



March 26, 2021

Cuyahoga County Board of Health  
Ryan White Part A  
FY21 Program Updates and Showcase of Part A Services

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Presented by:  
Joye E. Toombs, LSW  
Director of Services

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## *Our Mission*

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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.



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Providing services to people living with HIV/AIDS for over 35 years.

Our geographic reach includes our TGA network of 6 counties:

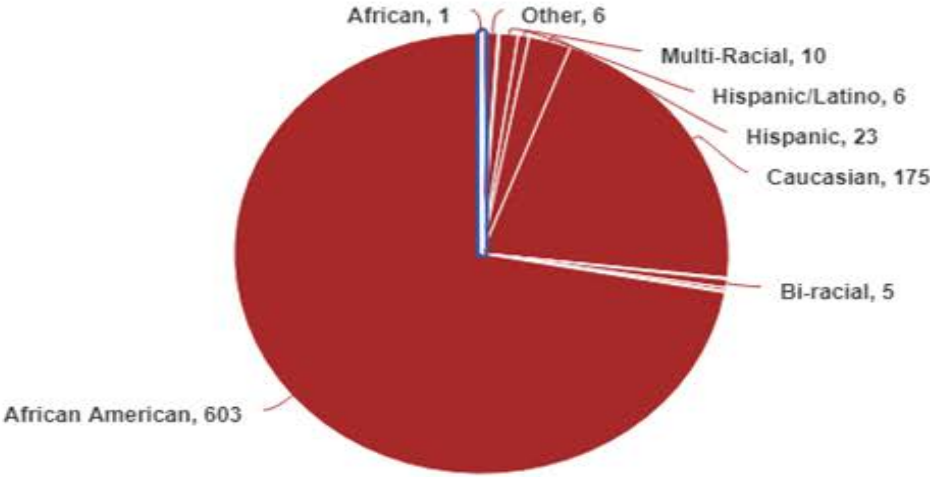
Cuyahoga, Geauga, Medina, Lorain, Lake, and Ashtabula

The AIDS Taskforce of Greater Cleveland is located in Midtown Cleveland at 2829 Euclid Avenue



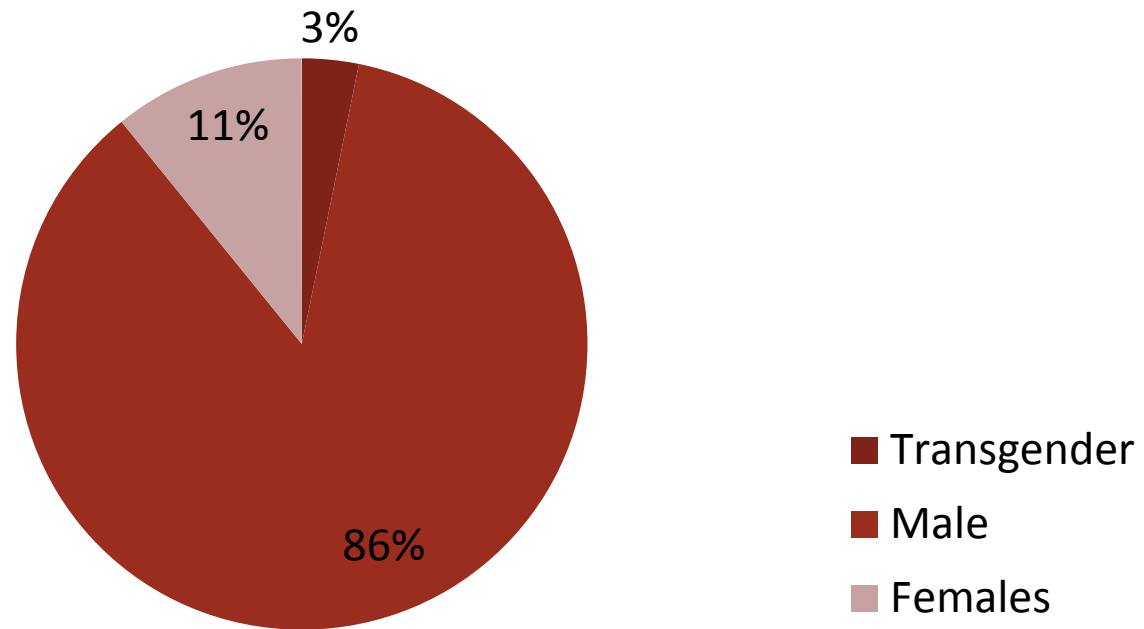
# Race Demographic

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# Gender Demographic

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# Ryan White Part A Services

Food Bank/Home Delivered Meals

Medical Case Management

Medical Transportation Assistance

Non-Medical Case Management

# Food Bank/Home Delivered Meals Program

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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.



Clients can also receive the following non-food items:

- Personal hygiene products
- Household cleaning supplies
- Water filtration/purification systems in communities where issues of water safety exist.

# Medical Case Management

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Provide direct services to assist clients with managed medical compliance by educating on managed medical care and medication adherence. Complete assessments and create Individual Services Plans, focusing on medical and medication goals. Assist clients with obtaining medical insurance through state agencies and the Marketplace. Transportation assistance to and from medical appointments. Nutritional assistance in the form of food vouchers and pantry services. Will make appropriate referrals to medical and other resources if needed. Insures that client have easy access to medications and medical care.





# 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. In 2020 CARES funding allowed the purchase of a new van to combat the increase demand for home delivered meal services.



# Non-Medical Case Management

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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.

# QI Project

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**Target:** African-American males who are men who have sex with men (MSM) between the ages of 18 – 29 living with HIV who are non-virally suppressed.

**Goal:** For the target population to achieve and maintain viral suppression.

**Service:** Provides intensive case management until client reaches suppression with goal to transition to medical case management. Program works as a drop-in to better ensure client participation with bus tickers provided.

**Barriers/Challenges:**

- Homelessness
- Medical Non-compliance
- Transportation
- Joblessness
- Stigma (coming to agency)
- Self-accountability



# Additional Programs and Services

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

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## 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.
- Brothers Health Connection: The Brothers Health Connection (BHC) assist HIV-positive Black Men who have Sex with Men (BMSM) in reducing your viral load to undetectable levels. Through a combination of individualized medical care, access to a dedicated Life Coach.
- **Women and Men's Support Groups**: Support and education for people living with HIV and AIDS.
- **Pantry Services**: Operates Monday to Thursday where clients can come in or call to request food delivery. This services can be accessed every ten day.
- **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.
- **Medical Collage of Wisconsin**: A research project that will employ a social network approach for both reaching racial minority MSM in the community and delivering an intervention in which peer network leaders are taught and enlisted to increase awareness, correct misconceptions, reduce stigma, and increase benefit perception and positive attitudes of their network members toward PrEP.



Project DAWN is a community-based naloxone distribution and overdose education program. Project DAWN participants receive training on:

- Recognizing the signs and symptoms of overdose
- Distinguishing between different types of overdose
- Performing rescue breathing
- Calling emergency medical services
- Administering intranasal Naloxone

After participants go through training they will be provided a free naloxone kit.



For information on locations and times please contact Chris Krueger  
at (216) 224-3301  
or email [ckrueger@clevelandtaskforce.org](mailto:ckrueger@clevelandtaskforce.org)





2829 Euclid Avenue

Cleveland, Ohio 44115

216-621-0766

Tracy Jones, Executive Director





AHF

# AIDS Healthcare Foundation

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2021 RYAN WHITE PART A – CLEVELAND TGA





# Part A Funded Services

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- The AIDS Healthcare Foundation is funded for Outpatient Ambulatory Health Services.

# Outpatient Ambulatory Health Services

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The goal of AHF's Cleveland Health Care Center (HCC) is to:

- Ensure all individuals living with HIV/AIDS has access to quality medical care per acceptable standards of care.
- Interrupt disease progression.
- Improve client health outcomes and promote healthy sexual behaviors.
- Ensure clients maintain improved or stable viral loads.

# Comprehensive HIV Primary Care Services

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- Both diagnostic & therapeutic services
- Medical history taking
- Preventative care & screening
- Early intervention & risk assessment
- Practitioner examination
- Diagnosis & treatment of common physical & mental conditions
- Lab work & diagnostic testing
- Prescription & management of treatment regimens
- Immunizations
- Management of opportunistic infections
- Disease monitoring
- Medication adherence monitoring and treatment adherence support
- Referrals to medical specialty care
- Oral health care & psychosocial services

# AHF's Multidisciplinary Clinic Team

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AHF's Cleveland HCC has three primary staff that assist Ryan White Part A patients:

- **Medical Director and Registered Nurse Manager**

In addition to the services previously mentioned, these two clinic staff members also provide access to antiretroviral therapies (ARVs), education and counseling on health issues, management of opportunistic infections, managing chronic conditions, among other services.

- **Office Administrator**

The Office Administrator offers support to the Medical Director and Nurse Manager as needed, but performs general management of day-to-day administrative functions of the HCC and assists with the collection of data, client contact, and record management.

# Cleveland Clinic



# Infectious Disease

## Ryan White Team

March 26, 2021

Mary Beth Gramuglia, MEd – Patient Liaison/EIS

Kelly VanDerSchaegen, MSSA, LSW, ACM-SW - Medical Case Manager



# Agenda

- Introduction
- Current Staff
- EIS
- Medical Case Management
- Updates
- Contact Information
- Closing



# Who are we?

- Physicians
  - Kristen Englund, MD
  - Alan J. Taege, MD
  - Tricia Bravo, MD
  - Katherine Holman, MD
  - Marisa Tungsiripat, MD
  - Bethany Lehman, DO
  - Ryan Miller, DO
  - Vinh Dang, MD
- EIS
  - Mary Beth Gramuglia, MEd
- Medical Case Management
  - Kelly VanDerSchaegen, MSSA, LSW, ACM-SW





# HIV Medical Team

- Pharmacists
  - A. Pallotta and Xhilda Xhemali
- Anal dysplasia
  - Dr. Michelle Inkster
  - Dr. Jim Wu
- LGBTQ+ Center
  - Dr. Jim Heckman
- OB/Gyn
  - Dr. Tosin Goje



# Part A Services Provided:

- Medical Case Management
- Outpatient Ambulatory Health Services
  - Office visits & labs
- Emergency Financial Assistance
  - JJ Euclid Avenue Pharmacy
- Medical Transportation
  - Parking vouchers
  - Gas cards
  - Bus passes
  - Uber Health Grant
- EIS



EIS



# Cleveland Clinic Foundation- EIS

## Challenges

- Transportation issues
- Transient
- Scheduling conflicts
- Comorbidities
- Mental Health
- Vacant SW position (Nov 2019 – Sept 2020).

## Strategies

- Research
- Utilize Care Team
- CAREWare
- Care Everywhere
- Correspondence
- Determine Barriers
- Establish best method of communication



# Medical Case Management



# Kelly VanDerSchaegen

MSSA, LSW, ACM-SW

- Master's Degree in Social Work from Case Western Reserve Mandel School in 2007.
- Have worked at the Cleveland Clinic for 4 years with 13 years of experience in the social work field.
  - Licensed Social Worker (LSW) and Accredited Case Management Social Worker (ACM-SW).
    - Live with my husband, 8 year old son, and my Labrador Retriever puppy.
- Excited for this opportunity to assist in improving health and social outcomes of the HIV population.



# Medical Case Management

- Establish and maintain an efficient and compassionate case management process for HIV positive individuals.
- Assess needs determining patient financial and medical eligibility.
- Assist patients to obtain medical care, insurance, medications, housing, substance abuse treatment, dental care, mental health care & other defined resources.
- Develop, implement and monitor individual patient plans of care.
- Educate & facilitate plans of care with patients, families and Cleveland Clinic staff to ensure quality patient care throughout the healthcare continuum in compliance with Ryan White policies and procedures.



**Updates**





- ID staffing and Outpatient Clinic at:
- South Pointe Hospital  
20000 Harvard Ave.  
Warrensville, OH 44128
- Avon Hospital  
33300 Cleveland Clinic Blvd.  
Avon, OH 44011
- Standardized - at risk HIV testing in ED
  - Kristen Englund, MD
- Uber Health Grant
  - Logan Harper, MD – Respiratory Institute
    - Ended December 31, 2020



# Celebrating 100 Years

1921 Clinic  
(Crile Hospital)



Caring for life, researching for health  
and educating those who serve.

# Contact Information



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

## Lakewood Family Health Center

14601 Detroit Ave  
Lakewood, OH 44107  
216-237-5500

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.



# Transgender Medicine & Surgery Program

9500 Euclid Ave  
Crile Bldg.  
Cleveland OH 44195

Contact:

ChrisTina Reed (She/Her)

Transgender Coordinator

216-445-6308

[reedc@ccf.org](mailto:reedc@ccf.org)



# Anal Dysplasia

## Michele Inkster, MD, PhD

- Anal Dysplasia
- Anemia
- Celiac Disease (Celiac Sprue)
- Cirrhosis
- Constipation
- Diarrhea
- Hepatitis B
- Hepatitis C
- Lactose Intolerance
- Liver Disease

Main Campus & Lakewood

216-237-5500 , opt #4

## James Wu, MD

- Anal Abscesses
- Anal Cancer
- Anal Fissures
- Benign Anorectal Disease
- Colon Polyps
- Colorectal Cancer
- Crohn's Disease
- Hemorrhoids
- Inflammatory Bowel Disease (IBD)

South Pointe 216.491.7861

Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.

-Leo Buscaglia





**Every life deserves world class care.**



# HIV Services Overview

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**Adriana Whelan**, DNP, CNP, Ass.  
Director of Primary Care & HIV  
Programs

**Brittany Hinton**, LSW, HIV Case  
Manager

**Naimah O'Neil**, LSW, HIV Case  
Manager

March 26, 2021



# Circle Health Services

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**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 (The Centers) joined forces to provide clients with access to greater levels of health care.

Through its affiliation with The Centers, Circle Health 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.



# Summary Overview of HIV Services

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- Medical Services
- Case Management Services
- Dental
- Behavioral Health
- HIV Prevention Services



# Case Management



- Mobile Case Management
- Early Intervention Services
- Assistance with Medicaid, Insurance, and Benefits enrollment
- Care Coordination
- Medication Prior authorizations
- Adherence Counseling Services
- Transportation
- Contact numbers to schedule appointment(s):
  - **Brittany Hinton**, LSW at (216) 326- 6827



# Medical Services

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- Clinical Management of HIV
- Primary Care
- Emergency Medication access
- Immunizations
- On-site Pharmacy, including Clinical Pharmacy Services.
- Certified Patient Centered Medical Home with provision of primary care services
- Team Lead
  - **Adriana Whelan**, DNP, CNP (Associate Director of Primary Care and HIV Programs)



# Dental & Behavioral Health Services

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## Dental Services

- Routine dental care including cleanings, cavities, root canals, and extractions
- Team Lead
  - **Regina Savage**, DDS ( Dental Director)

## Behavioral Health Services

- Counseling
- Psychiatry
- Outpatient treatment for Alcohol and Substance abuse including MAT
- Team Lead
  - **Alan Hejduk** (Behavioral Health Director)



# HIV Prevention Services

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- **HIV Testing**
  - Expanding to East, West locations
- **Syringe Exchange**
  - Expanding to West location and Lakewood
- **HIV PEP/ PrEP**



# Additional Services

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- **Integrated Health & Wellness**

- Mental and physical health care, primary care, dental care, behavioral health, pharmacy services and medication management, addiction and substance abuse treatment, HIV/AIDS prevention and support services and trauma recovery services.

- **Early Learning & Family Support**

- § Preschool, childcare, home visiting, special needs, health and nutrition and prenatal services provide support for parents and caregivers.

- **Workforce Development**

- § Job readiness training, case management, nationally recognized certifications, job placements and retention support with a network of corporate partners. Training tracks include customer service, hotel & guest services, child development associate (CDA), pharmacy technician, and general job readiness in English and Spanish.





# Office Locations

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- **UPTOWN OFFICE** 12201 Euclid Avenue, Cleveland, OH 44106
  - 9:00am – 9:00pm M, W, Th
  - 9:00am – 5:30pm T, F
- **WEST OFFICE** 3929 Rocky River Drive, Cleveland, OH 44111
  - 8:30am – 8:00pm M-Th
  - 8:30am – 5:00pm F
- **EAST OFFICE** 4400 Euclid Avenue, Cleveland, OH 44103
  - 8:30am – 5:00pm M-F

***For Appointments: (216) 325-WELL***



# CUYAHOGA COUNTY: DIVISION OF SENIOR AND ADULT SERVICES

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HOME CARE SKILLED SERVICES  
(HOME SUPPORT UNIT)

# DSAS OVERVIEW

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“The mission of the Division of Senior and Adult Services is to empower seniors and adults with disabilities to age successfully by providing resources and support that preserve their independence.”

Services are provided to the residents of Cuyahoga County who are:

- 60 years of age or older OR
- 18 to 59 years of age AND have a disability

# FOUR DIVISIONS OF DSAS:

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1. ADULT PROTECTIVE SERVICES
2. INFORMATION SERVICES
3. OPTIONS FOR INDEPENDENT LIVING
4. HOME SUPPORT SERVICES

# OTHER DSAS PROGRAMS

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- The COMMUNITY OFFICE ON AGING – is one of the advocacy agents for seniors and persons living with disabilities in Cuyahoga County. This office helps to disseminate information throughout the community, and coordinates programs to increase awareness of issues affecting seniors and persons with disabilities.
- The COMMUNITY CENTERS SOCIAL SERVICES NETWORK – provides funding to and uses community based service contracts which provide adult day service, adult development, transportation services, and congregate meals. Over 1,400 seniors receive services through this program. These services are designed to reduce isolation and loneliness.

# ADULT PROTECTIVE SERVICES

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- Investigates allegations of abuse, neglect, self-neglect, and/or financial exploitation of adults 60+.
- Allegations of abuse concerning adults 18-59 are investigated on a voluntary basis (the person concerned as to agree to participate in the investigation). This is due to statutory regulations.
- All calls are confidential. Referrals are made by calling Centralized Intake (216) 420 -6700.

# INFORMATION SERVICES

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- Provides case management assistance to seniors and disabled adults to address complex needs and navigate available community resources: Property Tax Discounts, Nutrition Programs, Senior Employment Services, Legal Services, etc.
- Administers the Benefits Check-Up Program (persons w/low income).
- Conducts Home Energy Assistance Programs (HEAP)
- Partners with the Aging and Disability Resource Network which provides services and linkages to numerous public benefits to seniors, caregivers, and persons with disabilities.

# OPTIONS FOR INDEPENDENT LIVING

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- Provides services for frail or disabled residents 18 and over who are low income, and not yet eligible for any Medicaid waiver programs.
- Services include: home delivered meals, personal care, emergency response systems, homemaker services, chore services, grab bars, and medical transportation
- Approximately 1,500 Cuyahoga County residents receive services.



# HOME CARE SKILLED SERVICES

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- Provides in-home care to Cuyahoga County residents that helps maintain a safe, wholesome environment, and at an affordable price.
- To be eligible for Home Care Skilled Services clients must be aged 60 and over or adults with disabilities ages 18-59 and living in their own home or apartment.

# HOME CARE SKILLED SERVICES

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- Provides Home Health Services including:
  - Home Health Aides
  - Personal Care
  - Homemaking
  - Respite Services
  - Medical Social Services/Medical Social Work
  - Skilled Nursing
  - Contracted services for PT, OT, Speech

# HOME CARE SKILLED SERVICES ARE PROVIDED TO:

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- Title I Ryan White Program Benefit Recipients
- Mcgregor PACE benefit recipients
- National Multiple Sclerosis Society Benefit Recipients
- Private Pay Consumers (Sliding scale payments start at \$7.00/hour)

These consumers are 18 and over, fragile and/or disabled. Income cannot exceed 300%FPL

- Medicaid Recipients/Private Insurance Recipients

# TYPICAL IN-HOME SERVICES PROVIDED

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## PERSONAL CARE SERVICES:

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

## HOMEMAKING SERVICES:

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

# DEPARTMENT OVERVIEW

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- 8 REGISTERED NURSES (FULL-TIME) – ONE RN ASSIGNED TO THE RYAN WHITE CASELOAD
- 50 HOME HEALTH AIDES (FULL-TIME)
- SCHEDULING DEPARTMENT / MEDICAL RECORDS DEPARTMENT
- ADMINISTRATORS: DON/ADON

# CURRENT CASELOAD

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- 26 RYAN WHITE CLIENTS
- ADDITIONAL 300+ CLIENTS

# DSAS/HOME SUPPORT INTAKE PROCESS

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- CENTRALIZED INTAKE PROCESS (216-420-6700)
- MAY CALL/FAX/EMAIL HOME SUPPORT ADMINISTRATORS DIRECTLY
- NEED A PROVIDER POINT OF CONTACT (MAY BE DIFFERENT THAN REFERRAL SOURCE)
- INFO NEEDED: DEMOGRAPHIC INFO, MOST RECENT LABS, CURRENT MEDICATIONS, MOST RECENT DISCHARGE SUMMARY

# IMPACT OF COVID-19 ON SERVICES PROVIDED

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- **CHANGES IN OPERATIONAL SERVICES BY DSAS DEPARTMENT:**



# OPERATIONAL CHANGES DUE TO COVID-19 ADULT PROTECTIVE SERVICES:

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- Geriatric assessments being conducted with RN and Geriatric specialist to assess mental capacity for some clients. Assessments are conducted RN onsite and physician is virtual.
- - Conducting more interviews at the front door due to clients limiting access to home.
- - Investigations involving hospitals/nursing facilities are being conducted using FaceTime, Zoom, etc. due to the limited visitation policy.
- Court Hearings are being conducted by Zoom (and has resulted in better family involvement/participation).
- Noticeably some seniors are having difficulty navigating online services such as Instacart, Curbside Pick-up, Online Shopping which potentially could lead to some self-neglect issues.

# OPERATIONAL CHANGES DUE TO COVID-19 CONT CENTRALIZED INTAKE UNIT (HOTLINE):

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- MAJORITY OF UNIT WORKING REMOTELY/OFF-SITE
- ONE SOCIAL WORKER ONSITE DAILY TO HANDLE IN WALK-IN CLIENTS
- INTAKE SOCIAL WORKERS ARE NOW ABLE TO PROVIDE INFORMATION TO CALLERS ABOUT THE COUNTY COVID-19 VACCINE PROCESS.
- HAVE SEEN AN INCREASE IN DOMESTIC VIOLENCE, FOOD INSECURITY, TRANSPORTATION NEEDS, AND UTILITY ISSUES SINCE THE PANDEMIC STARTED.

# OPERATIONAL CHANGES DUE TO COVID-19 CONT OPTIONS FOR INDEPENDENT LIVING PROGRAM:

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- QUALIFYING CLIENTS FOR SERVICES BASED ON PRESUMPTIVE ELIGIBILITY
- WILL VERIFY ELIGIBILITY ONCE COVID-19 RESTRICTIONS LIFTED.
- DID NOT BILL CLIENTS MARCH 2020-MARCH 2021. BILLING FOR SERVICES WILL RESUME MAY 2021 FOR SERVICES PROVIDED APRIL 2021.
- EMERGENCY RESPONSE BUTTONS AVAILABLE FOR CLIENTS WITH CELLULAR/MOBILE SERVICES. NOT CURRENTLY AVAILABLE FOR CLIENTS WITH LANDLINE ONLY PHONE SERVICES (REQUIRES HOME INSTALLATION).
- NO CLIENT SIGNATURES REQUIRED FOR TRANSPORTATION SERVICES/HOME DELIVERED MEAL SERVICES – DRIVERS ABLE TO SIGN CLIENT RECEIVED THE SERVICE.
- PROVIDING TELEHEALTH (TELEMENTAL HEALTH) SERVICES TO SOME CLIENTS ON A LIMITED BASIS.
- COVID RISK-FACTORS/IMPACT ASSESSMENT BEING CONDUCTED ON ALL NEW CASE OPENINGS.

# OPERATIONAL CHANGES DUE TO COVID-19 CONT INFORMATION SERVICES:

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- Services are being provided via telephone with consumers, and via Zoom/Teams with the neighborhood senior centers.

# OPERATIONAL CHANGES DUE TO COVID-19 CONT OFFICE ON AGING/COMMUNITY CENTERS

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- PROVIDED THOUSANDS OF PIECES OF PERSONAL PROTECTIVE EQUIPMENT (PPE) TO THE COMMUNITY SENIOR CENTERS FOR BOTH STAFF USE AND CLIENT USE.
- THE OFFICE ON AGING HAS ALSO:
  - Developed a workgroup to assist a pilot group of senior centers (24) with securing a clinical provider with an authorized NPI number to support them in testing staff, volunteers and participants. Testing is one of the requirements for senior centers to re-open.
  - Developed a process to assist senior center providers and the community in getting COVID-19 vaccines.

# OPERATIONAL CHANGES DUE TO COVID-19 CONT HOME SUPPORT:

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- EXPLORING THE POSSIBILITY OF SUPPORTING TELEMEDICINE VISITS FOR CLIENTS.
- STILL OPENING CASES AS RECEIVED, HOWEVER SLOWED DOWN CASE OPENINGS DURING THE HOLIDAY SEASON. NOW BACK TO REGULAR OPENING STATUS
- DID NOT BILL FEE-FOR-SERVICE CLIENTS MARCH 2020-MARCH 2021. BILLING FOR SERVICES WILL RESUME MAY 2021 FOR SERVICES PROVIDED APRIL 2021.
- PROVIDING INCREASED ASSISTANCE WITH GROCERY SHOPPING, PRESCRIPTION PICK-UP AND OTHER ERRANDS FOR CLIENTS.
- PROVIDING INCREASED FOOD ASSISTANCE TO CLIENTS FROM THE DSAS FOOD PANTRY.
- WEEKLY/BI-WEEKLY AUTOMATED CALLS WITH INFORMATION ON THE VACCINATION PROCESS WITHIN CUYAHOGA COUNTY.

# HOME SUPPORT OPERATIONAL CHANGES CONT:

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- THE ROBO-CALLS/AUTOMATED CALLS ARE RECORDED BY THE HOME SUPPORT DIRECTOR OF NURSING AND ARE SENT VIA THE CodeRED/READY NOTIFY SYSTEM.
- THE CALLS CONTAIN INFORMATION ON THE CURRENT PHASE LEVEL ELIGIBILITY STATUS OF COVID-19 VACCINE DISTRIBUTION AND HOW TO ACCESS THE VACCINE.
- DIALING 211 PROVIDES PERSONAL ASSISTANCE FROM AN ACTUAL PERSON TO NAVIGATE THE SIGN-UP PROCESS TO RECEIVE THE VACCINE.
- COVID RISK-FACTORS/IMPACT ASSESSMENT BEING CONDUCTED ON ALL NEW CASE OPENINGS.
- PROVIDED ADDITIONAL PPE SUPPLIES TO CLIENTS VIA DSAS FUNDS AND/OR PART-A FUNDING.

# QUESTIONS ???

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# Family Planning Services of Lorain

Patricia Berger  
Executive Director

# Ryan White Funded Categories



EARLY INTERVENTION  
SERVICES



MEDICAL  
TRANSPORTATION: GAS  
CARDS

# What is EIS?



Ryan White Eligibility



HIV Testing Provided at FPS



Linkage to HIV care



Referral services

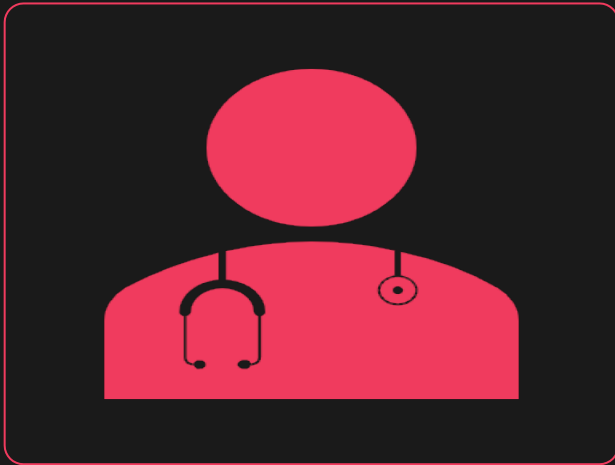


Health Education

# Who is eligible?

- Live in the Cleveland TGA
- Have an HIV/AIDS diagnosis
- Household income at or below 500%
- Be uninsured or underinsured

# Who is an EIS client?



Someone who is:

- *Newly diagnosed*
- *Formerly in care- dropped out*
- Receiving other HIV services but not in primary care
- Never in care
- Unaware of HIV status

# EIS Services

Linkage to HIV treatment-work closely with LCPH (Prevention) and Mercy Infectious Disease (Care)

## *Referrals to:*

- Far West
- Nueva Luz
- Homeless shelters
- Substance use disorder programs
- Any needed service organization

# Thank you!

**Patricia Berger**

Family Planning Services

440-322-7526, ext. 109

- Early Intervention Services (EIS)
- Medical Transportation
- Health Education





*f a r* W E S T C e n t e r

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S H I N I N G w i t h a N E W l i g h t



# O V E R V I E W

**Far West Center** is a community mental health center providing behavioral health services for residents in western Cuyahoga County and Lorain County.

It began in 1974 as a grassroots community effort, and continues today as a quality provider of community-based mental health services.

## CORE SERVICES :

- Mental Health Assessment
- Psychiatric Services
- Partial Hospitalization
- Community Psychiatric Support
- Individual Counseling
- Recovery Groups
- Mental Health Education, Training, and Consultation

# RECOVERY PROGRAMS :

The **Family Program** focuses on family caregiver education and support

The **Compeer Program** builds the bridges of friendship between clients and volunteers

The ***Help for Mom***<sup>SM</sup> Program provides services for new mothers at-risk for postpartum depression

**AHH!** Art Therapy using creative media supporting recovery

**My Action Plan** for Recovery - Mastering the daily challenges of

mental illness

**Seniors Strong** – Older Adult Mental Health Prevention Program

**Bridges** – Faith-based Mental Health Education and Training

**Mental Health First Aid** training for skill-building

## **S T A F F:**

Our experienced team of psychiatrists, psychologists, nurses, social workers, counselors and case managers distinguishes Far West Center as a leading regional service provider for 2,000 individuals and families each year.

## **F E E S :**

Far West Center accepts Medicaid, Medicare and MyCare Ohio , and most commercial and managed care insurance plans offering behavioral health benefits. A subsidized fee scale is available for persons with limited or no resources to pay for the cost of care.

## ACCREDITATION:

The Joint Commission

## CERTIFICATION:

Ohio Department of MHAS

## FUNDING:

Cuyahoga County Board of Health

ADAMHS Board of Cuyahoga County

MHARS Board of Lorain County

United Way of Greater Cleveland





# MAY DUGAN center



*Helping People Enrich and Advance  
Their Lives and Communities*





# May Dugan

May Dugan was founded as a result of President Johnson's War on Poverty in 1969. The Center was named in honor of May Dugan, a west side resident who often fed, clothed and housed the poor in her community. Her grandson is currently on our Board of Directors.




# Counseling & Community Services

- CARF Accredited
- Mental Health
  - Therapy
  - Case Management
  - IOP groups
- Substance Use Disorders
  - Individual
  - IOP Groups
  - Aftercare



# COVID Precautions

- ▶ Groups are held via Zoom
  - ▶ Behavioral Health is telehealth
  - ▶ In person is held with face masks and six foot distancing.
  - ▶ Building is cleaned routinely.
- 

# Education & Resource Center



- Basic Adult Literacy Classes
- GED preparation
- ESOL
- Employment Readiness and Job Search
- Trauma Informed Classroom

# Senior Drop In

Breakfast & Lunch provided



- Tuesdays : 10am to 2pm (Via Zoom at this time)
- Activities
- Education
- Nutrition

- Thursdays: 10am to 2pm (Via Zoom at this time)
- Music Therapy facilitated by the Music Settlement



# Food & Clothing Distribution

(Must be a west side resident)



Walk-In

Thursday by appointment only

Food, Produce & Clothing  
Second & Fourth  
Wednesday of each  
month (10am to 2pm)



# MomsFirst

- Works with pregnant and parenting teens
- Provides outreach to CMSD schools and Charter schools throughout Cleveland



Mission is to decrease infant mortality and encourage breast feeding.

# Trauma Recovery Services

- ▶ Providing crisis intervention, linkage to resources and help to overcome barriers to meeting basic needs.
- ▶ Working in collaboration with MetroHealth Hospital to meet the extensive needs of those who are victims of crime.





# Mercy Health

2021-2022

# Out Patient Ambulatory Health Services

## Process of new patient referral

- Communication with the patient starts the day the referral is received
  - Lab work is ordered and intake is scheduled. (Usually within 3-4 days of referral)
  - Intake length depends on new diagnosis or transfer of care, this varies case by case.
    - Intake includes education about diagnosis, treatment options, expectations of patient, nurse and doctor
    - Patients needs are addressed along with the support system.
    - Case Management, Mental Health and Housing and other social services needs are addressed.
    - Food vouchers and gas cards are provided as needs are assessed. Transportation and nutritional needs are discussed.
    - Need for PPE is addressed
    - Patient appt. is scheduled based on physicians schedules and the patients schedule, along with labs being completed. First available is offered. This is usually within 1-2 weeks
  - Following and /or making referrals along with scheduling appts. as needed
  - Closely monitoring follow up appt./labs. This would be for No Shows or non compliant patients.
  - Reminder calls for appts. and needed lab work
  - Medication boxes and med refills/deliveries to improve adherence
  - Follow up on testing, if indicated

# Medical Case Management

- Complete intakes and assessments of patient needs.
- Assist with applications in order for patients to maintain/obtain medical care and needed medications. i.e., OHDAP or P.A.P.
- Coordination of services with local resources, to attain goals per ISP

Ex: -ACA Navigation- Insurance

-Housing/utility assistance

-Mental Health

-LCDJFS

-Resource Linkage

-Social Security

-Legal Assistance

-Transportation

-Dental \*(1<sup>st</sup>)

- Pt support-one on one appts
- Pt advocate

# Medical Transportation

- Service provided to ensure complete compliance with medical care and for the well being of the patient in general, as it relates to HIV disease
  - Medical Appointments
  - Mental Health
  - Dental Care
  - Other Social Services

# Psychosocial

- Support groups are offered once monthly at Mercy Hospital.
- This provides socialization and support for patients.
  - Education is provided via handout or speakers.
  - Meal is provided
  - Transportation is offered as last resort.



# MetroHealth



**Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork.**

# Infectious Disease Clinics

## **Main Campus:**

2500 MetroHealth Drive  
Cleveland, Ohio 44109

## **New hospital slated to be completed in 2022!**

Medical Specialties Outpatient Pavilion  
(**Scranton Road**) 2<sup>nd</sup> Floor

### **Parking:**

Under Outpatient Pavilion (**Scranton Road**)

*RW eligible parking validation available*

## **Infectious Disease Satellite Locations:**

### **Cleveland Heights Medical Offices**

10 Severance Circle  
Cleveland Heights, Ohio 44118

### **Parma Medical Offices & Surgery Center**

12301 Snow Road  
Parma, Ohio 44130

To Schedule an appointment  
**216-778-8305**



**MetroHealth**



Ryan White Part  
A Services:  
Primary Medical  
Care

The MetroHealth ID Physician teams currently follow approximately 1,800 people living with HIV in the adult and pediatric clinics.

**Main Campus Available Clinics:**

**Scheduling: (216) 778-8305**

Morning clinic (9:00am to 12:00pm)

Afternoon clinic (1:00pm to 4:00pm)

Extended hours on the 1<sup>st</sup> & 3<sup>rd</sup> Tuesdays  
(5:00 -7:00 PM)

**Youth Clinic (Dr. Hileman)**

1<sup>st</sup> & 3<sup>rd</sup> Tuesday (5-7pm) Will accept walk ins.

**Taco Tuesday Youth Group (18-30ish) during youth clinic**

**Satellite Clinics:**

**Parma** 2<sup>nd</sup> & 4<sup>th</sup> Tuesday of every month  
(1:00pm-4:40pm)

**Cleveland Heights** Wednesdays  
(9:00am – 12:00pm)



# Ryan White Part A Services: Pediatric Care



- Peds HIV provider, Dr. Abughali retired last fall. Pediatric ID has been contracted out to UH. Peds ID clinic is still Wednesday morning with Dr. Amy Edwards, but she is only seeing PrEP patients and babies born to our Mom's who are HIV positive.
- However, we do have 3 Med/Peds HIV providers in our adult clinic. Dr. Mintz, Dr. Fibbi and Dr. Talbott. They have absorbed our pediatric patients and will continue to do so as needed.
- If not seen by our Med/Peds provider, pediatric patients will need to be referred to UH Peds ID at UH. Dr. Edwards is not seeing HIV positive peds patients at MH.

# PrEP Clinic

Check out  
[pop2block.org](http://pop2block.org)



## PrEP is available across MetroHealth System

Call your Doctor

Many providers prescribe PrEP

(internal medicine, family practice, adolescent medicine, OB/GYN & more)

## PrEP Clinic (Main Campus)

216-778-8305

Tuesdays: 9:00am– 11:20am

## LGBT Center PrEP on Demand Clinic

Walk-ins! Or call AKeem at 216-957-PrEP (7737)

4<sup>th</sup> Monday every month from 5:00 – 8:00 p.m. at the LGBT Center

\*This clinic is expected to resume in late Spring – temporarily closed due to Covid-19

## Pride Network (Many locations – The LGBT Center, McCafferty, Middleburg Heights, Rocky River)

216-957-4905

LGBT-affirming primary care

Have a question about PrEP?

Contact **Akeem** at **957-PREP** or [arollins@metrohealth.org](mailto:arollins@metrohealth.org)



# Medical Care Providers

## Physicians

Ann K. Avery, MD  
**Director, Division of Infectious Disease**

Robert Kalayjian, MD  
Charles Bark, MD (TB patients)  
Meghan Fibbi, DO  
Corrilynn Hileman, MD (Clinic Director)  
Laura Mintz, MD  
Milana Bogorodskaya, MD  
Melissa Jenkins, MD (HIV and Hep C)  
Rumila Tolentino, MD  
Peter Wiest, MD  
Patrick Talbott, MD

## Fellows

Dr. Alexander Sapik  
Dr. Brandon Twardy



## Nurse Team

John Ebner, RN  
Traci Davis, RN  
Valerie Tomlinson, RN  
Lori Fox, RN

**216-778-8305** to reach  
our Nursing Team

**Medical Team Assistant**  
Maria Santiago

Check out our  
Bilingual staff!



At MetroHealth we are committed to diversity & inclusion. Our patients benefit from having one on one providers and medical team members who speak their preferred language.

### ID Bilingual Providers

#### Spanish

Dr. Ann Avery  
Dr. Rumilia Tolentino  
Dr. Milana Bogorodskaya  
Dr. Patrick Talbott

### Bilingual Support Team

#### Spanish

Xiomara Merced, MBA, MPH  
Monica Diaz, BS  
Karla Meza, BA  
Kendra Meltzer, MSSA, LSW  
Mutajah "Taj" Hussein, DSW, JD, LSW  
Maria Santiago

SE HABLA  
ESPAÑOL



## MEDICAL CASE MANAGEMENT

Linking PLWH to resources in the community, provide emotional support, promote viral suppression & ensure health literacy.

# Medical Case Managers

Jason McMinn, LISW-S - **Supervisor**

Rachel Calhoun, LISW-S (RWB)

Kristi Langshaw, LISW-S

Kendra Meltzer, MSSA, LSW

Scott Sabiers, LICDC, LISW-S

Dan Pacetti MSW, LSW (RWB)

Michelle Cook, LISW-S (RWB)

**Social Work Office**

**216-778-5551**



**SOCIAL  
WORKERS**  
CHANGE THE WORLD.

Non-Medical Case  
Management:  
Benefits  
Coordination

**Grant Support Specialists**

Xiomara Merced – Supervisor HIV Grants

Sabrina Armendarez

Alexandra (Allie) Mack

Monica Diaz

**OHDAP and lab requests**

Karla Meza

Team is focused on assisting patients in obtaining and maintaining access to Ryan White eligibility and services

# Mental Health Services

## Psychiatry

**Dr. Horwath**

**Dr. Garmina Garg**

- Follows patients for medication maintenance in collaboration with therapists.

## Psychologist

**Dr. Amanda Burger**

### Collaborative Care & Depression Screening

**Tracey Brichacek LISW-S**

**Taj Hussein, PhD, LSW**

**Michael Majer, LSW (onboarding soon!)**

- Follows patients who screen positive for moderate to severe depression and provides initial mental health assessments and ongoing behavioral activation support.

## Mental Health Therapist

**Meredith Hellmer, LISW**



# Emergency Medication Voucher & Vision Services

## Ryan White A Voucher Medications

- Medicaid/Medicare, Marketplace, Pharmaceutical Assistance Programs (PAPs) & OHDAP enrollment continue to be our primary long term RX support.
- Medication vouchers are used on a limited basis as a last resort.
- Upon approval of eligibility a voucher medication can be filled same-day at our MetroHealth Outpatient Pharmacy.

## Vision Services

Patients who are **uninsured** or **underinsured** can access vision exams via Metro Health's Ophthalmology Clinic. Exams covered by RW must be ordered by an ID physician and **HIV related. (216) 778-4253 to schedule an appointment**



## Oral Health Services

MetroHealth can treat uninsured or underinsured patients for their oral health needs within our Department of Dentistry, located on the **1<sup>st</sup>** floor of the hospital near the **E elevators**.

**Appointments can be made by calling**

**216-778-4725**

New patients should provide proof of diagnosis, income, insurance and residency prior to their appointment for RW coverage.

**To refer a patient, contact:**

**Xiomara Merced 216-778-5015**

**Sabrina Armendarez 216-778-7464**

**Monica Diaz 216-778-7819**

**Alexandra (Allie) Mack 216-778-8184**



# Medical Nutrition Program

## Patients need a referral from their MetroHealth ID Physician

- Nutrition Department located next to the blood lab, **2nd floor** in the Specialty Services Pavilion
- Patients can access consultation with a Registered Dietitian
- Nutritional Supplements (Ensure/Boost) can also be supplied- pending referral through PART A.

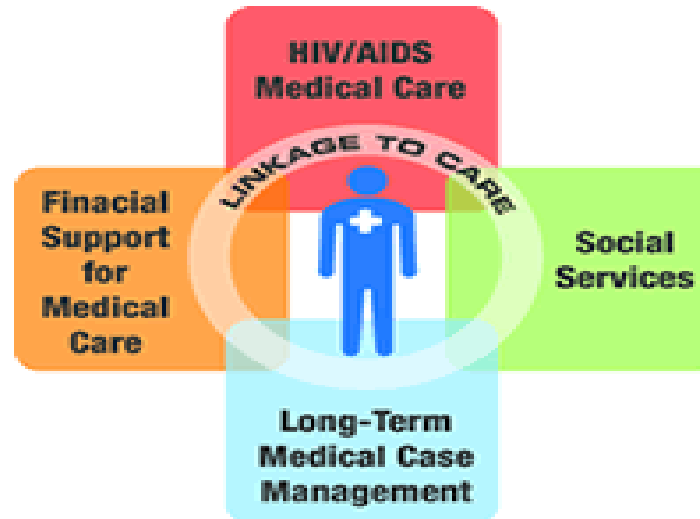
**If patient is underinsured or uninsured for Ryan White  
Medical Nutrition eligibility contact Alexandra (Allie) Mack  
216-778-8184**



# Early Intervention Services

## Jen McMillen Smith, LISW-S

- Provides counseling, education and linkage to care for those who are newly diagnosed with HIV.
- Tracks all preliminary positive HIV screenings through the EMR
- Assists MetroHealth physicians throughout the system give 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



# Medical Transportation Services

## Ryan White Part A eligible individuals can access:

- Bus Tickets
- RTA Discount Fare Card ID Vouchers
- Gas Cards
- Parking Validation

## **FREE! Metro Van Transportation (216) 778- 5258**

- ✓ Have your medical record number ready
- ✓ Must call **48 hours** in advance to secure your spot
- ✓ You can schedule up to 6 months in advance
  
- ✓ LYFT is a very last resort option





**MetroHealth**  
Compass Services

## Psychosocial Support

**Check out our calendar:**

[www.metrohealth.org/compass-support-groups](http://www.metrohealth.org/compass-support-groups)

Groups have continued without interruption even during Covid-19, utilizing outdoor spaces, zoom and phone meetings. Currently using zoom for most groups, transitioning some back to in-person in April.

**Open Group**

1st and 3rd Mondays from 1:00pm – 2:30 pm

**WOW: Women Only Wednesdays**

2<sup>nd</sup> Wednesdays at Noon

**Taco Tuesday**

1<sup>st</sup> and 3<sup>rd</sup> Tuesdays 5-7

**50++**

1<sup>st</sup> Fridays at Noon – this is our only in-person group since Oct. 2020  
meets at Franklin Circle Church, 1688 Fulton Rd. In Ohio City

**Knit Squad**

Thursdays at 1:00pm

**Connect 4 Wellness** - evening events like Bingo and Paint & Sip, supplies are mailed to participants in advance.

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

# Ending the HIV Epidemic

**Behavioral Health MCM**

**Data to Care**

**Rapid Start**

# Behavioral Health MCM

## Behavior Health Managers:

**Tracey Brichacek LISW-S**

**Taj Hussein, PhD, LSW**

**Michael Majer, LSW (onboarding soon!)**

- The BHM's have expanded the use of collaborative care to additional diagnoses, such as, anxiety, bipolar, and other mood disorders.
- Started using a new screening tool that uses computerized adaptive technology (CAT) to allow for greater precision in screening without significant increase in patient time.
- The CAT allows for a broader range of mental health diagnoses to be detected through screening including substance use disorders compared to the currently used PHQ-9.
- Patients will be screened annually; patients with positive screens are re-measured quarterly until symptoms enter remission.
- BHM's are currently being trained on **EMDR** (Eye Movement Desensitization and Reprocessing) and **CBT** (Cognitive Behavioral Therapy).

# Rapid Start

**What is Rapid Start?** Starting treatment as soon as possible after diagnosis – our goal is same day, if at all possible, or at the longest, within 5 days.

**Why is Rapid Start a good idea?**

- 1) Gives the person a sense of control
- 2) Optimizes health and longevity
- 3) Increases retention in care
- 4) U=U happens faster

**How is Rapid Start different than regular LTC?**

*Streamlined coordination* so the newly diagnosed person stays in one room and everything is brought to them. Labs drawn in exam room. Meds tubed up to clinic and *first dose is observed* in clinic. *More frequent follow-up*, including telemed at 1 week.



## Data to Care (D2C)

- **What is D2C?** Is a public health strategy that uses HIV surveillance data to identify persons with HIV who are not in care. The Not In Care(NIC) list is provided to us by the Grantee. The list is reviewed quarterly in effort to link those not in care to appropriate medical and social services.
- The D2C team is comprised of the MetroHealth HIV support service Supervisors and Peer Navigator. The D2C team is utilizing Skip tracing (the process of locating a person's whereabouts) to locate NIC patients.
- We are using TLOxp - an advanced supercomputing technology and proprietary linking algorithm to filter through public and propriety records in seconds. By plugging in any person or business, and TLOxp instantly returns a 360° profile that often provides previously unknown contact information.
- Finding connecting information is useful for outreach for our patients in aim to retain and/or reengage in care.

# Positive Peers

is a mobile app that aims to engage young people in holistic HIV care while creating a private, stigma-free, supportive community.

*Open, online enrollment for  
all people living with HIV who are 13–34 years old*

**Visit [Positivepeers.org](http://Positivepeers.org) and get social with us  
@PositivePeers4U**



Contact Cederick Taylor for more information.  
[ctaylor3@metrohealth.org](mailto:ctaylor3@metrohealth.org) | (216) 778-5308



# Suboxone Programs at MetroHealth



## **HIV Suboxone Program:**

Jason McMinn LISW-S  
Scott Sabiers, LICDC, LISW-S  
Kristi Langshaw, LISW-S

## **Prescribing Physicians:**

Ann Avery, MD  
Melissa Jenkins, MD  
Corrilynn Hileman, MD

## **MetroHealth Parma Suboxone Program**



# Clinical Trials

Our current trials are investigating better ways of preventing or treating HIV infection and its complications. We also do studies on the treatment of gonorrhea.



**For more information about our current or upcoming clinical trials contact**

**Dan Gebhardt at 216-778-5487**

# Currently Open Clinical Trials

**Heroin Study (ACTIVATE)**

Effect of Heroin Use on Immune Activation and Cardiovascular Risk in HIV

**Heroin Study: Initiating Treatment  
(ACTIVATE PLUS)**

Effect of Heroin Use on Immune Activation and Cardiovascular Risk in HIV

**Inflammation Markers & Depression**

Inflammation and Depression in HIV-positive patients

**EXTRA-CVD**

Nurse led intervention to improve cardiovascular profiles (lipids and hypertension)

**AAIM HIGH**

Assess and Adapt to the Impact of COVID-19 on CVD Self-Management and Prevention Care in Adults Living With HIV

**GSK-Gepotidacin  
GC Drug**

Phase III, Comparator-Controlled, Efficacy and Safety Study of Gepotidacin in the Treatment of Uncomplicated Urogenital Gonorrhoea

**IMPACT**

Loss of intestinal barrier function in HIV infection, exacerbated by opioid use: blood draws, stool collection, urine collection, biopsies

## UPCOMING STUDIES

Gilead PrEP Injection

Phase 3, Double-blind, Multicenter, Randomized Study to Evaluate the Efficacy and Safety of Subcutaneous Twice Yearly Long-Acting Lenacapavir for HIV Pre-Exposure Prophylaxis in Cisgender Men, Transgender Women, Transgender Men, and Gender Non-Binary Individuals who have Sex with Men  $\geq$  16 years of Age who have sex with Male Partners and are at Risk for HIV Infection

Transgender Women, Transgender Men, and Gender Non-Binary I

PrEP@Home

A randomized, controlled trial of a home care system to promote persistence in PrEP care.

# MetroHealth Specialty Pharmacy

- Pharmacists Alexander Nelson, Kelly Merholz, and Mitchell Friedman
- Provide Dose Packaging (MOT – Medication on Time)
- Monthly Adherence Calls
- Meet with patients in clinic
- Communicate with providers via medical chart
- Pharmacy has shown increase in rates of Viral Load suppression with patients
- Near 100% Prior Authorization success rate
- Refills can be requested by calling **216-957-MEDS (6337) x3**
- **MetroHealth Mail Order Pharmacy**

**9885 Rockside Rd. - Suite 157, Valley View, OH 44125**



REGISTER  
ONLINE NOW



12 p.m. - 3 p.m.  
via Zoom



Hosted by  
**M MetroHealth**



KEYNOTE  
SPEAKERS:

Ashley Fahey  
Dr. Laura Mintz

## Our Transgender Job Fair – Now Virtual

On April 19, 2021, MetroHealth is hosting our 6<sup>th</sup> Annual Transgender job fair. The *free* event runs from **12 p.m. to 3 p.m. on Zoom**. Our Annual Transgender Job Fair introduces job-seekers to employers who value inclusion and diversity.

In addition to employers who are hiring, the virtual fair also has resources and workshops to help with job search and interviewing during COVID, career development, and job placement.

If you have any questions or concerns, please contact us at [diversityoffice@metrohealth.org](mailto:diversityoffice@metrohealth.org).

[www.metrohealth.org/events/transgender-job-fair](http://www.metrohealth.org/events/transgender-job-fair)







Neighborhood  
Family Practice  
COMMUNITY HEALTH CENTERS

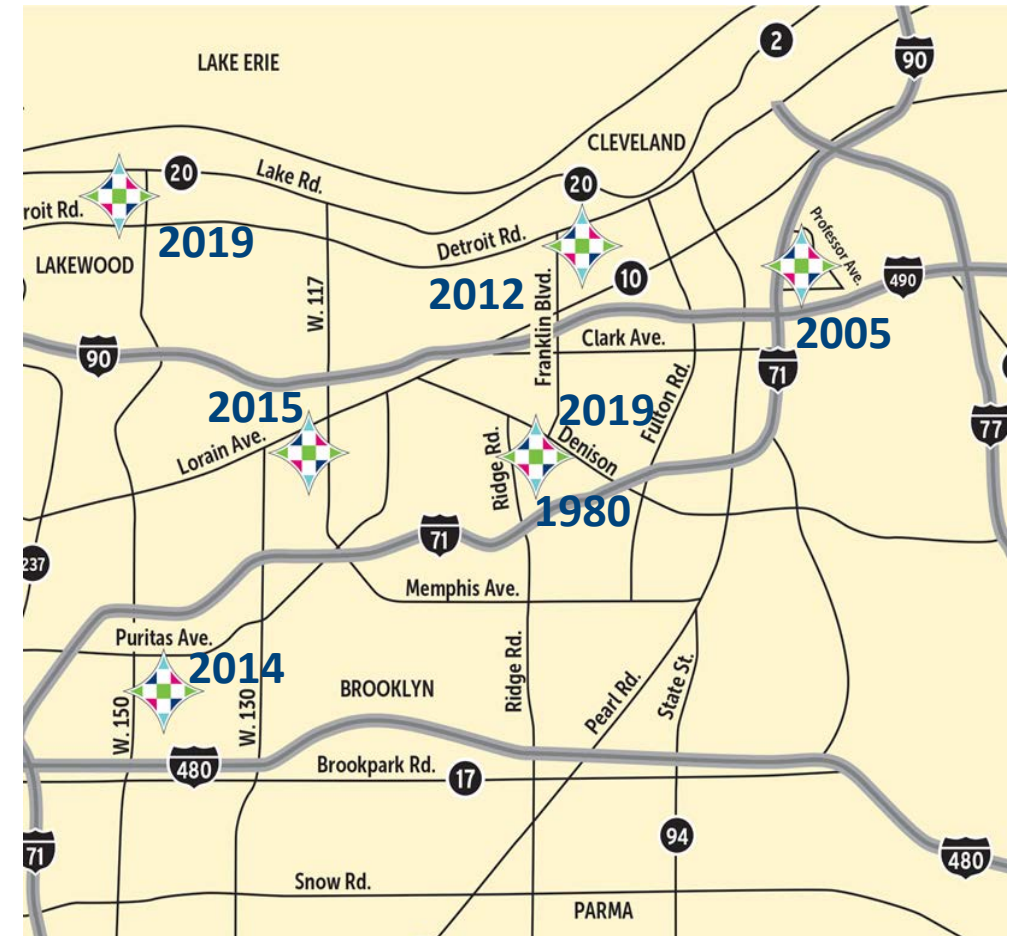
# Ryan White Part A Services

March 26, 2021



# Who We Are

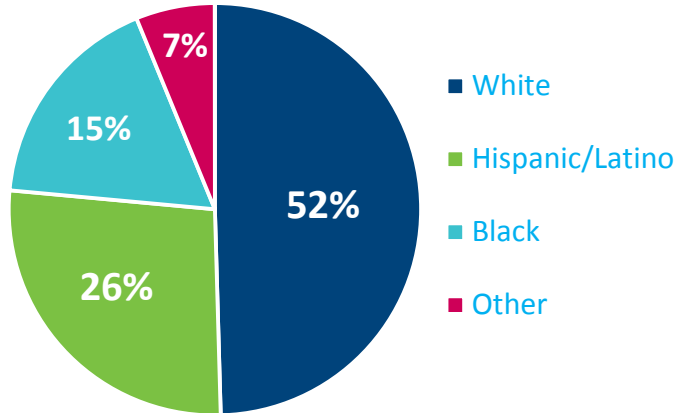
- Federally Qualified Health Center
  - One of six FQHCs in Cleveland and 55 in Ohio
  - Focus on Cleveland's west side
- 7 locations serving the west side
- Founded in 1980
- Recognized by NCQA as a Patient Centered Medical Home (PCMH) Level 3
- Accredited by the Joint Commission
- Integrated Primary Care & Behavioral Health
- Bilingual staff and providers



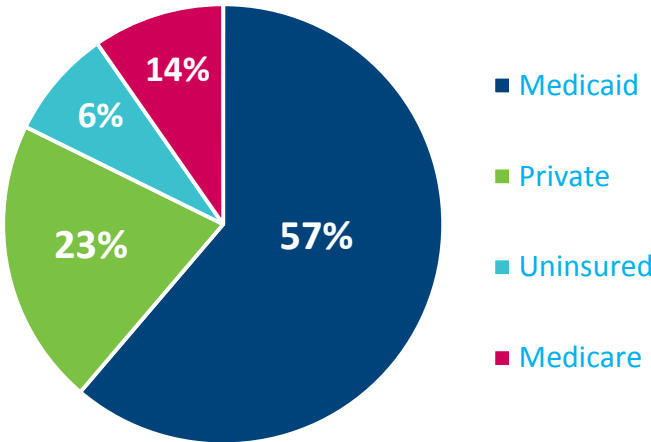
# Who We Serve

- Served 21,686 patients in 2020
- Provided 84,969 office visits in 2020
- Focus on families and medically vulnerable populations
  - 62% patients live at or below the FPL
  - Care for patients of all ages and all gender identities, any citizenship status
- Only provider of refugee health screenings in Cuyahoga County

Serving a Diverse Population



Insurance Status



# Primary Care in Seven Neighborhood Locations

Ridge Plaza  
Stockyards Neighborhood



Ridge\*

Mon, Tues 8:30a – 8p  
Wed-Fri 8:30a – 5p



Tremont

Mon 10:30a – 8p  
Tues-Fri 8:30a – 5p



Detroit Shoreway\*

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



Puritas

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

Ann B Reichsman  
M, Th, Fri 8:30 – 5p  
Tues, Wed 8:30a – 8 p



W 117<sup>th</sup>

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



Lakewood

M,W,Th, Fri 8a – 5p  
Tues 8a – 8 p

\*Locations with Integrated HIV Primary Care

# Our Practice

- Primary Care
- Behavioral Health
- Women's Health/Midwifery
- Dental
- Refugee Health
- Integrated HIV Primary Care
- Pharmacy
- Supportive Services- Interpretation, Transportation, Referral Management
- Outreach, Enrollment & Benefits



# Addition of Services

- Ryan White Part A Services 2020
- Telemedicine implemented mid-March 2020



- NFP will open second inhouse pharmacy at Puritas Community Health Center in April 2021. Medication home delivery to launch Q2 2021

# COVID-19 Testing

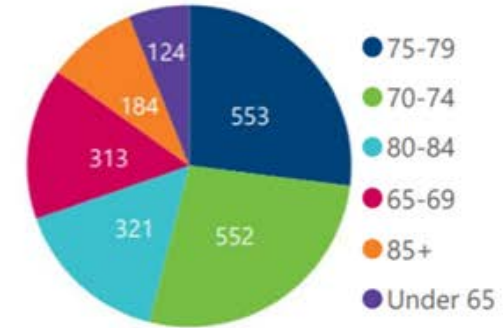
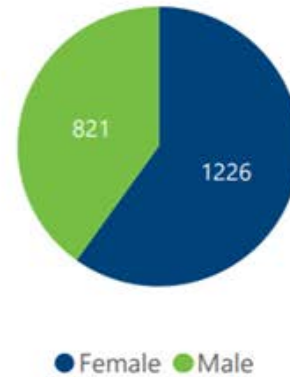
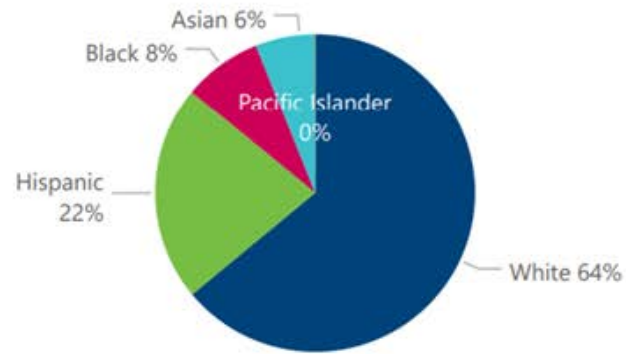
Testing done **by appointment only** at NFP's W. 117<sup>th</sup> Community Health Center

Online registration at [nfpmedcenter.org](https://nfpmedcenter.org) or by calling 216.281.0872





# COVID-19 Vaccinations



Through March 4:

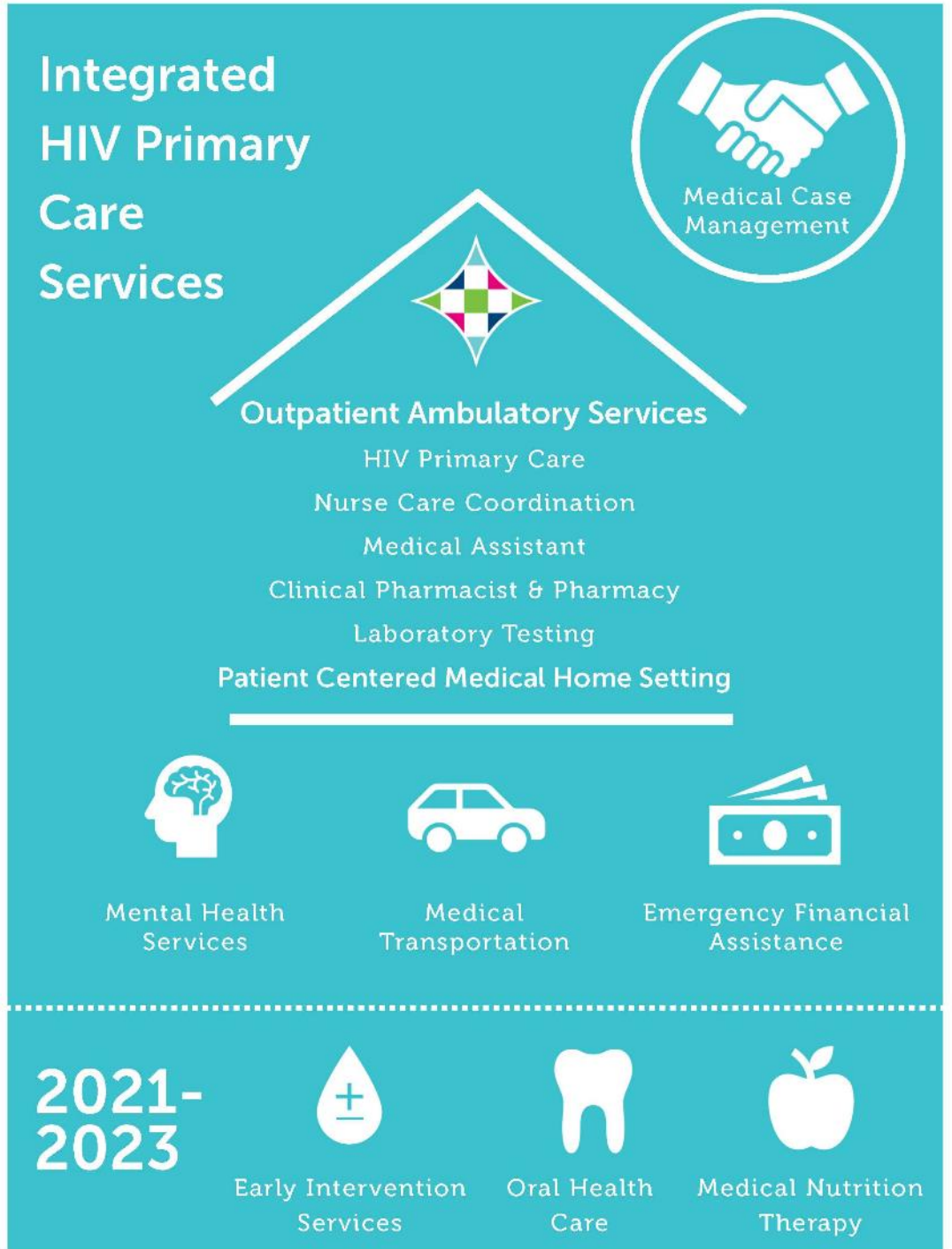
- > 4,000 vaccines
- > 2,000 patients and non-patients
- Broad distribution among vulnerable communities
- 86% of staff vaccinated
- Focus remains on equitable access
- **Appointment required for vaccine.** Call NFP at 216.237.6100

# Integrated HIV Primary Care

- Service line began in September 2019
- Currently caring for 77 PLWH
- Family Medicine and AAHIVS certified doctors at two locations
  - Detroit Shoreway Community Health Center located at W. 65<sup>th</sup> and Franklin
  - Ridge Community Health Center located in plaza at Ridge and Denison
- Both sites are in zip 44102- a local high prevalence area
- Years of experience in a medical home
- Goal- Comprehensive HIV Care program



NFP  
Ryan White Part A  
Services  
Launched in  
March 2020



# Ryan White Part A Services

## Outpatient Ambulatory Health Services

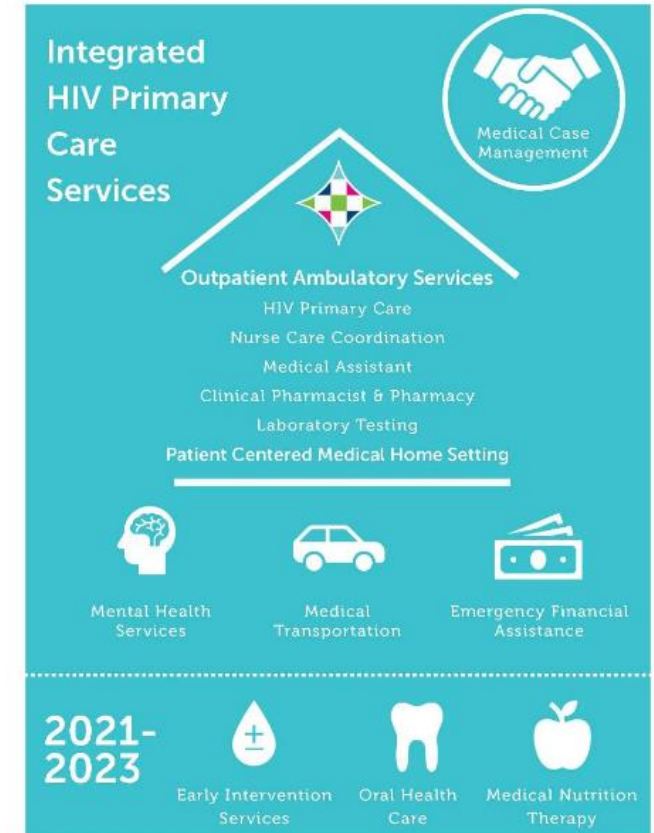
- Care Coordinator
  - RN in this position left in November 2020
  - Lichelle Jennings, RN started March 8, 2021
- Primary Care Visits
- Labs

## Medical Case Management

- Daytona Harris, LSW started September 2020

## Medical Transportation

## Emergency Financial Assistance



# Questions?



# NUEVA LUZ URBAN RESOURCE CENTER

Showcase of Services 2021

# Locations

- Cleveland Office
- 6600 Detroit Ave. Cleveland, OH, 44102
- Phone: (216) 651 - 8236
- Fax: (216) 651 - 8235
- Mon - Fri (9 AM to 5 PM)



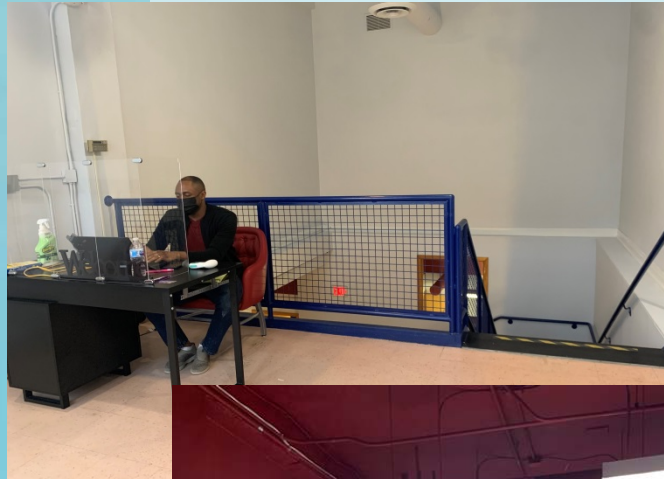
# Locations

- Lorain Office
- 221 West 21st Street, Suite #1 Lorain, OH, 44052
- Phone: (440) 233-1086
- Fax: (440) 233-1089
- Mon - Fri (9 AM to 5 PM)





# WELCOME TO OUR NEW LOCATION!



# Mission statement

- To challenge the root causes of systemic poverty and dependence, through holistic and culturally diverse programs that assist in community building.



# Leadership

- Pastor Max Rodas - Executive Director
- Kimberly Rodas - Chief Operational Officer/Clinical Director
- Christine Davis – Fiscal Controller



# Staff List

## Case Management

- Jean-Luc Kasambayi – Lead MCM
- Janeen McIntyre – MCM (Part-A)
- Talya McKnuckles - MCM
- Mayra Perez - MCM
- Alison Jakubowski - MCM
- Glorimar Quinones - NMCM
- Octaveya Lowe - NMCM



# Staff List cont'd

## Housing Services

- Ida Mendez – Lead HCM
- Beatriz Velez – HCM (Director of Lorain Services)
- Patrick O'Brien- HCM
- Belinda Smith - HCM
- Devin McLaughlin - HCM
- Linda Irizarry - HCM



# Staff List cont'd

## Legal Clinic

- Danielle Parker– Director of Legal Services
- Calin Radoi– Staff Attorney
- Robert Rodriguez - Paralegal

## Nutrition Services

- Enrique Rodas – Nutrition Coordinator

## Recovery Services

- Frank Lewis – Recovery Coach



# Staff List cont'd

## Intake

- Octeveya Lowe – NMCM/ Intake Coordinator
- Ida Mendez

## Case Aid

- Susan Yao

## Outreach Coordinator

- Nathan Rodas



# Services provided

- Medical Case Management
- Medical Transportation
- Housing
- Legal
- Nutrition
- Spirit of Recovery
- Pharmacy
- In other services (Adelante Youth program)





# Medical/Case Management

- New clients complete intake in person or by phone.
- All clients complete Annual PSA and Semi-annual assessments.
- Individualized Service Plan (ISP) is developed as a result of PSA results.
- Low acuity clients are moved to non-medical case management.
- CMs assist client with access to medication, health insurance, ADAP services, dental services, medical services, mental health/substance abuse services, etc.
- Frequent follow up is maintained with all clients.
- CMs meet clients in their homes or mutually agreed upon community locations.
- CMs transport clients from Lorain to Cleveland for medical/dental services.

# Medical transportation

- Clients are provided bus tickets for scheduled HIV related appointments, per RW Part-A guidelines.
- Clients are provided voucher for RTA ID. MCMs assist with RTA disability applications.
- Clients present proof of appointments, confirm that other means of transportation have been exhausted, RW is payer of last resort.
- Review additional transportation options.



# Housing

- HCMs offer supportive housing services to PLWHA within TGA.
- HCMs provide AIDS Rental Assistance Program (ARAP) financial assistance for past due rent/utilities in disconnect status.
- HCMs assist with Permanent Housing Placement (PHP), pays first months rent and deposit for eligible clients. Used once every two years.
- HCMs complete housing assessments every six months and develop housing plan goals.
- HCMs assist with budgeting, HEAP, PIP, subsidized housing applications.
- HCMs assist with locating permanent affordable housing.



# Legal Services

- Only legal service provider under Part-A grant.
- Serve NLURC clients as well as eligible PLWHA in 6 county area.
- Formal intake arrangements with University Hospitals, Signature Health, AIDS Task Force.
- Contact Paralegal Robert Rodriguez for referral/intake information.
- Help with any matter of civil law that's within our expertise and that our funders allow. Make referrals to other law firms as needed.



# Legal Services Cont'd

- Provide housing interventions – eviction defense, notices of defective conditions, rent and deposits, various landlord disputes.
- Assist with administrative law - representation for social security overpayments, hearings for proposed termination of vouchers, or license reinstatement
- Assist with wills, living wills, powers of attorney, other advance directives, name change, employment (wrongful termination), identity theft protection, simple contracts and torts, family law, and simple immigration matters
- Grant prohibits work on criminal law, divorce, and class action suits.



# Nutrition

- Provide access to nutrition items for clients who are eligible.
- Eligible clients may access food pantry up to twice per month. 4 food bags per month, 2 frozen, 2 non-perishable. Each set of frozen and non-perishable food bags provides approximately 14 days worth of food.
- Clients are informed of additional nutrition services provided around the TGA (food pantries, hot meals, home delivered meals etc.).
- Clients are informed and assisted with access to SNAP benefits.
- Clients are encouraged to follow up with CMs.
- Collaborate with The Greater Cleveland Food Bank and Second Harvest Food Bank (Lorain).



# Spirit of Recovery

- A holistic and spiritual recovery program specifically designed for PLWHA.
- Not specific to substance abuse.
- Approach the 12-step program from a different perspective, concentrates more on recovery aspect of one's addiction. Clients have a choice of how they want to pursue their recovery.
- Meetings will resume in Cleveland and begin in Lorain shortly.



# Pharmacy

- Coordinated Care Network (CCN), an HIV specialty Pharmacy
- Specialized packaging, labeling and delivery methods tailored to individual client needs.
- Bi-lingual assistance available.
- 24-hour service availability.
- More than 20 years experience working with PLWHA.





# Questions?

Contact NLURC staff at (216) 651-8236 for additional information.

- Thank you!



Signature  
HEALTH

When you need help now.

# 2021 Showcase of Services

# Overview of Signature Health

- Founded – 1993
- Designated as an FQHC – December 2016
- Funded by Lake, Ashtabula and Cuyahoga ADAMHS Boards
- 6 Outpatient Centers, 3 Residential Facilities
- 700+ Employees

**1 Ashtabula**  
4726 Main Ave.  
Ashtabula, Ohio 44004  
440.992.8552

OFFICE HOURS  
Mon-Thu: 8am-8pm  
Fri: 8am-5pm

---

**2 Willoughby**  
38882 Mentor Ave.  
Willoughby, Ohio 44094  
440.953.9999

OFFICE HOURS  
Mon-Thu: 8am-9pm  
Fri: 8am-5pm

---

**3 Maple Heights**  
21100 Southgate Park Blvd.  
Maple Heights, Ohio 44137  
216.663.6100

OFFICE HOURS  
Mon-Thu: 8am-9pm  
Fri: 8am-5pm

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**4 Painesville**  
462 Chardon St.  
Painesville, Ohio 44077  
440.853.1501

OFFICE HOURS  
Mon: 8:30am-5pm  
Tues: 8:30am-7pm  
Wed: 8:30am-5pm  
Thurs: 8:00am-4pm  
Fri: 8:30am-1pm

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**5 Cleveland**  
1400 West 25th St.  
Cleveland, Ohio 44113  
216.831.6466

OFFICE HOURS  
Mon-Fri: 8am-5pm

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**6 Beachwood**  
4200 Chagrin Blvd.  
Beachwood, Ohio 44122  
216.831.6466

OFFICE HOURS  
Mon & Thu: 8am-7:30pm  
Tues & Fri: 8am-5:30pm  
Wed: 8am-6pm

**Bridgeview Manor**  
4428 Collins Blvd.  
Ashtabula, Ohio 44004  
440.992.6600

**Paul's House**  
4134 Park Ave.  
Ashtabula, Ohio 44004  
440.536.4545

## LOCATIONS & HOURS



  
**Signature HEALTH**  
When you need help now.\*  
[signaturehealthinc.com](http://signaturehealthinc.com)



# Services Provided

Signature Health outpatient programs encompass a wide range of mental health, counseling, and chemical dependency services.

- Diagnostic Assessments
- Medication Assisted Treatment
- Psychiatry
- Partial Hospitalization Program (PHP)
- Mental Health Intensive Outpatient Program (IOP)
- Substance Abuse Intensive Outpatient Program (IOP)
- Case Management
- Individual Counseling
- Marriage & Family Counseling
- Group Therapy
- Art Therapy
- Pharmacy
- Lab Services
- Tele-Medicine
- Infectious Diseases
- Primary Care
- Sex Offender Treatment
- Ryan White Program
- Eye Movement Desensitization & Reprocessing (EMDR)
- Family Preservation
- Walk- In Services (Assessment, Psychiatry, Counseling, and Case Management)



# Ryan White Program

## Services

- Early Intervention Services (EIS)
- Medical Case Management (MCM)
- Medical Nutrition Therapy
- Mental Health
- Outpatient Ambulatory Health Services (OAHS)
- Emergency Financial Assistance (EFA)
- Medical Transportation
- Psychosocial Support
- EHE Intensive Behavioral Health MCM

## Staff

- Brittany Anderson-Freese, Program Manager
- Robin Orłowski, MCM
- Stephanie Garloch, RN
- Elizabeth Schaefer, IBHMCM
- Maureen Jacobson, RD, LD
- Angelica Soto Serna, Admin
- Dr. Sarah Hoehnen
- Belinda Brown, CNP
- Audra Blood, CNP



# RW Program Accomplishments

## **Expanded Infectious Disease Clinics (OAHS)**

- In 2020, Signature Health's Infectious Disease clinics expanded in multiple locations.
- Provided in-person and virtual appointments through COVID-19 pandemic.
- Ashtabula – 1 clinic per week
- Painesville – 1 clinic per month
- Lakewood – 2 clinics per week
- Maple Heights – 3 clinics per week
- Willoughby – 2 clinics per week
- 70+ SH Ryan White Part A clients see ID providers in our clinics



## **Increased Collaboration (MCM, EIS, OAHS)**

- In 2020, Ryan White Part A clients benefited greatly from increased collaboration between Signature Health's Infectious Disease and Prevention teams, allowing for rapid linkage to care and improved care coordination.
- Provided MCM services to 81 clients in FY2020
- Provided EIS services to 38 clients in FY2020
- Provided OAHS/RN support to 78 clients in FY2020

## **Medical Nutrition Therapy**

- Nine clients received nutrition counseling, assessments, and assistance with supplements in FY2020.



## **Behavioral Health**

- Mental health services through RW Part A were available to clients, however, most clients referred to MH services had appropriate insurance coverage and did not need to use RW Part A MH funding in FY2020. MCMs referred clients to internal or external providers based on their specific needs.
- Signature Health was awarded funding through EHE project for Intensive Behavioral Health MCM.





### **Emergency Financial Assistance**

- Available to RW Part A clients in need of emergency assistance for medications or eyeglasses

### **Psychosocial Support**

- Completed Needs Assessment to determine interests of RW Part A clients
- COVID-19 pandemic presented challenges in holding a group
- In process of creating a virtual support group, assessing client interest
- May hold in person groups in 2021

### **Medical Transportation**

- Transitioned from Lyft to UberHealth in late 2020.
- Provided gas cards and bus tickets to those in need to increase medical appointment adherence.
- COVID-19 pandemic has caused some challenges with consistent and reliable transportation for clients



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## 2021 Ryan White Program Plans

- Continue expansion of Infectious Disease Clinics
- Continue to improve collaboration amongst departments within Signature Health to ensure excellent care coordination for RW Part A clients
- Increase internal education about Ryan White Part A program in order to reach more clients who may benefit from the program
- Improve viral load suppression for all Ryan White Part A clients with emphasis on those who need increased behavioral health support (with support from new IBHMCM position)
- Develop virtual or in-person support groups based on clients' needs and interests
- Expand the number of RW Part A clients benefiting from Medical Nutrition Therapy



Signature  
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QUESTIONS?

# University Hospitals

John T. Carey  
Special Immunology Unit

2061 Cornell Rd  
Cleveland, Ohio 44106  
216-844-7890



**University Hospitals**

Cleveland | Ohio

# 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.



# Ryan White A Funded Services

- Medical Case Management
- Medical Nutrition Therapy
- Mental Health
- Oral Health
- Early Intervention Services
- Outpatient Ambulatory Health Services
- Emergency Financial Assistance
- Medical Transportation
- Psychosocial Support
- End the Epidemic
- Early Intervention Services- Data to Care
- Medical Case Management- Behavioral Health
- OAHS and EFA - Rapid Start
- Medical Transportation



# Outpatient Ambulatory Health Services

The SIU operates with an interdisciplinary approach to patient care. Patients see one of our 14 Infectious Disease Specialists who are experts in their field. Additionally, we have a Cardiologist and OB-GYN who see patients on designated clinic days.

## Nursing

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. Nurses are available between physician appointments if a patient has an illness, question, or concern.

*Vera Paul-Jarrett, RN*  
*Sheila Garven, RN*  
*Isabel Yuzon Hilliard, ND, RN*  
*Maggie Joyce, RN*  
*Trisha Walton, RN*



# Medical Case Management

Social Workers at the SIU offer emotional support, short-term counseling, referrals and links to community resources. The social work staff is trained to address mental health crises, help patients adjust to living with HIV, facilitate support groups, and provide individual and family support. They also assist with insurance and medication issues, and help coordinate Medical Transportation when eligible.

*Elizabeth Habat, MSW, LISW-S*  
*Isabelle Haney, MSSA, LSW*  
*Amy Horning, MSSA, LISW*  
*Mary Lawrence, MSW, LSW*  
*Armina Popa, BSW, LSW*

# Mental Health Counseling

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*





# Medical Case Management - Behavioral Health

## End the Epidemic

The SIU implemented a Collaborative Care model for behavioral health in October 2020, which utilizes a multidisciplinary team comprised of a primary care physician (PCP), case manager, and consulting psychiatrist. The goal of this model is to better address depression in our patients in order to improve overall adherence. Medical Case Managers review patients with the Clinical Psychiatrist, who then makes a medication recommendation to the PCP. This allows patients to have access to the expertise of a Clinical Psychiatrist without having to deal with the logistics of additional doctor's appointments.



# Support Groups at the SIU



Free Zone: Social group for patients, run by patients; 3<sup>rd</sup> Tuesday of the month from 6-7:30pm

Women's group: Support group for women; 3<sup>rd</sup> Tuesday of the month from 2-4pm

General Support Zoom

YOGA: 2<sup>nd</sup> and 3<sup>rd</sup> Tuesday of the month; 1<sup>st</sup> and 4<sup>th</sup> Thursday from 5-6:30pm

CAB: Clinical trials community advisory board, 2<sup>nd</sup> Tuesday of the month from 6-7:30pm

Youth Group: Support group for patients ages 18-24, 2<sup>nd</sup> Tuesday of the month from 1-3pm

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

# Pharmacist

The pharmacist works with patients to optimize medication adherence while providing information concerning all aspects of a medication regimen. The pharmacist works closely with the physicians, nurses, and social workers in the SIU to address medication-related problems.

***Nan Wang, PharmD***

***Mary VanMeter, CPhT***

# Nutrition

The dietician will monitor the nutrition status of all patients, whether or not they have food insecurity, educate patients on appropriate food choices specific to needs, perform body composition tests and provide information on dietary and herbal supplements.

***Aaron Fletcher, MS, RD, LD***



# Oral Health

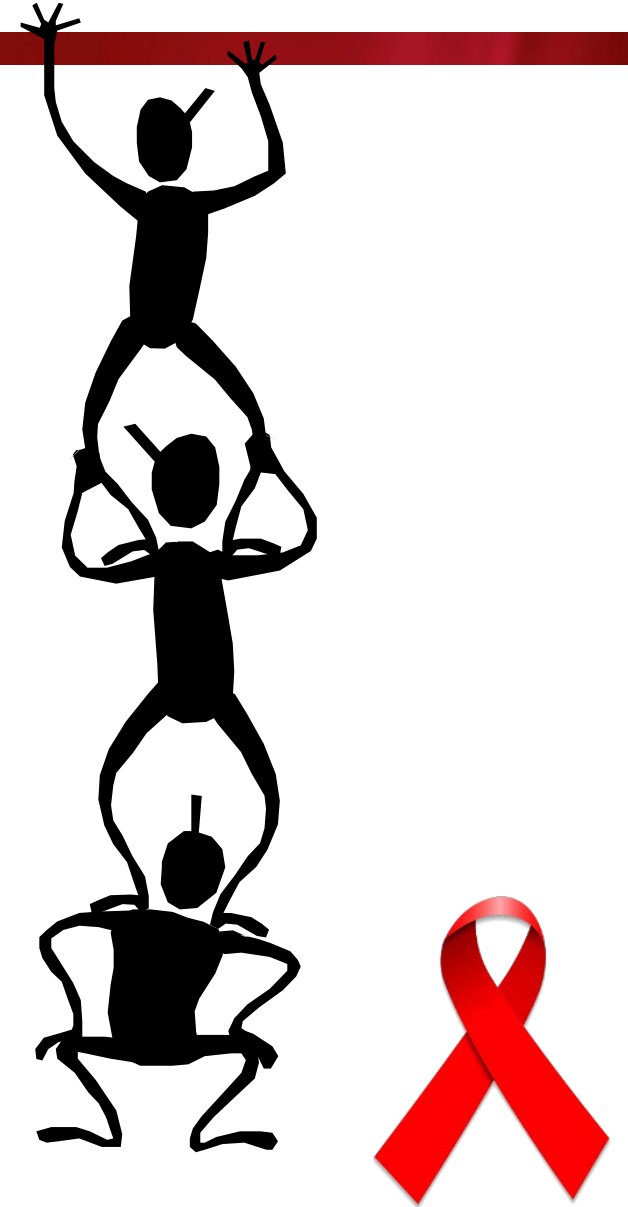
Oral health care is provided by the Advanced Education in General Dentistry (AEGD) dental residency program at Case Western Reserve University School of Dentistry, located at 9601 Chester Ave. Comprehensive dental services are available including routine cleaning and x-rays, as well as fillings, crowns, extractions, dentures and other restorative work. Patients are referred from dental to oral surgery as indicated, such as for wisdom teeth extraction.

**Contact: 216-368-8730**



# Other Support Staff

- Financial/Intake Counselor:
  - Carolyn Williams  
216-844-2649
- Data Clerk
  - Robert Greathouse  
216-844-5359
- Finance Specialist
- Receptionist
- Two Medical Assistants



# End the Epidemic

## **RAPID START/OAHS**

With the assistance of EIS, MCM and RN Care Coordinator, we are able to link newly diagnosed patients to OAHS services, including access to ARVs, within days of diagnosis.

## **MEDICAL TRANSPORTATION**

Utilization of Lyft services for those patients who are not virally suppressed.

## **DATA TO CARE**

EIS, MCMs and Quality Improvement Coordinator work on the Not in Care lists provided by the state to re-engage those patients that may have fallen out of care. The goal is to get them back into care, on ARVs and virally suppressed.



# 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.

## Testing Hours:

**Monday – Thursday: 8 a.m. – 4 p.m.**

**\* Must have an appointment – call 216-844-5316 to schedule \***



# PrEP

The SIU offers PrEP as a prevention option for those who are at high risk of getting HIV.

Services available include:

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

[prep@uhhospitals.org](mailto:prep@uhhospitals.org)  
216-286-PREP (7737)





# 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.

Since its beginning, more than 1,800 people have volunteered to participate in HIV treatment trials at the Unit. The ACTU has also joined the Microbicide Trials Network, which is working to provide new HIV prevention tools for HIV-negative men and women.



# How do we do it all?

Thanks to federal, state and local funding primarily from the Ryan White Care Act we are able to offer all of the services at the SIU.

Presently, the SIU operates with the assistance of three Ryan White grants:

- PART A
- PART C
- PART D



# Part A

- Covers physician visits and laboratory testing for uninsured patients
- Covers nurse care coordination, medical case management services, nutritional counseling, mental health counseling, outreach and dental services for qualifying patients
- Can also provide medication coverage and transportation assistance



## Part C

- Provides salary support for several SIU positions
- Covers outpatient ambulatory visits to medical specialists such as psychiatry, radiology and ophthalmology
- Provides coverage based on a sliding fee schedule with an annual cap



## Part D

- Focuses on Women, Infants, Children and Youth
- Youths are considered to be anyone 24 years old and younger
- Supports the clinical services that are focused on this population
- Covers outpatient ambulatory services for the uninsured and underinsured
- Covers support groups specific to this population



# UH CareLink: The APP for SIU patients



The UH CareLink app was created to help UH SIU patients take control of their own health, and in doing so, help improve their quality of life. This app allows patients to keep track of appointments, medications and other items related to their care.

## UH CareLink features:

- \* Appointment tracker and reminders
- \* Medication tracker and reminders
- \* CareNotes for care-related information
  - \* Patient education articles
- \* News, events and support group information
  - \* Phone directory and FAQ