%	21%
Liberty	2	1%	1%	35-49	60	30%	28%	Asian American	4	2%	1%
Other	7	3%	2%	50-54	34	17%	18%	Other/Multiracial	16	7%	5%
				55-64	65	32%	28%				
				≥65	10	5%	14%				
				Seniors (≥50)	169	88%	60%				
Sexual orientation (self-reported)				Yearly income (average: \$15,225)				Health insurance (multiple response)			
Gay	163	77%	30%	Federal Poverty Level (FPL)				Private insurance	27	10%	
Bisexual	34	16%	7%	Below 100%	56	54%	67%	Medicaid/Medicare	99	36%	
Pansexual	8	4%	2%	100%	20	19%	19%	Harris Health System	58	21%	
Undecided	7	3%	1%	150%	11	11%	6%	Ryan White Only	71	26%	
				200%	7	7%	5%	VA	6	2%	
				250%	0	0%	1%	None	13	5%	
				≥300%	9	9%	2%				
Immigration status											
Born in the U.S.	177	80%	88%								
Citizen > 5 years	30	14%	10%								
Citizen < 5 years	5	2%	1%								
Visa (student, work, tourist, etc.)	9	4%	0%								
Prefer not to answer	1	0%	1%								

BARRIERS TO RETENTION IN CARE

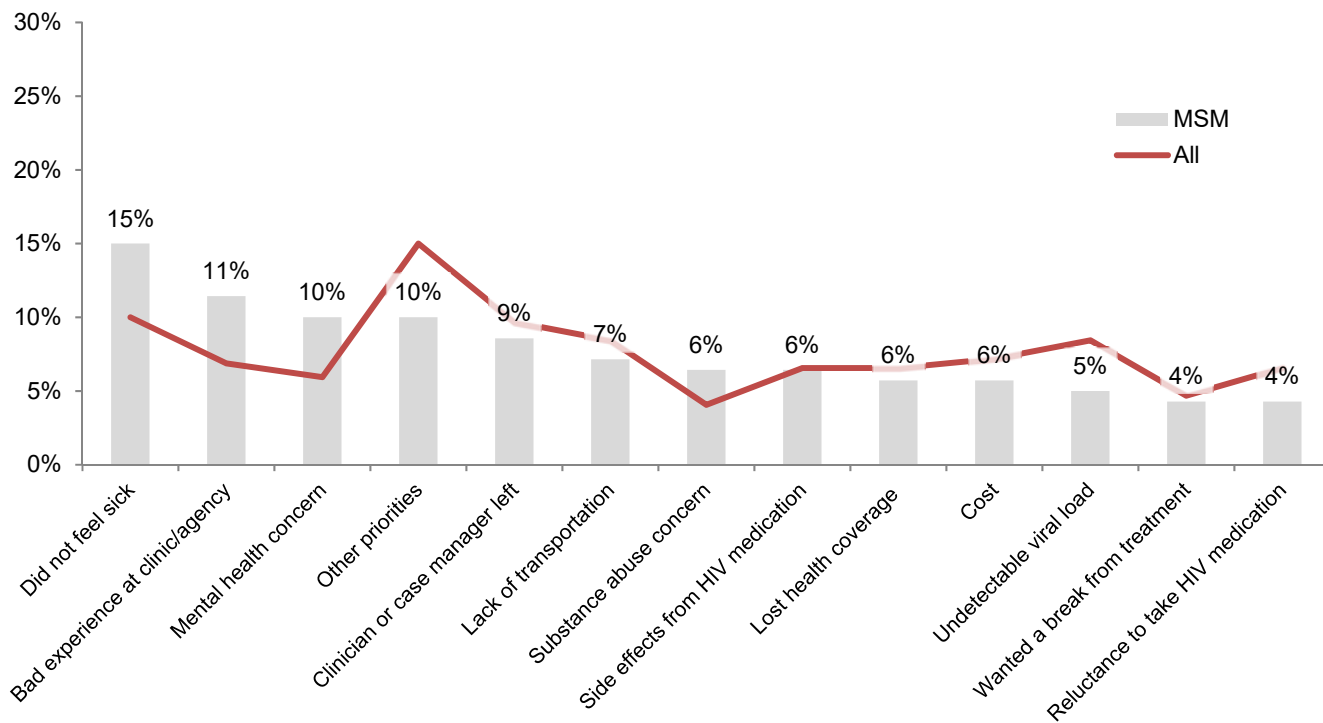
As in the methodology for all needs assessment participants, results presented in the remaining sections of this Profile were statistically weighted using current HIV prevalence for the Houston EMA (2018) in order to produce proportional results (See: *Methodology*, full document).

While 67% of all needs assessment participants reported no interruptions in their HIV care for 12 months or more since their diagnosis, 70% of MSM participants reported no interruptions in care. Those who reported a break in HIV care for 12 months or more since first entering care were asked to identify the reasons for falling out of care. Thirteen commonly reported reasons were included as options in the consumer survey, and participants could select multiple reasons and write in their reasons.

(Graph 1) Among MSM participants, not feeling sick was the most cited reason for interruption in HIV medical care (15%), followed by bad experiences at the clinic or agency (11%), mental health concerns (10%), and other priorities (10%). Compared to the total sample, a higher proportion of MSM participants reported not feeling sick (15% vs 10%), and bad experiences at the clinic or agency (11% vs 7%) as reasons for the lapse in care. Write in responses provided for this question varied with reasons reported by participants for lapses in HIV medical care being that they “didn’t want to deal with it now”, being homeless, not wanting family to know about their medications, being incarcerated, not knowing where to go to get care, and they weren’t aware of the dates of their appointments.

GRAPH 1-Reasons for Falling Out of HIV Care among MSM PLWH in the Houston Area, 2020

Definition: Percent of times each item was reported by MSM needs assessment participants as the reason they stopped their HIV care for 12 months or more since first entering care.



OVERALL RANKING OF FUNDED SERVICES, BY NEED

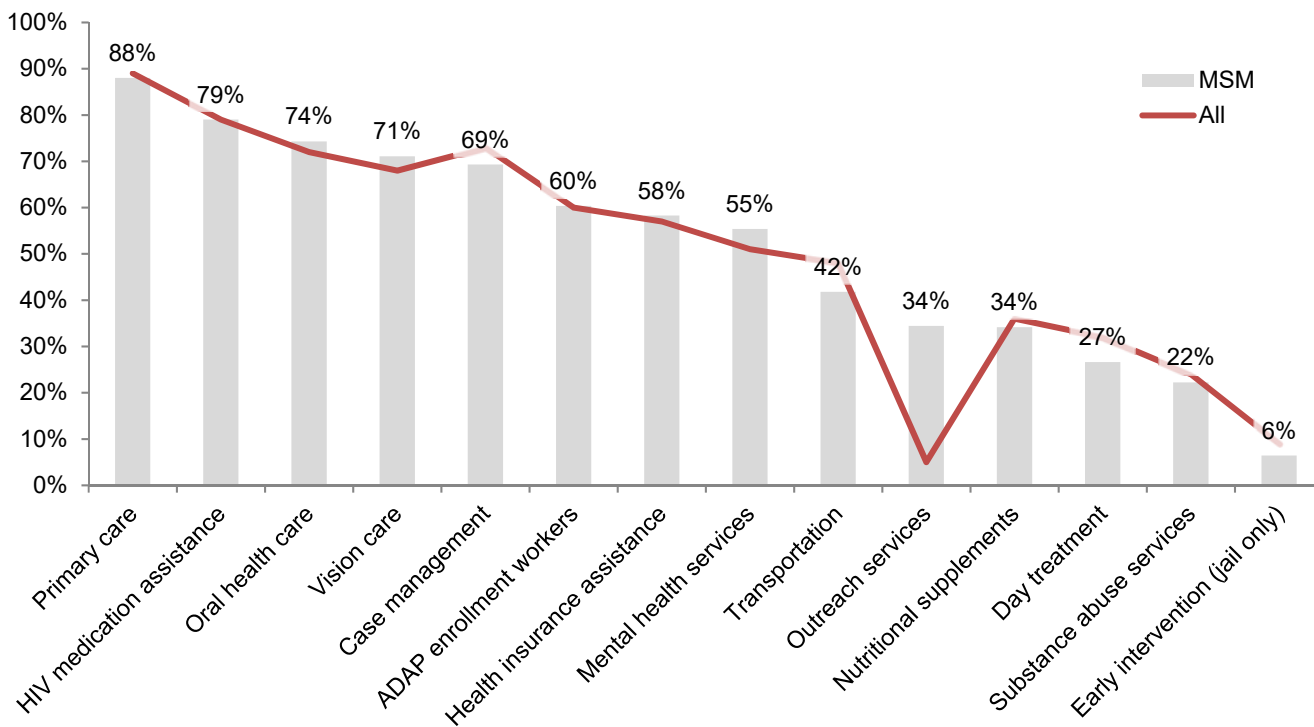
In 2020, 16 HIV core medical and support services were funded through the Houston Area Ryan White HIV/AIDS Program, and housing services were provided through the local HOPWA Program. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these funded services they needed in the past 12 months.

(Graph 2) Among MSM participants, primary care was the most needed funded service at 88% of MSM

participants reporting need, followed by HIV medication assistance (79%), oral health care (74%), and vision care (71%). When comparing need for HIV core medical and support services funded through the Houston Area Ryan White HIV/AIDS Program of MSM participants with the total sample, we see that the trends are similar, with the exception of one service. MSM participants reported a much higher proportion of need for outreach services when compared to the total sample (34% vs 5%).

GRAPH 2-Ranking of HIV Services among MSM PLWH in the Houston Area, By Need, 2020

Definition: Percent of MSM needs assessment participants stating they needed the service in the past 12 months, regardless of ease or difficulty accessing the service.



OTHER IDENTIFIED NEEDS

In 2020, 10 other/non-Ryan White funded HIV-related services were assessed to determine emerging needs for PLWH in the Houston area. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these other/non-Ryan White funded HIV-related services they needed in the past 12 months.

(Graph 3) Among the 10 other/non-Ryan White funded HIV-related services, forty-six percent (46%) of MSM participants reported housing as the most needed. Additionally, MSM participants reported a

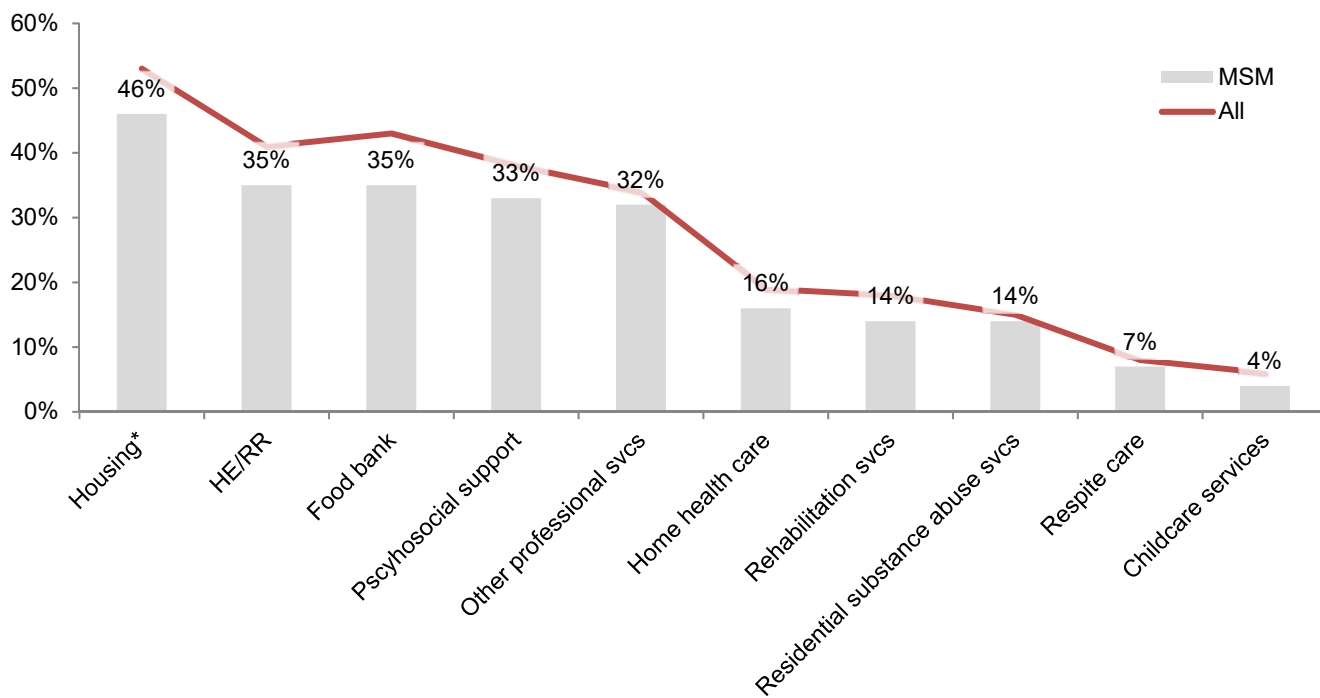
need for health education & risk reduction (HE/RR) (35%), food bank (35%), and psychosocial support (33%).

Compared to the total sample, MSM participants reported lower need for all other/non-Ryan White funded HIV-related services. MSM participants reported lower proportions of need for food bank (35% vs 43%), housing (46% vs 53%), and health education & risk reduction (35% vs 41%).

GRAPH 3-Other Needs for HIV Services among MSM PLWH in the Houston Area, 2020

Definition: Percent of MSM 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.



OVERALL BARRIERS TO HIV CARE

The 2020 Houston Area HIV Needs Assessment process continued the practice of reporting difficulty accessing needed services to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. Staff used recursive abstraction to categorize participant descriptions into 39 district barriers. These barriers were then grouped together into 12 nodes, or barrier types.

(Graph 4) Ninety (90) MSM participants cited barriers to Ryan White funded HIV care services. MSM participants most often cited interactions with staff (20%), service education & awareness (14%), as well as wait and eligibility related barriers (both 12%).

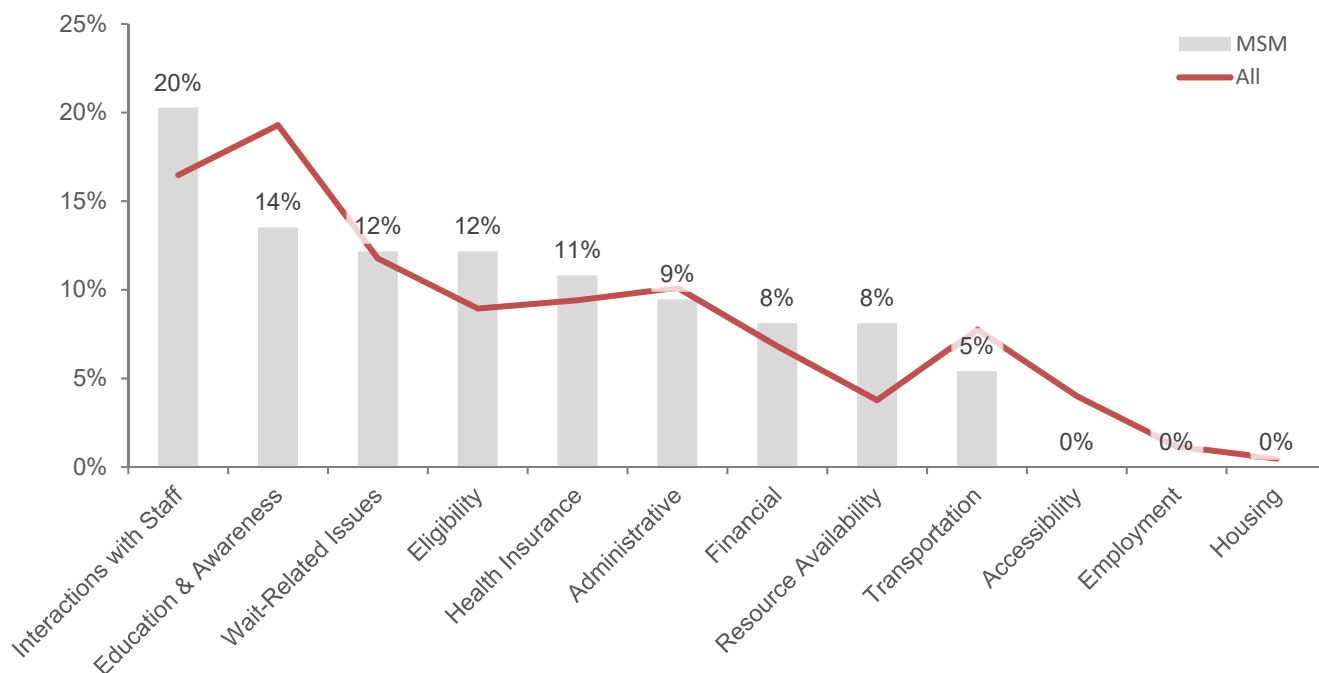
Poor treatment by staff, difficulty receiving a referral, and poor communication from staff were barriers

related to interactions with staff reported by MSM participants. Not knowing a service was available, not knowing where to go, and not knowing who to contact for services were service education & awareness barriers reported by MSM participants. Being put on a waitlist, and redundant processes for service eligibility were the wait-related and eligibility related barriers reported by MSM participants.

Compared to the general sample, a greater proportion of MSM participants reported encountering barriers related to interactions with staff (20% vs 16%), and eligibility for services (12% vs 9%). Lower proportions of MSM participants reported barriers related to service education & awareness (14% vs 19%), and accessibility to services (0% vs 4%).

GRAPH 4-Ranking of Types of Barriers to HIV Services among MSM PLWH in the Houston Area, 2020

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



Works Cited

Centers for Disease Control and Prevention. (2020, May 7). *Diagnoses of HIV Infection in the United States and Dependent Areas, 2018*. Retrieved from <https://www.cdc.gov/hiv/library/reports/hiv-surveillance/vol-31/index.html>.

Older Adult Clients:

HRSA's Ryan White HIV/AIDS Program, 2021



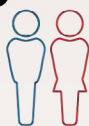
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Ryan White HIV/AIDS Program Fast Facts: Older Adult Clients

48.3%

OF ALL RWHAP CLIENTS ARE AGED 50+



57.9%

LIVE AT OR BELOW 100% of the Federal Poverty Level



93.1%

ARE VIRALLY SUPPRESSED



3.7%

EXPERIENCE UNSTABLE HOUSING



RWHAP clients are aging. Of the more than half a million clients served by RWHAP, 48.3 percent are people aged 50 years and older.

Learn more about these clients served by RWHAP:

- **The majority of RWHAP clients aged 50 years and older are a diverse population.** Among RWHAP clients aged 50 years and older, 67.6 percent are people from racial and ethnic minorities; 43.4 percent of RWHAP clients in this age group are Black/African American people, which is lower than the national RWHAP average (45.8 percent). Additionally, 21.4 percent of RWHAP clients in this age group are Hispanic/Latino people, which is lower than the national RWHAP average (24.1 percent).
- **The majority of RWHAP clients aged 50 years and older are male.** Data show that approximately 70.7 percent of clients aged 50 years and older are male, 28.1 percent are female, and 1.2 percent are transgender.
- **The majority of RWHAP clients aged 50 years and older are people with lower incomes.** Among RWHAP clients aged 50 years and older, 57.9 percent are living at or below 100 percent of the federal poverty level, which is lower than the national RWHAP average (59.2 percent).
- **Data show that 3.7 percent of RWHAP clients aged 50 years and older experience unstable housing.** This percentage is lower than the national RWHAP average (5.0 percent).

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. People with HIV who take HIV medication as prescribed and reach and maintain viral suppression cannot sexually transmit the virus to their partner. According to 2021 data, 93.1 percent of clients aged 50 years and older receiving RWHAP HIV medical care are virally suppressed,* which is higher than the national RWHAP average (89.7 percent).

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



2020 Houston HIV Care Services Needs Assessment: Profile of Youth and Aging PLWH

**For more information or a copy of the full 2020 Houston
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PROFILE OF YOUTH AND AGING WITH HIV

While HIV may affect people of all ages, the impact of HIV varies across age groups. The Centers for Disease Control and Prevention (**CDC**) report that youth aged 12 to 24 accounted for 21% of new HIV diagnoses in 2018 with 92% of youth new diagnoses occurring among young men who have sex with men (**MSM**).¹ Locally, the HIV diagnosis rate for youth aged 12 to 24 in the Houston Eligible Metropolitan Area (**EMA**) was 32.6 new diagnoses per 100,000 population, 20% higher than the population as a whole.²

People Living with HIV (**PLWH**) ages 45 to 54 within the Houston EMA in 2019 had a prevalence rate of 386.2 diagnosed cases per 100,000 population. Data about the needs and experiences of youth and those aging with HIV in the greater Houston area are of particular importance to local HIV planning as this information equips communities to tailor HIV prevention and care services to meet the markedly different yet equally critical needs of these age groups.

Proactive efforts were made to gather a representative sample of all PLWH in the 2020 Houston HIV Care

Services Needs Assessment as well as focus targeted sampling among key populations (See: *Methodology*, full document), and results presented throughout the full document include participants who were recently released. This profile highlights results *only* for participants who were youth or aging at the time of survey, as well as comparisons to the entire needs assessment sample.

Notes: “Youth” and “aging” are defined in this analysis as PLWH who indicated at survey that they were between 18 and 24 years of age for youth, and age 50 or over for aging. Data presented in this in the Demographics and Socio-Economic Characteristics section of this Profile represent the *actual* survey sample, rather than the *weighted* sample presented throughout the remainder of the Profile (See: *Methodology*, full document). Proportions are not calculated with a denominator of the total number of surveys for every variable due to missing or “check-all” responses.

¹ <https://www.cdc.gov/hiv/group/age/youth/index.html>

² Texas Department of State Health Services

DEMOGRAPHICS AND SOCIO-ECONOMIC CHARACTERISTICS

(Table 1) In total, 17 participants in the 2020 Houston HIV Care Services Needs Assessment were between the ages of 18 to 24 at the time of survey, while 353 were ages 50 and over. Youth comprised 3% of the total sample, while aging participants comprised 60%. This reflects the increasing number of aging PLLWH in the Houston area.

Eighty-nine percent (89%) of youth participants and 94% of aging participants were residing in Houston/Harris County at the time of data collection. As all needs assessment participants, the majority of youth and aging participants were male (84% and 66%) and African American/Black (53% and 62%). Among youth needs assessment participants, 19% reported not being retained in HIV care at the time of data collection. Among aging needs assessment participants, 13% reported not being retained in HIV medical care at the time of data collection.

Several differences were observed between these populations and the total sample. A greater proportion of youth participant's gender identities were reported as transgender/gender non-conforming (17% vs 4%), identified as multiracial (21% vs 4.7%), identified as gay/lesbian/bisexual/aseexual (75% vs 39%). Compared to the total sample, a greater proportion of aging participants identified as heterosexual (61% vs 57%).

Several socio-economic characteristics of youth and aging participants were also different from all

participants. No youth participants reported having private health insurance, and a smaller proportion reported utilizing Ryan White Program services to pay for medical care compared to the total sample (50% vs 24%). Youth needs assessment participants also showed a large proportion of having no insurance compared to the total sample (13% vs 2%). The average annual income among those reporting income for the total sample was \$13,493, compared to \$9,513 among youth participants and \$12,011 among aging participants.

Characteristics of *youth* participants (as compared to all participants) can be summarized as follows:

- Residing in Houston/Harris County
- Male
- African American/Black
- Gay/lesbian/bisexual/aseexual
- Transgender/gender non-conforming
- With higher occurrences of no health insurance coverage, and lower average annual income.

Characteristics of *aging* participants (as compared to all participants) can be summarized as follows:

- Residing in Houston/Harris County
- Male
- African American/Black
- Heterosexual
- With lower occurrences of no health insurance coverage, and slightly lower average annual income.

TABLE 1-Select Participant Characteristics among Youth (18-24) and Aging (50+) participants, Houston Area HIV Needs Assessment, 2016

	Youth %	Aging %	Total %		Youth %	Aging %	Total %		Youth %	Aging %	Total %
County of residence				Sex at birth				Primary race/ethnicity			
Harris	89%	94%	95%	Male	84%	66%	66%	White	11%	17%	14%
Montgomery	5%	1%	1%	Female	16%	34%	34%	African American/Black	53%	62%	60%
Walker	5%	0%	1%	Intesex	0%	0%	0%	Hispanic/Latino	5%	14%	21%
Fort Bend	0%	2%	2%	Other	0%	0%	0%	Asian American	5%	1%	1%
Other	0%	3%	1.6%	Transgender/Gender Non-Conforming	17%	2%	4%	Native American or Native Alaskan	0%	1%	1%
				Currently pregnant	0%	0%	2%				
Sexual orientation				Health insurance (multiple response)				Immigration status			
Heterosexual	22%	61%	57%	Private insurance	0%	7%	9%	Born in the U.S.	100%	89%	88%
Gay/Lesbian	44%	28%	30%	Medicaid/Medicare	21%	56%	67%	Citizen > 5 years	0%	10%	10%
Bisexual/Pansexual	28%	9%	9%	Harris Health System	17%	21%	29%	Citizen < 5 years	0%	1%	1%
Other	6%	2%	3.8%	Ryan White Only	50%	10%	24%	Visa (student, work, tourist, etc.)	0%	0%	0.2%
				VA	0%	3%	3%	Prefer not to answer	0%	3%	0.7%
MSM	77%	37%	43%								
Yearly income (average: \$9,380)											
Yearly income – Youth (average: \$12,017)											
Yearly income – Aging (average: \$9,581)											
Federal Poverty Level (FPL)											
Below 100%	100%	64%	67%								
100%	0%	19%	19%								
150%	0%	5%	6%								
200%	0%	4%	5%								
250%	0%	0%	0.7%								
≥300%	0%	8%	2%								

BARRIERS TO RETENTION IN CARE

As in the methodology for all needs assessment participants, results presented in the remaining sections of this Profile were statistically weighed using current HIV prevalence for the Houston EMA (2018) in order to produce proportional results (see: *Methodology*, full document).

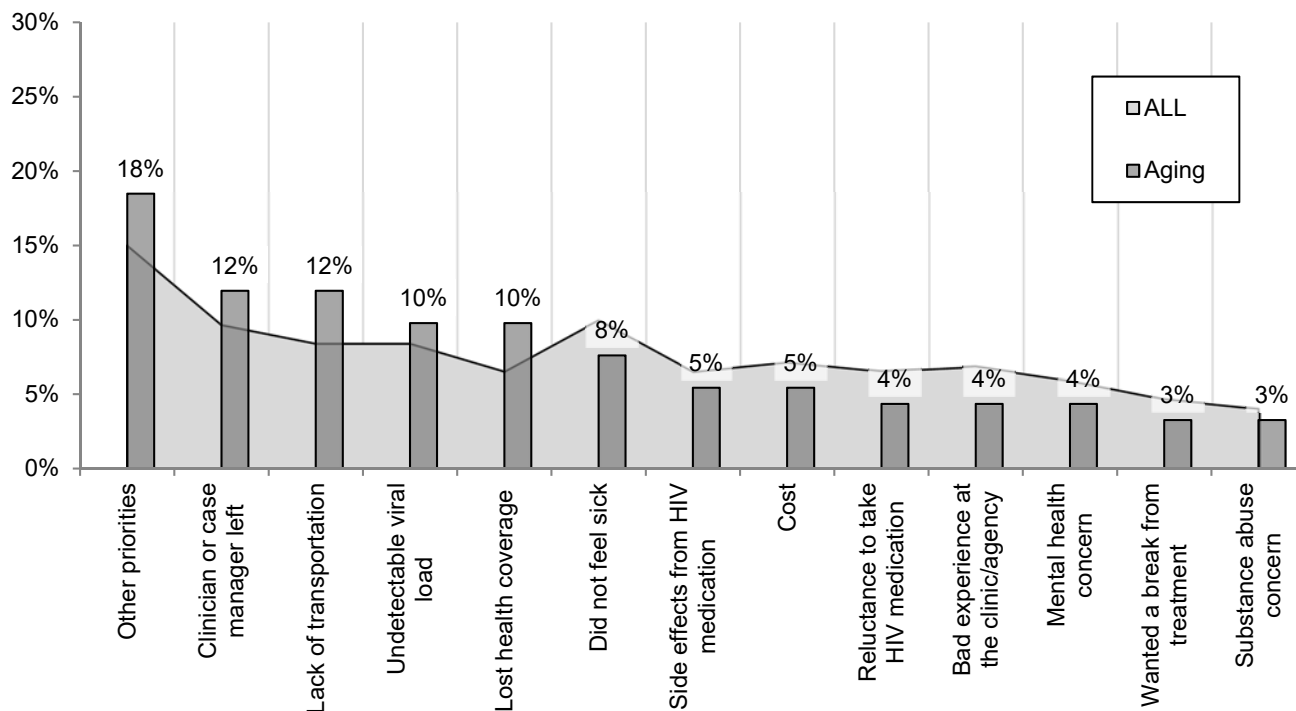
While 67% of all needs assessment participants reported no interruptions in their HIV care for 12 months or more since their diagnosis, 81% of youth and 70% of aging needs assessment participants reported no interruption in care. Those who reported a break in HIV care for 12 months or more since first entering care were asked to identify the reasons for falling out of care. Thirteen commonly reported reasons were included as options in the consumer survey. Participants also had the option to write in their reasons as well.

(**Graph 1**) The sample of youth participants with a history of interruption in care was too small to compare to the aging participants and the total sample and therefore are not reported on in this section. Among aging participants, other priorities were the most cited reason for a break in HIV medical care (18%). Other reasons for a break in HIV medical care were the clinician or case manager left the clinic/agency (12%), lack of transportation (12%), and having an undetectable viral load (10%).

Compared to the total sample, a greater proportion of aging needs assessment participants reported falling of care due to lack of transportation (12% vs 8%), other priorities (18% vs 15%), and loss of health coverage (10% vs 7%). Write-in responses that were provided by participants included being incarcerated, not wanting or being ready to start HIV medical care, it was hard to find a clinic or provider, and loss of loved ones as reported barriers to retention in HIV medical care.

GRAPH 1-Reasons for Falling Out of HIV Care among Aging PLWH in the Houston Area, 2020

Definition: Percent of times each item was reported by aging needs assessment participants as the reason they stopped their HIV care for 12 months or more since first entering care.



OVERALL RANKING OF FUNDED SERVICES, BY NEED

In 2020, 16 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. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these funded services they needed in the past 12 months.

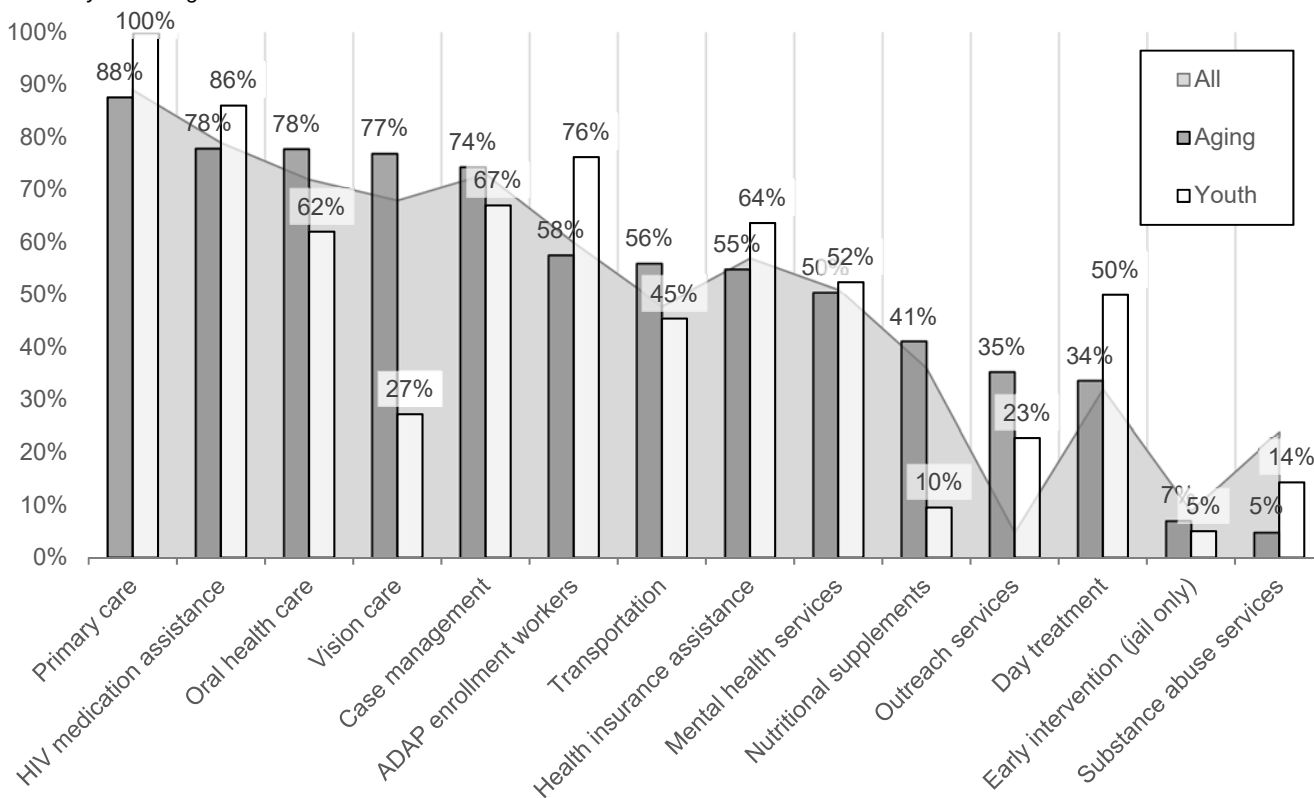
(Graph 2) Like the total sample, youth and aging needs assessment participants identified primary care as the most needed Ryan White funded service (100% of youth and 88% of aging participants). For youth, local HIV medication assistance (86%), ADAP enrollment

workers (76%), and case management (67%) followed in ranking of need. For aging participants, local HIV medication assistance (78%), oral health care (78%), and vision care (78%) followed in ranking of need.

Compared to the total sample, higher proportions of youth participants indicated needing day treatment (50% vs 32%), outreach services (23% vs 5%), ADAP enrollment workers (76% vs 60%), primary care (100% vs 89%). Among aging needs assessment participants, a greater proportion indicated needing outreach services (35% vs 5%), vision care (77% vs 68%), and transportation (56% vs 48%).

GRAPH 2-Ranking of HIV Services among Youth (13-24) and Aging (60+) PLWH in the Houston Area, By Need, 2020

Definition: Percent of youth and aging needs assessment participants stating they needed the service in the past 12 months, regardless of ease or difficulty accessing the service.



Other Identified Needs

In 2020, 10 other/non-Ryan White funded HIV related services were assessed to determine emerging needs for PLWH in the Houston area. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these other/non-Ryan White funded HIV related services they needed in the past 12 months.

(Graph 3) From the 10 other/non-Ryan White funded HIV related services, the greatest proportion of youth participants reported needing housing (33%), food bank (32%), and health education and risk reduction services (18%). Among the aging needs assessment

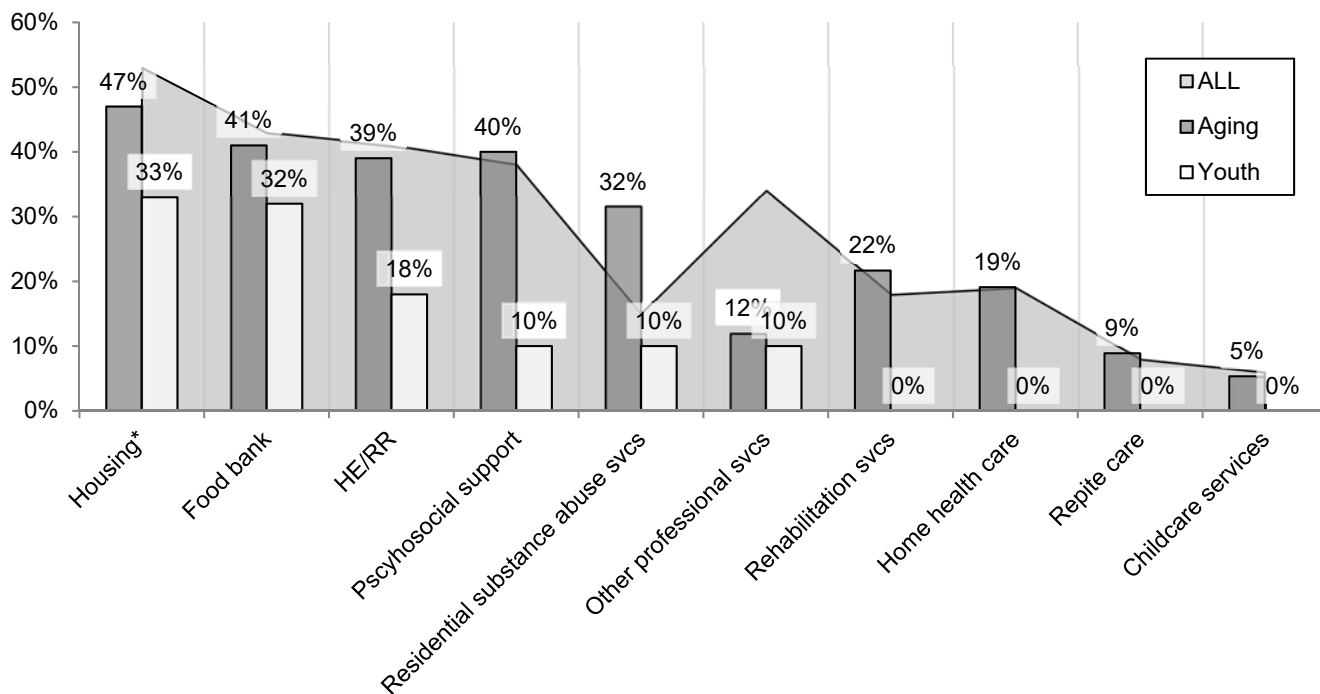
participants, the greatest reported non-Ryan White funded HIV related services were housing (47%), food bank (41%), and psychosocial support services (40%).

Aging participants reported comparable need for other services compared to the total sample, youth needs assessment participants expressed a lower need for other/non-Ryan White funded HIV-related services. Youth needs assessment participants reported a lower proportion of need for health education and risk reduction services (10% vs 41%), other professional services (10% vs 34%), and housing (33% vs 53%) when compared to the total sample.

GRAPH 3-Other Needs for HIV Services among Youth (13-24) and Aging (50+) PLWH in the Houston Area, 2020

Definition: Percent of youth and aging 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.



OVERALL BARRIERS TO HIV CARE

The 2020 Houston Area HIV Needs Assessment process continued the practice of reporting difficulty accessing needed services to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. Staff used recursive abstraction to categorize participant descriptions into 29 distinct barriers. These barriers were then grouped together into 12 nodes, or barrier types.

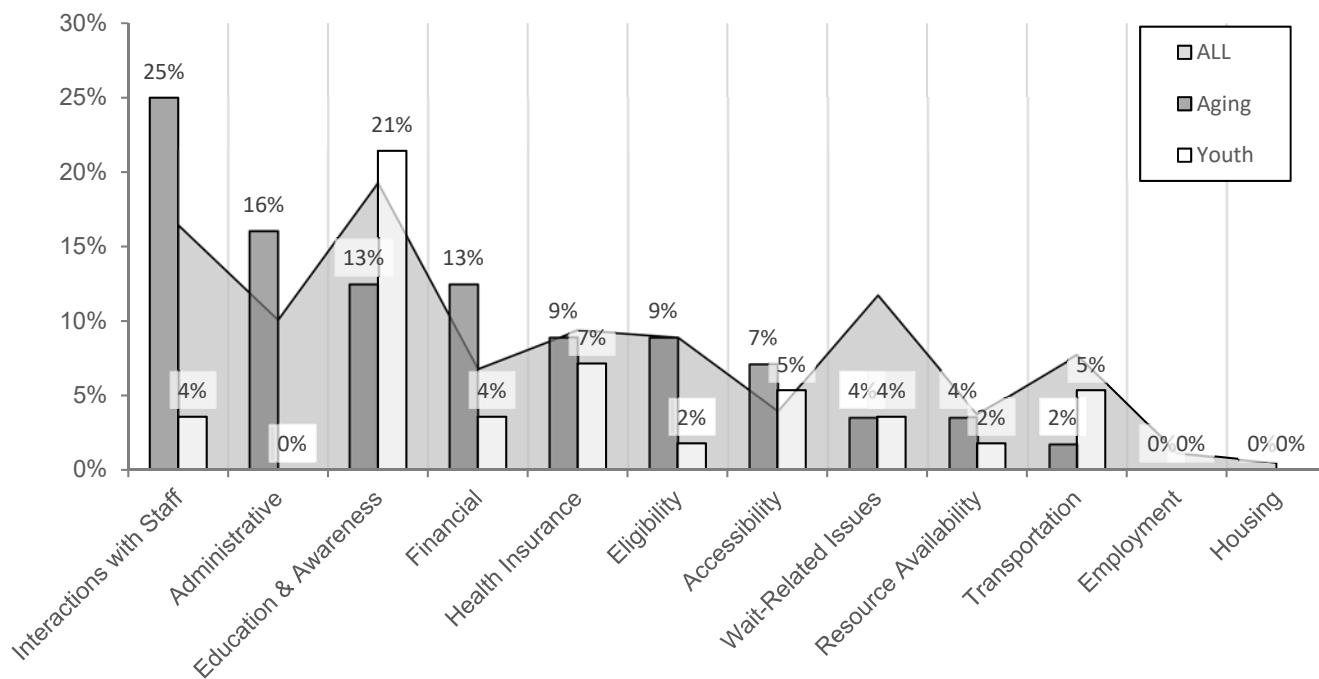
(Graph 4) Youth participants most often cited barriers related to service education and awareness issues (21%), and issues regarding health insurance (7%). Service education and awareness barriers among youth participants pertained mostly to not knowing who to contact for services, as well as not knowing that the service was available. While barriers related to health insurance among youth pertained mostly to health

insurance gaps (certain services/medications not covered by the participants current health insurance) and being uninsured.

Aging needs assessment participants most often cited barriers related to interactions with staff (25%), administrative issues (16%), service education and awareness issues and issues related to finances (both 13%). Aging participants reported that issues relating to interactions with staff mainly pertained to poor treatment, staff having limited or no knowledge of services, and poor correspondence or follow-up from staff. Issues related to administrative issues reported by aging participants were complex processes at the clinic/agency, and understaffing. Education and awareness issues reported by aging participants were related to not knowing that a service was available.

GRAPH 4-Ranking of Types of Barriers to HIV Services among Youth (13-24) and Aging (50+) PLWH in the Houston Area, 2020

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



Youth and Young Adult Clients:

HRSA's Ryan White HIV/AIDS Program, 2021



Population Fact Sheet | March 2023

The Health Resources and Services Administration's Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV. More than half the people with diagnosed HIV in the United States—more than 576,000 people in 2021—receive services through RWHAP each year. The RWHAP funds grants to states, cities, counties, and local community-based organizations to provide care and treatment services to people with HIV to improve health outcomes and reduce HIV transmission. For more than three decades, RWHAP has worked to stop HIV stigma and reduce health disparities by caring for the whole person and addressing their social determinants of health.

Ryan White HIV/AIDS Program Fast Facts: Youth and Young Adult Clients

3.3%

OF ALL
RWHAP
CLIENTS



65.1%

LIVE AT
OR BELOW
100% of the
Federal Poverty Level



82.7%

ARE VIRALLY
SUPPRESSED



5.3%

EXPERIENCE
UNSTABLE
HOUSING



Youth and young adults aged 13 to 24 years old represent 3.3 percent (more than 19,000 clients) of the more than half a million clients served by RWHAP.

Learn more about youth and young adult clients served by RWHAP:

- **The majority of youth and young adult RWHAP clients aged 13–24 years are a diverse population.** Among clients in this age group, 86.9 percent are people from racial and ethnic minorities. Data show that 58.2 percent of youth and young adult clients are Black/African American people, which is significantly higher than the national RWHAP average (45.8 percent). Hispanic/Latino people represent 24.2 percent of youth and young adult RWHAP clients, which is comparable to the national RWHAP average (24.1 percent).
- **The majority of RWHAP clients aged 13–24 years are male.** Data show that 75.2 percent of clients aged 13–24 years are male, 19.8 percent are female, and 4.9 percent are transgender.
- **The majority of RWHAP clients aged 13–24 years are people with lower incomes.** Among youth and young adult RWHAP clients, 65.1 percent are people living at or below 100 percent of the federal poverty level, which is higher than the national RWHAP average (59.2 percent).
- **Data show that 5.3 percent of RWHAP clients aged 13–24 years experience unstable housing.** This percentage is slightly higher than the national RWHAP average (5.0 percent).

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. People with HIV who take HIV medication as prescribed and reach and maintain viral suppression cannot sexually transmit the virus to their partner. According to 2021 data, 82.7 percent of youth and young adult clients aged 13–24 years receiving RWHAP HIV medical care are virally suppressed,* which is significantly lower than the national RWHAP average (89.7 percent).

- 84.5 percent of young MSM receiving RWHAP HIV medical care are virally suppressed.
- 82.2 percent of young Black/African American MSM receiving RWHAP HIV medical care are virally suppressed.
- 78.6 percent of young Black/African American women receiving RWHAP HIV medical care are virally suppressed.
- 75.7 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 the most recent test, among people with HIV who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.

Female Clients:

HRSA's Ryan White HIV/AIDS Program, 2021




Population Fact Sheet | March 2023


The Health Resources and Services Administration's Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV. More than half the people with diagnosed HIV in the United States—more than 576,000 people in 2021—receive services through RWHAP each year. The RWHAP funds grants to states, cities, counties, and local community-based organizations to provide care and treatment services to people with HIV to improve health outcomes and reduce HIV transmission. For more than three decades, RWHAP has worked to stop HIV stigma and reduce health disparities by caring for the whole person and addressing their social determinants of health.

Ryan White HIV/AIDS Program Fast Facts: Female Clients


25.4%
OF ALL RWHAP CLIENTS




67.8%
LIVE AT OR BELOW 100% of the Federal Poverty Level



89.9%
ARE VIRALLY SUPPRESSED



53.4%
ARE AGED 50+



Female clients comprise a substantial proportion of people served by RWHAP. Of the more than half a million clients served by RWHAP, 25.4 percent are female.

Learn more about these clients served by RWHAP:

- **Female clients served by RWHAP are a diverse population.** Data show that 83.3 percent of female clients are people from racial and ethnic minorities. 60.6 percent are Black/African American people, which is significantly higher than the national RWHAP average (45.8 percent), and 19.7 percent are Hispanic/Latina people, which is lower than the national RWHAP average (24.1 percent).
- **The majority of female clients served by RWHAP are people with lower incomes.** Among female clients served, 67.8 percent are living at or below 100 percent of the federal poverty level, which is higher than the national RWHAP average (59.2 percent).
- **Data show that 3.7 percent of female RWHAP clients experience unstable housing.** This percentage is slightly lower than the national RWHAP average (5.0 percent).
- **RWHAP female clients are aging.** Among female RWHAP clients served, 53.4 percent are aged 50 years and older, which is higher than the national average (48.3 percent). Only 2.6 percent of female RWHAP clients are aged 13–24 years.

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. People with HIV who take HIV medication as prescribed and reach and maintain viral suppression cannot sexually transmit the virus to their partner. According to 2021 data, 89.9 percent of female clients receiving RWHAP HIV medical care are virally suppressed,* which is comparable to the national RWHAP average (89.7 percent).

- 89.0 percent of Black/African American women receiving RWHAP HIV medical care are virally suppressed.
- 91.5 percent of Hispanic/Latina 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 the most recent test, among people with HIV who had at least one outpatient ambulatory health services visit and one viral load test during the measurement year.

Black Women and HIV in Texas



The Big Picture

Since 2012, the number of new HIV diagnoses among Black women living in Texas has decreased by 24 percent. Still, as of 2021, Black women have the highest rate of new HIV diagnoses compared to women of other races/ethnicities. In 2021, there were 11,788 Black women living with HIV in Texas. Although Black women make up only 13 percent of the Texas female population, they are 56 percent of women living with HIV. This shows the continued need to promote HIV prevention and education in Black women.

Black Women Living with HIV in Texas

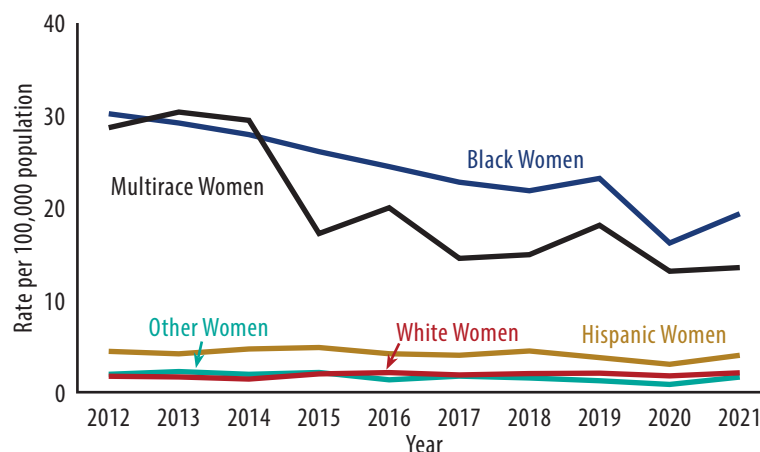
The rate of Black women living with HIV in Texas (631 per 100,000 population) is 6.9 times the rate of Hispanic women living with HIV and 13.6 times the rate of White women living with HIV.

The most common way Black women in Texas get HIV is through sex with a male living with HIV (83 percent).

An early diagnosis of HIV infection helps people get the care they need to stay healthy. Being diagnosed with HIV late (within a year of an AIDS diagnosis) reduces treatment effectiveness. In 2021, 25 percent of Black women diagnosed with HIV in Texas received a late diagnosis.

One in every 156 Black women in Texas is living with HIV.

Rate of New HIV Diagnoses in Women by Race/Ethnicity, Texas, 2012-2021



Black Women Without HIV-Related Medical Care in 2021

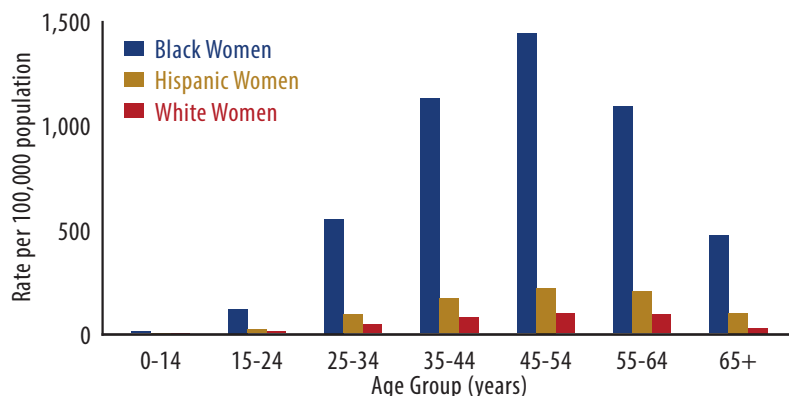
More than ever before, advances in medical care have enabled people with HIV to stay healthy and live longer. Some persons living with HIV may not seek care because they do not feel ill. Others may have problems affording or accessing health care. Still others may not seek medical care because of substance abuse, mental health issues, or HIV-related stigma.

More Black persons living with HIV (PLWH) (12,105) did not receive HIV medical care in 2021 compared to other racial and ethnic groups in Texas. **Nearly one in three** Black women living with HIV in Texas (3,572) were out of care in 2021.

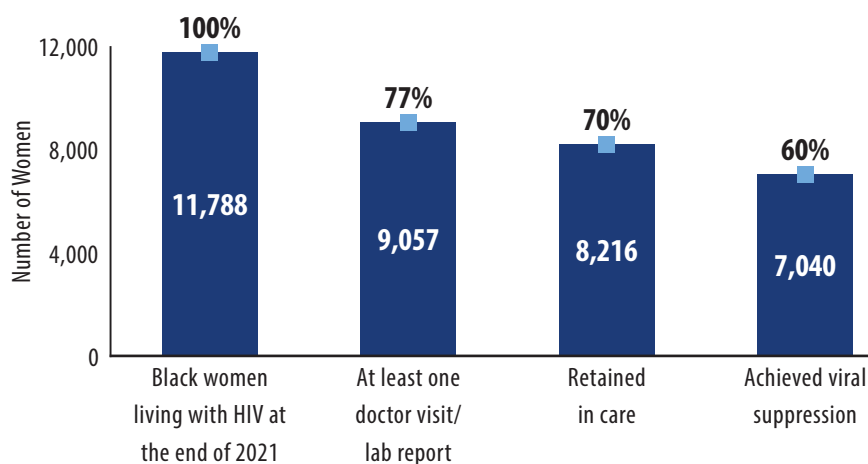
Of Black women living with HIV in Texas whose mode of HIV transmission was sex with males:

- 77 percent had at least one medical visit or lab test for their HIV infection,
- 70 percent had at least two medical visits or lab visits at least three months apart, and
- 60 percent achieved viral suppression.

Rate of Women Living with HIV by Age and Race/Ethnicity, Texas, 2021



HIV Treatment Cascade for Black Women in Texas, 2021



HIV Prevention for Black Women in Texas. What Can You Do?

Know the Facts! Early diagnosis and effective treatment of HIV will help reduce HIV transmission. Get tested. Know your partners HIV/STD status. Protect yourself by using condoms. Educate others about safe sex practices. Find out if PrEP is right for you.

To learn more about HIV prevention for Black women in Texas, contact the DSHS HIV/STD Section at hiv.std@dshs.texas.gov.

Texas Black Women's Initiative (TxBWI)

The mission of the Texas Black Women's Initiative (TxBWI) is to promote active, engaged, and empowered communities to address HIV disparity among Black women. TxBWI works to strengthen the ability of DSHS, local health departments, and community-based organizations to effectively implement HIV/AIDS programs focused on Black women. For more information, visit dshs.texas.gov/hivstd/TxBWI/.

More About Black Women and HIV in Texas

One in every 690 Texas Women have HIV
One in 156 Black Women
One in 1,080 Hispanic Women
One in 2,146 White Women

Since 2012, **51 percent** of new HIV diagnoses in Texas women under the age of 25 were among young Black women

The rate of new HIV diagnoses among Black women in Texas is **five times** the rate for Hispanic women and **ten times** the rate for White women

Black women have the highest case counts of gonorrhea and the second highest case counts of chlamydia and primary and secondary syphilis in Texas

DSHS HIV/STD Section

737-255-4300

dshs.texas.gov/hivstd/txbwi

Publication No. 13-13504
 (Rev. 9/2023)



TEXAS
 Health and Human
 Services

Texas Department of State
 Health Services

Transgender Clients:

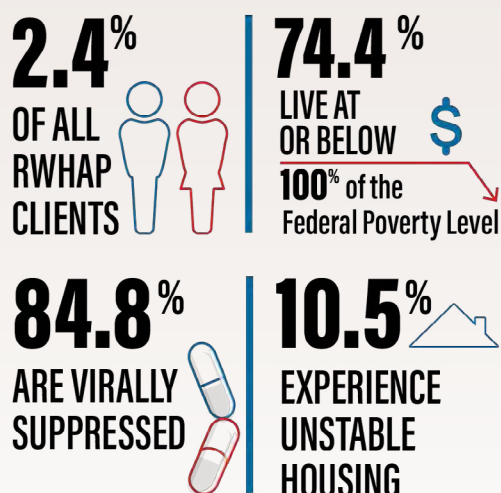
HRSA's Ryan White HIV/AIDS Program, 2021



Population Fact Sheet | March 2023

The Health Resources and Services Administration's Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV. More than half the people with diagnosed HIV in the United States—more than 576,000 people in 2021—receive services through RWHAP each year. The RWHAP funds grants to states, cities, counties, and local community-based organizations to provide care and treatment services to people with HIV to improve health outcomes and reduce HIV transmission. For more than three decades, RWHAP has worked to stop HIV stigma and reduce health disparities by caring for the whole person and addressing their social determinants of health.

Ryan White HIV/AIDS Program Fast Facts: Transgender Clients



Of the more than half a million clients served by RWHAP, 2.4 percent are transgender, representing approximately 14,000 clients.

Learn more about transgender clients served by RWHAP:

- **The majority of transgender clients served by RWHAP are a diverse population.** Among transgender clients, 85.7 percent are from racial and ethnic minorities: 51.1 percent of transgender clients are Black/African American people and 29.2 percent are Hispanic/Latino people—both percentages are higher than the national RWHAP averages (45.8 percent and 24.1 percent, respectively).
- **The majority of transgender clients served by RWHAP are people with lower incomes.** Among transgender RWHAP clients served, 74.4 percent are people living at or below 100 percent of the federal poverty level, which is much higher than the national RWHAP average (59.2 percent).
- **Data show that 10.5 percent of transgender clients served by RWHAP are people experiencing unstable housing.** This percentage is substantially higher than the national RWHAP average (5.0 percent).
- **Transgender clients are younger than the average RWHAP client population.** Approximately 23.9 percent of transgender RWHAP clients are aged 50 years and older, which is significantly lower than the national RWHAP average (48.3 percent).

Medical care and treatment improve health outcomes and decrease the risk of HIV transmission. People with HIV who take HIV medication as prescribed and reach and maintain viral suppression cannot sexually transmit the virus to their partner. According to 2021 data, 84.8 percent of transgender clients receiving RWHAP HIV medical care are virally suppressed,* which is lower than the national RWHAP average (89.7 percent).

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



2020 Houston HIV Care Services Needs Assessment: Profile of Transgender and Gender Non-conforming Individuals

**For more information or a copy of the full 2020 Houston
HIV Care Services Needs Assessment contact:**
Houston Area Ryan White Planning Council
Tel: (832) 927-7926
Web: rwpchouston.org

PROFILE OF TRANSGENDER AND GENDER NON-CONFORMING INDIVIDUALS

A persistent challenge to designing HIV prevention and care services that meet the needs of all Houston area people living with HIV (**PLWH**) is the lack of epidemiological and surveillance data that accurately reflect the burden of HIV among transgender and gender non-conforming PLWH. A 2013 meta-analysis indicated a heavily disproportionate HIV burden among transgender women in the United States, estimating that 21.7% (1 in 5) of transgender women are living with HIV (Baral, et al., 2013). While included in most state and national surveillance datasets, transgender women living with HIV are categorized as male and men who have sex with men (**MSM**) by sex at birth and risk factor. Transgender MSM are often categorized as female with heterosexual risk factor. Gender non-conforming or non-binary individuals are included, but are only represented by sex at birth, not current gender identity. Data about service needs and barriers transgender and gender non-conforming PLWH in the Houston area encounter is of particular importance to local HIV planning as this information equips communities to provide prevention and care services that meet the unique needs of disproportionately affected gender minority groups.

Proactive efforts were made to gather a representative sample of all PLWH in the 2020 Houston HIV Care Services Needs Assessment as well as focus targeted

sampling among key populations (See: *Methodology*, full document), and results presented throughout the full document include participants who were transgender or gender non-conforming.. This Profile highlights results *only* for participants who were transgender or gender non-conforming, as well as comparisons to the entire needs assessment sample.

Notes: “Transgender” and “gender non-conforming” are defined in this analysis as PLWH who indicated having a primary gender identity or gender expression at the time of survey that differed from the participant’s reported sex they were assigned at birth, including an option for “intersex”. As such, participants who self-identify as transgender or gender non-conforming but who did not meet this analysis criterion may be excluded. Care should be taken in applying the results presented in this profile to the Houston area transgender and gender non-conforming PLWH population as a whole due to small sample size. Data presented in this in the Demographics and Socio-Economic Characteristics section of this Profile represent the *actual* survey sample, rather than the *weighted* sample presented throughout the remainder of the Profile (See: *Methodology*, full document). Proportions are not calculated with a denominator of the total number of surveys for every variable due to missing or “check-all” responses.

DEMOGRAPHICS AND SOCIO-ECONOMIC CHARACTERISTICS

(Table 1) In total, 22 participants in the 2020 Houston HIV Care Services Needs Assessment were identified as transgender or gender non-conforming, comprising 4% of the total sample.

At the time of data collection, 91% of transgender and gender non-conforming participants lived within Houston/Harris County, 48% identified as Black/African American, and 41% were between the ages of 35-49. The majority of transgender and gender non-conforming participants were assigned male at birth (91%). Among the transgender and gender non-conforming participants sampled, 50% identified as transgender female, 9% identified as transgender male, and 36% identified as other/non-conforming. Seven percent (93%) of transgender and gender non-conforming participants reported being in HIV medical care, and the majority of had public health insurance through Medicaid or Medicare (37%), the Harris Health System (Gold Card) (27%), and the Ryan White Program (23%).

Compared to all needs assessment participants, a greater proportion of transgender and gender non-conforming participants displayed a wider variety in sexual orientation with “other” or write-in responses including “transgender”, “human”, “queer” and “transsexual” when compared to the total needs assessment sample (38% vs 3.8%).

A lower proportion of transgender and gender non-conforming participants were below 100% of the Federal Poverty Line (FPL), identified as

Black/African American (48% vs 60%), and were seniors (greater than fifty years old) (11% vs 60%) when compared to the total sample of the needs assessment.

Though representing a very small overall number, the proportion of transgender and gender non-conforming participants recently released from incarceration was the same as when compared to the total sample (both 11%). Similarities between the total sample and transgender and gender non-conforming participants and the total sample were also seen in the proportion of participants that were not currently retained in care (both 7%).

Characteristics of transgender and gender non-conforming participants (as compared to all participants in general) can be summarized as follows:

- Residing in Houston/Harris County
- Male at birth
- Transgender female
- African American/Black
- Adults between the ages of 35 and 49
- Self-identified as a wide variety of other sexual identities
- Similar occurrences of recent release from incarceration and not being retained in care when compared to the total sample

TABLE 1-Select Characteristics among Transgender and Gender Non-Conforming Participants, Houston Area HIV Needs Assessment, 2020

	No.	TG / GN %	Total %		No.	TG / GN %	Total %		No.	TG / GN %	Total %
County of residence				Age range (median: 35-49)				Sex at birth			
Harris	20	91%	95%	13 to 17	0	-	-	Male	20	91%	57%
Fort Bend	1	5%	2%	18 to 24	3	14%	3%	Female	2	9%	30%
Montgomery	1	5%	2%	25 to 34	2	9%	9%	Intersex	0	-	9%
				35 to 49	9	41%	28%	Other	0	-	4%
				50 to 54	3	14%	18%	Gender Identity			
				55 to 64	0	-	28%	Transgender Female	11	50.0%	
				≥65	5	23%	15%	Transgender Male	2	9%	
				Seniors (≥50)	8	11%	60%	Other/Non-conforming	8	36%	
Primary race/ethnicity				Sexual orientation (self-reported)				Health insurance (multiple response)			
White	3	14%	14%	Heterosexual	4	19%	57%	Private insurance	2	7%	9%
African American/Black	10	48%	60%	Gay/Lesbian	6	29%	30%	Medicaid/Medicare	11	37%	67%
Hispanic/Latino	5	24%	21%	Bisexual/Pansexual	3	14%	9%	Harris Health System	8	27%	29%
Asian American	1	5%	0.7%	Other	8	38%	3.8%	Ryan White Only	7	23%	24%
Other/Multiracial	2	10%	4.7%					None	2	7%	3%
Immigration status				Yearly income (average: \$6,688)							
Born in the U.S.	17	77%	88%	Federal Poverty Level (FPL)							
Citizen > 5 years	4	18%	10%	Below 100%	8	53%	67%				
Citizen < 5 years	0	-	1%	100%	6	40%	19%				
Undocumented	0	-	0.2%	150%	0	-	6%				
Prefer not to answer	1	5%	0.7%	200%	0	-	5%				
Other			1.8%	250%	0	-	-				
				≥300%	1	7%	2%				

BARRIERS TO RETENTION IN CARE

As in the methodology for all needs assessment participants, results presented in the remaining sections of the Transgender and Gender Non-Conforming Needs Assessment Profile were statistically weighted using current HIV prevalence for the Houston EMA (2018) in order to produce proportional results (See: *Methodology*, full document).

Though representing a very small overall number, the proportion of transgender and gender non-conforming participants reported a higher proportion of at least one interruption in their HIV medical care for 12 months or more since their diagnosis (42% vs 32%). Those who reported a break in HIV care for 12 month or more since first entering care were asked to identify the reasons for falling out of care. Thirteen commonly reported reasons were included as options in the consumer survey, and participants could select multiple reasons. Participants could also write-in their reasons as well.

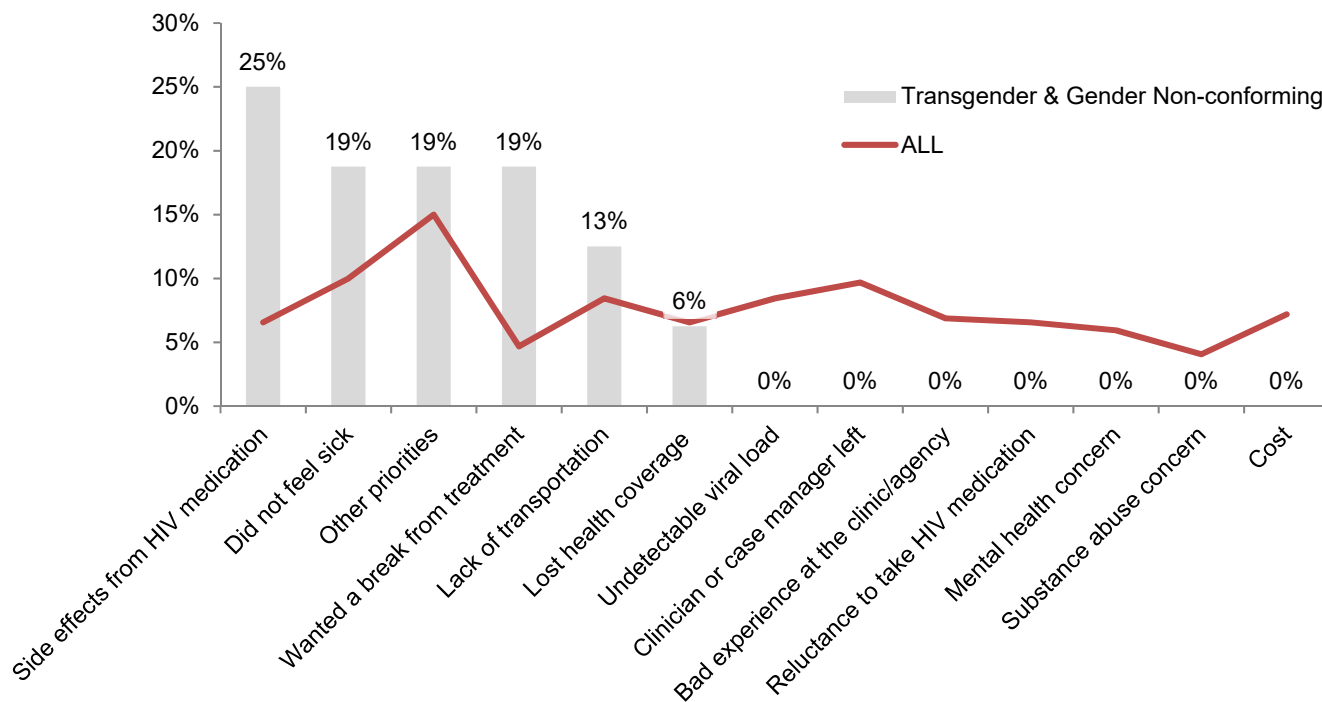
(Graph 1) Among transgender and gender non-conforming participants, side effects from HIV

medication was cited most often as the reason for interruption in HIV medical care at 25% of reported reasons. Transgender and gender non-conforming participants also reported not feeling sick, other priorities, and wanting a break from treatment as common reasons for interruption in HIV medical care (all 19%).

The largest differences in reported barriers to retention in HIV medical care between transgender and gender non-conforming participants and the total sample were in the proportions of reports of side effects from HIV medication (25% vs 7%) and wanting a break from treatment (19% vs 5%). Transgender and gender non-conforming participants did not report undetectable viral load, clinician or case manager leaving, bad experiences at clinics/agencies, reluctance to take HIV medication, mental health concerns, substance abuse concerns, and cost as barriers to retention in HIV medical care. One of the write-in responses when asked to report barriers to retention in HIV medical care was the loss of a participant’s child.

GRAPH 1-Reasons for Falling Out of HIV Care among Transgender and Gender Non-conforming PLWH in the Houston Area, 2020

Definition: Percent of times each item was reported by transgender and gender non-conforming needs assessment participants as the reason they stopped their HIV care for 12 months or more since first entering care.



OVERALL RANKING OF FUNDED SERVICES, BY NEED

In 2020, 16 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. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these funded services they needed in the past 12 months.

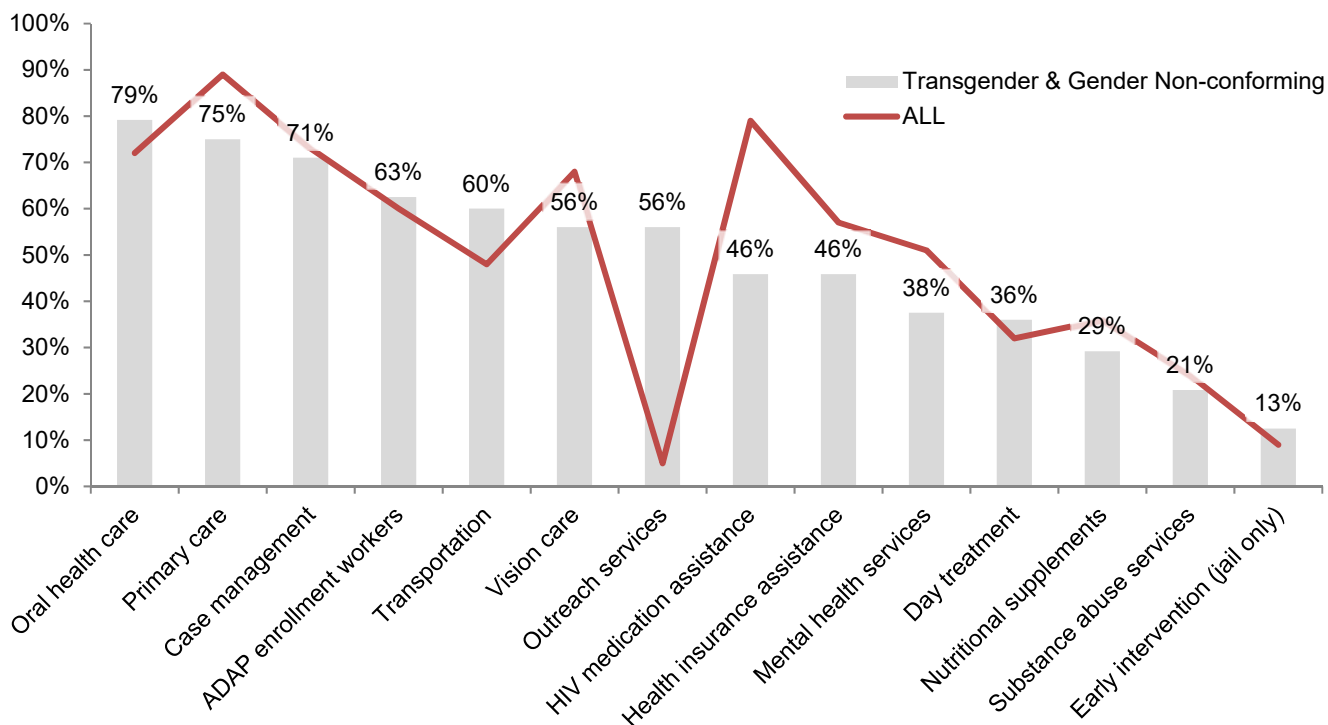
(Graph 2) Among transgender and gender non-conforming participants, oral health care was the most needed Ryan White funded service at 79% of transgender and gender non-conforming participants

reporting need, followed by primary care (75%), and case management (71%).

The greatest difference between transgender and gender non-conforming participants and the total sample were in the proportions reporting need for outreach services (56% vs 5%), and transportation (60% vs 48%). Transgender and gender non-conforming participants reported lower proportions of need for HIV medication assistance (46% vs 79%), primary care (46% vs 79%), and mental health services (38% vs 51%).

GRAPH 2-Ranking of HIV Services among Transgender and Gender Non-conforming PLWH in the Houston Area, By Need, 2020

Definition: Percent of transgender and gender non-conforming needs assessment participants stating they needed the service in the past 12 months, regardless of ease or difficulty accessing the service.



Other Identified Needs

In 2020, 10 other/non-Ryan White funded HIV-related services were assessed to determine emerging needs for PLWH in the Houston area. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these other/non-Ryan White funded HIV-related services they needed in the past 12 months.

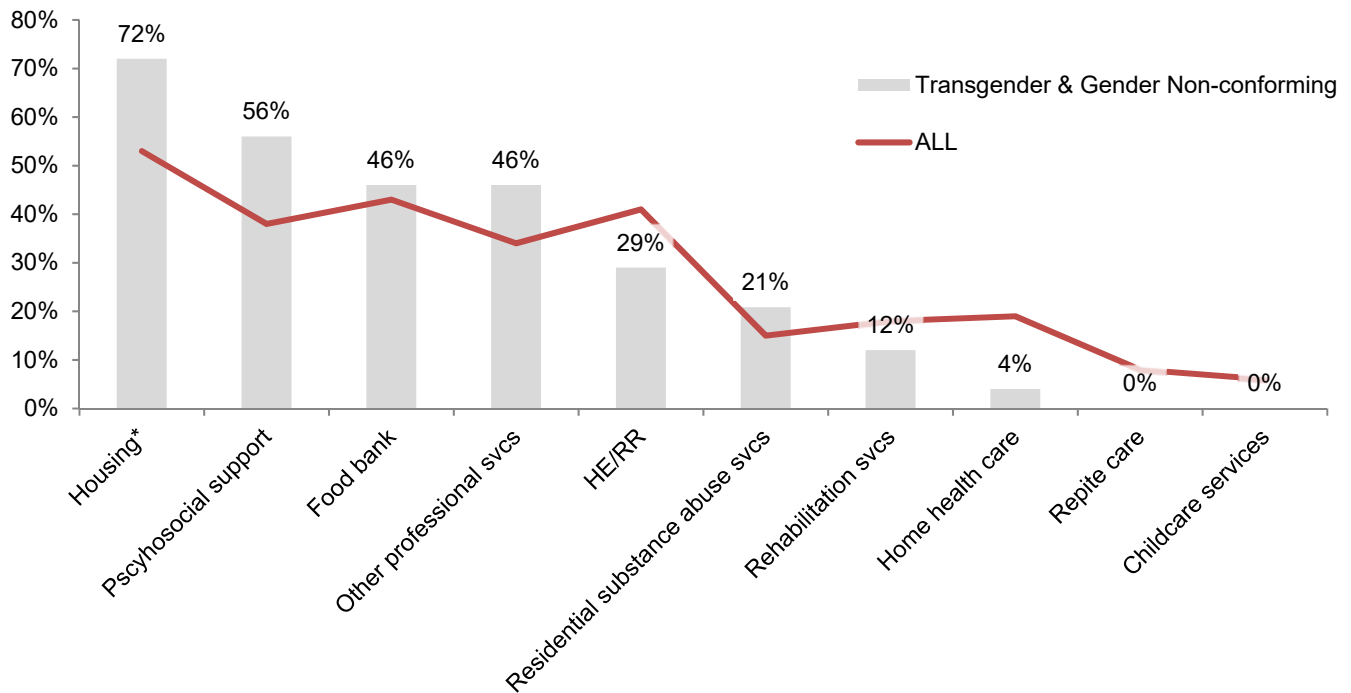
(Graph 3) In general, transgender and gender non-conforming participants reported a higher need for services skewed to meet psychological and safety needs

like housing (72%), psychosocial support (56%), food bank (46%) and other professional services (46%). When compared to the reported other needs by the total sample, a greater proportion of transgender and gender non-conforming participants reported needing housing (72% vs 53%), psychosocial support (56% vs 28%), and other professional services (46% vs 34%). Lower proportions of transgender and gender non-conforming participants reported a need for home health care (4% vs 19%), and health education and risk reduction services (29% vs 41%).

GRAPH 3-Other Needs for HIV Services among Transgender and Gender Non-conforming PLWH in the Houston Area, 2020

Definition: Percent of transgender and gender non-conforming 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.



OVERALL BARRIERS TO HIV CARE

The 2020 Houston Area HIV Needs Assessment process continued the practice of reporting difficulty accessing needed services to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. Staff used recursive abstraction to categorize participant descriptions into 39 district barriers. These barriers were then grouped together into 12 nodes, or barrier types.

(Graph 4) Only 12 transgender and gender non-conforming participants cited barriers to HIV care services. As this group comprises only 50% of all transgender and gender non-conforming participants and 3.9% of the total sample, great care should be taken in applying data and conclusions from Graph 4

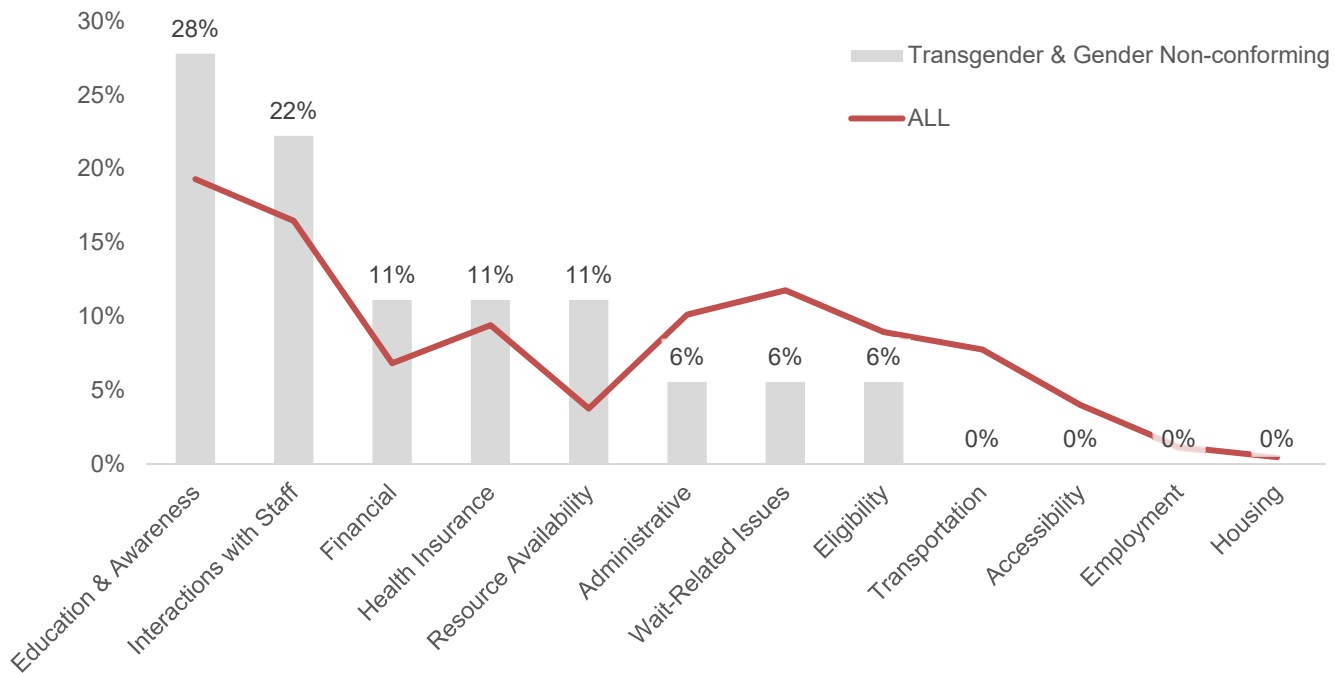
to the greater Houston area transgender and gender non-conforming PLWH populations.

Overall, the barrier types reported most often among transgender and gender non-conforming participants related to education and awareness (28%), and interactions with staff (22%). Transgender and gender non-conforming participants also reported interactions with staff, financial barriers, and health insurance (all 11%) as barriers to HIV medical care.

Due to the small number of transgender and gender non-conforming participants reporting barriers to HIV care services, comparison of barrier types between transgender and gender non-conforming participants and the total sample would not be generalizable and are not reported here.

GRAPH 4-Ranking of Types of Barriers to HIV Services among Transgender and Gender Non-conforming PLWH in the Houston Area, 2020

Definition: Percent of times each barrier type was reported by transgender and gender non-conforming needs assessment participants, regardless of service, when difficulty accessing needed services was reported.



Works Cited

Baral, S. D., Poteat, T., Stromdahl, S., Wirtz, A. L., Guadamuz, T. E., & Beyrer, C. (2013). Worldwide Burden of HIV in Transgender Women: A Systematic Review and Meta-Analysis. *The Lancet Infectious Diseases*, 214-222.



HRSA's Ryan White HIV/AIDS Program

Addressing the HIV Care Needs of People With HIV in State Prisons and Local Jails

Technical Expert Panel Executive Summary

Policy Clarification Notice (PCN) 18-02 provides clarification to Ryan White HIV/AIDS Program (RWHAP) recipients and demonstrates the flexibility in the use of RWHAP funds to provide core medical services and support services (described in PCN [16-02 Ryan White HIV/AIDS Program Services: Eligible Individuals and Allowable Uses of Funds](#)) for people with HIV who are incarcerated or otherwise justice involved. There are differences between how an RWHAP recipient can collaborate with a federal or state facility versus a local correctional facility. These distinctions are based on the administrative entity (federal or state vs. local) relative to the payor of last resort statutory requirement for RWHAP recipients. The RWHAP statute specifies that payor of last resort applies to federal or state payers—like prisons operated by the Federal Bureau of Prisons or a state department of corrections. The provision does not mention local payors; as such, payor of last resort is not applicable. However, the RWHAP cannot duplicate existing services.

The Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB), which oversees the Ryan White HIV/AIDS Program (RWHAP), convened a Technical Expert Panel (TEP) in March 2020 to explore the HIV care needs of people with HIV in state prisons and local jails and the role the RWHAP can play in addressing these needs. The purpose of this panel was to identify supports and barriers to HIV care and treatment in correctional facilities, as well as community re-entry and current approaches and guidance under HAB Policy Clarification Notice (PCN) [18-02, The Use of Ryan White HIV/AIDS Program Funds for Core Medical Services and Support Services for People Living With HIV Who Are Incarcerated and Justice Involved](#). The term “justice involved” is used by U.S. government agencies to refer to any person who is engaged at any point along the continuum of the criminal justice system as a defendant (including arrest, incarceration, and community supervision).

- ▶ **Federal and State Prison Systems.** RWHAP recipients may provide RWHAP core medical and support services to people with HIV who are incarcerated in federal or state prisons on a transitional basis where those services are not provided by the correctional facility. HRSA HAB defers to recipients/subrecipients to define the time limitation, which generally is up to 180 days. RWHAP recipients/subrecipients work with the correctional systems/facilities to define both the nature of the services based on identified HIV-related needs and the duration for which the services are offered.
- ▶ **Other Correctional Systems.** RWHAP recipients may provide RWHAP core medical and support services to people with HIV who are incarcerated in other correctional facilities on a short-term or transitional basis. RWHAP recipients/subrecipients work with the correctional systems/facilities to define both the nature of the services based on identified HIV-related needs and the duration for which the services are offered, which may be the duration of incarceration. If core medical and support services are being provided on a short-term basis, HAB recommends that RWHAP recipients also provide services on a transitional basis. For these systems, RWHAP cannot duplicate existing services.

The following TEP Executive Summary includes the following sections:

- ▶ Considerations for Improving HIV Treatment for People With HIV Who Are Justice Involved
- ▶ Issues Related to Providing HIV Care and Treatment in Correctional Settings
- ▶ Issues Related to HIV Care During Re-Entry
- ▶ Data Considerations

CONSIDERATIONS FOR IMPROVING HIV TREATMENT FOR PEOPLE WITH HIV WHO ARE JUSTICE INVOLVED

Over the course of the discussion, multiple themes and strategies emerged that relate to the provision of services to people with HIV who are involved in the justice system—either during incarceration, upon release, or under community supervision.

Specific Issues

- ▶ HIV-Related Stigma and Incarceration.** The impact of HIV-related stigma can be exacerbated by incarceration. Breaches of confidentiality, particularly related to HIV status, can constitute a safety risk. To minimize these risks, some facilities have segregated units for people with HIV, or people with HIV may be placed in solitary confinement. These practices have been found in some instances to be discriminatory. The U.S. Department of Justice works to address discrimination complaints from people with HIV in correctional facilities. These often relate to housing, unequal access to services, and access to treatment. Stigma and discrimination also are associated with incarceration. People with HIV who have been incarcerated also may experience the effects of incarceration-related stigma and/or discrimination upon release.
- ▶ Impact of Comorbidities.** People with HIV often have comorbidities, which can make HIV treatment more difficult and create barriers to linkage to and retention in care once the patient re-enters the community. Substance use disorder (SUD) presents a significant challenge, and panelists emphasized the importance of access to treatment, especially medication-assisted treatment (MAT) for opioid use disorder. Other comorbidities include mental illness, hepatitis C, sexually transmitted infections, and chronic conditions, such as cardiovascular disease.
- ▶ Holistic Services—Treating the Whole Person.** To ensure optimal health outcomes, people with HIV need comprehensive services both within the correctional facility and upon release. This includes a wide range of support services, including support from peer specialists. In particular, panelists emphasized the need for SUD treatment, mental health services, care for aging individuals, and care that addresses health issues other than HIV.

Services should address not only HIV-related needs but also the social determinants of health—conditions in a person's life and environment that affect a wide range of outcomes and risks related to health, functioning, and quality of life. Challenges confronting this population include lack of a social support network, domestic violence, low levels of educational attainment, history of trauma, low health literacy, limited access to employment (especially post-incarceration), unstable housing, and a history of debt. Any one of these factors constitutes a barrier to engaging in care; combined, they present a significant challenge. Many of these issues predate incarceration and may have contributed to the person's becoming justice involved.

- ▶ Multidisciplinary Care Team/Patient-Centered Care.** Key members of the team include a physician, nurse, social worker (behavioral/mental health), and case worker (support services). Other disciplines can augment the team. The patient is also an important member of the team.
- ▶ Value of Lived Experience.** Peer support services can enhance the quality of care and are an important component for ensuring linkage to care in the community. Peer specialists serve in various positions, including navigator, recovery coach, re-entry coach, and community health worker.
- ▶ Creating a Bridge Between Incarceration and Community.** Many barriers exist between correctional facilities and community providers, which can affect the care and services incarcerated people receive while in the facility and during their re-entry process. In some service models—such as the [Hampden County Model](#)—clinicians are dually based in correctional facilities and community health centers to help ensure that essential linkages are made and treatment is not interrupted.
- ▶ Challenge of Recidivism.** Although multiple factors are related to recidivism, many TEP members expressed that justice-involved individuals often face insurmountable challenges upon their release due to community corrections policies, judicial mandates, and the stigma related to incarceration. These individuals also face limited options, especially related to housing and employment, which can contribute to recidivism.

ISSUES RELATED TO PROVIDING HIV CARE AND TREATMENT IN CORRECTIONAL SETTINGS

Uninterrupted access to antiretroviral medications and adherence to clinical treatment guidelines must be ensured to achieve optimal health outcomes, including viral suppression. Clinical treatment guidelines (e.g., [U.S. Department of Health and Human Services Guidelines for the Use of Antiretroviral Agents in Adults and Adolescents with HIV](#)) apply to correctional facilities. Panelists expressed concern that these guidelines may not always be followed, particularly in situations where facilities contract out for medical services.

Specific Issues

- ▶ **Access to Medication Upon Entry to the Facility.** Newly incarcerated individuals may experience delays in obtaining medications for multiple reasons. Not all HIV medications may be available—this depends on the formulary—so patients may be provided a different antiretroviral medication. If patients transfer to another facility, a delay in access also may occur if they run out of medication before they are provided more in the new facility.
- ▶ **Access to Medication During Incarceration.** Processes for dispensing medication in a facility may result in missed doses. These treatment interruptions, whether one dose or more, can impact health outcomes. Long lines (e.g., 1–2 hours) for directly observed therapy can result in patients missing doses, because they may opt to skip the line if they have work duty or a visitor or must appear in court. Sometimes after waiting in line, medications may not be available. In addition, other circumstances in a facility, such as solitary confinement or lock downs, can reduce access to medications.
- ▶ **Access to Specialty Care.** Correctional systems have multiple facilities with multiple buildings. Specialty care, including infectious disease specialists, may not be available in every clinic, and transfers to these specialists may not occur.

Strategies for Improving HIV Treatment and Care in Correctional Settings

- ▶ Ensure uninterrupted access to antiretroviral medication, including access on entry, a process to track that medications are received, and such strategies as keep-on-person [KOP] medication.
- ▶ Treat comorbidities, including substance use disorder, mental illness, and hepatitis.
- ▶ Provide a multidisciplinary team—at a minimum, a physician, a nurse, and a social worker/case manager, with the patient as a partner.
- ▶ Ensure dually based physicians and case managers (i.e., providers who serve the patient in both the facility and the community).
- ▶ Use telehealth to facilitate access to HIV care and specialists, and maintain a connection to the same clinicians as the patient moves to different facilities.
- ▶ Identify champions to advocate for the needs of patients with HIV, in the correctional system/facility, the community, or both.
- ▶ Introduce patients to harm reduction strategies; provide services in a harm reduction framework.
- ▶ Provide education/training for administration and correctional officers, including stigma reduction training.
- ▶ Train clinical staff to ensure adherence to treatment guidelines.
- ▶ Build connections with community-based organizations and community-based services and allow them access to the facility (e.g., Alcoholics Anonymous/Narcotics Anonymous).
- ▶ Ensure that contracts for the provision of health care within correctional facilities are aligned with HIV treatment guidelines.
- ▶ Develop standard language for requests for proposals for contracted health care services based on U.S. Department of Health and Human Services guidelines and tied to performance measures that correctional systems can use in their procurement process.
- ▶ Collect data on access to care within facilities (e.g., type of care provided, access to specialty care, viral suppression rates).
- ▶ Encourage representation of both the department of corrections and individual facilities on RWHAP planning bodies.

► **Training.** The lack of HIV-related information and training for administrators and staff in correctional systems/facilities can affect the care of people with HIV. County managers and correctional facility administrators (i.e., wardens) make decisions related to the resources available to facilities and the policies within facilities that may limit access to or the quality of treatment for people with HIV in those facilities. More training is necessary for clinical staff, corrections officers, and administrators to ensure an understanding of the needs of incarcerated individuals with HIV, with a particular focus on reducing stigma and discrimination in facilities. Panelists also noted the need to educate those in the corrections community about the RWHAP and the resources available to patients with HIV.

ISSUES RELATED TO HIV CARE DURING RE-ENTRY

Panelists noted that patients face multiple challenges to continuity of care during re-entry. Some of these relate to the release process, whereas others relate to disconnects between correctional facilities and services within the community.

Specific Issues

- **Unpredictable Release Dates.** Release dates may change, frustrating efforts to ensure a “warm handoff.” Sometimes release is scheduled for late at night, which can make coordination with community partners difficult. Unpredictable release also can result in a patient’s leaving the facility without their medications.
- **Connecting With a Community-Based Health Care Provider.** Many jurisdictions have processes in place to ensure continuity of care. However, even for systems/facilities where this is the intention, it may not take place. Patients (and staff) must navigate the system, which may include multiple payers, requirements, and processes. For example, enrolling a patient in Medicaid or the RWHAP AIDS Drug Assistance Program may or may not be possible within the facility. Some community-based providers will not make an appointment unless the patient has active insurance or Medicaid, so the patient leaves the correctional facility with no appointment. The patient must contact the provider and make an appointment after release. The Health Insurance Portability and Accountability Act (HIPAA) also plays a role. Many community-based providers will not engage with the patient’s clinician within the correctional facility until the patient is released, has accessed their organization, and has signed a HIPAA release. This policy makes advanced coordination impossible.

Even if a community-based provider is selected prior to release, the process may not go smoothly. Many patients may not know where they will be living upon release and may select a provider and pharmacy that is not convenient to where they eventually live. Patients who are on Medicaid prior to release may be assigned to a provider who may not be the most appropriate to provide HIV-related care or be convenient to where the patient is living.

Although the peer navigator is considered one of the most effective bridges to treatment, many community-based organizations (CBO) report challenges getting navigators into correctional facilities so they can facilitate a warm handoff. The issue is twofold: (1) Either the CBO or the facility may lack processes for CBO staff to enter the correctional facility; and (2) peer navigators, people with similar lived experience, may have a history of incarceration and have difficulty gaining approval to access the facility.

- **Access to Medications Upon Release.** Even if a patient is able to line up a community-based provider before release, ensuring ongoing access to medications can be a challenge. Patients may not have sufficient supply of medication upon release to last until their first appointment, and some retail pharmacies will not fill prescriptions from correctional facilities.
- **Followup.** Followup with patients is difficult. Often, patients leave facilities without a home address or telephone number. They are located only when and if they access care.
- **Exchange of Health Information.** Many systems/facilities do not have electronic health records (EHRs), which complicates the transfer of patient information; patients arrive at their new provider with paper records.

Strategies for Improving HIV Treatment and Care During Re-Entry

- › Ensure a warm handoff (same clinician [dually based], clinician to clinician [face-to-face meeting before transfer], or establish a relationship with a new provider [via telephone]).
- › Employ peer specialists to support re-entry (e.g., navigator, addiction coach, re-entry coach).
- › Ensure that insurance/Medicaid/AIDS Drug Assistance Program is in place upon release.
- › Ensure that the first appointment with a new clinic is in place on release.
- › Follow up with patients to the extent possible, given challenges in tracking patients upon release.
- › Connect patients with essential services, especially housing.
- › Link patients to harm-reduction organizations, especially overdose prevention for the newly released.
- › Help HIV-related community-based organizations connect with correctional facilities and organizations that serve incarcerated individuals (e.g., evangelical organizations).
- › Educate correctional facilities about RWHAP.
- › Engage formerly incarcerated people with HIV in the RWHAP planning process.

DATA CONSIDERATIONS

To improve the quality of patient care and data-driven decision-making, accurate data at the patient and facility levels need to be collected. At the patient level, health outcomes (e.g., viral suppression) need to be documented. At the facility level, quality indicators related to HIV testing, access to care, and access to antiretroviral treatment are needed. Sharable electronic health records and up-to-date data sets also are needed.

Providers also should collect data related to justice involvement, but these data need to be collected in a sensitive manner. Such information includes the date of release from most recent incarceration, length of most recent incarceration, number of previous incarcerations, and history of solitary confinement.

CONCLUSION

A knowledge gap remains on how RWHAP grant funds can be used to support people with HIV who are justice involved. Opportunities exist for RWHAP recipients and correctional facilities to collaborate and ensure that people with HIV who are justice involved receive needed care and treatment, both while incarcerated and upon release.



2020 Houston HIV Care Services Needs Assessment: Profile of the Recently Released

**For more information or a copy of the full 2020 Houston
HIV Care Services Needs Assessment contact:**

Houston Area Ryan White Planning Council

Tel: (832) 927-7926

Web: rwpchouston.org

PROFILE OF THE RECENTLY RELEASED

Proactive efforts were made to gather a representative sample of all PLWH in the 2020 Houston HIV Care Services Needs Assessment as well as focus targeted sampling among key populations (See: *Methodology*, full document), and results presented throughout the full document include participants who were recently released. This profile highlights results *only* for participants at the time of survey, as well as comparisons to the entire needs assessment sample.

Notes: “Recently released from incarcerations” and “recently released” are defined in this analysis as

PLWH who indicated at survey that they were released from jail or prison within the past 12 months at the time of survey. Data presented in the Demographics and Socio-Economic Characteristics section of this Profile represent the *actual* survey sample, rather than the *weighted* sample presented throughout the remainder of the Profile (See: *Methodology*, full document). Proportions are not calculated with a denominator of the total number of surveys for every variable due to missing or “check all” responses.

DEMOGRAPHICS AND SOCIO-ECONOMIC CHARACTERISTICS

(**Table 1**) In total, 65 participants in the 2020 Houston HIV Care Services Needs Assessment were recently released from jail or prison within the 12 months prior to survey comprising 12% of the total sample.

Ninety-five percent (95%) of recently released participants were residing in Houston/Harris County at the time of data collection. Like all needs assessment participants, the majority of recently released participants were male (80%), African American (67%), and identified as heterosexual (60%). Among the recently released participants that were surveyed, 14% reported being out of HIV medical care, and the majority of the recently released participants had public health insurance through Medicaid or Medicare (37%), the Harris Health System (31%), and the Ryan White Program (25%).

Several differences were observed when comparing the recently released participants with the total sample of the 2020 Houston HIV Care Services Needs Assessment. Recently released participants had a

higher proportion of males (80% vs 66%), individuals between the ages of 35-49 (37% vs 28%), and participants who identified as African American/Black (67% vs 60%) when compared to the total sample. Recently released participants had a lower proportion of participants who were females (20% vs 34%), participants ages 55-64 (20% vs 28%), and people who had health insurance through Medicare or Medicaid (37% vs 67%). The average annual among recently released participants who reported income was one-third less than the total sample (\$8,974 vs \$13,493).

Characteristics of recently released participants (as compared to all participants) can be summarized as follows:

- Residing in Houston/Harris County
- Male
- African American/Black
- Adults between the ages of 35 and 49
- Heterosexual
- With higher occurrences of no health insurance coverage, and lower average annual income.

TABLE 1-Select Participant Characteristics for Recently Released Participants, Houston Area HIV Needs Assessment, 2020

	No.	Released %	Total %		No.	Released %	Total %		No.	Released %	Total %
County of residence				Age range (median: 50-54)				Sex at birth			
Harris	58	95%	95%	13 to 17	0	-	-	Male	52	80%	66%
Montgomery	2	3%	1%	18 to 24	3	5%	3%	Female	13	20%	34%
Liberty	1	2%	1%	25 to 34	6	9%	9%	Intersex	0	-	0%
Other	4	7%	1.6%	35 to 49	24	37%	28%	Other	0	-	0%
				50 to 54	15	23%	18%	Transgender	3	4.6%	4%
				55 to 64	13	20%	28%	Currently pregnant	0	-	2%
				≥65	4	6%	15%				
				Seniors (≥50)	52	85%	3%				
Primary race/ethnicity				Sexual orientation				Health insurance (multiple response)			
White	13	20%	14%	Heterosexual	38	60%	57%	Private insurance	2	2%	9%
African American/Black	43	67%	60%	Gay/Lesbian	18	29%	30%	Medicaid/Medicare	35	37%	67%
Hispanic/Latino	3	5%	21%	Bisexual	6	10%	9%	Harris Health System	29	31%	29%
Asian American	1	2%	0.7%	Other	1	2%	3.8%	Ryan White Only	24	25%	24%
Other/Multiracial	4	6%	4.7%					None	1	1%	3%
				MSM	27	42%	40%				
Immigration status				Yearly income (average: \$8,974)							
Born in the U.S.	2	2%	9%	Federal Poverty Level (FPL)							
Citizen > 5 years	35	37%	67%	Below 100%	19	76%	67%				
Citizen < 5 years	29	31%	29%	100%	3	12%	19%				
Undocumented	24	25%	24%	150%	3	12%	6%				
Prefer not to answer	1	1%	3%	200%	0	-	5%				
Other	4	4%	2%	250%	0	-	-				
				≥300%	0	-	2%				

BARRIERS TO RETENTION IN CARE

As in the methodology for all needs assessment participants, results presented in the remaining sections of this Profile were statistically weighted using current HIV prevalence for the Houston EMA (2018) in order to produce proportional results (See: *Methodology*, full document).

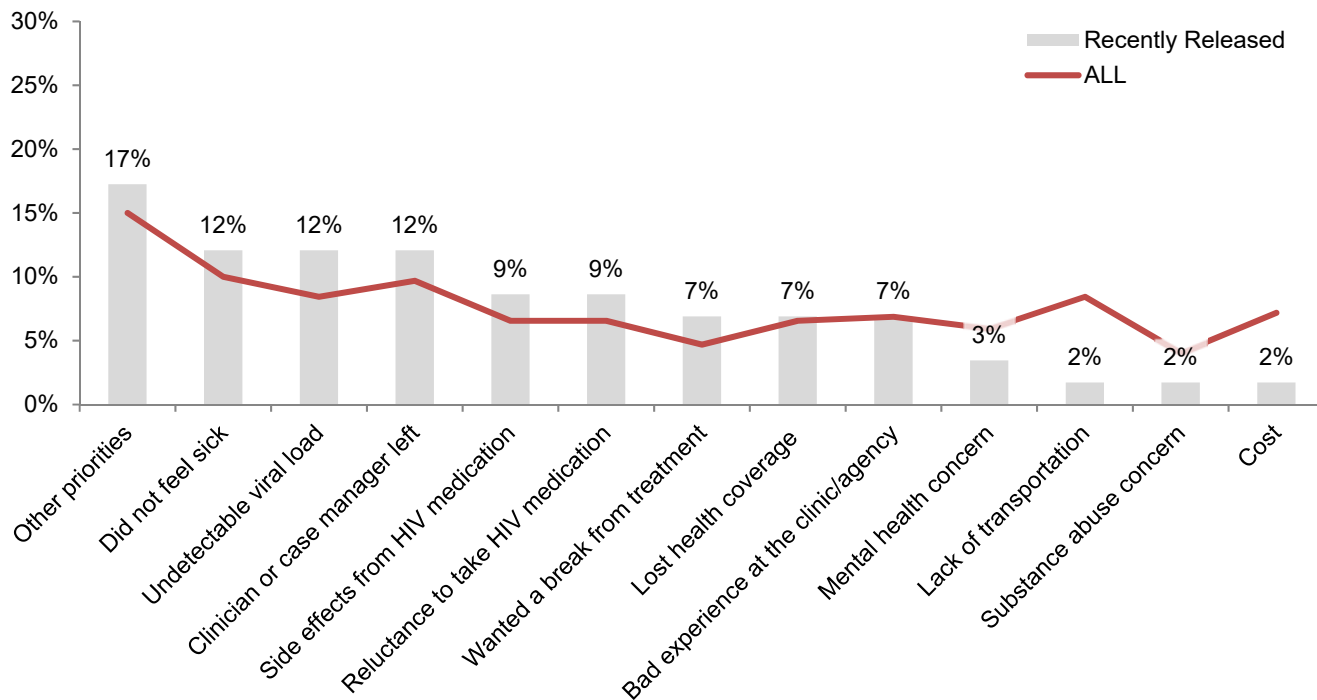
While 67% of all needs assessment participants reported no interruptions in their HIV care for 12 months or more since their diagnosis, 58% of recently released participants reported no interruption in care. Those who reported a break in HIV care for 12 months or more since first entering care were asked to identify the reasons for falling out of care. Thirteen commonly reported reasons were included as options in the consumer survey. Participants could also write-in their reasons.

(Graph 1) Among recently released participants, other priorities was cited most often as the reason for interruption in HIV medical care at 17% of the reported reasons, followed by not feeling sick, undetectable viral load, and clinician or case manager leaving the clinic/agency (all 12%).

The greatest differences between recently released participants and the total sample were in the proportions reporting an undetectable viral load (12% vs 8%) as a reason for falling out of HIV medical care. Write-in responses for this question reported the following as reasons for falling out of HIV medical care – experiencing homelessness, being hospitalized, and the loss of family member.

GRAPH 1-Reasons for Falling Out of HIV Care among Recently Released PLWH in the Houston Area, 2020

Definition: Percent of times each item was reported by recently released needs assessment participants as the reason they stopped their HIV care for 12 months or more since first entering care.



OVERALL RANKING OF FUNDED SERVICES, BY NEED

In 2020, 16 HIV care 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. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these funded services they needed in the past 12 months.

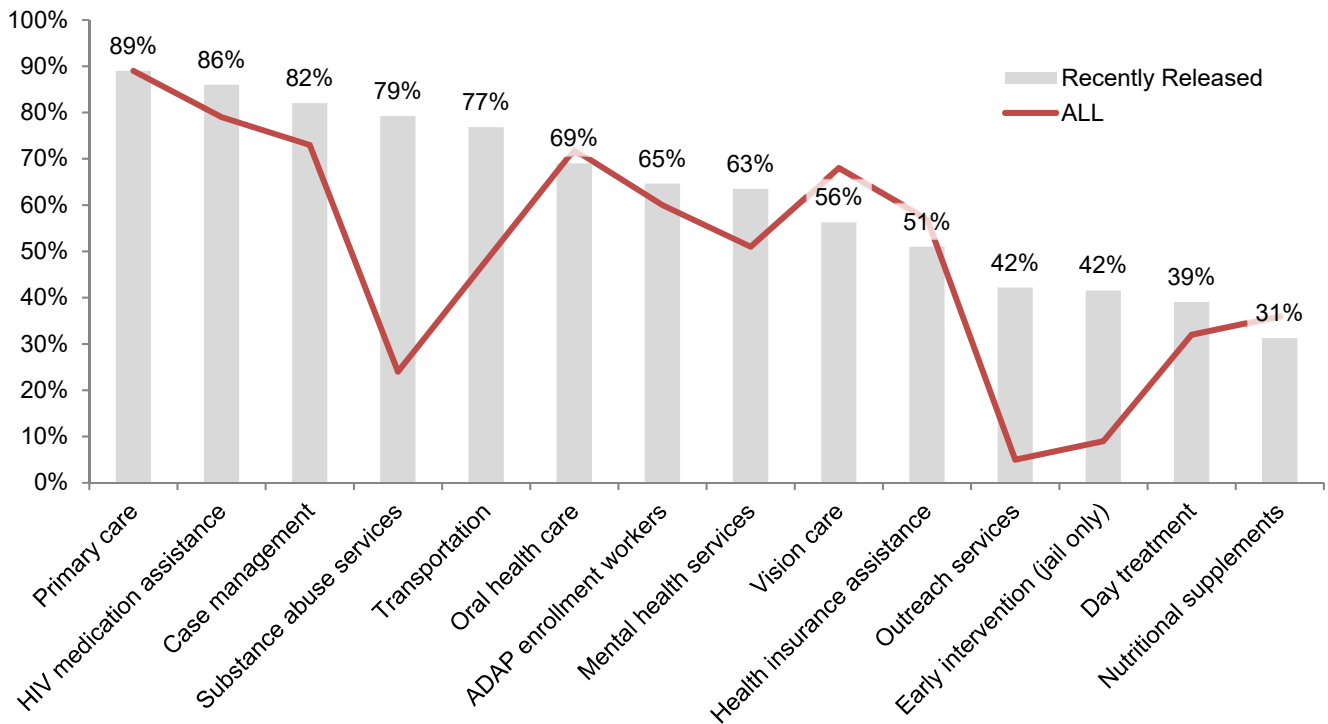
(Graph 2) Among recently released participants, primary care was the most needed funded service at

89% of recently released participants reporting a need. Recently released participants also reported a need for HIV medication assistance (86%), case management (82%), and substance abuse services (79%).

The greatest differences between recently released participants and the total sample were in the proportions reporting need for outreach services (42% vs 5%), early intervention (jail only) services (42% vs 9%), transportation (66% vs 48%) and substance abuse services (79% vs 24%).

GRAPH 2-Ranking of HIV Services among Recently Released in the Houston Area, By Need, 2020

Definition: Percent of recently released needs assessment participants stating they needed the service in the past 12 months, regardless of ease or difficulty accessing the service.



Other Identified Needs

In 2020, 10 other/non-Ryan White funded HIV-related services were assessed to determine emerging needs for PLWH in the Houston area. Participants in the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these other-non-Ryan White funded HIV-related services they needed in the past 12 months.

reported housing (78%) as the most needed service. This was followed by food bank (63%) and health education and risk reduction services (52%).

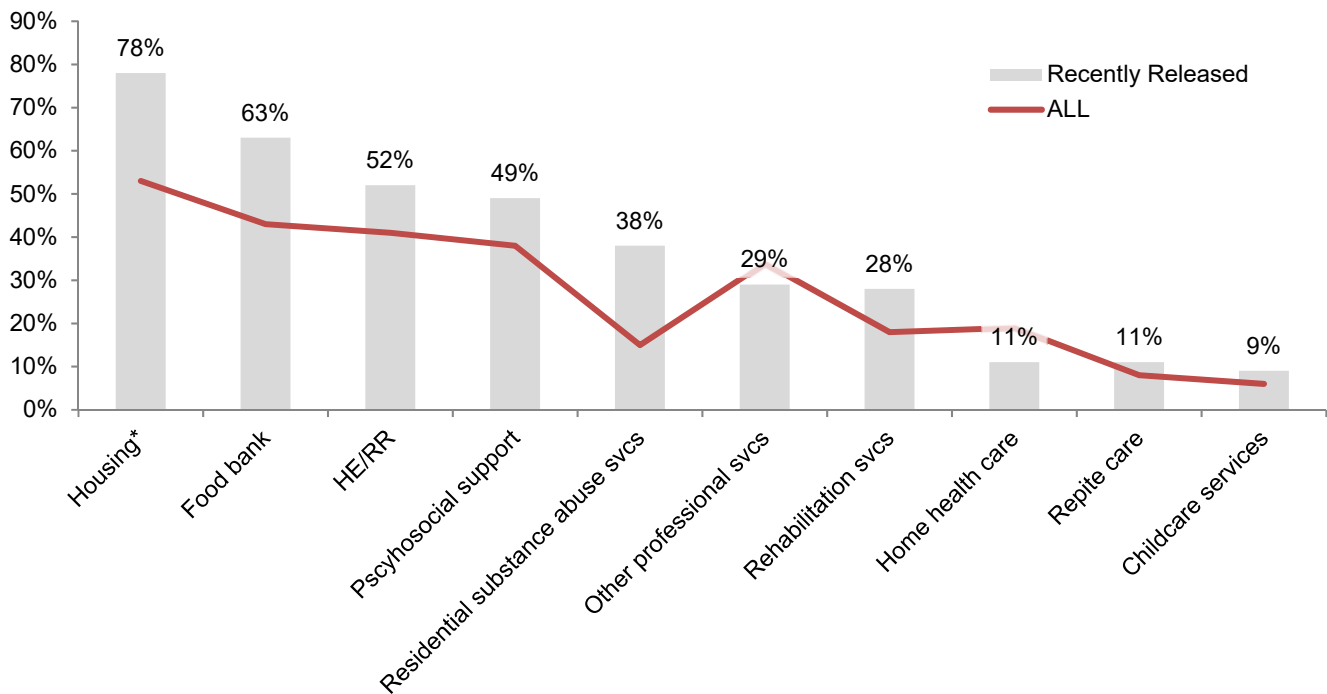
Compared to the total sample, a greater proportion of recently released participants reported needing housing services (78% vs 53%), food bank (63% vs 43%), and residential substance abuse services (38% vs 15%).

(Graph 3) From the 10 services options provided, the greatest proportion of recently released participants

GRAPH 3-Other Needs for HIV Services among Recently Released PLWH in the Houston Area, 2020

Definition: Percent of recently released 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.*



OVERALL BARRIERS TO HIV CARE

The 2020 Houston Area HIV Needs Assessment process continued the practice of reporting difficulty accessing needed services to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. Staff used recursive abstraction to categorize participant descriptions into 39 distinct barriers. These barriers were then grouped together into 12 nodes, or barrier types.

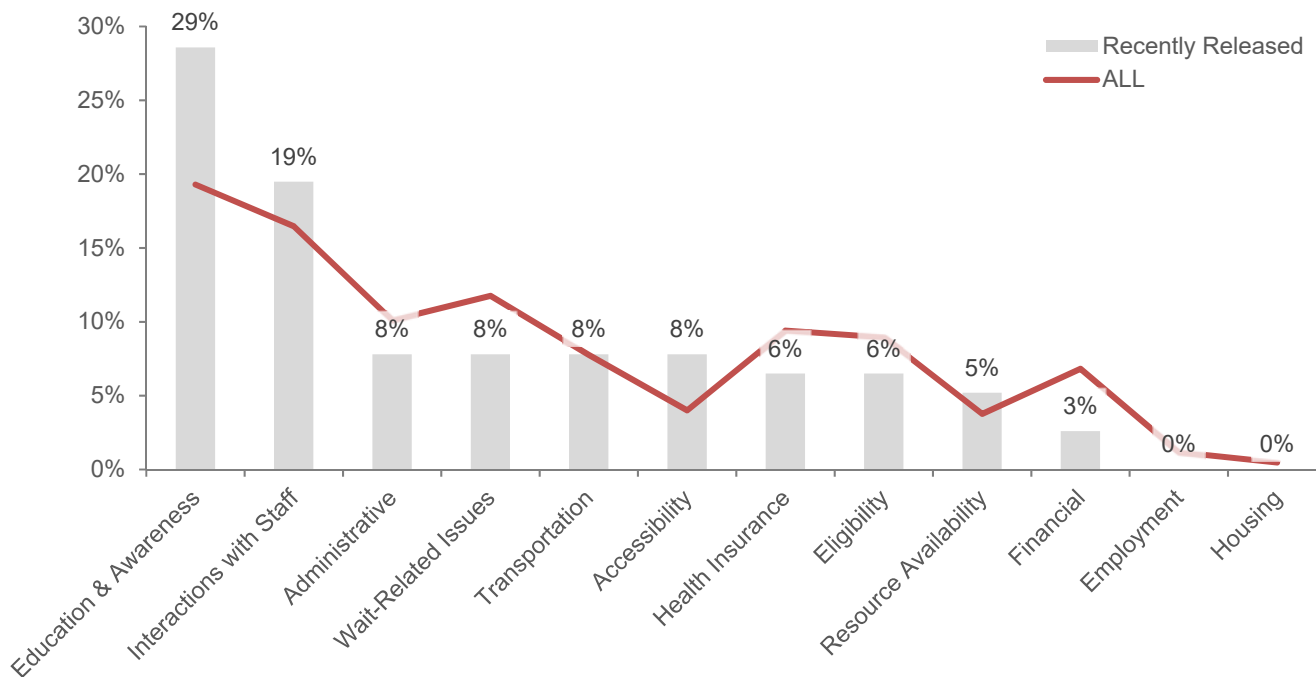
(Graph 4) Thirty-one (31) recently released participants cited barriers to Ryan White funded HIV care services. Recently released participants most often cited barriers related to service education & awareness

(29%), and interactions with staff at the clinic/agency (19%).

Compared to the total sample, recently released participants reported greater proportions of service education & awareness barriers (29% vs 19%), with specific barriers reported being related to not knowing a service was available and not knowing the location of the service/where the service was available in an agency as specific barriers. Recently released participants also reported a greater proportion of barriers related to accessibility (8% vs 4%), with specific barriers reported being related to the former incarceration status, i.e. being restricted from services due to probation, parole, or felon status.

GRAPH 4-Ranking of Types of Barriers to HIV Services among Recently Released PLWH in the Houston Area, 2020

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



HIV Care and Treatment in Rural Communities

HRSA's Ryan White HIV/AIDS Program, 2021



Rural Health Fact Sheet | November 2023

The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides support and resources to RWHAP recipients, including those in rural areas, to assist in the delivery of optimal care and treatment for all to end the HIV epidemic in the United States.^a To that end, addressing HIV health disparities in engagement in care and viral suppression in rural communities is critical.^b The RWHAP encourages innovative practices to best reach, meet the needs of, and retain in care people with HIV in rural communities. Although barriers remain, RWHAP providers^c in rural areas have demonstrated success in such fields as telemedicine, rapid antiretroviral therapy, transportation services, and the use of community health workers.

^a Klein PW, Geiger T, Chavis NS, et al. The Health Resources and Services Administration's Ryan White HIV/AIDS Program in rural areas of the United States: Geographic distribution, provider characteristics, and clinical outcomes. *PLOS ONE*. 2020;15(3): e0230121.

^b HRSA. *Ending the HIV Epidemic in the U.S.* <https://www.hrsa.gov/ending-hiv-epidemic>.

^c "RWHAP providers" refers to provider organizations that deliver direct care and support services to RWHAP clients.



Among RWHAP providers in rural areas in 2021—

- 48.2% served more than 100 RWHAP clients.
- 43.4% were health departments.
- 84.6% received Public Health Service Act Section 330 funding, which supports [HRSA-funded Health Centers](#).

The Top 10 Most Common Services¹ Delivered by RWHAP Providers in Rural Areas in 2021

1. Medical case management	53.0%
2. Medical transportation	43.6%
3. Outpatient ambulatory health services	40.9%
4. Oral health care	36.9%
5. Non-medical case management	34.9%
6. Emergency financial assistance	30.9%
7. Food bank/home-delivered meals	22.1%
8. Mental health services	21.5%
9. Housing	18.1%
10. Health insurance premium and cost-sharing assistance	14.8%

Ending the HIV Epidemic in the U.S.

The [Ending the HIV Epidemic in the U.S. \(EHE\)](#) initiative is an ongoing federal effort focused on increased linkage to, re-engagement in, and retention in HIV care and treatment. EHE provides priority jurisdictions with additional resources, technology, and expertise to expand HIV treatment and prevention activities. Funded jurisdictions include seven states with a disproportionate rural burden of HIV—Alabama, Arkansas, Kentucky,

RWHAP Clients Who Visited Rural Providers in 2021

90.4%

of clients who received services from rural providers were virally suppressed, which is consistent with the national average (89.7%)



51.1%

were aged 50 years and older



57.5%

were from racial and ethnic minority groups



55.3%

were living at or below 100% of the Federal Poverty Level



92.8%

had stable housing



Mississippi, Missouri, Oklahoma, and South Carolina. The U.S. Department of Health and Human Services (HHS) leads the governmentwide effort, and HRSA has a key role in leading the implementation of EHE.

Rural Health and HIV Resources

The following resources describe promising practices, address training and technology needs, and review research and policy recommendations that are relevant to rural health and HIV.

RWHAP Part F AIDS Education and Training

Center (AETC) Program. The RWHAP AETC Program is a network of HIV experts who provide education, training, and technical assistance on HIV care and prevention to health care team members and health care organizations serving people with or at risk of HIV.

RWHAP Best Practices Compilation. This resource gathers and disseminates interventions in RWHAP-funded settings, including those in rural areas, to improve outcomes for people with HIV and support replication by other RWHAP service providers.

TargetHIV. This website is the one-stop shop for technical assistance and training resources for the RWHAP community. Resources include webinars, tools, training materials, implementation manuals, and additional technical assistance resources, including resources dedicated to several key populations (e.g., [rural populations](#)).

AIDSVu. This interactive mapping tool visualizes HIV data from the Centers for Disease Control and Prevention's National HIV Surveillance System and other data sources, including data from rural counties. AIDSVu also provides tools and resources on HIV testing, pre-exposure prophylaxis, and other HIV service locations.

HIV Prevention and Treatment Challenges in Rural America: A Policy Brief and Recommendations to the Secretary. The National Advisory Committee on Rural Health and Human Services provides recommendations to the HHS Secretary on addressing HIV prevention and treatment challenges in rural communities.

Housing Opportunities for People With AIDS (HOPWA) Fact Sheet: Challenges in Rural Areas. This resource provides HOPWA program guidance and information about service area requirements. Additionally, it identifies challenges, suggests best practices to enhance housing operations, and provides program planning guidance.

National Rural Health Association (NRHA): Rural Health Resources and Best Practices. The NRHA provides free resources covering telehealth, policy, and leadership for rural communities and rural health.

Rural HIV/AIDS Planning Program Grantee Sourcebook: 2020–2021. This resource provides detailed descriptions of Rural HIV/AIDS Planning Program grant projects, including key EHE strategies, priority populations served, network development and planning activities, initial project planning outcomes, and sustainability strategies.

Rural HIV/AIDS Prevention and Treatment Toolkit. This toolkit contains modules that describe resources and provide information focused on developing, implementing, evaluating, and sustaining rural HIV programs.

Rural Residency Planning and Development Program. This program, a partnership between HRSA's Federal Office of Rural Health Policy and its Bureau of Health Workforce, provides funding to create new rural medical residency programs. The purpose is to improve access to health care by funding programs to train more physicians in rural communities.

Rural Telehealth Resource Centers (TRCs). This resource, developed by HRSA's Federal Office of Rural Health Policy, lists regional and national TRCs that provide technical assistance to states and territories concerning technology assessment and telehealth policy.

Reference

¹ Ryan White HIV/AIDS Program Services: Eligible Individuals and Allowable Uses of Funds. PCN 16-02. <https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/service-category-pcn-16-02-final.pdf>.





2020 Houston HIV Care Services Needs Assessment: Profile of Rural PLWH

**For more information or a copy of the full 2020 Houston
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PROFILE OF RURAL AREAS

People living with HIV (**PLWH**) in rural areas experience the impact of HIV disproportionately and have specific HIV prevention and care needs that are much different than those seen in urban areas. The CDC estimates that 24% of all new diagnoses in the United States are within rural areas, which is more than any other region (Center for Disease Control & Prevention, 2019).

Proactive efforts were made to gather a representative sample of all PLWH in the 2020 Houston HIV Care Services Needs Assessment as well as focus targeting sampling among key populations (See: *Methodology*, full document), and results presented throughout the full document include participants who were currently

living in rural areas within the Houston EMA at the time of data collection.

Note: Rural participants are defined in this analysis as PLWH who indicated at survey that they were currently residing in a county within the Houston EMA that is not Harris County. Data presented in the Demographics and Socio-Economic Characteristics section of this Profile represent the *actual* survey sample, rather than the *weighted* sample presented throughout the remainder of the Profile (See: *Methodology*, full document). Proportions are not calculated with a denominator of the total number of surveys for each variable due to missing or “check all” responses within the survey.

DEMOGRAPHICS AND SOCIO-ECONOMIC CHARACTERISTICS

(**Table 1**) In total, 29 participants in the 2020 Houston HIV Care Services Needs Assessment reported currently residing in a rural county at the time of data collection comprising 5% off the total sample.

The majority of rural needs assessment participants resided within Fort Bend County (31%) at the time of survey. Rural needs assessment participants also reported living within Montgomery County (22%), and Liberty County (9%). Like all needs assessment participants, the majority of rural needs assessment participants were male (70%), and were between the ages of 35 to 64 (70%). While most rural needs assessment participants primarily identified as Black/African American (45%) and heterosexual (45%), a high proportion of rural needs assessment participants identified as White (41%) and gay/lesbian (45%). Among rural needs assessment participants, 87% reported being retained in HIV medical care at the time of the survey, and primarily paid for medical care through Medicaid, Medicare, and the Ryan White Program.

Several differences were observed when comparing the rural needs assessment participants with the total sample of the 2020 Houston HIV Care Services Needs Assessment. Rural needs assessment participants had a

higher proportion of individuals between the ages of 25 to 34 (13% vs 9%), who are seniors (78% vs 3%), who identified as transgender (7% vs 4%), individuals who identified as White (41% vs 14%), and individuals who have Ryan White to pay for their HIV medical care (24% vs 24%). Rural needs assessment participants were also more likely to have no health insurance compared to the total sample (7% vs 2%).

Rural needs assessment participants had a lower proportion of participants who had insurance through Medicare or Medicaid (37% vs 67%) or the Harris Health System (12% vs 29%). The average yearly income reported by rural needs assessment participants was \$13,544, which is slightly more than that of the total sample (\$13,544 vs \$13,493).

Characteristics of recently released participants (as compared to all participants) can be summarized as follows:

- Residing in Fort Bend County
- Male
- African American/Black as well as White
- Adults between the ages of 35 and 64
- Heterosexual as well as Gay/Lesbian
- With higher occurrences of no health insurance coverage, and use of public health insurance.

TABLE 1-Select Participant Characteristics for Rural Participants, Houston Area HIV Needs Assessment, 2020

	No.	Rural %	Total %		No.	Rural %	Total %		No.	Rural %	Total %
County of residence				Age range (median: 50-54)				Sex at birth			
Fort Bend	10	31%	2%	13-17	0	-	-	Male	21	70%	66%
Montgomery	7	22%	1%	18-24	2	7%	3%	Female	9	30%	34%
Liberty	3	9%	0.5%	25-34	4	13%	9%	Intersex	0	-	0%
Other*	12	38%	1.6%	35-49	8	27%	28%	Other	0	-	0%
*Other includes: Colorado, Walker and Waller County				50-54	4	13%	18%	Transgender	2	6.7%	4%
				55-64	9	30%	28%	Currently pregnant	0	0.0%	2%
				≥65	3	10%	15%				
				Seniors (≥50)	21	78%	3%				
Primary race/ethnicity				Sexual orientation				Health insurance (multiple response)			
White	12	41%	14%	Heterosexual	13	45%	57%	Private insurance	3	7%	9%
African American/Black	13	45%	60%	Gay/Lesbian	13	45%	30%	Medicaid/Medicare	15	37%	67%
Hispanic/Latino	3	10%	21%	Bisexual/Pansexual	3	10%	9%	Harris Health System	5	12%	29%
Asian American	0	-	0.7%	Other	0	-	3.8%	Ryan White Only	14	34%	24%
Other/Multiracial	1	3%	4.7%	MSM	16	52%	41%	VA	1	2%	3%
Immigration status				Yearly income (average: \$13,544)							
Born in the U.S.	27	90%	88%	Federal Poverty Level (FPL)							
Citizen > 5 years	2	7%	10%	Below 100%	4	33%	67%				
Citizen < 5 years	0	-	1%	100%	8	67%	19%				
Visa (student, work, tourist, etc.)	1	3%	0.2%	150%	0	-	6%				
Prefer not to answer	0	-	0.7%	200%	0	-	5%				
Born in the U.S.	27	90%	88%	250%	0	-	-				
				≥300%	0	-	2%				

BARRIERS TO RETENTION IN CARE

As in the methodology for all needs assessment participants, results presented in the remaining sections of this Profile were statistically weighted using current HIV prevalence for the Houston EMA (2018) in order to produce proportional results (See: *Methodology*, full document).

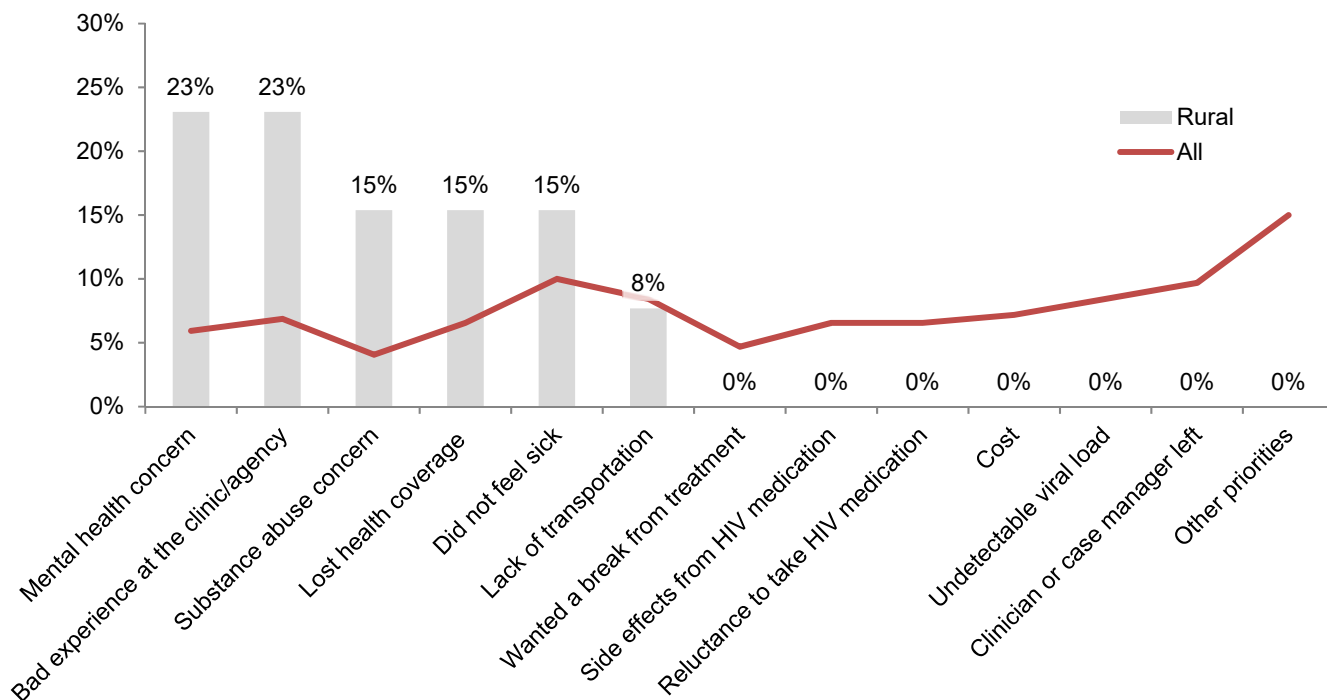
While 67% of all needs assessment participants reported no interruptions in their HIV care for 12 months or more since their diagnosis, 80% of rural participants reported no interruptions in their HIV care for 12 months or more since their diagnosis. Those who reported a break in HIV care for 12 months or more since first entering care were asked to identify the reasons for falling out of care. Thirteen commonly reported reasons were included as options in the consumer survey. Participants could also write in their reasons.

(**Graph 1**) Among rural needs assessment participants, bad experiences at the clinic/agency and mental health concerns was the most cited most often as the reasons for interruption in HIV medical care both at 23% of the reported reasons. The next most cited reasons for interruptions in HIC medical care were not feeling sick, loss of health coverage, and substance abuse concerns (all 15%).

The greatest differences between rural needs assessment participants and the total sample were the proportions reporting mental health concerns (23% vs 6%), bad experiences at the clinic/agency (23% vs 7%), substance abuse concerns (15% vs 4%), loss of health care coverage (15% vs 7%), and not feeling sick (15% vs 10%) as reasons for interruption in HIV medical care. Rural needs assessment participants provided no write in responses.

GRAPH 1-Reasons for Falling Out of HIV Care among Rural PLWH in the Houston Area, 2020

Definition: Percent of times each item was reported by rural needs assessment participants as the reason they stopped their HIV care for 12 months or more since first entering care.



OVERALL RANKING OF FUNDED SERVICES, BY NEED

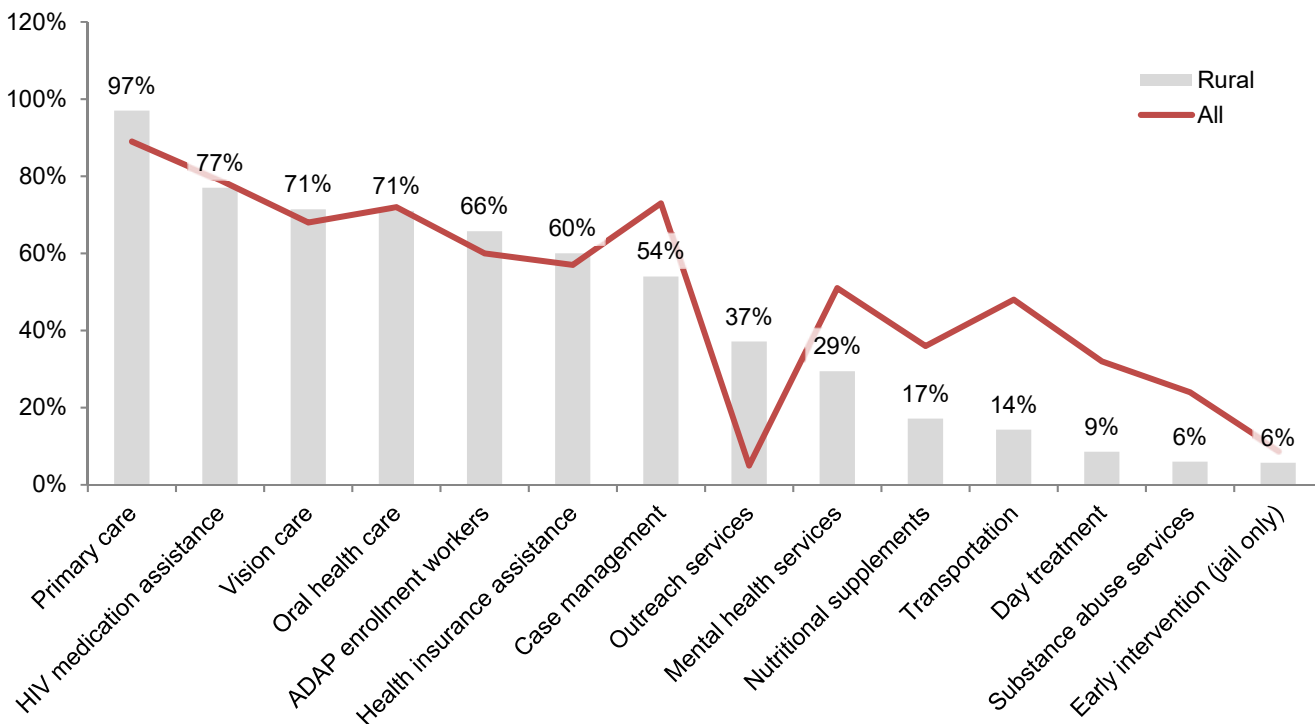
In 2020, 16 HIV care medical and support services were funded through the Houston Area Ryan White HIV/AIDS Program, and housing services were provided through the local HOPWA program. Participants of the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these funded services they needed in the past 12 months.

(Graph 2) Among rural participants, primary care was the most needed funded service at 97% of rural

participants reporting a need. Rural participants also indicated needs for local HIV medication assistance (77%), vision care (71%), and oral health care (71%). The greatest differences between rural needs assessment participants and the total sample were in the proportions reporting need for outreach services (37% vs 5%), primary care (97% vs 89%), ADAP enrollment workers (66% vs 60%), and vision care (71% vs 68%).

GRAPH 2-Ranking of HIV Services among Rural PLWH, By Need, 2020

Definition: Percent of rural needs assessment participants stating they needed the service in the past 12 months, regardless of ease or difficulty accessing the service.



Other Identified Needs

In 2020, 10 other/non-Ryan White Funded HIV-related services were assessed to determine emerging needs for PLWH in the Houston area. Participants in the 2020 Houston HIV Care Services Needs Assessment were asked to indicate which of these other/non-Ryan White funded services they needed in the past 12 months.

(Graph 5) From the 10 service options provided, rural needs assessment participants reported health education & risk reduction services (44%) as the most needed other/non-Ryan White Funded HIV-related service. Rural needs assessment participants also cited

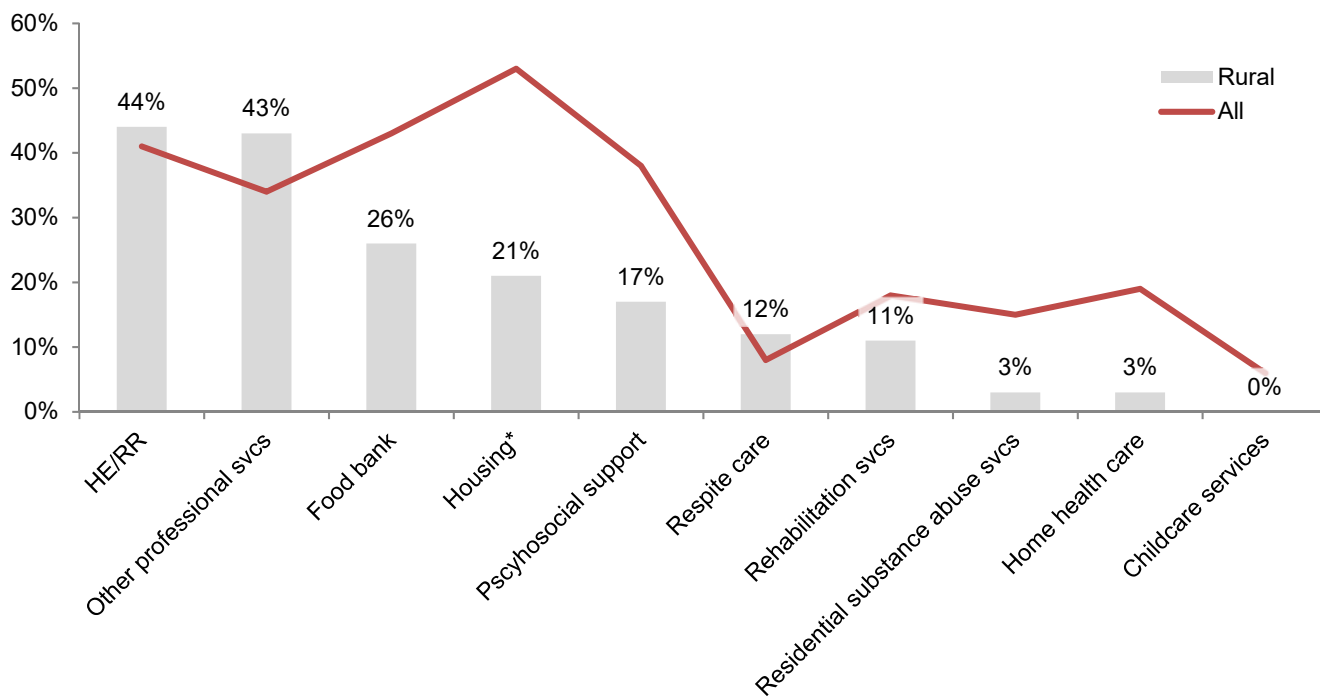
other professional services (43%), and food bank services (26%) as needed other/non-Ryan White Funded HIV-related services.

Overall when compared to the total sample rural needs assessment participants reported less need for other/non-Ryan White Funded HIV-related services; however, a greater proportion of rural needs assessment participants reported need for other professional services (43% vs 34%), respite care (12% vs 8%), and health education & risk reduction services (44% vs 41%).

GRAPH 3-Other Needs for HIV Services among Rural PLWH, 2020

Definition: Percent of rural 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.



OVERALL BARRIERS TO HIV CARE

The 2020 Houston Area HIV Needs Assessment process continued the practice of reporting difficulty accessing needed services to provide a brief description of the barrier or barriers encountered, rather than select from a list of pre-selected barriers. Staff used recursive abstraction to categorize participant descriptions into 39 distinct barriers. These barriers were then grouped together into 12 nodes, or barrier types.

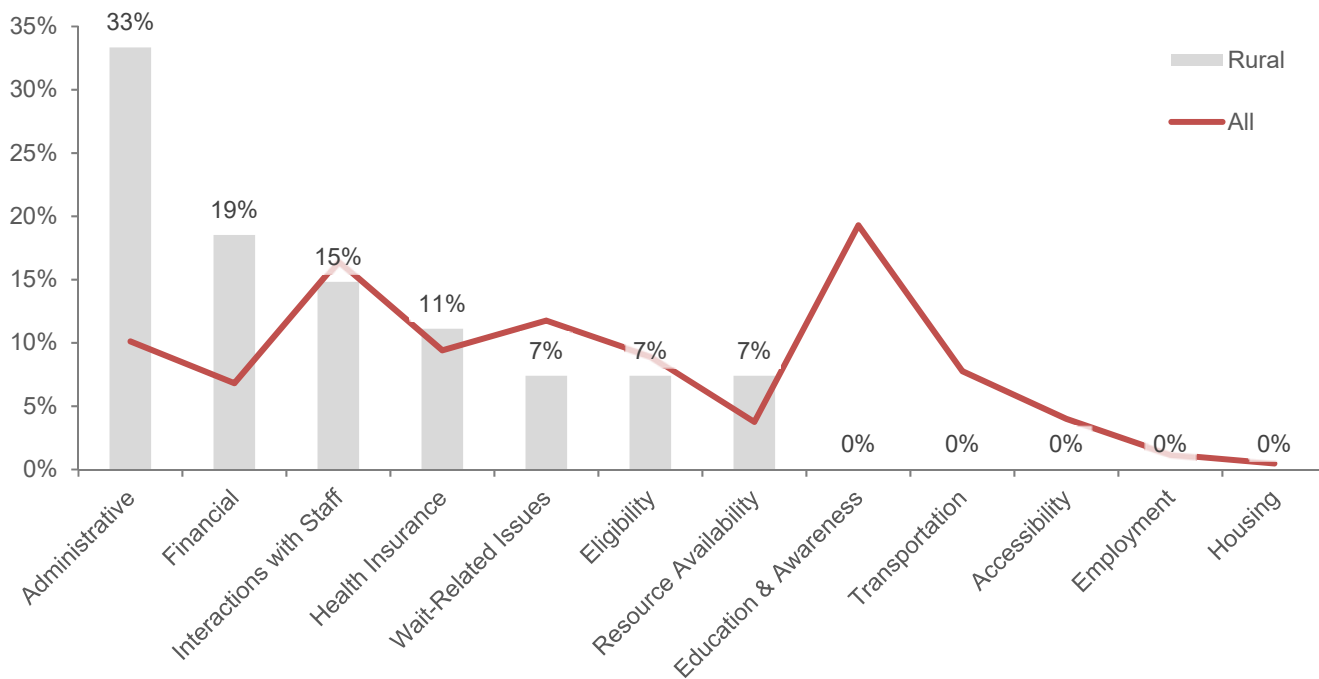
(Graph 4) Thirteen (13) rural needs assessment participants cited barriers to Ryan White funded HIV care services. Rural needs assessment participants most cited barrier type was administrative related (33%); with complex processes, dismissal from the agency or

clinic and understaffing being the barriers reported. Rural needs assessment participants also reported financial barriers (19%), not being able to pay for services, and interactions with staff (15%) as reported barrier types. Barriers related to interactions with staff reported by rural needs assessment participants were related to poor treatment by clinic or agency staff, and poor correspondence or follow from staff.

Compared to the total sample, rural needs assessment participants reported greater proportions of service administrative barriers (33% vs 10%), financial barriers (19% vs 7%), and barriers due to resource availability (7% vs 4%).

GRAPH 4-Ranking of Types of Barriers to HIV Services among Rural PLWH, 2020

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



Works Cited

Centers for Disease Control and Prevention. (2019, September). *Diagnoses of HIV Infection in the United States and Dependent Areas, 2019*. Retrieved from <https://www.cdc.gov/hiv/pdf/policies/cdc-hiv-in-the-south-issue-brief.pdf>