



**CUYAHOGA COUNTY
BOARD OF HEALTH**

Your Trusted Source For Public Health Information

FY2026 Ryan White Part A Provider Services Meeting

March 31, 2026

Agenda

9:00 – 9:15

Welcome & Opening Remarks

9:15 – 9:30

HIV/STI Prevention

9:30 – 10:20

Provider Presentations (10 min. each)

AIDS Taskforce, Cleveland Clinic, DSAS,
May Dugan, Mercy

10:20 – 10:30

Break

10:30 – 11:30

Provider Presentations (10 min. each)

MetroHealth, Neighborhood Family Practice, NLURC,
Signature Health, The Centers, UH

11:30 – 12:00

Closing and Networking





*W*elcome

Ryan White Part A Staff

Anastassia Idov
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Elly Falter
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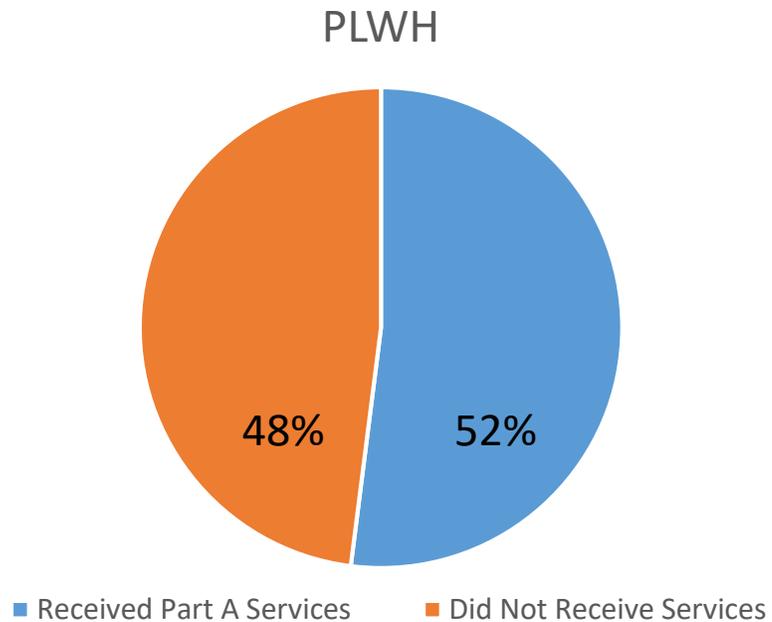
Melissa Hansen
Part A CQM Program Manager
mhansen@ccbh.net
216-201-2000 ext. 1527

Brittanie Evans
Part A Grant Coordinator
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216-201-2000 ext. 1316

FY2025 Cleveland TGA Data

Total number people living with HIV in the TGA: 6,213

Total number Ryan White Part A clients served: 3,231



FY2025 Cleveland TGA Data

Service Category	Total Number Clients Served in FY25
Early Intervention Services	630
Emergency Financial Assistance	3
Food Bank/Home-Delivered Meals	358
Home and Community-Based Health	21
Home Health Care	21
Medical Case Management	951
Medical Nutrition Therapy	151
Medical Transportation	795
Mental Health Services	583
Non-Medical Case Management	1,370
Oral Health Care	297
Other Professional Services (Legal)	122
Outpatient/Ambulatory Health Services	2,250
Psychosocial Support	134

Cuyahoga Regional HIV Prevention and Care Planning Council

If you would like to be added to the Planning Council mailing list to receive meeting updates and connection info, please see **Lisa-Jean Sylvia Reyes, Planning Council Facilitator**, or Brittanie Evans, Planning Council Support Staff.

Meetings are open to the public. You do not have to be a member to attend a meeting!



<https://www.youtube.com/watch?v=nYQWOPQ9Cw0>

Disease Intervention Specialists
HIV/STI Prevention Program

CUYAHOGA COUNTY
.....
BOARD OF HEALTH

YOUR TRUSTED SOURCE FOR PUBLIC HEALTH INFORMATION

5550 Venture Drive Parma, Ohio 44130
216-201-2000 www.ccbh.net

HIV/STI Prevention Program

Comprised of two grants (STI Prevention & HIV Prevention) that support programming and staff

Funded by Ohio Department of Health (ODH funded by CDC)

6 County Region: Cuyahoga, Ashtabula, Lake, Geauga, Medina, Lorain

Program Staff

Melissa Kolenz, Supervisor

Danielle LeGallee, HIV Prev. Program Manager

Shameem Ahmad & LaJuanna White, DIS Program Managers

Disease Intervention Specialist (DIS)

Ta’Juanna Simpson	Julie Boylan
Lindsey Akpo-Esambe	Priscilla Clark
Morgan Dugan	Imani Tunson
Angelique Garcia	Markayla Mariner



Region 3

2021 Ohio HIV/STD Regions

★ Disease Intervention Specialist (DIS) Home Location

- 1** **Toledo-Lucas County Health Department**
 DIS/LTC Supervisor: Donna Fox
- 8** **Hamilton County Public Health**
 DIS/LTC Supervisor: Todd Rademaker
- 10** **Allen County Health Department**
 DIS/LTC Supervisor: Tami Gough
- 6** **Portsmouth City Health Department**
 DIS/LTC Supervisor: Halea Hatten
- 7**
- 11** **Columbus Public Health**
 DIS Supervisor: Tanisha Pettus
 LTC Supervisor: Mary Roberts

Mark Pawelczak
 Office: 419-245-2406
 Cell: 419-551-1157

- 4** **Summit County Health District**
 DIS/LTC Supervisor: Joanne Emery
- 5** **Canton City Health Department**
 DIS/LTC Supervisor: Diane Thompson
- 9** **Public Health – Dayton & Montgomery Co.**
 DIS/LTC Supervisor: Dominique Ayers

Tijauna Smith
 Office: 330-643-1309
 Cell: 330-958-0248

Scott Koprowski
 Office: 330-643-1327
 Cell: 614-704-7380

- 2**
- 3** **Cleveland Department of Public Health**
 DIS/LTC Supervisor: Brandy Eaton



Ohio
 Department of Health



STI Prevention Program Components

- Mandated Reporting forms for HIV and all STIs
- Lab results from labs/providers for HIV and all STIs
- Epidemiology and Surveillance (in partnership with ESI)
- Fielding provider calls that pertain to treatment and history of disease (Syphilis)
- Promotion of health messaging via social media, websites, other marketing media.



STI Prevention Program Components

STI Prevention

- DIS (New Syphilis, Congenital Syphilis cases)
- Partner Services
- Linkage to Care
- Outreach and education
- Congenital Syphilis Review Board
- Outbreak detection and response



What is a DIS?

A **Disease Intervention Specialist** (DIS) is a public health worker who is responsible for locating persons newly infected with HIV and syphilis for the purpose preventing the spread of disease and further complications.

This is done by:

- educating them about their new Diagnosis
- providing risk reduction counseling
- Linking individuals to care
- Ensuring appropriate treatment
- Providing Partner Services



Role of DIS

1. Receives all positive lab findings for HIV & Syphilis

2. Follow up & interview reported cases in Region 3

Cuyahoga, Lake, Lorain, Medina, Ashtabula, Geauga

3. Conduct interview and field investigation with infected persons

-Ensure that infected persons are medically evaluated and appropriately treated

-Solicit partner information (Partner Services)

-Prevent future infections/transmission by educating about risk reduction/behavior change.



Partner Services

- Public Health Strategy to control the spread of STI's and HIV
- Ensures confidential notification, appropriate medical attention, and appropriate referrals for exposed partners and other high-risk individuals
- Delivered in a non-judgmental, culturally appropriate and sensitive manner

Partner Service Principals

- Client Centered
- Confidential
- Voluntary and non-coercive

Partner Services Goals

- To provide support for infected person to notify partners confidentially
- Provide testing opportunity to partners
- Provide early linkage to care and other supportive services
- Reduce rates of transmission by providing early diagnosis and linking to care
- Provide prevention/risk reduction counseling to partners

DIS Skills

- Ability to maintain strict confidentiality
- Personal organization and time management
- Informed about the causes and spread of HIV/STIs
- Interviewing, counseling, taking sexual health history
- Knowledge of local resources
- Case analysis and troubleshooting
- Provider and community engagement/education
- Testing in the field (HIV/Syphilis)

DIS Training

- Passport to Partner Services
 - apx. 100 hrs. of online curriculum that focuses on HIV/STI transmission, symptoms, and treatment
 - Communication/interview skills, case analysis
- Other online trainings on related topics
- In-person DIS training with CDC (on hold)
- Topic specific sessions with ODH DIS Liaison (DIC)
- Shadowing experienced DIS
- Phlebotomy Certification



Questions?



LoveLeadsHere.org



TEST ME

Ask for the HIV test.
Take PrEP if you're negative.
Get treatment if you're positive.
Health for everybody.

love leads here.



love leads here.

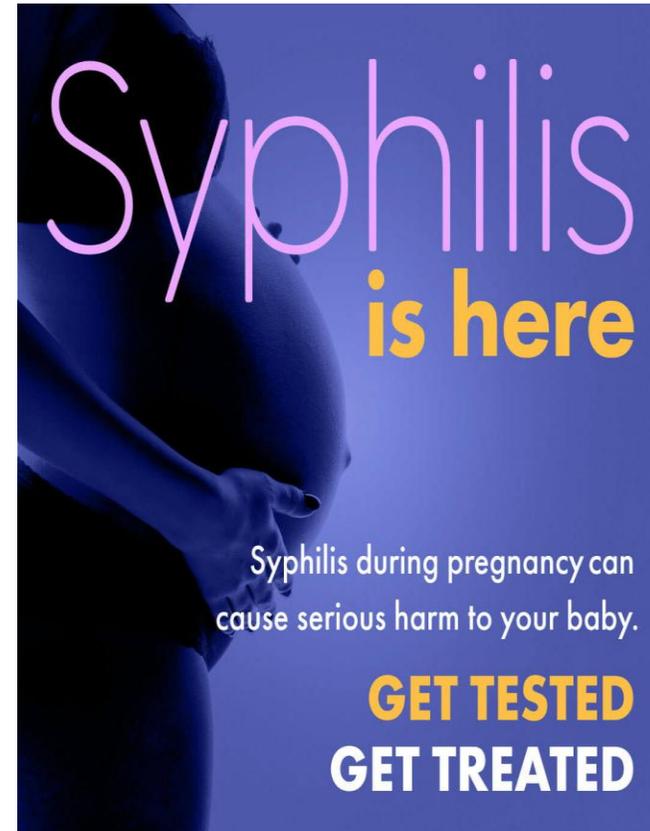
I Take PrEP

As a Trans woman I look out for myself and my community

PrEP is the power to stay HIV negative.

[Learn More](#) [View Resources](#)

Español



Syphilis is here

Syphilis during pregnancy can cause serious harm to your baby.

**GET TESTED
GET TREATED**



Up Next...





CUYAHOGA COUNTY BOARD OF HEALTH
RYAN WHITE PART A
FY26 PROGRAM UPDATES AND SHOWCASE OF PART A SERVICES

PRESENTED BY:
CHRIS KRUEGER
ADMINISTRATIVE DIRECTOR OF SERVICES & GRANTS



Our Mission



The AIDS Taskforce of Greater Cleveland provides a compassionate and collaborative response to the needs of people infected, affected, and at risk of HIV/AIDS. This is accomplished through leadership in prevention, education, supportive services, and advocacy.

Who We Are, Who We Serve

Founded in 1983, The AIDS Taskforce of Greater Cleveland (ATGC) is one of the oldest and largest AIDS Service Organization (ASO) in Northeast Ohio. We annually provide social and medical services to nearly 1,000 clients living with HIV and prevention services to over 25,000 at greatest risk for acquiring the virus that causes AIDS. Our organization provides a coordinated and collaborative response to HIV/AIDS epidemic affecting Northeast Ohio.

ATGC Staff information

ATGC's Main number is 216-621-0766

Tracy Jones - Executive Director

- Email: tjones@clevelandtaskforce.org
- Phone: x52924

• Rebecca Sabala- Associate Executive Director

- Email: rsabala@clevelandtaskforce.org
- Phone: x52915

• Leon Hall - Director of Operations

- Email: lhall@clevelandtaskforce.org
- Phone: x52905

• Janet Gibson – Controller

- Email: jgibson@clevelandtaskforce.org
- Phone: 52921

• Natalijia Palasic

- Email: npalasic@clevelandtaskforce.org
- Phone: x52910

• Chris Krueger - Administrative Director of Services & Grants

- Email: ckrueger@clevelandtaskforce.org
- Phone: x 52909

• Andrea DeJesus – Housing Case Manager Supervisor

- Email: adejesus@clevelandtaskforce.org
- Phone: x52917

•Nestor Marrero - Intake Specialist

- Email: Nmarrero@clevelandtaskforce.org
- Phone: x52953

•Katherine O'brien – Medical Case Manager

- Email: kobrien@clevelandtaskforce.org
- Phone: 52916

•Cheryl Gleeson – Medical Case Manager

- Email: cgleeson@clevelandtaskforce.org
- Phone: x52928

•Stanley Davis – Housing Case Manager

- Email: sdavis@clevelandtaskforce.org
- Phone: 52939

•Dwayne McCully – Housing Case Manager

- Email: dmccully@clevelandtaskforce.org
- Phone: x52922

•Charles Kelly – Housing Case Manager

- Email: ckelly@clevelandtaskforce.org
- Phone: x52933

Medical Case Management

- Ensures that clients have easy access to medications and medical care.
- Complete assessments and create Individual Services Plans, focusing on medical and medication goals.
- Assist clients with obtaining medical insurance (ie; OHDAP, Medicaid, Medicare) and the Marketplace.
- Will make appropriate referrals to medical and other resources if needed.

Non-Medical Case Management

- Provides direct non-medical services for people living with HIV/AIDS: including delivery coordination of health care, care giver, mental health, housing services, medical transportation assistance and recovery services.
- Housing Advocacy provides services that assist in attaining/maintaining housing and facilitates transition to permanent, safe and affordable housing.

Medical Transportation Assistance

- Medical transportation services are provided by bus tickets/Para Transit, gas cards, ride shares, to enable a client to access medical care or other supportive services.
- The agency also provides transportation using the agency van to transport clients when needed.



Emergency Financial Assistance (EHE HOME)

- The EHE Home Program is designed to assist clients with maintaining their households when emergencies arise
- The EHE Home Program provides the following assistance with rent:
 - Assistance with first month's rent
 - Assistance with past due rent
- The EHE Home Program can also provide utility assistance when a client is facing utility disconnect

AIDS Rental Assistance Program (ARAP)

- ARAP is a program to assist clients with maintaining their households when emergencies arise
- ARAP provides the following assistance with rent:
 - Assistance with first month's rent
 - Assistance with past due rent
- ARAP can also provide utility assistance when a client is facing utility disconnect

Food Bank/Home Delivered Meals Program

- Provides a combination of dry goods, non-perishable and frozen items as well as nutritional staples essential to a clients diet.
- A home delivered food program is also available for clients who are housebound with a prescription.
- Clients can also receive the following non-food items:
 - ✓ Personal hygiene products
 - ✓ Household cleaning supplies



Additional Programs and Services

Provides the community with information on HIV/AIDS while offering testing and prevention services through our agency.

- **Services include:**

- **HIV Mobile Testing Unit:** a mobile unit that goes out into the community to various locations to provide onsite rapid testing. Unit provide immediate linkage to care when warranted.
- **HIV Testing:** ATGC offers free HIV testing to anyone who comes to our office during business hours. Along with in person testing ATGC also offers free at home HIV testing kits.
- **Men's Support Groups:** Support and education for people living with HIV and AIDS. Every Monday starting at 5:30pm.
- **Women Support Group:** Support and education for people living with HIV and AIDS. Every 2nd Tuesday of the month starting at 11:00am.
- **Beyond Identities Community Center (BICC):** a membership based prevention education program that addresses the youth development needs of LGBTQ youth of color ages 14-24 in an effort to reduce their risk for HIV/AIDS transmission.
- **Project Dawn:** A program that provides naloxone to community members within Cuyahoga County at no cost.
- **AIDS Healthcare Foundation Health Care Center and Pharmacy**
- **AHF Wellness Clinic:** A program that provides free HIV and STD testing and treatment to community members at no cost. This program is available Monday through Thursday 1:00pm to 4:00pm and is first come first serve.

ATGC Data 2025

Case Management Data

- 719 clients in Case Management Services
 - 617 non-medical clients
 - 102 medical clients
- 190 clients completed intakes
- Average caseload size was 98 in 2025

EHE Home Data

- 255 clients utilized ARAP in 2025
 - 64 received utility assistance
 - 76 received rental assistance
 - 37 received assistance with first month's rent/security deposit
 - 64 received both rental and utility assistance

ARAP Data

- 249 applications for utility assistance
- 68 applications for rental/mortgage assistance

Food Pantry Data

- 1720 food pantry bags provided to clients in 2025

Produce to the People (May 2025-October 2025)

- 2452 individuals living in Cuyahoga County participated

HIV Testing Data

- ATGC provided 5752 in 2025
- 45 HIV positive tests results in 2025
- .87% positivity rate in 2025

AHF Wellness

- Wellness provided STD testing to 1185 individuals in 2025 and had 4 positive HIV test result. AHF Wellness also had 49 new Prep patients in 2025.

Beyond Identities Community Center

- 1,352 youth visits in 2025
- 13 HIV tests performed at BICC
- 3 positive HIV test result in 2025 from BICC

What's New?



Natalija Palasic
Director of Education



Andrea DeJesus
Housing Case Manager Supervisor

Highlights

Produce to the People Returning May 20, 2026!!!

ATGC Partners with the Cleveland Food Bank to offer free produce on the 3rd Wednesday of each month in ATGC's parking lot at 2829 Euclid Avenue Cleveland OH 44115.

- This event is open to anyone there are no requirements to participate and receive fresh produce!!!

AHF PrEP Program

Pride Kick-off Party Date To Be Announced

ATGC is partnering with the Roxy/Mahalls to host a huge pride kick-off party. This will be a multi room experience with a live band to kick off the night followed by a DJ and go-go dancers in the main room, bowling downstairs, and drag queen led karaoke I pins and needles.

Up Next...



THE CLEVELAND CLINIC FOUNDATION

INFECTIOUS DISEASE DEPARTMENT
9500 EUCLID AVE., DESK G21,
CLEVELAND, OH 44195
216-636-1873



WHO WE ARE



- Cleveland Clinic's mission is: Caring for life, researching for health, educating those who serve.

INFECTIOUS DISEASE TEAM

- Administrator – Rhonda Jenkins, MPH
- Program Manager and IMCM Hope Callahan, MSW LSW
- EHE Team
 - PI – Dr. Bethany Lehman, DO
 - Rapid Start Coordinator – Shenee Dantzler
 - Peer Navigator - Kimberly Moore, CHW MBA
- Ryan White Team
 - PI – Dr. Marisa Tungsiripat, MD
 - MCM/EIS - Lydia Spangler, LSW
 - NMCM – Serrena Prezioso, MPH



CURRENT STAFF

- **Physicians**

Dr. Marisa Tungsiripat, MD

Dr. Bethany Lehman, DO

Dr. Tricia Bravo, MD

Dr. Caitlin Blaskewicz, MD

Dr. Petros Svoronos, MD

Dr. Christopher Kovacs, MD

Dr. Katherine Holman, MD

Dr. Vinh Dang, MD

Dr. Francisco Marco Canosa, MD

Dr. Anita Modi, MD

Dr. Jessica Erickson, MD

Dr. Patricia Bartley, MD

Dr. Leonard Calabrese, DO

Dr. Cassandra Calabrese, DO

Dr. Alexander Shaffer, MD

- **Pharmacists (HIV Focused) :**

- Andrea Pallotta, Pharm.D., BCPS, BCIDP, AAHIVP

- Janet Wu, PharmD, BCIDP, AAHIVP

- **Anal Dysplasia:**

- Dr. Michelle Inkster, MD, PhD

- Dr. Jim Wu, MD

- **LGBTQ+ Center:**

- Dr. Jim Heckman, MD

- Dr. Henry Ng, MD

- **OB/Gyn:**

- Dr. Tosin Goje, MD

RW A&B/EHE SERVICES PROVIDED AT CCF

- Early Intervention Services
 - Rapid Start (EHE)
 - Case Management
- Medical Case Management
- Non-Medical Case Management
- Peer Navigation
- Outpatient Ambulatory Health Services
 - Office Visits & Labs
- Emergency Financial Assistance
 - EHE and RW A
 - JJ Euclid Avenue Pharmacy
- Medical Transportation
 - Parking Vouchers
 - Bus Passes
 - Ride Share services for non-virally suppressed (EHE)
- OHDAP Applications
 - RW B



EHE: RAPID START AND EARLY INTERVENTION SERVICES

Rapid Start

Notified of Preliminary/Confirmatory Test Results

- Contact patient with results from confirmatory (Either Negative or Positive).
- Review potential barriers to care and patient supports
- Confirm correct contact information.
- Educate patient on
- Get patient scheduled for first appointment with ID Staff.
- If patient does not respond to phone calls after 3 attempts, notify CCBH for community outreach.

Early Intervention Services

Start at first doctors' appointment

- Review RW Eligibility and barriers to care.
- Go over HIV education.
- Ensure that pt completes labs.
- Referrals/Assistance:
 - If need for services not provided at the Clinic, refer to outside facilities per patient's request.
 - Apply for Medicaid.
 - Get patient in contact with a financial planner.
 - Provide patient with community resources if patient wants to independently review options (Mental Health, Providers, Dental, etc.)
- Follow Up:
 - Check in with patient to ensure compliance with care and medication
 - Review patient's goals and progress and assist as needed

- **Medical Case Management**

- Develop an ISP to define patient goals and determine level of need for services
- Assist patients with maintaining benefits and coordinate referrals to other community organizations.
- Coordinate with patient and doctors to ensure engagement in medical treatment.
- Assess and manage patient eligibility for program through Care Ware.
- Follow up with patient as needed.
- Assist with OHDAP applications and renewals as needed or coordinate with other Copayment programs.

Intensive Medical Case Management

- Complete an initial assessment to clarify present and historical symptoms of mental health and or substance misuse diagnosis.
- Discuss current problems and barriers to engagement to treatment examples include active substance use , mental health symptoms .
- Referrals to community and or inpatient individual or group treatment.
- Regular check-in by phone at intervals that are specific to patient lifestyle, weekly to monthly, with a goal to become engaged in treatment and virally suppressed.

PEER NAVIGATION

- • **Initial Client Contact & Intake:** Upon identification or referral, clients are contacted within 24–48 hours to schedule an intake appointment. This includes collecting baseline information, conducting a needs assessment, and obtaining consent for services.
- • **Medical Appointment Coordination:** Clients are linked to an HIV care provider within 7–14 days of intake. Staff assist with appointment scheduling, transportation coordination, and reminder calls or texts.
- • **Support Services Engagement:** Clients are connected to supportive services such as case management, housing, mental health, and substance use services based on identified needs during intake.
- • **Follow-Up & Retention:** Case managers conduct follow-ups within 30 days of the initial medical appointment to ensure the client attended and is retained in care. Missed appointments trigger outreach efforts, including phone calls, home visits, or collaboration with partner agencies.

CLEVELAND CLINIC SERVICES

- Lesbian, Gay, Bisexual, and Transgender Health (Center for LGBTQ+ Care)

- Lakewood Family Health Center: 14601 Detroit Ave., Lakewood, OH 44107

- Phone Number: 216-237-5500

- Primary Care (Adult and Pediatric), Behavioral Health (Adult and Pediatric), Specialty Care, Gynecologic Care, Endocrinology/Metabolism Care (Lesbian/Bisexual Health), Gender Affirming Surgical Services, Gender-Affirming Hormone Therapy, Gender Understanding, Identity and Expression (Youths)

- Provides world-class healthcare through a multidisciplinary, team-based approach for LGBT+ patients in partnership with our clinical institutes. Our providers are committed to creating a safe environment that maintains the respect and dignity of all patients regardless of sexual orientation or gender identity.



Transgender Medicine & Surgery Program:

9500 Euclid Ave, Crile Building (A), Cleveland, OH

Phone Number: 216-445-6308

PHARMACY

- Cabenuva – HIV Injectable Treatment
 - RNs provide the injection.
 - Coordinated by Admins, Pharmacists, and Staff for billing and approval.
- PrEP Clinic
 - Virtual PrEP Clinic, more easily accessed for patients.
 - Staff would send a consult to the PrEP Clinic.
 - Pharmacists would follow the patient to fill medications for PrEP and STD.
 - Must have 1 visit a year doctor and then seen every 3 months by the pharmacist or doctor. In person or virtually.
- Travel Clinic
 - Dr. Bartley
 - Virtual pharmacy
 - Cleveland Clinic outpatient pharmacy (family health center) for vaccinations/meds.

DATA

- We currently serve 198 patients through Ryan White and EHE caseloads. Of these patients, 87% are virally suppressed.

Medical Case Management	Early Intervention Services	Intensive Medical Case Management	Non-Medical Case Management
71%	58%	57%	91%

- New Diagnoses and patients with Substance use and mental health concerns require a higher level of intervention to address barriers to viral suppression.

ID STAFFED LOCATIONS

- **Main Campus**
 - 9500 Euclid Ave. G21, Cleveland, OH 44195
- **South Pointe Hospital**
 - 20000 Harvard Ave., Warrensville, OH 44128
- **Mentor Hospital**
 - 8300 Norton Pkwy, Mentor, OH 44060
- **Hillcrest Hospital**
 - 6780 Mayfield Rd, Mayfield Heights, OH 44124
- **Avon Hospital**
 - 33300 Cleveland Clinic Blvd., Avon, OH 44011
- **Marymount Hospital**
 - 12300 McCracken Rd., Garfield Heights, OH 44125
- **Sheffield Family Health Center**
 - 5334 Meadow Lane Cr., Sheffield Village, OH 44035
- Standardized HIV testing in EDs throughout the organization.
 - Bethany Lehman, DO
- Akron General:
 - 224 W. Exchange St. Suite 290, Akron, OH 44320



QUESTIONS?

- **Contact Information:**
 - Phone: 216-538-8881
 - Email: Nicholh3@ccf.org



Up Next...





Cuyahoga County

Hughes Building
2925 Euclid Avenue
Cleveland, OH 44115

Website: www.dsas.cuyahogacounty.us

Division of Senior and Adult Services

**DIVISION OF SENIOR AND ADULT SERVICES
(DSAS)**

- Division of Senior and Adult Services (DSAS) was officially established as an agency on March 30, 1992.

History and Mission

- Our mission is to empower seniors and adults with disabilities to age successfully by providing resources and support that preserve their independence.





BY 2030
1 IN 5
PEOPLE IN U.S.
WILL BE OVER AGE 65



BETWEEN 2020-2030
THERE IS A
35%
PROJECTED RISE IN
PEOPLE OVER AGE 85





- 🏠 **Adult Protective Services**
- 🏠 Information Services
- 🏠 Community Office on Aging
- 🏠 Community Social Services Program
- 🏠 Options for Independent Living
- 🏠 **Home Support Services**



Staff

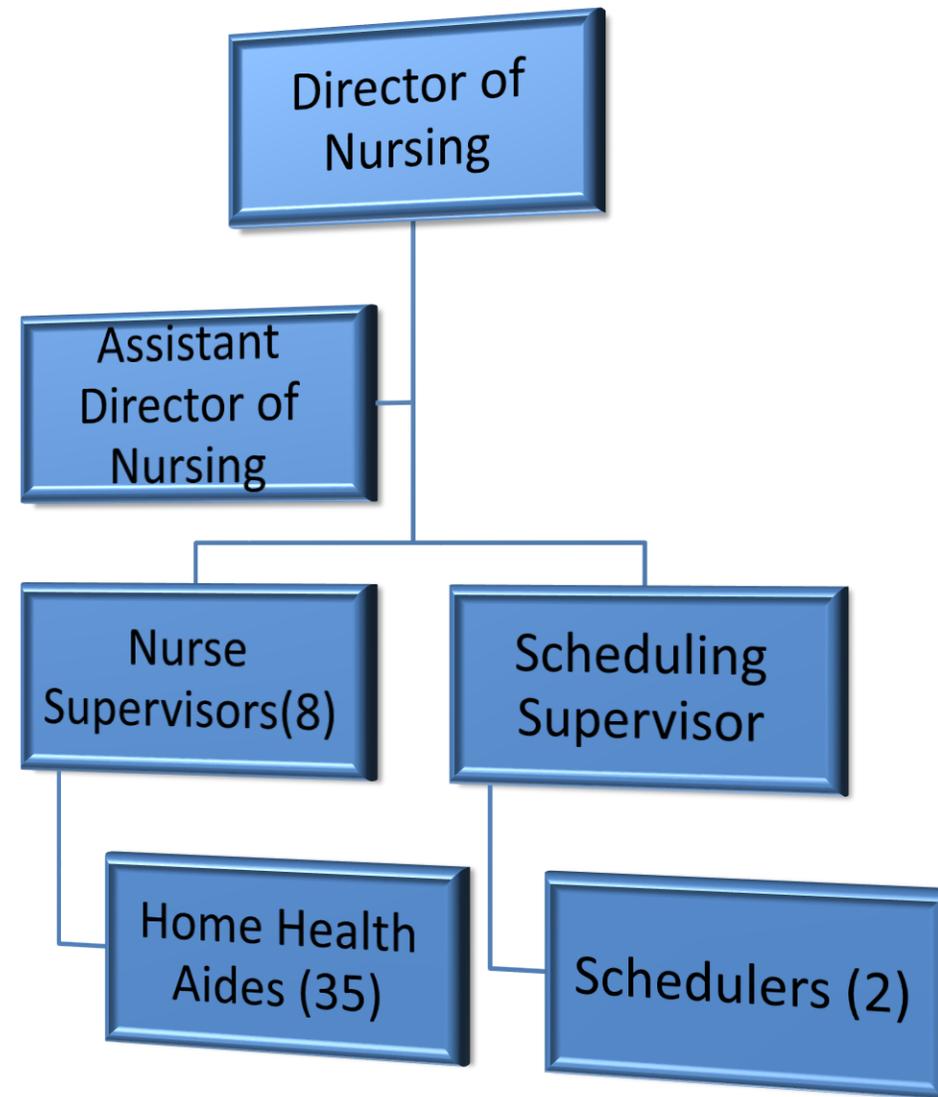
- Brenda Richardson, RN, Director of Nursing
- Office: 216-443-6203 Mobile: 216-302-9096
- Brenda.Richardson@jfs.ohio.gov

- Lorsonja Moore, BA, BSN, CEHCH, RN, Assistant Director of Nursing
- Office: 216-263-4674 Mobile: 216-544-1844
- Lorsonja.Moore@jfs.ohio.gov

- Yania Turney, BSN, RN, Nurse Supervisor
- Office: 216-443-6909 Mobile: 216-225-1130
- Yania.Turney@jfs.ohio.gov

Home Support

- 🏠 Comprised of registered nurses, schedulers, and home health aides.
- 🏠 Our goal is to provide services to help clients achieve and maintain a clean, safe, and healthy environment in which they reside.



In-Home Services

Personal Care Services:

- ⇒ Bath/Shower/Bed Bath
- ⇒ Incontinence Care
- ⇒ Basic ROM Exercises
- ⇒ Mouth/Dental/Oral Care
- ⇒ Shaving/Hair Care
- ⇒ Meal Preparation/Feeding

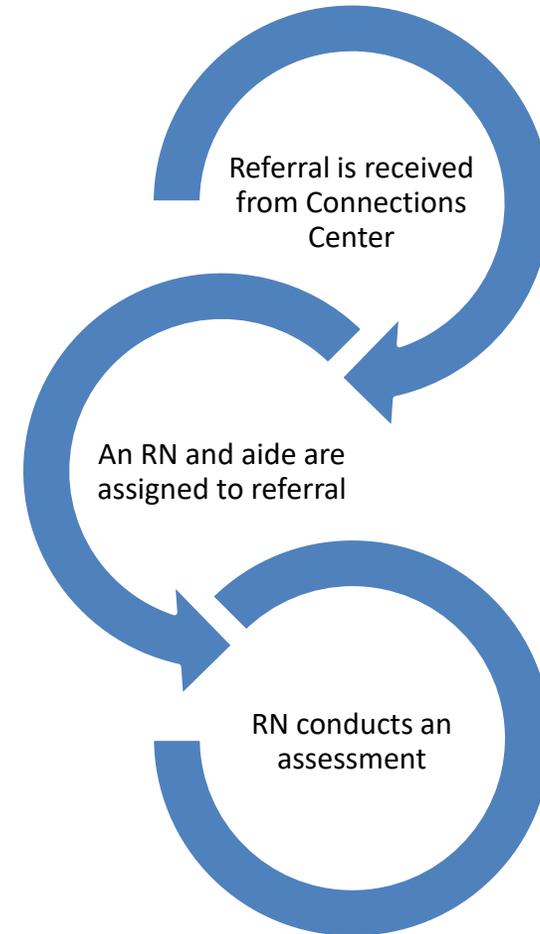
Homemaking Services

- ✦ Vacuuming/Sweeping/Mopping
- ✦ Laundry/Change Bed Linens
- ✦ Wash Dishes
- ✦ Clean Bathroom
- ✦ Dusting
- ✦ Grocery Shopping/Prescription Pick-Up



Home Support Intake Process

- 👩 RN completes an initial assessment to develop a plan of care
- 👩 RN provides on-going case manager services
- 👩 RN visits clients every 60 days
- 👩 RN works with family members, physicians, social workers, dieticians, therapists...etc. to ensure client's needs are met.



Highlights

• FOOD PANTRY

- Cleveland Food Bank
- Delivery once a month
- Frozen Meats
- Non-perishable Items
- Fresh Vegetables

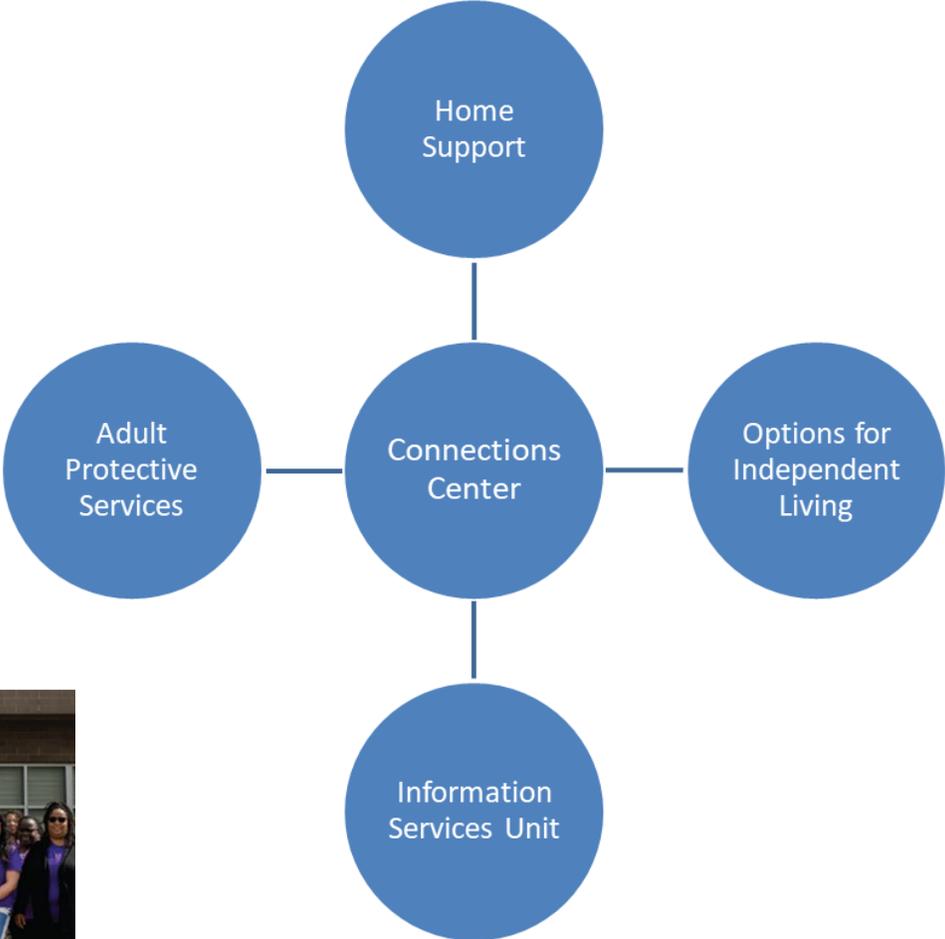


Connections Center



(216) 420-6700

“One Call Does It All”



Up Next...





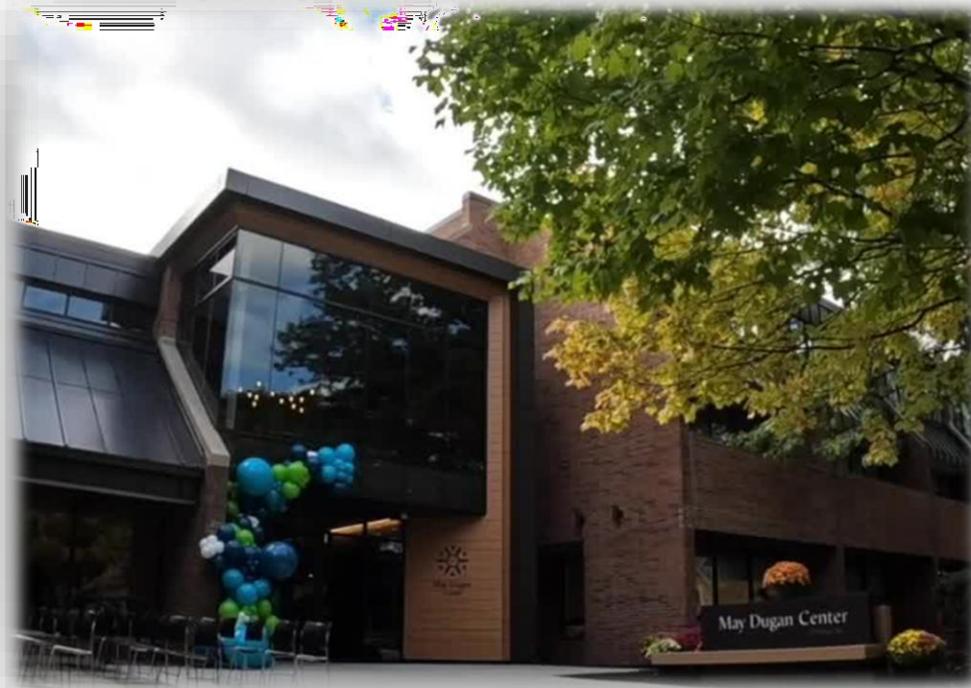
May Dugan Center

4115 BRIDGE AVENUE, CLEVELAND, OHIO 44113

www.maydugancenter.org



History



The Near West Multi Service Corporation (dba May Dugan Center) was founded in 1969 and exists to support low-income individuals, seniors, and families residing in Cleveland and Cuyahoga County by providing wrap-around services through its core programs to promote access and continuity of care while partnering with other non-profit organizations across the county to prevent service duplication.

Who We Are

MISSION

We enrich lives and strengthen communities through comprehensive support services.

VISION

Everyone we serve has access to the resources and supports needed to thrive.

VALUES

We are passionately invested in the success of our clients, community, and each other, guided by our core values:

- **Compassion** - We care for each other.
- **Collaboration** - We work as a team.
- **Belonging** - We welcome all.
- **Accountability** - We take responsibility for our work.

IMPACT

The May Dugan Center is a lifeline for over 24,000 individuals and families who need effective and meaningful programs that will improve their lives and their communities.



IMPACT

In 2025, May Dugan Center provided over 1,000,000 meals to needy individuals and families through it's Food Distribution Program



Who We Are
continued

CORE PROGRAMS

Behavioral Health Services

- Mental Health Services
- Substance Use Disorder Treatment
- Trauma Support Services

Education Resource Center

- GED
- ESOL
- Workforce Development
- Financial Opportunity Center

Seniors on the Move

Food and Clothing Distribution

Ryan White Part A

Services Provided

In PY2026, Ryan White Part A Mental Health Services are provided and/or coordinated by Bee Saffle, MSW, LSW. They are the one direct service staff member who specializes in working with individuals living with HIV and AIDS.

Mental Health Services Provided

Individual Counseling

Group Counseling

TBS/ Case Management

Music Therapy

Specialized Trauma Counseling

Specialized Mental Health Services for Older Adults

Assessment Services (including CANS assessments)

Transportation (provided to all enrolled Ryan White Part A clients, if needed)



Ryan White Part A Services

May Dugan
Center Est. 1969

RYAN WHITE PART A - MENTAL HEALTH SERVICES

If you or someone you know is living with HIV/AIDS, the Ryan White
Part A Program can help.

Services provided through May Dugan Center include:
Mental Health Counseling
Mental Health Case Management
Medical Transportation

Ryan White Part A
Cleveland TGA

**TO LEARN MORE OR REGISTER, CALL LUCY
AT 216.631.5800 X120**

CUYAHOGA COUNTY
BOARD OF HEALTH

carf INTERNATIONAL

Ohio Department of
Mental Health &
Addiction Services

Ryan White Part A

2026 Referral Process

Anyone can refer someone to MDC for Ryan White, Part A Services.

Walk-in or call (216) 631-5800, x120

MDC actively collaborates with several community partners to serve the community

Metro Health

University Hospital

Ryan White Part A

2026 Referral Process

As part of a CQM process to increase Ryan White Part A consumer engagement, MDC is collaborating with referral sources in 2026 to ensure a warm hand-off:

- Joint meeting with consumer, MDC and Referring Partner
- 3-way conference call

Mental Health Services *continued*

Individual Counseling*

- Office-Based
- In-Home/ Community-Based
- Virtual
- Adults
- Children and Adolescents (6 and older)
- Dual mental health-substance use disorder counseling available
- Victims of Crime

** Location and interventions are tailored to the unique needs of persons served. MDC prioritizes providing a safe and welcoming environment of care.*

Mental
Health
Services
continued

Group Counseling

Anger Management Classes

- In-person
- Virtual

Healing Through Creativity Grief Group

Parenting Education Classes

Coming in 2026

Healing from Trauma through Yoga, Movement & Music

Mental
Health
Services
continued



Healing HeArts

*Healing Through Creativity
Grief Group*



THURSDAYS 12:30-1:30 PM

This 8-week counseling group is designed for adults who are recovering from grief and loss.

- Art-based healing (clay, crafting, watercolors, and more)
- Peer support
- No art experience needed

**SIGN UP
TODAY!**

To Begin Your Grief and Loss
Healing Journey

To register, call Lucy at (216) 631-5800, x120

MAY DUGAN CENTER

4115 Bridge Ave., Cleveland, OH 44115
www.maydugancenter.org

Mental Health Services *continued*



MUSIC THERAPY



*Harmony for
Your Mind and
Soul*

*Unlock Emotional Balance
Through the Power of Music*



Discover how music can support emotional and mental health well-being. Our sessions are designed to reduce stress, improve mood, process grief and trauma, develop coping skills, and enhance quality of life through personalized musical experiences.

OUR SERVICES

- Personalized music therapy sessions
- Emotional and stress management through music
- Processing trauma, grief, and loss
- Self-expression, emotional awareness and processing
- Developing coping skills

To learn more about May Dugan Center's Music Therapy or to schedule an Intake, call Lucy at (216) 631-5800, ext. 120, today

www.maydugancenter.org

Mental Health Services *continued*



CHILD & ADOLESCENT MENTAL HEALTH COUNSELING

May Dugan Center provides a safe and nurturing place where children and teens can explore their thoughts and feelings



Individual Therapy

Assessments
including CANS Assessments

Trauma Counseling
TF-CBT Offered



MORE INFORMATION

Call Lucy at (216) 631-5800, x 120
4115 Bridge Ave., Cleveland, OH 44113
www.maydugancenter.org



Mental Health Services

continued



Now Offering Parenting Education Classes

JOIN OUR EXPERT-LED 18-WEEK NURTURING PARENTING CLASS

Our program focuses on improving your role as a parent and ways to learn to nurture yourself and your child.



- Starts August 26, 2025
- Tuesdays, 10:00 - 11:00 am
- **May Dugan Center**
4115 Bridge Ave
Cleveland, OH 44113



What You Will Get

- Practical parenting techniques ✓
- Stress management for parents ✓
- Building strong family bonds ✓

Register Here!

Call Lucy at (216) 631-5800, x 120
www.maydugancenter.org

Substance Use Disorder Treatment Services

Intensive Outpatient Program

- In-person, evening groups
- Outpatient Treatment Group

Trauma-Informed Individual Counseling

Case Management

Peer Support

Tuesday Recovery Group (open to the community)

Assessments

Aftercare support

Data

May Dugan Center

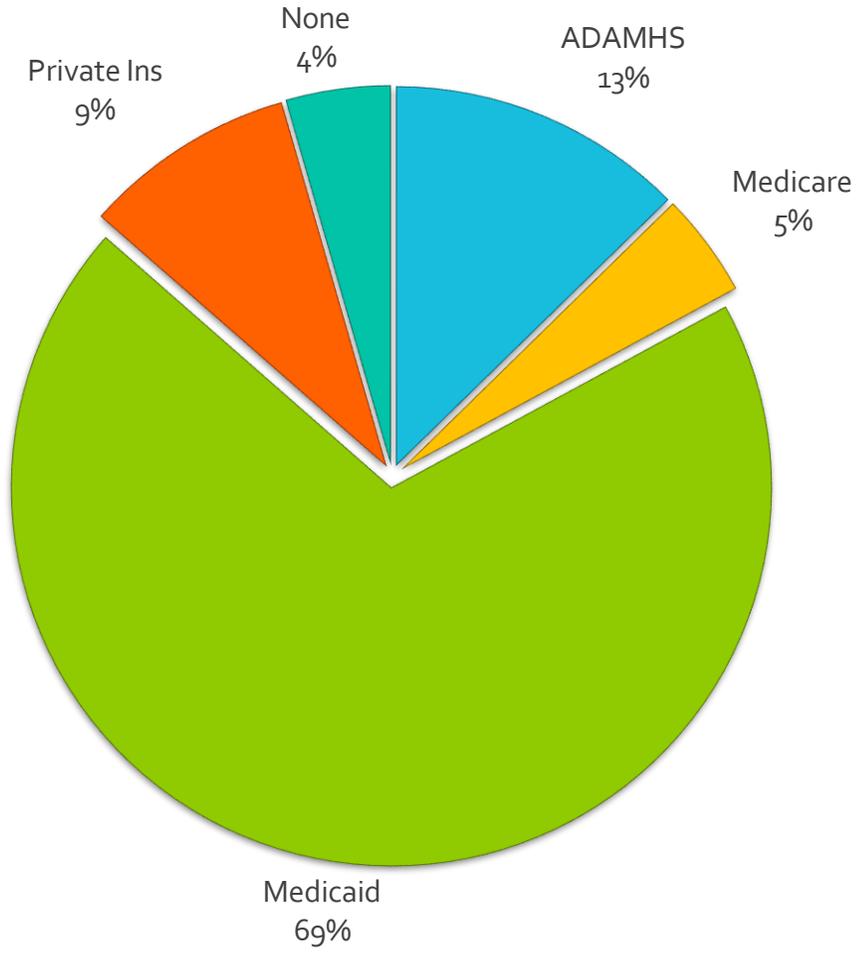
Behavioral Health Services

Selected Demographics (January 1 – December 31, 2025)

- TOTAL CLIENTS (undupl): 562
 - Mental Health
 - Substance Abuse Services
- Mean Age: 42 years
- Gender:
 - Male 50%
 - Female 46%
 - Other 4%
- Race/ Ethnicity:
 - African American 40%
 - White 32%
 - Multi Racial 12%
 - Other Races 13%
 - Unknown 3%
 - Hispanic / Latino 13%
- Average Length of Stay: 288 days
- New Clients
 - New in 2025 242 (43%)

More Data

Insurance Breakdown



More Data

Most Common Diagnoses

- PTSD - 22%
- Adjustment Disorders - 15%
- Generalized Anxiety Disorder - 14%
- Alcohol Dependence - 11%
- Major Depressive D/O, Recurrent - 10%
- Cannabis Use Disorder – Severe - 10%
- Problems Related to Legal Issues - 10%
- Low Income - 3%

What's New?

- Expressive Arts Grief Group
- Parenting Education Classes
- Child & Adolescent Counseling (including TF-CBT)
- Trauma Case Management

What's New? *Continued*

Planned Later in 2026

- Yoga, movement & music trauma group
- Group counseling for children & adolescents
- Substance use groups for trauma survivors

Ryan White
Part A
Staff (2026)

BROOKE SAFFLE, MSW, LSW - therapist

• bsaffle@maydugancenter.org

• 216-403-1296

ANNE M. SPELIC, LISW-S – director of behavioral health

• aspelic@maydugancenter.org

• 216-631-5800, x111

ANDY TRARES – executive director

• atrades@maydugancenter.org

• 216-631-5800, x102

Up Next...



Bon Secours
Mercy Health-
Lorain
Ryan White
Part A Eligibility
Program
3600 Kolbe Road
Suite 208
Lorain, OH 44053





MISSION STATEMENT

Bon Secours Mercy Health extends the compassionate ministry of Jesus by improving the health and well-being of our communities and brings good help to those in need, especially people who are poor, dying and underserved

Outpatient Ambulatory Health Services

1. Primary Care appointment assistance for the uninsured
2. Laboratory cost assistance for the uninsured.
3. RN and LPN Coordination
 - ✓ Intakes for established or newly diagnosed
 - ✓ Appointment and Lab Reminder Calls
 - ✓ 1 X 1 Consultations
 - ✓ Education (Diagnoses, Lab Work, Medications and Vaccines—at length)
 - ✓ Courtesy Med Box refills
 - ✓ Update Data Collection (Care Ware)
 - ✓ ODH VMIT Follow Up Paperwork
- ❖ This allows a more improved RETENTION in care, thus allowing our clients to become more engaged in their care and remain COMPLIANT.



MEDICAL CASE MANAGEMENT

- Complete Intakes and Assessments of client needs
- Assist with Applications for clients to maintain or semedication assistance via ODAP/P.A.P.
- Coordination of services with Local Resources, to reach plan of care goals per ISP
 - ACA Navigation
 - Insurance changes if needed
 - Housing/Utility Assistance and Referrals
 - Mental Health Referrals or Consoling.
 - LCDJFS assistance as needed
 - Dental Referral and follow up
 - Social Security application as needed
 - Legal Assistance Referrals
 - Transportation
 - Resource Linkage
- Client Support– 1 x 1
- Client Advocate



PSYCHOSOCIAL

Support groups are offered once a month at The Valor Home.

This provides socialization and support for our patients.

Education is provided via handouts, guest speakers, and group discussions.

Meal is provided

Transportation is offered as last resort.



MEDICAL TRANSPORTATION

Where & Why

Services are provided to ensure compliance with medical care and the well being of our patients in general, as it relates to HIV disease and other health concerns affecting patient's HIV status.

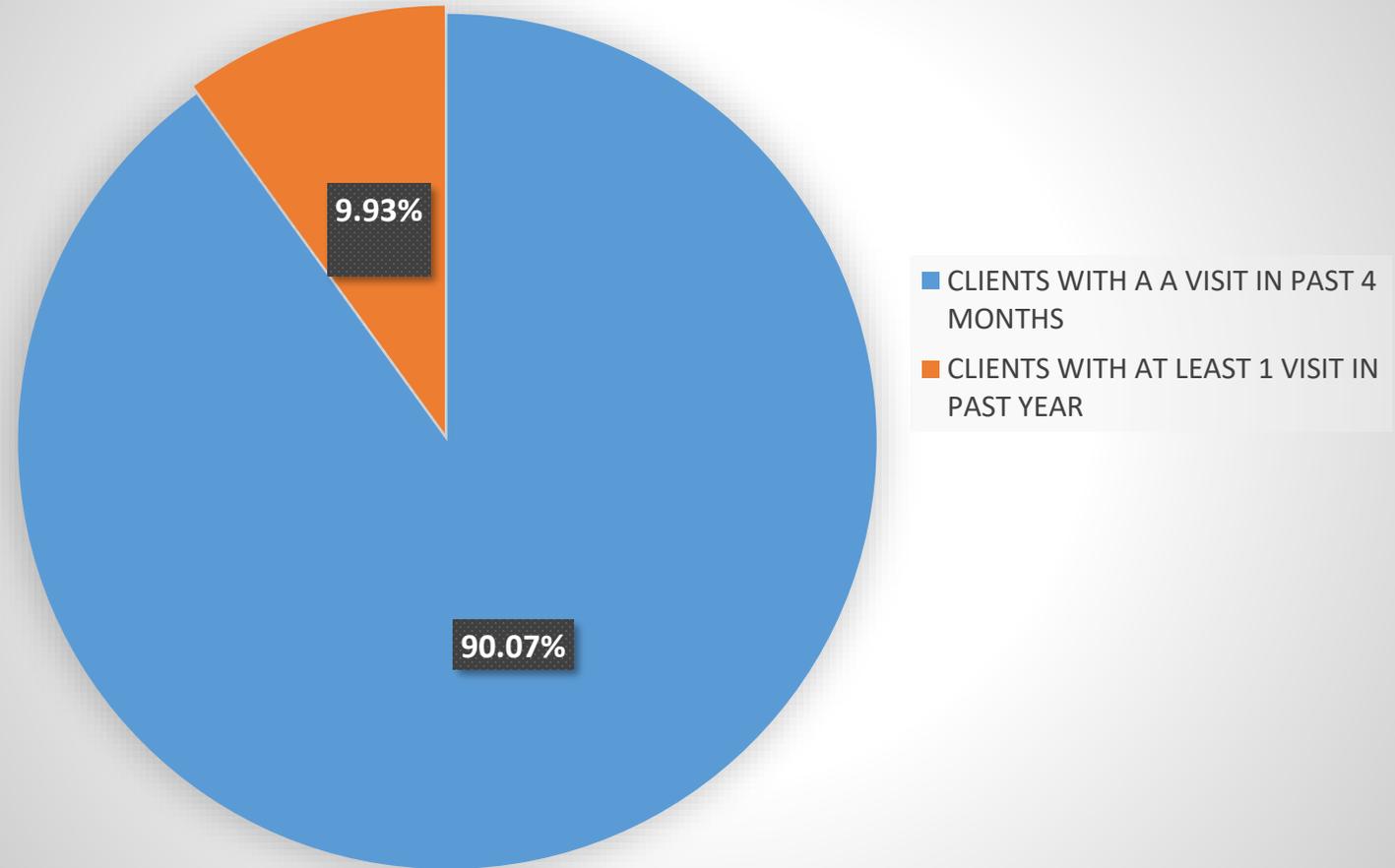
- Medical Appointments
- Mental Health
- Dental Care
- Other Social Services



Data

- Mercy Retention in care is 90.07%
- Viral Load suppression rate is 94.38%
- Prescription ART rate is 100%

RETENTION IN CARE



Highlights

We are proud to report Mercy 2025 Audit did not need any corrective actions.

***RSR IMPROVED!!!**

Our Support group has branched out forming their own peer support group.

Staff

Medical

- Summer Barnett RN- Program Supervisor
- Stephaine Fillyaw LPN – Nurse Coordinator

Medical Case Management

- Teresa Yuzon – MSSA, LSW– Case Manager

Contact Information

- ❖ 3600 Kolbe Rd Lorain 44053 STE 208
(P) 440-233-0138 Ext. 2
(F) 440-233-1051

10 Minute Break



Up Next...





Center of Excellence in HIV Care & Prevention

Cuyahoga County

Ryan White Part A Services FY 2026

The following report is proprietary information and constitutes trade secrets of the MetroHealth System and may not be disclosed in whole or part to any external parties without the express consent of The MetroHealth System. This document is intended to be used internally for the MetroHealth System discussion.

ABOUT METROHEALTH

Founded in 1837, MetroHealth is leading the way to a healthier you and a healthier community through service, teaching, discovery, and teamwork. Cuyahoga County's public, safety-net hospital system, MetroHealth meets people where they are, providing care through five hospitals, four emergency departments, and more than 20 health centers and 40 additional sites. Each day, our almost 9,000 employees focus on providing our community with equitable healthcare—through patient-focused research, access to care, and support services—that seeks to eradicate health disparities rooted in systematic barriers. **For more information, visit metrohealth.org**

connect [@metrohealthcle](https://twitter.com/metrohealthcle)



WE ARE...

ACCESSIBLE

3 HIV Clinic Locations · 12 Pharmacy Locations
Medication Home Delivery

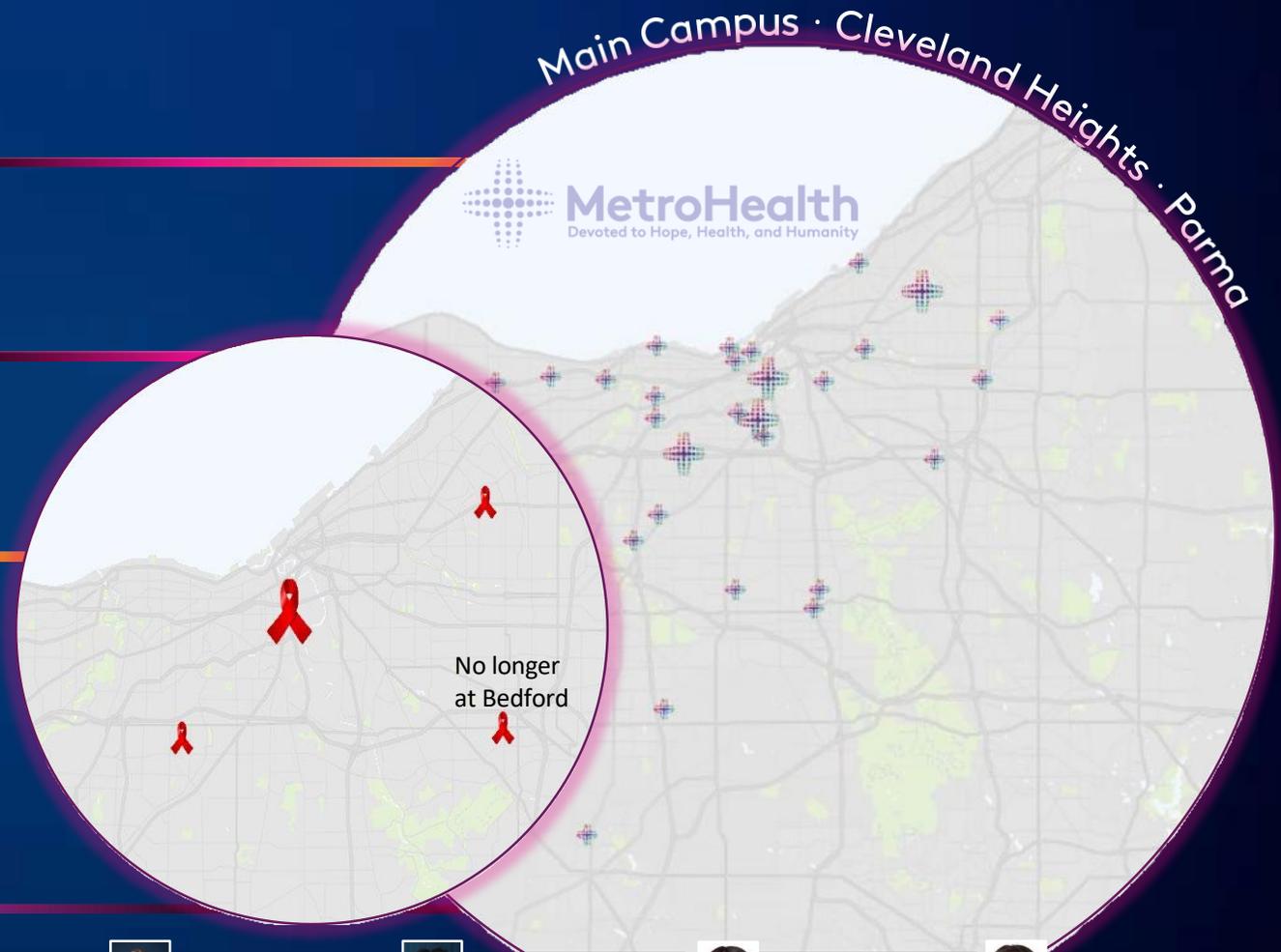
COMPREHENSIVE

PrEP & PEP · PrEP Navigation · STI Testing & Treatment
Community Outreach · Correctional Medicine

INCLUSIVE

LGBTQ+ Pride Network · Gender-Affirming Care · Trans
Care Navigation · Spanish-Speaking Staff

To Schedule an appointment
216-778-8305

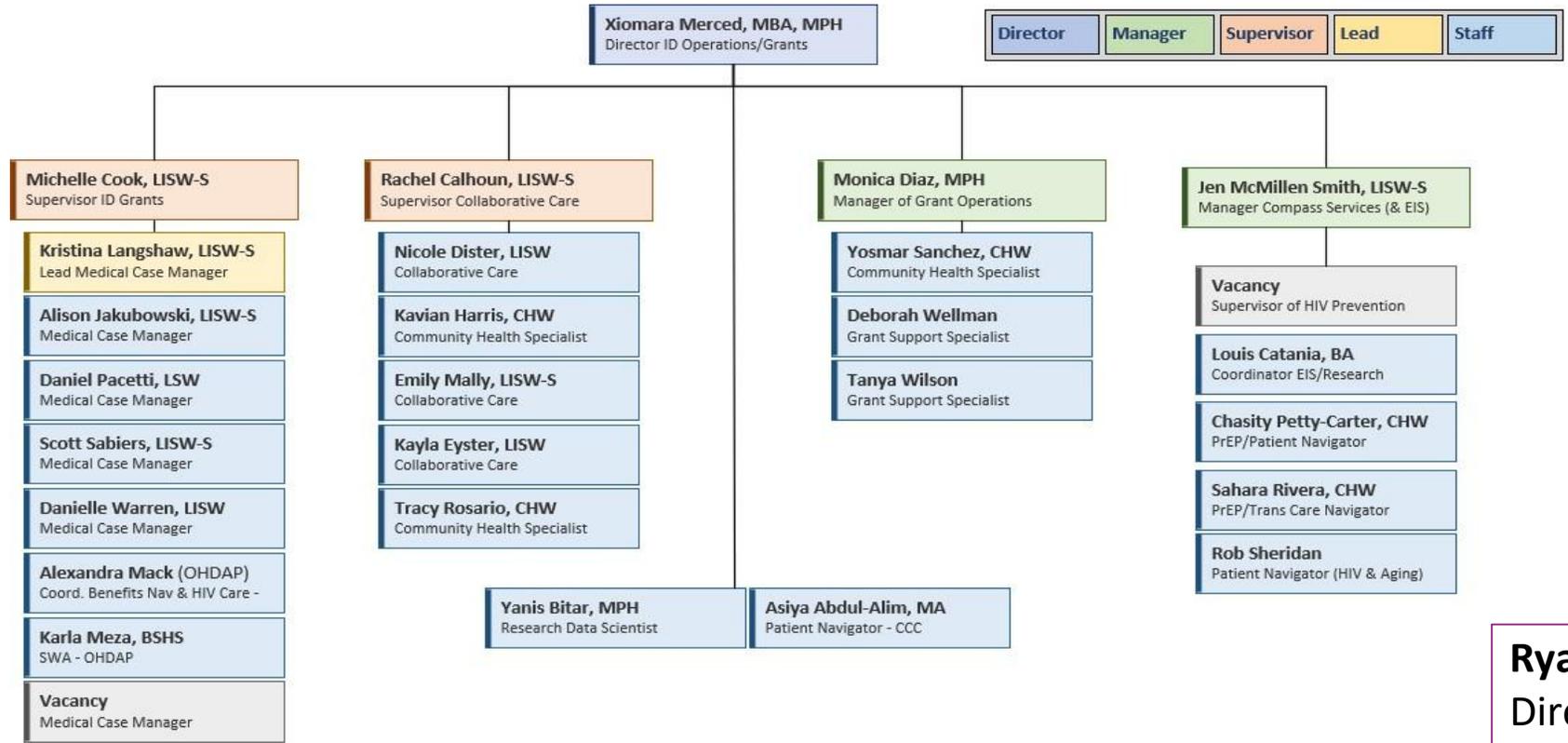


Medical Staff

- | | | | | | | | |
|---|---|---|--|--|--|---|---|
|  Ann Avery, MD
ID Research, RW Grants |  Meghan Fibbi, DO
Primary Care – FM |  Corrilynn Hileman, MD
ID Clinic Director |  Laura Hmiel, MD
Infectious Disease, RW Grants |  Melissa Jenkins, MD
ID Division Director |  Tiffany Killings, APRN
STI Testing & Treatment |  Ashley Turner, MD
Infectious Disease Fellow |  Nour El Meski, MD
Infectious Disease Fellow |
|  Kathryn Meyer, APRN
STI Testing & Treatment |  Morgan Morelli, MD
Infectious Disease |  Alexander Sapick, MD
Infectious Disease |  Patrick Talbott, MD
Primary Care – Med/Peds |  Rumilia Tolentino, MD
Primary Care – FM | | | |

WHO WE ARE

- Ryan White Part A (County)
- Ryan White Part B (State)
- Ending the HIV Epidemic (County)
- ODH EIS - PrEP (State)
- FOCUS (Private - Gilead Sciences)
- HIV Prevention (County)
- Positive Peers NIH Grant (Federal)
- AIDS Funding Collaborative



Ryan White Team
 Direct Line: (216) 778-2104
 Fax Number: (216) 957-8530

SERVICES

Primary Medical Care (Part A)

- Nearly 2,600 adult and pediatric patients receive HIV care at MetroHealth
- 5 Infectious Disease (ID) HIV providers, 3 Internal Medicine/Family Medicine providers, and 2 ID Fellows
 - Clinic operates Monday–Friday at Main Campus
- Satellite clinics: Parma and Cleveland Heights
- Pediatric HIV care support provided by Dr. Amy Edwards (Pediatric ID)
- Ryan White services serve as the payor of last resort for ID physician visits and laboratory services



Medical Case Management (Part A)

- Connects people living with HIV (PLWH) to community resources, provides emotional support, and promotes viral suppression and health literacy
- Team of 7 social workers
 - 3 positions funded through Ryan White Part A (RWA)
 - 4 positions funded through Ryan White Part B (RWB)
- Provides support with benefits navigation, housing, transportation, and linkage to care
- Plays a key role in retention in care and addressing social determinants of health
- Walk-in services available
 - Located in Hamann Building, 8th Floor (old Hospital C elevators)
- **Team:** Michelle Cook, LISW-S | Kristi Langshaw, LISW-S | Alison Jakubowski, LISW-S | Dan Pacetti, LSW | Scott Sabiers, LISW-S | Danielle Warren, LISW



Medical Transportation (Part A)

- Bus tickets, RTA Discount Fare vouchers, gas cards for Part A eligible individuals
- Lyft is a last-resort option



Emergency Financial Assistance (Part A)

- Medication vouchers are used as a last resort for same-day fills at a MetroHealth Pharmacy location
- Medicaid/Medicare, Marketplace, Pharmaceutical Assistance Programs (PAPs) & OHDAP provide patients with long-term prescription assistance
- Vision exams are available through Metro Ophthalmology; glasses vouchers can be redeemed at Geauga Vision onsite



SERVICES

Non-Medical Case Management (Part A)

- Assists patients in obtaining and maintaining access to Ryan White eligibility and services
- OHDAP and Benefits Navigation services through Part B are complementary

Tanya Wilson | Deborah Wellman



Medical Nutrition Therapy (Part A)

- Consultation with a Registered Dietitian by referral
- Nutritional supplements (Boost or Ensure) available

Referrals: Tanya Wilson; (216) 778-5329 | twilson@metrohealth.org



Oral Health Services (Part A)

- MetroHealth can treat uninsured or underinsured patients for their oral health needs within our Department of Dentistry
- Cleanings, restorations, implants, and dentures available at a variety of locations:

Ohio City Family Dentistry
3701 Lorain Avenue
Cleveland, Ohio 44113

Broadway Health Center
6835 Broadway Avenue
Cleveland, Ohio 44105

Middleburg Heights Family Dentistry
7123 Pearl Road #100
Middleburg Heights, OH 44130



Referrals: Deborah Wellman; (216) 778-2897 | dwellman1@metrohealth.org

Monica Diaz; (216) 778-7819 | MDiaz2@metrohealth.org

SERVICES

Mental Health Services (Part A) & Intensive Behavioral Health Medical Case Management (EHE)

- Collaborative Care: follows patients who screen positive for moderate to severe depression and provides initial mental health assessments and ongoing behavioral activation support
Rachel Calhoun, LISW-S | Nicole Dister, LISW | Emily Mally, LISW-S | Kayla Eyster, LISW
- Psychiatry: follows patients for medication maintenance in collaboration with therapists
Laurel Ralston, DO | Cassie Badea, APRN
- Psychotherapists: see patients at the Main Campus ID Clinic or via telemedicine, with dedicated clinic slots for HIV patients
Graesyn Engler, LISW-S | Meredith Hellmer, LISW-S
- Community Health Work: outreach, telephone screenings, patient scheduling
Kavian Harris, CHW – Collaborative Care/Behavioral Health
Tracy Rosario, CHW – Substance Abuse Navigator



Patient Navigation & Community Health Workers (EHE & other programs)

- Integrating people with lived experience into the day-to-day work in the clinic and social support services
- Scheduling appointments, navigating the medical system, outreach for individuals not optimally engaged in care
- Rapid Start care coordination & follow-up
- Building relationships with PLWH admitted in the hospital and coordinating their care after discharge
- Patient Advisory Board participation
- Support Groups and facilitating other social support platforms for PLWH

Chasity Petty-Carter, CHW | Sahara Rivera, CHW | Yosmar Sanchez, CHW | Kavian Harris, CHW | Tracy Rosario, CHW / Louis Catania, BA | Rob Sheridan

SERVICES

Psychosocial Support (Part A)

Check out our calendar: www.metrohealth.org/compass-support-groups

Special events are hosted quarterly in the evenings.

Groups at Via Sana – 3335 W. 25th Street (next door to MetroHealth’s Cancer Care Pavilion):

- **Open Group:** 1st and 3rd Mondays from 1:00 pm – 2:30 pm for anyone with HIV
- **WOW:** Women Only Wednesdays - for anyone who identifies as a woman; 3rd Wednesdays at noon
- **50++:** 1st Fridays at Noon

Groups at MetroHealth Medical Center:

- **Taco Tuesday:** 1st and 3rd Tuesdays; 5:00 – 7:00 pm in the Dermatology Clinic lobby
- **Yoga:** Every Thursday at 10:00 am at the MetroHealth Glick Center Meditation Room
- **Knit Squad:** Second Thursdays at 11:15 am outside of the Glick Center Meditation Room

All people with HIV are welcome at our groups and events – no need to be a MetroHealth patient.



SERVICES

Early Intervention Services (Part A)

- Provides counseling, education, and linkage to Rapid Start of HIV care for those who are newly diagnosed.
- Tracks all preliminary positive HIV screenings through the EMR
- Assists MetroHealth physicians throughout the system deliver positive test results to patients
- Links patients to care and serves as a bridge to other services as needed
- Outreaches and connects with out-of-care patients to re-link to care



Year	Mean days Dx to Rx	Mean days Dx to Vs
2020 (n = 52)	11.23	82
2021 (n = 52)	5.27	59
2022 (n = 32)	4.8	52.03
2023 (n = 47)	4.67	42.76
2024 (n = 45)	3.96	66.2
2025 (n=44)	3.36 (Median is 2)	69.5 (Median is 59)*
*preliminary data		

Rapid Start (EHE)

- Starting treatment as soon as possible after diagnosis – ideally the same day, within 5 days maximum. Our median days from the date the test results positive to the date the person is seen in clinic and starts is medication in 2025 was 2.
- Best practice (modeled after the San Francisco Getting to Zero initiative)
- Meds are tubed up and the first dose is observed in clinic
- More frequent follow-up, including a phone visit at 1 week

Jen McMillen Smith, LISW-S | Louis Catania, BA

OTHER SERVICES

MetroHealth Specialty Pharmacy:

- Medication adherence support, including compliance packaging
- Monthly adherence outreach calls
- Over past 6 months, there have been 868 administrations of Cabenuva, for 300 unique patients
- Over past 6 months, there have been 237 administrations of Apretude, for 96 unique patients
- As of today, 93.5% of patient enrolled in MetroHealth's Compass HIV Program for at least 6 months are virally suppressed 😊
- **Refills can be requested by calling 21C-357-MEDS (C337) ext. 3**

Infectious Diseases Enrolling Clinical Trials:

- **NIDA COE with CASE**
 - Center of Excellence: The purpose of this study is to create, maintain, and expand a database and repository of samples from patients who report recent substance use and have HIV or are at high risk of becoming infected. This data base and repository will be used for future studies.
- **NIDA COE GUT with CASE**
 - Clinical Core: Center of Excellence on Substance Use and HIV- GI samples
- **Contact:** Dan Gebhardt, BA (216) 778-5489

ID Clinic Suboxone Program: Scott Sabiers, LISW-S, LICDC | Kristi Langshaw, LISW-S (Dr. Jenkins C Dr. Hileman)

Trans Care Navigation: Sahara Rivera, CHW

Correctional Medicine:

- Provides point-of-care testing, patient navigation, and comprehensive medical care (Dr. Jenkins)
- Patient Navigator: Asiya Abdul-Alim

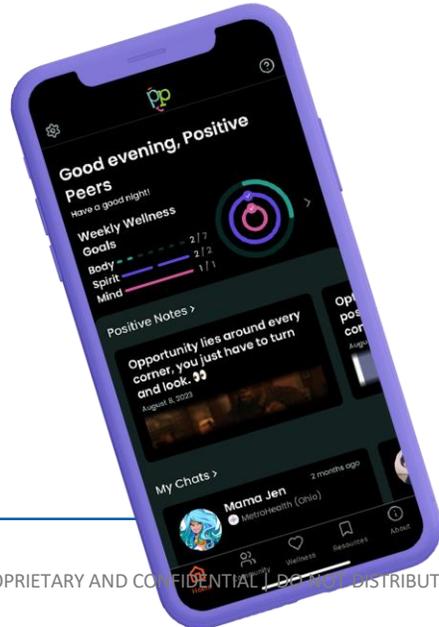
HIGHLIGHTS

- **Wellness groups:** Monthly behavioral health groups focused on mental well-being through physical activity, nutrition, and nature-based engagement.
- **Insurance enrollments:** Completed **162** enrollments during open enrollment, including 4 pilot Walk-In Insurance Clinic events, our first time implementing this initiative.



HIGHLIGHTS

- The **Positive Peers App** has surpassed 550 enrollees. Any person with HIV who is 13-34 can self-enroll in this FREE app at positivepeers.org (follow us @PositivePeers4U)
- The **Positive Peers Intervention Trial (PoPIT)** passed the half-way mark enrolling study participants at six clinical sites in a randomized control trial of the app.
- Our protocol paper is published in JMIR >>>



JMIR Publications
Advancing Digital Health & Open Science

Articles Search articles

JMIR Research Protocols Journal Information Browse Journal

Published on 17.Mar.2026 in [Vol 15 \(2026\)](#)

Preprints (earlier versions) of this paper are available at <https://preprints.jmir.org/preprint/87601>, first published 11.Nov.2025.

Evaluation of the Positive Peers Mobile App for Supporting the Viral Suppression of Young People With HIV: Protocol for a Concurrent Mixed Methods Evaluation With Randomized Controlled Clinical Trial and Observational Cohort

[Mary M Step¹](#); [L Anthony Catania²](#); [Jennifer McMillen Smith²](#); [Steven A Lewis³](#); [Yanis Bitar²](#); [Vinay K Cheruvu¹](#); [Kristen A Berg³](#); [Jeffrey S Hallam¹](#); [Ann K Avery⁴](#)

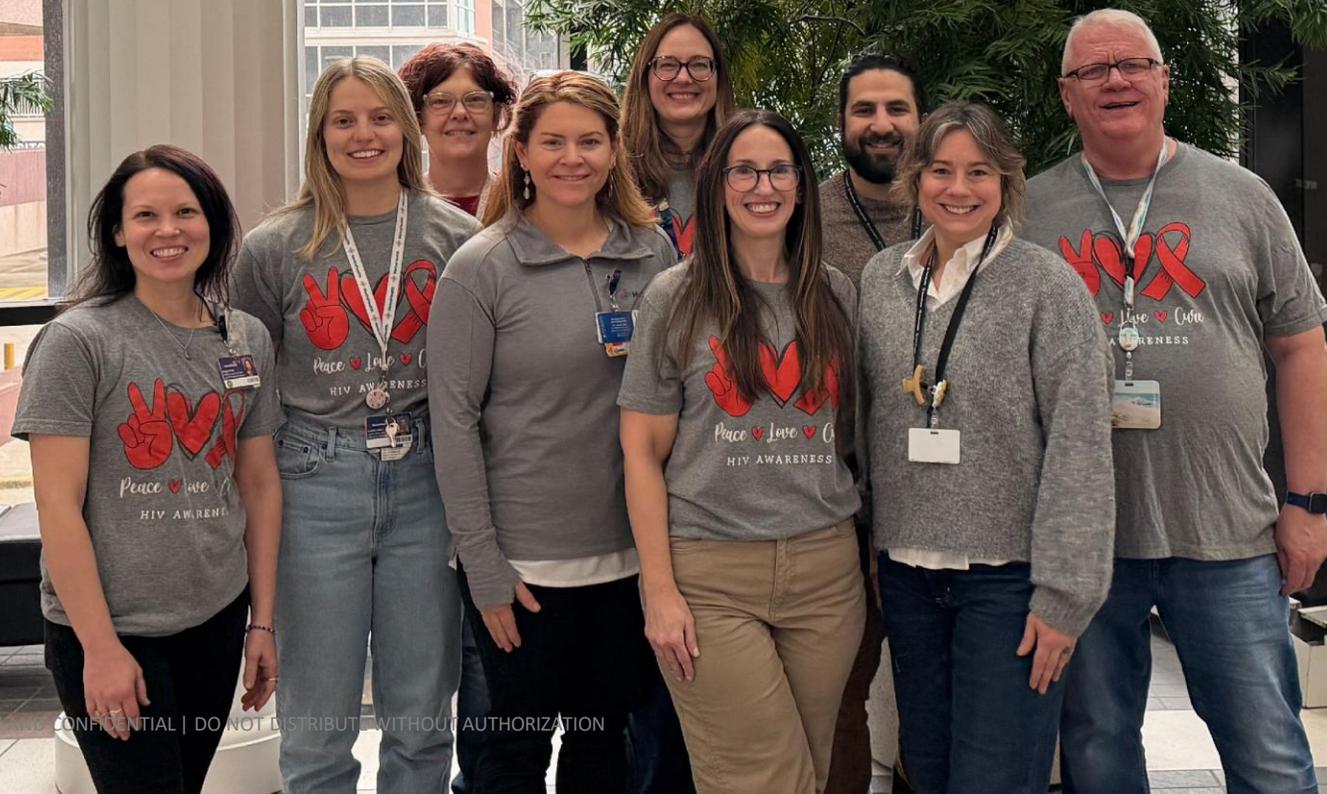
NEW UPDATES



Outpatient Health Center (OPHC) Opening – June 1st

- Infectious Disease / HIV Clinic relocating to the new Outpatient Health Center
- New facility features include a 24-hour drive-thru pharmacy

Happy Social Work Month



Up Next...



Neighborhood
Family Practice
COMMUNITY HEALTH CENTERS



Neighborhood Family Practice

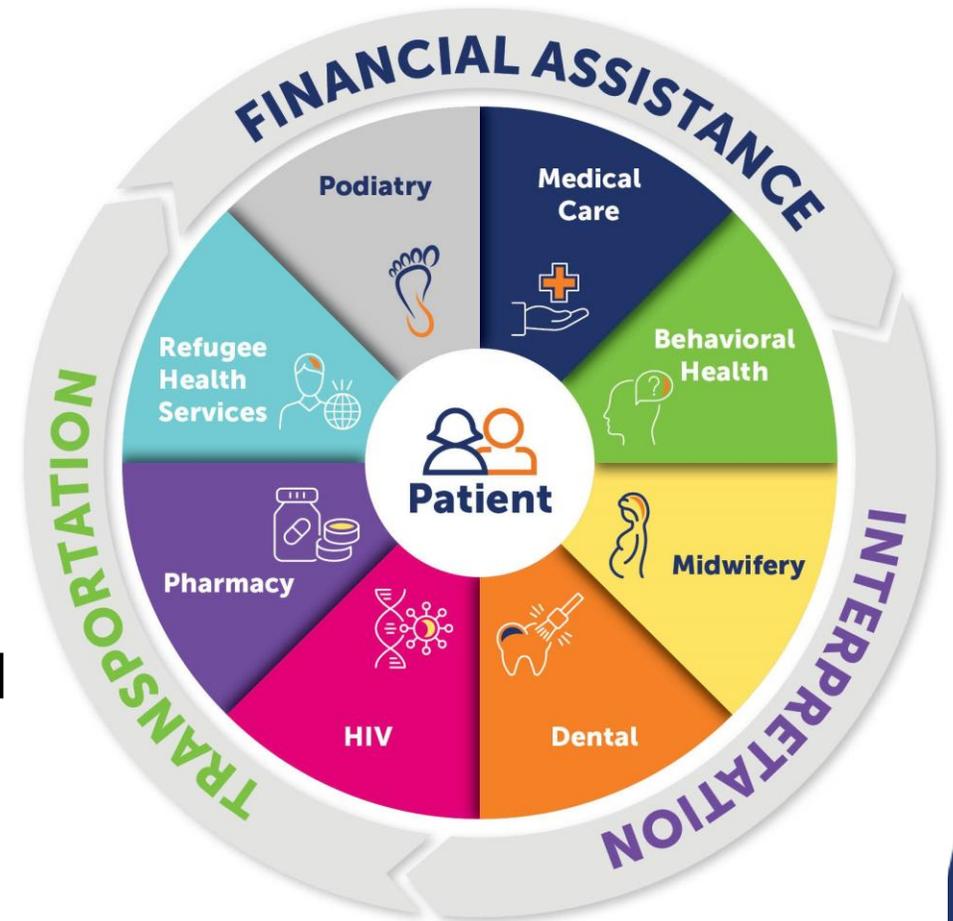
COMMUNITY HEALTH CENTERS

HIV Primary Care Program Overview

March 31, 2026

Who We Are

- Founded in 1980
- Federally Qualified Health Center since 2000
 - 1 of 6 FQHCs in CLE and 58 in Ohio
- Accredited by the Joint Commission
- 6 locations serving the near west side
- Comprehensive Care including Integrated Primary Care, Behavioral Health, Midwifery, Dental, Podiatry, HIV & Pharmacy Services
- Bilingual staff and providers, including Spanish, Nepali, Arabic, Dari/Pashto, and Swahili

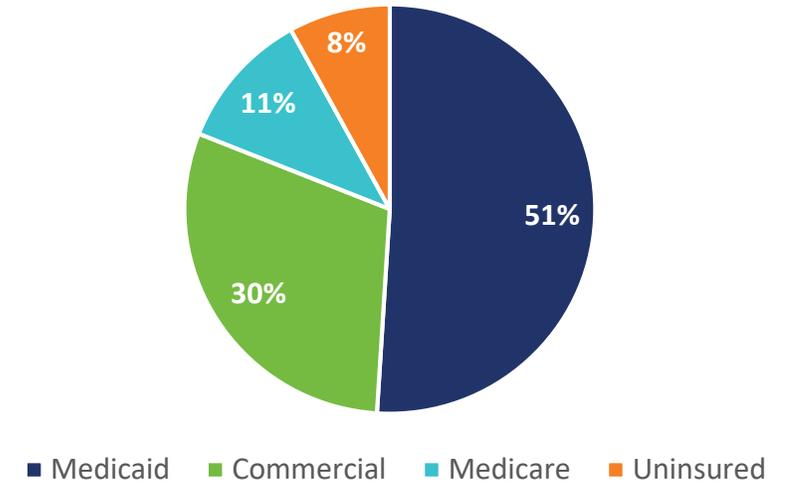


Who We Served in 2025

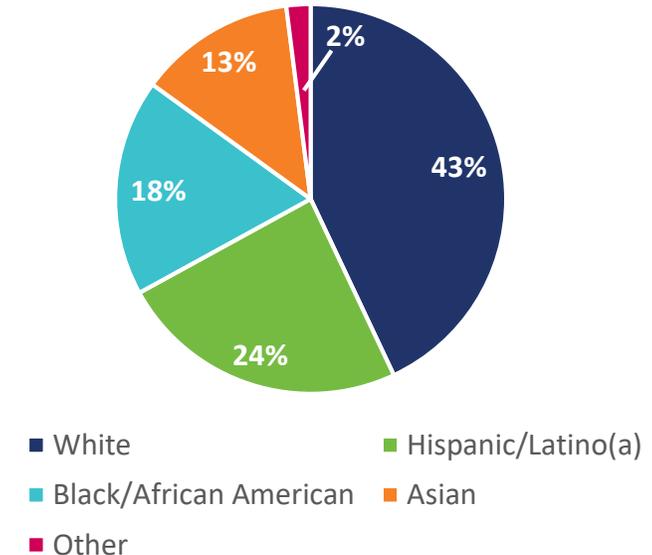
- 23,450 patients of all ages
- 88,347 visits
- 73% patients at or below 200% FPL
- 28% patients best served in a language other than English

Age	% Patient Population
Birth – 18 years	26%
19 – 64 years	64%
65 years and older	10%

Patient Insurance Providers



Patient Race and Ethnicity



Primary Care in Six Neighborhood Locations



Ridge*
Mon-Fri 8:30a – 8p



NEW LOCATION MARCH 2026--
Ann B Reichsman
M, Th, Fri 8:30 – 5p
Tues, Wed 8:30a – 8 p



Puritas
Mon, Thurs 8:30a – 5p
Tues, Fri 8:30a – 4p
Wed 8:30a – 8p



Detroit Shoreway*
Mon-Wed, Fri 8:30a – 5p
Thurs 10:30a – 8p



NEW LOCATION OCTOBER 2025
W 130th
Mon-Wed, Fri 8:30a – 5p
Thurs 10:30a – 8p



North Coast (Lakewood)
M,W,Th, Fri 8a – 5p
Tues 8a – 8 p

*Locations with Integrated HIV Primary Care



Integrated HIV Primary Care Services



HIV Primary Care
Nurse Care Coordination
Medical Assistant
Clinical Pharmacist & Pharmacy
Laboratory Testing
Patient Centered Medical Home Setting



Mental Health
Services



Medical
Transportation



Medical Case
Management

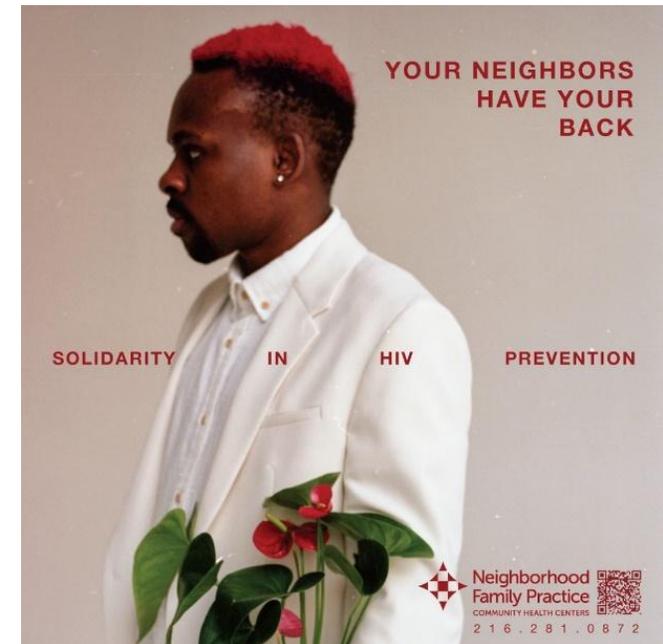
NFP's Model of Care for Patients with HIV

Launched in
Fall 2019



RWHAP Funding

- Ryan White Part A
March 2020
- Ryan White Part C
May 2022
- HRSA Bureau of Primary Health Care
Ending the HIV Epidemic
Primary Care HIV Prevention (PCHP)
September 2022
 - Added to our base Health Center grant in 2025– this ensures ongoing funding



Outpatient Ambulatory Health Services

Nursing Visits

- Care Coordinator - Lichelle Jennings, RN
 - Dedicated to assisting PLWH with any medical/medication/referral needs
 - Medication management- pill packing, cabenuva/lenacapavir injections



Primary Care Visits

- Lisa Navracruz, MD, AAHIVS
- Prakash Ganesh, MD, MPH, AAHIVS
- Samaher Hazeen, MA



Wrap Around Care

Medical Case Management

- Brian Scott, LSW
- Shannon Aber, LSW **new to our team!**

Behavioral Health Services

- Michael Cohen, LISW-S

Medical Transportation

- Rideshare through Circulation or Ace Taxi
- Bus Passes – One way and All Day
- Disability Vouchers



Our Success: 2025 End of Year Demographics

- Total number patients with HIV: 137
 - Total Part A eligible patients: 122
- Demographics of RWHAP patients:
 - Vast majority of patients are low income
 - 70% \leq 200% FPL, 85% \leq 300% FPL
 - Ages range from 13- 79
 - 43% of patients > age 50, more comorbidities of aging
 - 27 patients have refugee status or are newcomers to the US



Our Success: 2025 End of Year Health Outcomes

- Viral suppression= 96%
- Retention in care= 99% by HAB measure
(2 visits in the year separated by 90 days)
 - sub-populations of focus have similar 95%+ rates of viral suppression and retention in care
- 38 patients on Cabenuva (1 on lenacapavir)



How to reach us:

216-961-2090

Brian: x1179

Shannon x1260

Lichelle x1424



Up Next...





NLURC

nueva luz urban resource center





Locations

Cleveland Office

6600 Detroit Ave.

Cleveland, OH, 44102

Phone: (216)651-8236

Fax: (216)651-8235

Lorain Office

221 West 21st St.

Lorain, OH, 44052

Phone: (440)233-1086

Fax: (440)233-1089

Monday - Friday

9:00 a.m. - 5:00 p.m.





Mission, Vision, Values

Mission: To challenge the root causes of systemic poverty among Latinx and other underserved individuals through holistic and culturally-humble service and community building.

Vision: NLURC attempts to move people from systemic poverty and dependence to lives of empowerment and sustainability.

Values: Our work is informed and fueled by the values of hospitality, spirituality and

Leadership

Max Rodas - **Executive Director**

Kimberly Rodas - **Clinical Director**

Christine Davis – **Fiscal Controller**

Natalia Rodas – **Prevention/Communications Director**

Octaveya Lowe – **Non-Clinical Supervisor**

Jean Luc Kasambayi - **Clinical Supervisor**



Our Staff

Medical Case Management

Devin McLaughlin – MCM
Myeisha Ivy - MCM
Mayra Perez – MCM
Vacant - MCM

Non-Medical Case Management

Octaveya Lowe – Intake/Lead NMCM
Diamond Green-Philips - NMCM
Gloriann Irizarry – NMCM

Housing Case Management

Beatrice Velez – HCM (Director of Lorain Services)
Keyanna Sanders- HCM
Monika Henderson- HCM
Colette Webster - HCM
Sonja Johnson – HCM
Yahaira Rodriguez – HCM
Yessenia Morales – HCM

Other Professional Services (Legal)

Staff Attorney - Jackson Flickinger
Staff Attorney – Hannah Yeack
Robert Rodriguez – Paralegal

Psychosocial Services (Recovery)

Frank Lewis - Recovery Coach/Facilitator
James Stevenson – Peer Co-Facilitator

Other Departments/Staff

Max E. Rodas – **Nutrition Coordinator**
Ashley Radke – **Benefits Navigator**
Jen Jeffries – **Prevention Coordinator**
Susan Yao - **Case Aid**
Devin Taylor – **SW Intern**
Maria Wesley – **Receptionist**



Services Provided

Medical Case Management

Non-Medical Case Management

Housing Case Management

Nutrition

Recovery Services

Legal

Pharmacy

Transportation

Prevention/HIV testing and education



Case Management

Process: Intake and eligibility verification are completed, followed by development of the initial PSA/ISP.

Case Management Support: Case Managers (CMs) support clients in achieving the goals outlined in their individualized ISP.

Primary Focus/Goal: Ensure consistent access to HIV care/treatment while identifying and addressing barriers to care, in order to improve health outcomes.

Service Coordination: CMs assist clients in navigating complex medical/health insurance systems, and coordinate access to essential services, including OHDAP, medical care, dental care, mental health/substance use services.

Client-Centered Approach: CMs meet clients where they are both figuratively and literally, to reduce barriers and promote engagement in care.

Transportation

- Clients are provided bus tickets for scheduled HIV-related appointments in accordance with RW Part A guidelines.
- Clients receive vouchers for RTA IDs.
- MCMs assist clients with RTA disability applications.
- Clients must present proof of appointments and confirm that all other transportation options have been exhausted, as RW serves as the payer of last resort.
- Future transportation options are regularly reviewed.

Housing

- Housing assessment/service plan
- Housing support - EDEN, Frontline, CMHA, LMHA, Northwest Neighborhoods...etc.
- Financial assistance programs- ARAP (rent/utilities), PHP, EFA
- Other resources – Temp Hotel Stay (through NEOCH), HEAP, PIPP, Housing Subsidies, other community resources
- Housing search/support – working with landlords/property management companies
- Legal support

Legal Services

- Only legal service provider in TGA.
- Legal/Housing collaboration
- Interventions - eviction defense, notices of defective conditions/ repair demands, representation, landlord disputes/negotiations.
- Assist with social security matters, wills, living wills, powers of attorney, other advance directives, name change, employment (wrongful termination), identity theft protection, driver's license reinstatement, and simple immigration matters.
- Grant prohibits work on criminal law and class action suits.

Nutrition/Food Pantry

- Clients may access the food pantry every other week. (receive 2 food -bags – 1 frozen, 1 non-perishable).
- Cleaning supplies, hygiene products and other resources are included whenever available.
- Nutrition Coordinator works with CMs to tailor food bags to meet specific needs by including GOYA food items, boost drinks, or other supplemental foods when additional funding is available.
- Walk-ins are welcome/delivery is coordinated with Case Managers.
- Other resources – community pantries, hot meals, home delivered meals resources provided to clients).
- Clients are referred to Benefit Navigator for assistance with SNAP benefits.
- Collaborate with The Greater Cleveland Food Bank and Second Harvest Food Bank (Lorain).

Recovery Services

- A holistic recovery program designed to support PLWH who are affected substance use.
 - Focuses on challenges of living with HIV/impact of substance use.
 - Aim – to empowerment and equip PLWHA with tools and resources to successfully recover.
 - Meetings - Monday, Wednesday, Friday, 1PM-2:30PM.
 - Food/transportation assistance provided.
 - All PLWH are welcome!
- 

Prevention/HIV Testing

- HIV testing - Offered on-site at NLURC, Monday-Friday. Walk-ins/appointment options.
 - Newly diagnosed individuals - connected to rapid-start services, ensuring same-day access to ART after confirmatory testing.
 - Resources - Ryan White programs/other community resources are provided for ongoing care, support.
 - Education – High school/university, and other public events.
 - Safer sex – Condoms, dental dams, lube educational materials provided.
 - PrEP – Internal/external referrals
- 

Pharmacy

- Coordinated Care Network (CCN), an HIV specialty Pharmacy as well as a full-service pharmacy.
- Specialized packaging, labeling and delivery methods tailored to individual client needs.
- This program is designed to highlight client choice.
- Bi-lingual assistance available.
- 24-hour service availability with a consistent care team and pharmacy representative.
- Operating from a case management perspective, developed from more than 20 years experience working with PLWHA.

Highlights

- Black History Month Commemoration – Conversation with Kimberlin Dennis/ peer panelists (Living with HIV as African Americans.
 - Client Christmas Party – Gifts/food/
 - Cleaning Supplies drive
 - Immigration/refugee supplies drive
 - Community HIV testing
- 

Questions?



Reach out!

Phone: (216) 651-8236

Fax: (216) 651-8235

www.nlurc.org

THANK YOU!



Up Next...





Signature
HEALTH

When you need help now.®

Ryan White Program

Signature Health

March 30, 2026

Who We Are

- Signature Health is a non-profit, Federally Qualified Health Center providing mental health, addiction recovery, primary care, infectious disease, dental and pharmacy services to patients across Northeast Ohio.
- Signature Health was founded in 1993 by our CEO, Jonathan Lee; Chief Innovation Officer, Ann Mason; and the late Paul Brickman. We began as a community-focused organization, providing counseling to kids in local schools.
- Fast forward three decades and Signature Health continues to grow and meet community health needs. Our clinicians serve more than 32,000 patients each year, at seven outpatient locations and four residential treatment facilities.
- We primarily serve Medicaid and Medicare patients, with a sliding fee scale available to eligible individuals without insurance. Our services range from counseling and psychiatry services, to alcohol and drug recovery programs, to primary care, to infectious disease services.
- Our locations span as far west as Lakewood, and as far east as Ashtabula.

Mission and Values



Our Core Purpose:

- We provide integrated healthcare for our community specializing in patients with mental illness and/or addiction.

Our Vision:

- We want people to realize their highest potential.

Our Mission:

- To become the most respected integrated behavioral health organization in the country.

Our Values:

PEOPLE FIRST

- We honor our patients and colleagues by seeking to know them as individuals and treating them with kindness, dignity, and respect

STRIVING FOR EXCELLENCE

- We take full ownership and pride in our work by approaching it thoughtfully, executing with diligence, and continuously improving our skills.

CAN DO

- We roll up our sleeves, persist, and innovate together in response to opportunities and challenges.

Part A Funded Services

- Medical Case Management
- Outpatient Ambulatory Health Services/RN Services
- Early Intervention Services
- Medical Transportation
- Medical Nutrition Therapy
- Psychosocial Support
- Mental Health Services
- Emergency Financial Assistance
- Non-Medical Case Management

Ending the HIV Epidemic Funded Services



- Intensive Behavioral Health Medical Case Management
- Early Intervention Services/Community Health Worker
- Emergency Financial Assistance
- Medical Transportation
- Rapid Start ART
- Mobile Health Clinic

Medical Case Management

- Ryan White Medical Case Managers are the key to unlock all Ryan White support services and resources
- All Ryan White MCMs are Licensed Social Workers
- Medical Case Management involves completing psychosocial assessment of case management needs, care planning, linkage to medical-related services, assistance with treatment adherence, advocacy, utilization review, linkage to benefits and insurance, linkage to community resources, OHDAP, Patient Assistance, etc.
- Ryan White clients must meet with their MCM at least once every 6 months; meeting cadence determined by risk acuity (Low, Medium, High need)
- Ryan White MCM's coordinate with Behavioral Health case managers to provide collaborative care and ensure no duplication of services
- Ryan White MCM's have access to resources BH case managers don't and vice versa so sometimes it is necessary for a client to have both BH and RW case managers

Early Intervention Services

- These services are provided by the Ryan White Medical Case Managers
- This service category targets people living with HIV who are newly diagnosed or inconsistent in care
- Connects clients to medications and treatment rapidly and ensures they stay connected to care
- Involves linkage to medical-related services, assistance with treatment adherence, advocacy, utilization review, linkage to benefits and insurance, linkage to community resources, OHDAP, Patient Assistance, etc.
- Clients graduate to Medical Case Management services from Early Intervention Services once they are able to demonstrate knowledge of HIV medical care, take ART medications as directed and attend appointments regularly.

Outpatient Ambulatory Health Services/RN Services



- Assists in connecting patients to medical care, including care at Signature Health or outside organizations/specialists
- Reviews and educates on lab results ordered by healthcare providers
- Troubleshoots issues with insurance or pharmacy benefits
- Collaborates with Ryan White Medical Case Managers to ensure patients have the resources needed to achieve viral load suppression and maintain medical care

Non-Medical/Housing Case Management

- Provides help and guidance in finding affordable housing and linking to appropriate housing resources
- Assists clients in completing housing applications, viewing apartments, working with landlords
- Assists clients in accessing financial assistance related to housing, including security deposit, rent, and utilities assistance.
- Clients are referred to Housing Case Management via their Ryan White Medical Case Manager
- Provided by Coordinator, Community Resources

- Support groups for people living with HIV
- Open to any person living with HIV even if they are not current Signature Health Ryan White clients
- Non-SH Ryan White clients will need to be willing to register as a Signature Health patient but will not need to switch their Ryan White case management services to SH
- Ashtabula HIV Support Group – 2nd Wednesday of each month 10:30am-11:30am, contact Anna Pekarski – 440-261-2905
- Lakewood HIV Support Group – Every other Monday 4pm-5pm, contact Ray Bradford – 216-401-3266

Other Part A Services

Medical Nutrition Therapy

- Facilitates funding for nutrition supplements, such as Ensure or Boost

Medical Transportation

- UberHealth or Lyft, gas cards, and bus tickets to HIV-related medical visits even outside of Signature Health
- Ryan White transportation used as last resort – clients should utilize insurance-based transportation and other resources as possible
- Can do same-day transportation

Mental Health Services

- Counseling can be provided by a Ryan White team member if there are no other options – for example, if client is uninsured, not eligible for insurance, and not eligible for the Signature Health sliding fee scale

Emergency Financial Assistance

- Financial assistance for prescription eyeglasses, medications
- Provided as a last resort and is based on available funds

Intensive Behavioral Health Medical Case Management

- Involves assessment of BH needs, rapid and ongoing linkage to mental health and substance use services and resources, monitoring of symptoms and interference with treatment adherence, assistance in overcoming barriers to treatment adherence caused by BH issues, linkage to community resources, etc.
- Targeted Caseload – 20 clients on caseload to allow for more specialized and intensive care
- Clients receiving this service must have a DSM mental health or substance use diagnosis
- Clients graduate to standard Medical Case Management once goals are met

EIS/Community Health Worker Services



- Provides support to people living with HIV who are newly diagnosed or inconsistent in care
- Assists Medical Case Managers in connecting clients to appropriate resources
- Attends community events to provide sexual health education and educate about the Ryan White program at Signature Health
- Provided by Coordinator, Community Resources

Other EHE Services

Medical Transportation

- UberHealth or Lyft rides to HIV-related medical visits even outside of Signature Health
- Ryan White EHE transportation used as last resort – clients should utilize insurance-based transportation and other resources as possible
- Can do same-day transportation

Emergency Financial Assistance

- Financial assistance for prescription eyeglasses, medications, rent, utilities, food, phone bill
- Provided as a last resort and is based on available funds

Rapid Start ART

- Allows us to build capacity to ensure newly diagnosed or returning to care patients can be given antiretroviral medication at their first appointment or interaction with the medical provider.

Mobile Health Clinic

- Ryan White RN completes blood draws, nursing assessments, and Cabenuva injections in targeted patients' homes and/or mutually agreed upon location in community to decrease barriers to care for hard-to-reach patients
- Ryan White team facilitates provider visit via iPad in client's home or mutually agreed upon location in community to decrease barriers to care for hard-to-reach patients.

FY25-26 Highlights



- Strengthened partnerships and increased number of Ryan White referrals received
- Several previously non-virally suppressed clients have become virally suppressed due to coordination of Cabenuva injections by the RW RN.
- Increased attendance at HIV support groups
- Program growth – added an additional EHE Intensive Behavioral Health Medical Case Manager position; promoted a Part A Medical Case Manager to Team Lead; added an additional Part A Medical Case Manager position
- Provided Part A and EHE services to 228 enrolled clients (increased from FY24-25)

Ryan White Client Feedback

“Anna has been a tremendous support and resource and is always so helpful! Grateful for her and all she does!”

“All in all, I'm happy with them.”

“I really started to take my physical and mental health seriously after I started to see the signature clinic. I trust my team.”

“The Ryan White program has been a help to so many people I don't know what I would do without it - thanks SH in Lakewood.”

“The team is great, I'm very pleased with the signature team in Painesville.”

“Without this program I would probably be homeless and/or sick!”



Ryan White Part A & EHE Team Members

Brittany Freese, LISW-S (she/her/hers) 440-477-2828, bfreese@shinc.org

Ryan White & Prevention Manager, supervises Ryan White Part A & EHE programs, as well as Signature Health's Prevention program. Main point of contact for all Ryan White services at Signature Health.

Anna Pekarski, LSW (she/her/hers) 440-261-2905, apekarski@shinc.org

Ryan White, Team Lead, provides Ryan White Medical Case Management, Early Intervention Services, and Psychosocial Support to clients residing in Lake, Geauga, and Ashtabula counties.

Natalie Armstrong-Kinser, RN (she/her/hers) 216-210-9692, narmstrong@shinc.org

Ryan White RN Coordinator, provides Ryan White Outpatient Ambulatory Health Services to clients residing in Cuyahoga, Lorain, Lake, Geauga, and Ashtabula counties. She also provides EHE OAHS Mobile Health Clinic services.

Liz Schaefer, LSW (she/her/hers) 216-644-9476, eschaefer@shinc.org

Ryan White Intensive Behavioral Health Medical Case Manager, provides IBHMCM services to clients residing in Cuyahoga county.

Victoria Piskac, LSW (she/her/hers) 440-488-4777, vpiskac@shinc.org

Ryan White Intensive Behavioral Health Medical Case Manager, provides IBHMCM services to clients residing in Cuyahoga county.

Ray Bradford (he/him) 216-401-3266, Rashawn.bradford@shinc.org

Coordinator, Community Resources, provides Part A Non-Medical Case Management to clients within the TGA and EHE Early Intervention/Community Health Worker services to clients within Cuyahoga county.

Vacant Positions – Part A Medical Case Manager Cuyahoga County & Part A Medical Case Manager Lake County

Working to recruit and fill these positions!

Questions?



Up Next...





The Centers HIV Services

Adriana Whelan, ND, CNP, AAHIVS, Medical Director
Naimah O’Neal, MSN, LSW, Ryan White Case Manager
Thomas Hayes, LISW-S, Ryan White Case Manager and
Counselor

March 31, 2026



THE CEN

Health. Family. Work

The Centers' History

Circle Health Services (the former Free Medical Clinic of Greater Cleveland) opened its doors 50 years ago. In November 2017, Circle Health and The Centers for Families and Children joined forces to provide clients with access to greater levels of health care. In 2021, Circle Health and The Centers for Families and Children finalized a rebrand and a 2021-2023 Strategic Plan, and were unified as THE CENTERS.

The Centers is able to provide comprehensive services to nearly 25,000 individuals annually, including HIV prevention and treatment, primary health care, dental care, workforce development, early childhood education and integrated behavioral healthcare with mental health and substance use disorder treatment.



The Centers – Mission & Vision

OUR MISSION

The Centers fights for equity by healing, teaching, and inspiring individuals and families to reach their full potential.



OUR VISION

Communities are equitable, healthier, and prosperous.



The Centers – Who We Are

We do more than provide service. We change lives for the better.

Our integrated model coordinates health and wellness services, including primary care, behavioral health care, addiction services, HIV treatment, in-house pharmacies, and dental, along with family support programs, including early childhood development, career training, and job placement.

Our Services

1. Integrated Health & Wellness
2. Early Childhood Education & Family Support
3. El Barrio Workforce Development
4. Residential Youth Programs (New in 2022)



11

LOCATIONS



650

DEDICATED STAFF



15,000+

NORTHEAST
OHIOANS SERVED

Medical Services



- **Clinical Management of HIV**
- **HIV Rapid Start**
- **Gender-affirming care**
- **HCV Treatment**
- **MAT Treatment**

- **Integrated Treatment approach for treatment of Opioid Use Disorder and Alcohol Use Disorder.**
- **Treatment modalities include Buprenorphine and Naltrexone.**
- **WinMAT: Walkin Medication Assisted treatment services at The Centers- Gordon Square office, Monday through Friday**

- **Primary Care**

- **Certified as a Patient Centered Medical Home (Care coordination, Patient navigation)**

- **Immunizations**

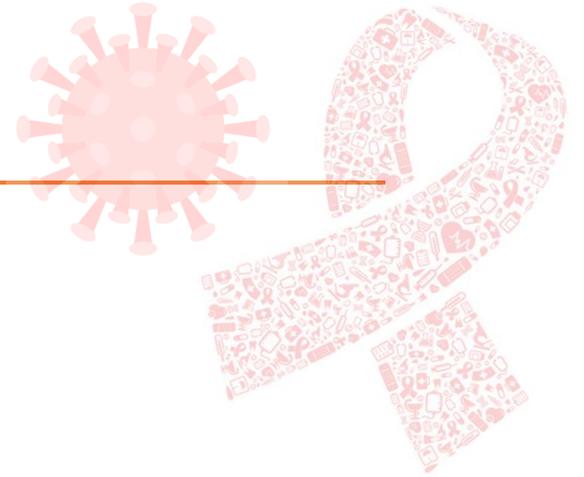
- **On-site Pharmacy, including Clinical Pharmacy Services**

- **Pill reminder packaging, Adherence counseling, Smoking Cessation, Assistance with Prior Authorizations for ART**

**WE TREAT EVERYONE.
ALWAYS.**

Case Management

- Medical Case Management
- Early Intervention Services (Intensive Case management services)
- Adherence Counseling Services
- Transportation
- Patient education and support groups
- Emergency Financial Assistance (Medications, Rental and Utility Assistance, Food Cards).



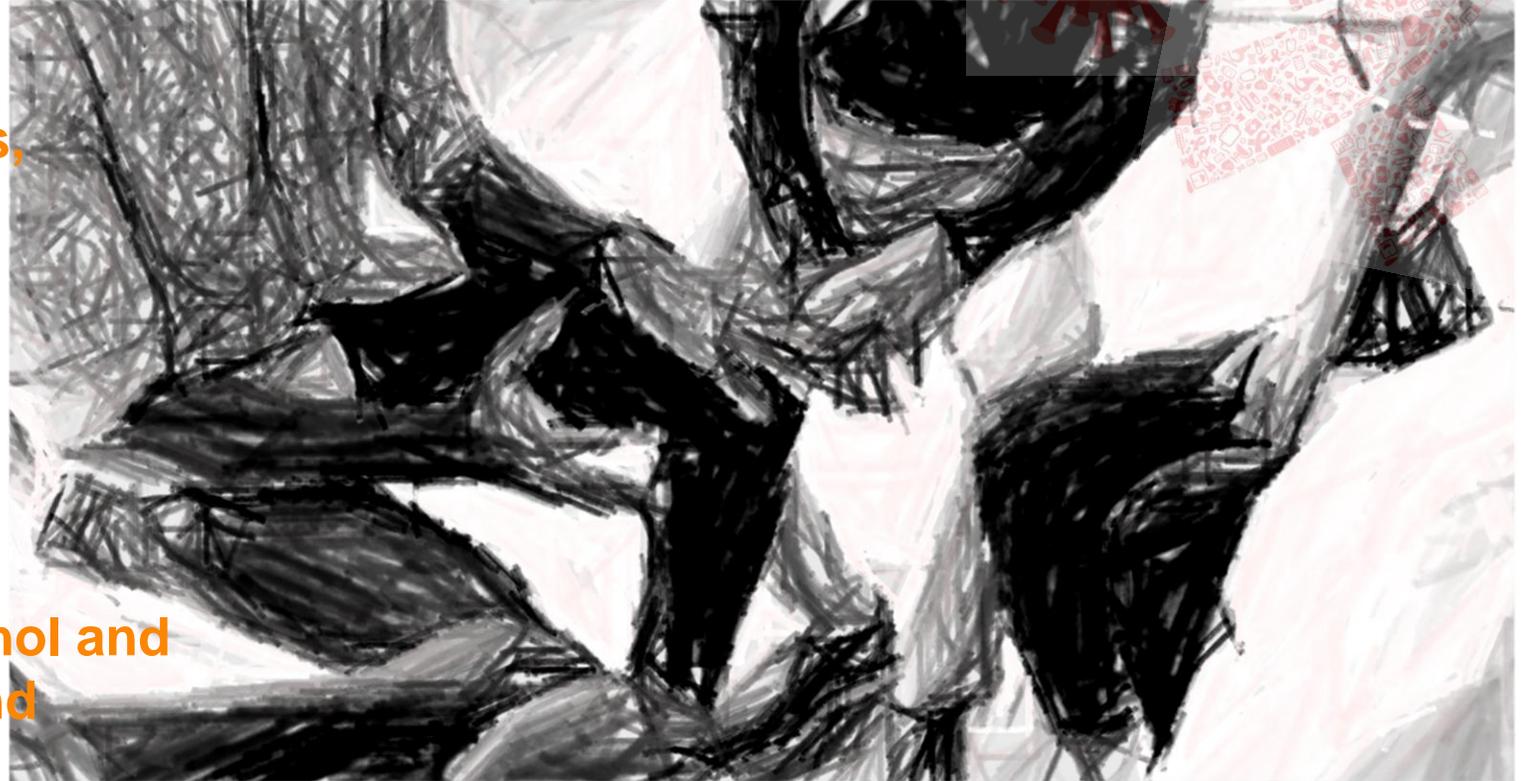
Dental and Behavioral Health Services

Dental Services

- Routine dental care including cleanings, cavities, root canals, and extractions

Behavioral Health Services

- Counseling
- Psychiatry
- Outpatient treatment for Alcohol and Substance abuse Individual and Group Counseling
- Walk-in Urgent Care Behavioral Health Centers



Overdose and Infectious Disease Prevention (OIDP) Services

Services include:

- Needs based needle exchange
- HIV Testing
- Hepatitis C Testing
- Safe syringe kits
- Safe smoking kits
- Safe sex kits
- Fentanyl Test strips
- Drug Test strips (Xylazine, Nitazine, Medetomidine, Methamphetamine)
- Narcan kits
- Outreach Nursing
- Harm Reduction Vending machines
- Home STI kits
- Home HIV test kits
- Peer Support



HIGHLIGHTS

HIV medical services offered at 4 sites:

- The Centers- Uptown: 12201 Euclid Avenue, Cleveland
- The Centers- West: 3929 Rocky River Drive, Cleveland
- The Centers- Gordon Square: 5209 Detroit Avenue, Cleveland
- The Centers- East: 4400 Euclid Avenue, Cleveland
 - For Appointments call(216)325-WELL

Provider training and Care Coordination:

Bimonthly HIV case review for Primary care providers, Case Managers and Nursing.

Referrals and Linkage:

Referral form for direct linkage to services. Contact Adriana Whelan at Adriana.Whelan@thecentersohio.org for more information.

Patient Advisory Committee:

- Where: 4400 Euclid Avenue, Mandel Conference Room
- When: 2nd Tuesday of each month 12:00pm – 1:30pm
- RSVP: Option 1: Scan the QR Code and complete the form
Option 2: Call 216-435-1454

Scan Me!



WHAT'S NEW

- In collaboration of The ADAMHS Board, The Centers and Cuyahoga County, a new Behavioral Health Crisis Receiving Center (CRC) will be opening in Fall of 2026 .
- The CRC will provide services such as urgent care, medication refills, de-escalation, triage, assessment, observation, treatment, coordination, linkage to services, and the management of both voluntary and involuntary clients, in addition to other services.
- The CRC will also develop a robust referral network to route patients on discharge to appropriate in-patient, out-patient, or community services and will work with local hospital partners to assist them in training physicians in behavioral health crisis treatment.



HIV RYAN WHITE & ODP STAFF



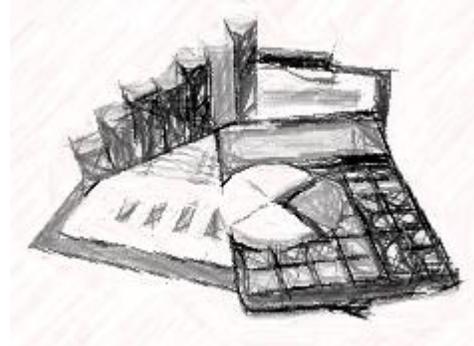
HIV Medical Management

-Adriana Whelan, ND,
CNP, AAHIVS
*Medical Director of HIV
Services and ODP*
-Falandia Milligan, CNP
Dorothy Rimmelin, MD -
Sibley Strader, MD -
Pamela Graham, CNP



Clinical and Ancillary Support

-Naimah O'Neal, MSM,
LSW
-Thomas Hayes, LISW-S
-Sarah Snider, PharmD
-Rhys Wilson, BSN, RN,
Outreach Nurse



Fiscal and Quality Management

-Stephanie Ristau, HIV
Program Business Manager
-Fatima Warren, VP Health
Center Operations
-Shonta Burton, MPA
Manager, Healthcare
Compliance



ODP Team

-Nicholas Shaffer, Program
Manager of ODP
-Outreach Specialists: Chico Lewis,
Zenza Harris, Karen Nieves, Evelyn
Velez.
-Peer Specialists: Denies Sweat,
Nicholas DeFranco, Alicia Johnson.

Up Next...



John T. Carey Special Immunology Unit

2061 Cornell Rd.

Cleveland, OH 44106

216-844-7890



University Hospitals

Cleveland | Ohio



Who We Are

Our Mission:

Provide expert comprehensive and compassionate care to all people living with HIV regardless of ability to pay, while furthering progress in the fight against HIV through education and research.

Outpatient Ambulatory Health Services:

The SIU operates with an interdisciplinary approach to patient care where every patient has their own doctor, nurse and social worker. Patients see one of our 10 Infectious Disease Specialists.

We also have an OB-GYN and Sleep Specialist who see patients on designated clinic days.

Nurses

Nurses at the SIU educate patients on the disease, direct patients to necessary resources, and communicate with other disciplines inside and outside of the SIU to establish, coordinate, and maintain continuity of care.

Main contact: 216-844-7890

Sheila Garven, RN (Team #1)

Providers: Gripshover, Caster

Julie Cervenek, RN (Team #2)

Providers: Conrad (PrEP and care), Bartolomeo, Subauste, Yendewa

Trisha Walton, RN (Team #3)

Providers: Lisgaris, Fulton, Chengsupanimit

Isabel Yuzon Hilliard, ND, RN (team #4)

Providers: McComsey, OBGYN

Medical Case Management

Social Workers at the SIU offer emotional support, short-term counseling, referrals, and links to community resources. They also assist with insurance and medication issues, and help coordinate Medical Transportation, when eligible.

Elizabeth Habat, LISW-S

216-844-5316

Providers: Gripshover

Amy Horning, LISW-S

216-844-3407

Providers: Conrad, Yendewa, Chengsupanimit

MJ Lawrence, LISW-S

216-844-7224

Providers: Bartolomeo, Lisgaris, Subauste, Caster

Armina Popa, LSW

216-844-7926

Part D (under 24 years old)

Siyue Xu, LISW

216-844-2653

Providers: Fulton, McComsey

Mental Health Counselor

For patients who need more than the short-term counseling provided by the social work team, the SIU offers an on-site mental health therapist.

Kathryn Raven, LPCC
216-844-6034

Dietitian

The dietitian assesses nutrition, educates patients on tailored food choices, conducts body composition tests, and advises on dietary and herbal supplements.

Aaron Fletcher, MS, RD, LD
216-844-2463

Pharmacy

The pharmacy team works with patients to optimize medication adherence while providing information concerning all aspects of a medication regimen.

Nan Wang, PharmD
216-283-4927

Mary VanMeter, CPhT
216-844-2309

Early Intervention Specialist

The EIS helps link new patients to care and assists with engaging those who may have fallen out of care.

Cielle Brady
216-844-5383

Community Health Worker

The Community Health Worker helps patients find resources, navigate care, address any adherence barriers, and participates in community outreach activities.

Tizita Evans
216-844-3563

PrEP Navigator

The PrEP Navigator (funded through ODH Part B) assists PrEP patients with navigating access to care and plays a key role in promoting HIV prevention efforts in the community.

Chaz Mitchell
216-286-7737 (286-PREP)

Other Support Staff

Gerrye Brown, Financial Coordinator – 216-844-5317

Robert Greathouse, Data/RW Clerk – 216-844-5359

Jacyona Banks, Medical Assistant

Kate Burnett-Bruckman, Quality Manager

Michelle Kucia, Program Director

Mariyah Hullett, Front Desk

Angela Isom, Finance Specialist

Services Provided

- Outpatient Ambulatory Health Services
- Medical Case Management
- Mental Health
- Medical Case Management- Behavioral Health
- Psychosocial Support
- Medical Nutrition Therapy
- Oral Health
- Prevention and Early Intervention Services
- Emergency Financial Assistance
- Medical Transportation
- Rapid Start Services
- Non-Medical Case Management

Oral Health

Oral health care is provided by Case Western Reserve University's AEGD residency program, offering cleanings, X-rays, fillings, crowns, extractions, dentures, and other restorative services. Referrals to oral surgery are made as needed.

****You do NOT have to be an SIU patient to access Oral Health services****

CWRU AEGD Clinic

216-368-8730

9601 Chester Rd.

Cleveland, OH 44106

Support Groups

Women's group: 1st Thursday of the month at from 1-3pm

Contact:

Linda Xu

216-844-2653

Youth Group: for patients ages 18-24; 4th Thursday of the month from 3-5pm

Contact:

Armina Popa

216-844-7926

Yoga Group: Floor or chair Yoga held every 2nd and 4th Wednesday of the month from 4:30-5:30pm

Contact:

Armina Popa

216-844-7926

Patient Advisory Group: Focus group of SIU patients for improvements and suggestions for the clinic

Contact:

Amy Horning

216-844-3407

End the Epidemic

- Rapid Start/OAHS
- Medical Transportation
- Behavioral Health MCM
- Emergency Financial Assistance
- EIS

EHE – Behavioral Health MCM

The SIU adopted a Collaborative Care model for behavioral health in October 2020, integrating a Primary Care Physician (PCP), Case Manager, and consulting Psychiatrist. Case Managers review patients with the Psychiatrist, who provides medication recommendations to the PCP, ensuring psychiatric expertise without extra appointments.

PrEP

The SIU offers PrEP as a prevention option for those who are at high risk of getting HIV. Funding for PrEP navigation is through ODH Part B.

Services available include:

- Consultation with HIV/ID practitioner
- HIV testing
- Prescription of PrEP medication and lab monitoring
- Vaccines for Hepatitis A and B, and HPV as indicated
- Individual risk reduction counseling
- Financial assistance through PAPI

Contact:

Chaz Mitchell, PrEP Navigator

216-286-7737

Prep@uhhospitals.org

HIV Testing

The SIU offers free anonymous and confidential HIV testing four days a week. Trained staff members are available to counsel individuals before and after test results and to discuss risk reduction including PrEP referral.

****Not RW Funded****

Testing Hours:

Monday – Thursday: 8 a.m. – 4 p.m.

Call 216-844-5316 to schedule

Clinical Trials

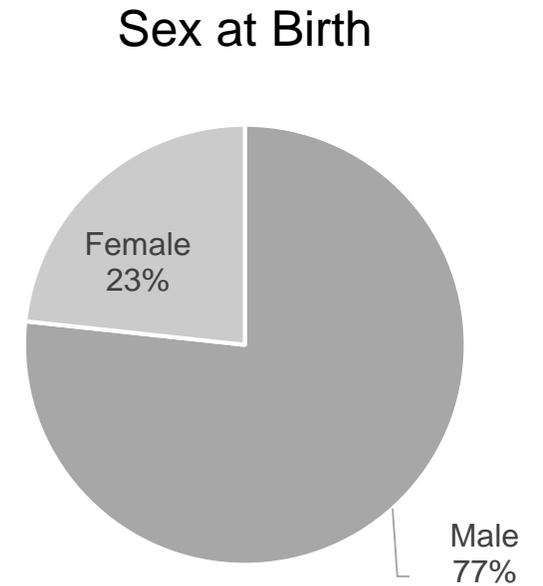
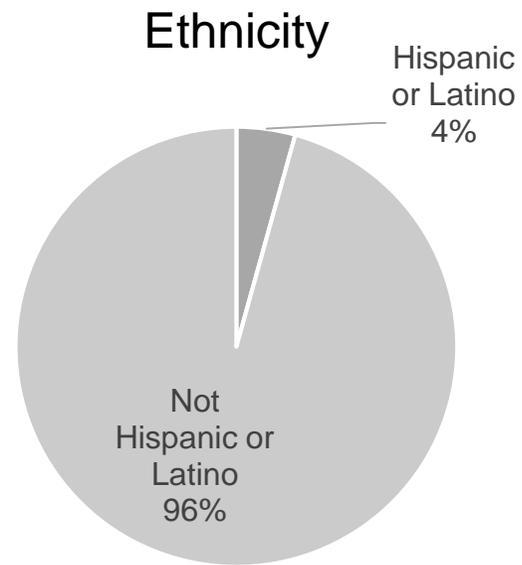
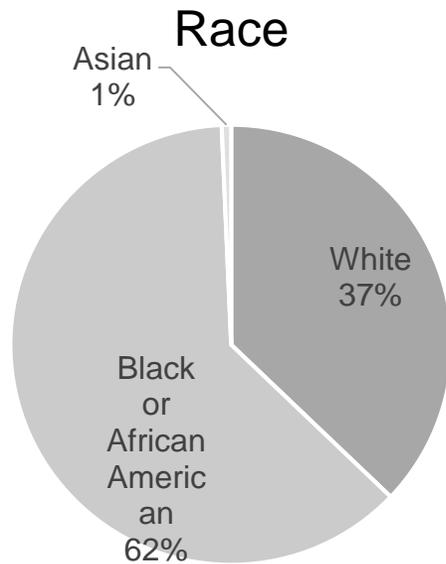
The Case Western Reserve University/University Hospitals AIDS Clinical Trials Unit (ACTU) is a founding unit of the AIDS Clinical Trials Group, the world's largest network of AIDS-related treatment clinical trials. In addition, UH has an active HIV Metabolic Research Unit.

Both research units shares space with the SIU, facilitating easy participation for interested patients.

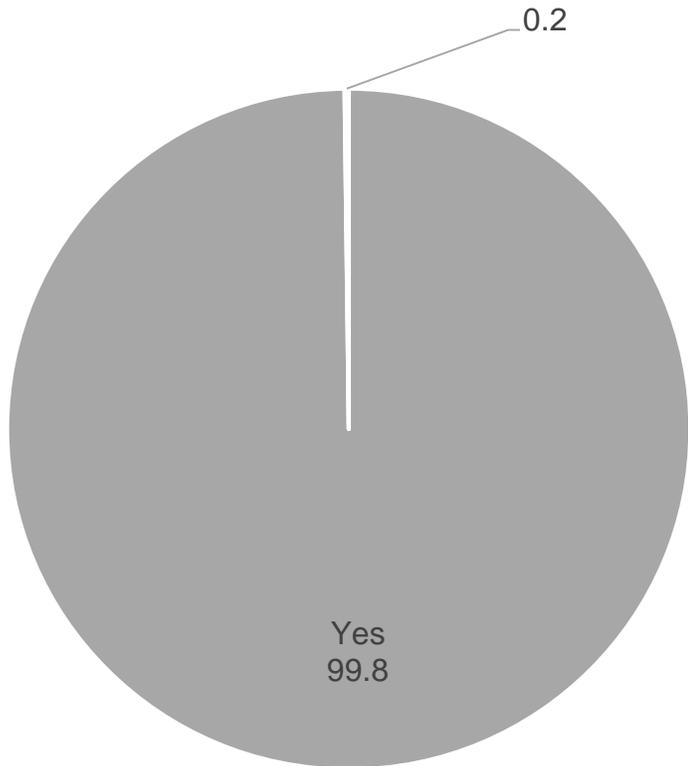
Since its beginning, more than 1,800 people have volunteered to participate in HIV treatment trials at the Unit.

2025 Data

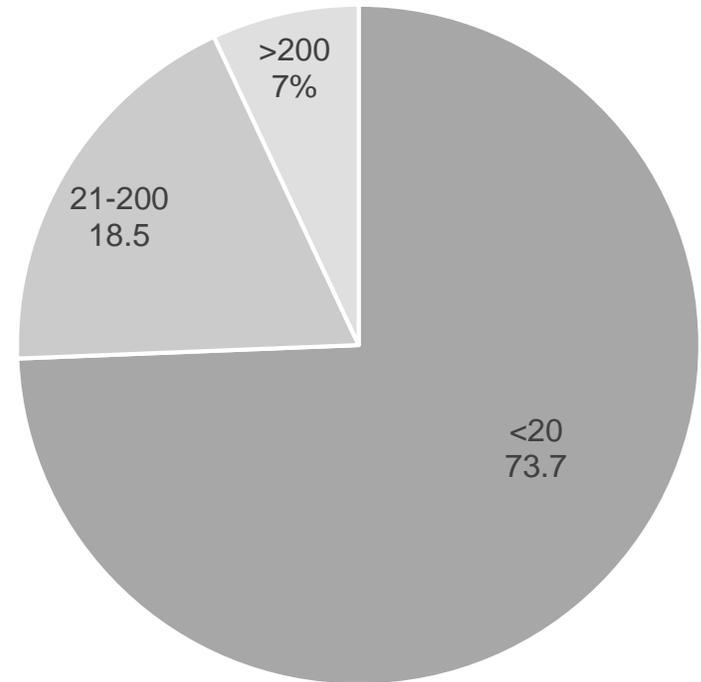
In 2025, we had 1,143 patient who had at least one OAHS service



Prescribed ARVs



Most Recent VL



Highlights – Outreach Events in 2025



Men's Health and Wellness Expo



Cleveland Heights Pride



CLE Pride



Summer Health Fair with Kings and Queens



HIV/Prevention at a local church



Our PrEP Navigator tables at 3 local libraries each month (Shaker, MLK, and Garfield)





Questions?

Closing & Networking



Thank you for all that you do!

Please use this time to network with other Part A agencies or get to know the HIV Services staff at CCBH

Don't forget to have someone from your agency pick up your FY26 Flash Drive!