

CUYAHOGA COUNTY BOARD OF HEALTH

YOUR TRUSTED SOURCE FOR PUBLIC HEALTH INFORMATION

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

Ryan White Part A & EHE Care FY2022 Provider Services Meeting

Presented by:

- AIDS Healthcare Foundation
- AIDS Taskforce of Greater Cleveland
- Cleveland Clinic Foundation
- Circle Health Services
- Department of Senior & Adult Services
- Far West Center
- Family Planning Services of Lorain
- May Dugan Center
- Mercy Health
- MetroHealth Medical Center
- Neighborhood Family Practice
- Nueva Luz Urban Resource Center
- Signature Health
- University Hospitals of Cleveland





AIDS Healthcare Foundation

2022 RYAN WHITE PART A AND EHE – CLEVELAND TGA



Part A Funded Services

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

Outpatient Ambulatory Health Services

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

- 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

AHF's Cleveland HCC has four primary staff that assist Ryan White Part A clients:

- **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.

- **Patient Care Specialist 2**

The Patient Care Specialist 2 assists the Nurse Manager in providing direct client care to Ryan White clients.

- **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.



EHE Funded Services

- The AIDS Healthcare Foundation is funded for Early Intervention Services and Medical Transportation.

Early Intervention Services

The goal of AHF is to implement a Data to Care program with a focus on bringing clients into medical care with an RX to Care expansion.

We execute our program through the following:

- Allowing clients to schedule appointments outside of normal business hours and utilizing text and email for scheduling as well.
- Referring clients to case management, mental health counseling, support groups, youth groups, and rehabilitation centers when needed.
- Providing Outreach through tabling at community events, engaging with fellow community providers to keep clients in care, and spending time in the community talking about AHF and its services while passing out swag.



Medical Transportation

AHF offers a Medical Transportation program where Lyft rides are given to non-virally suppressed clients and newly diagnosed clients to get to their medical appointments.

AHF's EHE Staff

AHF's EHE staff consists of a full-time Linkage to Care Specialist. The Linkage Specialist will provide linkage for newly diagnosed clients and individuals that have fallen out of care.

Assistance to clients will be offered by:

- Providing referrals
- Accompanying medical appointments
- Engaging with Providers
- Providing outreach.



CUYAHOGA COUNTY BOARD OF HEALTH
RYAN WHITE PART A
FY22 PROGRAM UPDATES AND SHOWCASE OF PART A SERVICES

PRESENTED BY:
JOYE E. TOOMBS, LSW
ADMINISTRATIVE DIRECTOR OF SERVICES



Our Mission

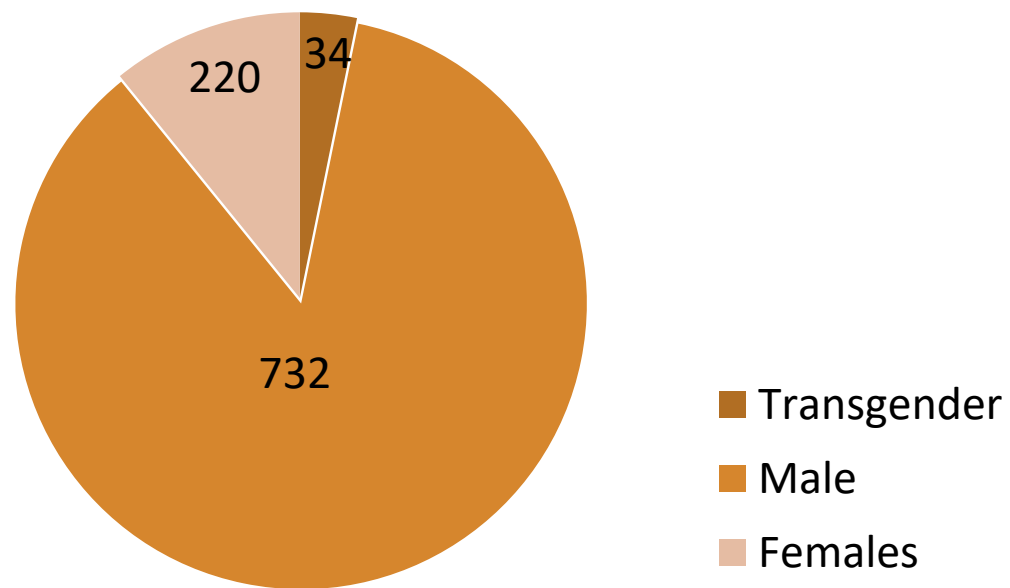


The AIDS Taskforce of Greater Cleveland provides a compassionate and collaborative response to the needs of people infected, affected, and at risk of HIV/AIDS. This is accomplished through leadership in prevention, education, supportive services, and advocacy.

Who We Are, Who we Serve

- Founded in 1983, The AIDS Taskforce of Greater Cleveland (ATGC) is the oldest and largest AIDS Service Organization (ASO) in 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.
- Our geographic reach includes our TGA network of 6 counties:
Cuyahoga, Geauga, Medina, Lorain, Lake, and Ashtabula

Gender Demographic





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

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 items:

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

Medical Case Management

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 with Part A COVID funds we were able to purchase a new passenger van that is accessible to case managers as needed for client transport.



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.

Intake

- Intake/Eligibility Specialist

- Receives referral (self, hospital, agency, walk-in)
- Conduct initial screening (in person, phone)
- Collects all required eligibility documents (Proofs of residency, income, insurance and HIV (lab reports))
- Completes initial assessment
- Completes all releases of information



Once completed all information is forwarded to the Clinical Supervisor who assigns to case manager. Case Manager schedules appointment with client to create an Individual Service Plan (ISP) to address request for service(s).

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.
 - **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 days.
 - **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.
 - **AIDS Healthcare Foundation Health Care Center and Pharmacy**



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





2829 Euclid Avenue
Cleveland, Ohio 44115
216-621-0766

Tracy Jones, MNO- Executive Director



Cleveland Clinic



Infectious Disease

Ryan White Team

April 4, 2022

Mary Beth Gramuglia, MEd – Patient Liaison/EIS

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





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

Who are we?

- Physicians
 - Tricia Bravo, MD
 - Vinh Dang, MD
 - Kristen Englund, MD
 - Katherine Holman, MD
 - Christopher Kovacs, MD
 - Bethany Lehman, DO
 - Francisco Marco Canosa, MD
 - Ryan Miller, DO
 - Anita Modi, MD
 - Marisa Tungsiripat, MD
- EIS
 - Mary Beth Gramuglia, MEd
- Medical Case Management
 - Kelly VanDerSchaegen, MSSA, LSW, ACM-SW

HIV Medical Team

- Pharmacists

- Andrea Pallotta
- Xhilda Xhemali



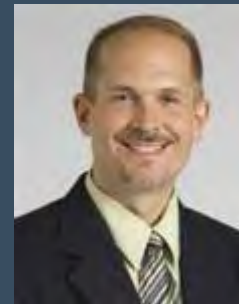
- Anal Dysplasia

- Dr. Michelle Inkster
- Dr. Jim Wu



- LGBTQ+ Center

- Dr. Jim Heckman

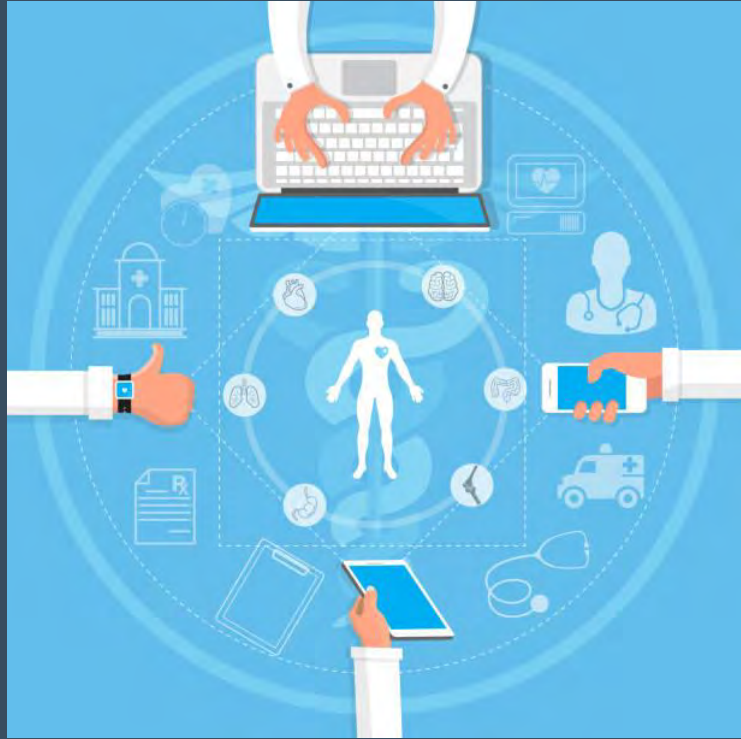


- OB/Gyn

- 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
 - Bus passes
- Early Intervention Services



Early Intervention Services (EIS)



Cleveland Clinic Foundation- EIS

Challenges

- Transportation issues
- Transient
- Scheduling conflicts
- Comorbidities
- Mental Health
- Not Ready!

Strategies

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

EHE –D2C

NIC List



- EMR / Careware review
- Social Media
 - LinkedIn
- Conduct normal outreach
- Findings:
 - Moved out of state/TGA
 - Using alias
 - Refused care
 - MIA



Medical Case Management

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.
- Advocate for patient empowerment and independence to make decisions and access needed services within the healthcare system and in the community.



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 throughout enterprise
 - Kristen Englund, MD

Celebrating 100 Years

1921 Clinic
(Crile Hospital)



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



Contact Information



Infectious Disease Clinic (Main Campus)

9500 Euclid Avenue
Desk G21
Cleveland, OH 44195

Clinic Telephone #: 216-636-1873

Fax #: 216-445-9446

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 Avenue
Crile Building (A)
Cleveland, OH 44195

Telephone #: 216-445-6308

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 , option #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

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

-Maya Angelou





Every life deserves world class care.



THE CENTERS

Health. Family. Work. **Hope.**

Adriana Whelan, CNP, DNP, HIV Program Director
Brittany Hinton, LSW
Naimah O'Neal, LSW
Fatima Warren, Operations Director



Circle Health Services
and
The Centers for Families and Children
are now unified as
The Centers.



THE CENTERS

Health. Family. Work. **Hope.**



Circle Health Services

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.





Mission

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

Vision

Communities are equitable, healthier, and prosperous.



Strategic Plan Goals



CORE

To successfully integrate and increase access to our core services that significantly improves outcomes and addresses inequities for the people and communities we serve.



CULTURE

To create an equitable, anti-racist, and service-oriented organization that pioneers and co-creates solutions while fostering a community where team members thrive.



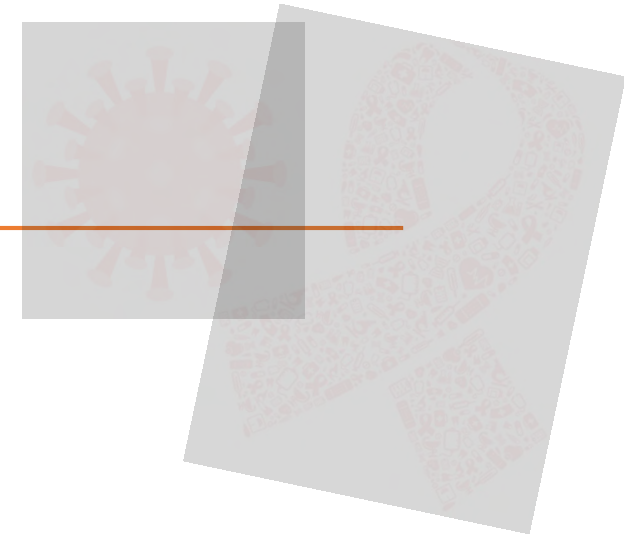
CAPACITY

To build the operational infrastructure to support growth, integrated services, and a high-performing team.



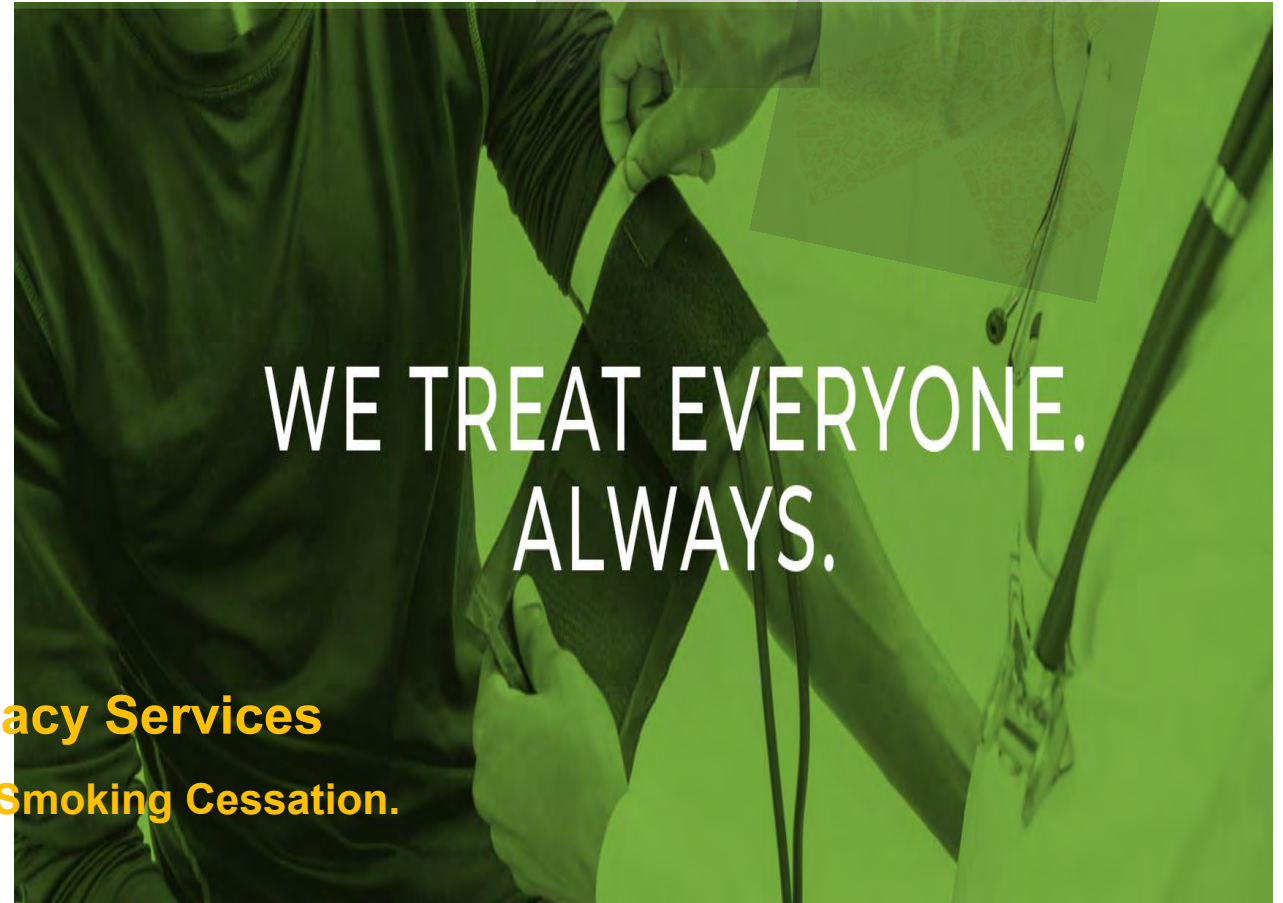
Overview of HIV Services

- Medical Services
- Case Management Services
- Dental and Behavioral Health Services
- HIV Prevention Services and Linkage to Care



Medical Services

- **Clinical Management of HIV**
- **Rapid Start**
- **Primary Care**
 - **Certified as a Patient Centered Medical Home (Care coordination, Patient navigation)**
- **Emergency Medication access**
- **Immunizations**
- **On-site Pharmacy, including Clinical Pharmacy Services**
 - **Pill reminder packaging, Adherence counseling, Smoking Cessation.**



Case Management

- **Care Coordination**
- **Mobile Case Management**
- **Early Intervention Services (Intensive Case management services)**
- **Assistance with Medicaid, Insurance, and Benefits enrollment**
- **Medication Prior authorizations**
- **Adherence Counseling Services**
- **Transportation**



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 including MAT
- Individual and Group Counseling



HIV Prevention Services (HIV Testing, SEP, Linkage to Care)

UPTOWN SYRINGE EXCHANGE PROGRAM & HIV SCREENING

12201 Euclid Avenue

Syringe Exchange:

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

8:30 a.m. - 1:00 p.m. 1st & 3rd Saturday of each month

Walk-in HIV Screenings:

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

WEST SYRINGE EXCHANGE PROGRAM & HIV SCREENING

3929 Rocky River Drive

Syringe Exchange:

9:00 a.m. - 5:00 p.m. M, W, F

Walk-in HIV Screenings:

9:00 a.m. - 5:00 p.m. M, W, F

VAN SYRINGE EXCHANGE PROGRAM & HIV SCREENING

The Mead House

4904 Mead Avenue

Cleveland, OH 44127

8:30 a.m. - 3:00 p.m. M,W,F

Neighborhood Pets

3711 E. 65 Street

Cleveland, OH 44105

8:30 a.m. - 3:00 p.m. Th



HIV Prevention: Syringe Exchange Program

Services include:

- 1 for 1 needle exchange
- HIV Testing
- Hepatitis C Testing
- Kits: alcohol prep pads, antibiotic ointment, clean water, bleach, sterile cotton, and condoms.
- Fentanyl Test strips
- Narcan kits
- RN assessment
- Wound care
- Referrals for Primary Care, HIV PrEP, and Behavioral Health and Addiction and MAT services.



HIV Prevention: Linkage to Care



- Onsite HIV testing services along with Rapid-Rapid confirmatory testing allow for same day identification of HIV positive individuals, who are then seen by our HIV Case managers who can link clients with HIV services within 24 hours from the time of diagnosis.
- For clients who test positive during HIV outreach events, our HIV Outreach workers are able to link clients with our HIV case managers within 24 hours of diagnosis. HIV case managers carry work cell phones and are on-call to allow for direct access and linkage to care.
- Lab work is completed within 1 to 7 days of diagnosis.
- Clients are seen by a medical provider within 1 to 7 days of diagnosis.



Additional 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.



Locations

Office Locations

- **UPTOWN OFFICE**
 - 12201 Euclid Avenue, Cleveland, OH 44106
 - 8:30 to 5 PM
 - Monday and Wednesdays, 8:30 to 7:30 PM.
- **WEST OFFICE**
 - 3929 Rocky River Drive, Cleveland, OH 44111
 - 8:30am – 5:00 PM
- **EAST OFFICE**
 - 4400 Euclid Avenue, Cleveland, OH 44103
 - 8:30am – 5:00 PM

Office Contacts

- Adriana Whelan, DNP, CNP (Associate Director of Primary Care and Director of HIV Programs) (216) 325-9410
- Naimah O’Neal, LSW, (216) 538-7491
- Brittany Hinton, LSW, (216) 326- 6827
- Fatima Warren, Director of Operations, (216) 707-3409
- Stephanie Ristau, HIV Programs Financial Manager, 216-325-9413



Additional Support for AIDS/HIV Programs

- AIDS Funding Collaborative
- Care CDC
- The George Gund Foundation
- ADAMHA
- HRSA – HIV Primary Care
- Cleveland Department of Public Health



Questions?



CUYAHOGA COUNTY: DIVISION OF SENIOR AND ADULT SERVICES

HOME CARE SKILLED SERVICES
(HOME SUPPORT UNIT)

DSAS OVERVIEW

“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:

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

OTHER DSAS PROGRAMS

- 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

- 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

- 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

- 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

- 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

- 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:

- 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

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

- 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/2 ADONs

DSAS/HOME SUPPORT INTAKE PROCESS

- 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

QUESTIONS ???





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

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***_{SM} 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





Family Planning Services of Lorain

Alexis Dedek,
CHES

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/Risk
Reduction

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

Referrals to:

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

Thank you!

Alexis Dedek

RW Program Coordinator

Family Planning Services

440-322-7526 ext 119

adedek@fpslc.org

- Early Intervention Services (EIS)
- Health Education





MAY DUGAN CENTER

DYLAN DICKINSON MSSA LSW --- ANNE SPELIC LISW-S



RYAN WHITE SERVICES PROVIDED

-
- Mental Health Services
 - Medical Transportation

ADDITIONAL SERVICES

Food Distribution

GED Classes

Workforce Development

ESOL

Mental Health Day Treatment

Rent/Utilities Assistance

MOMMSFirst

Substance Abuse Treatment

Anger Management

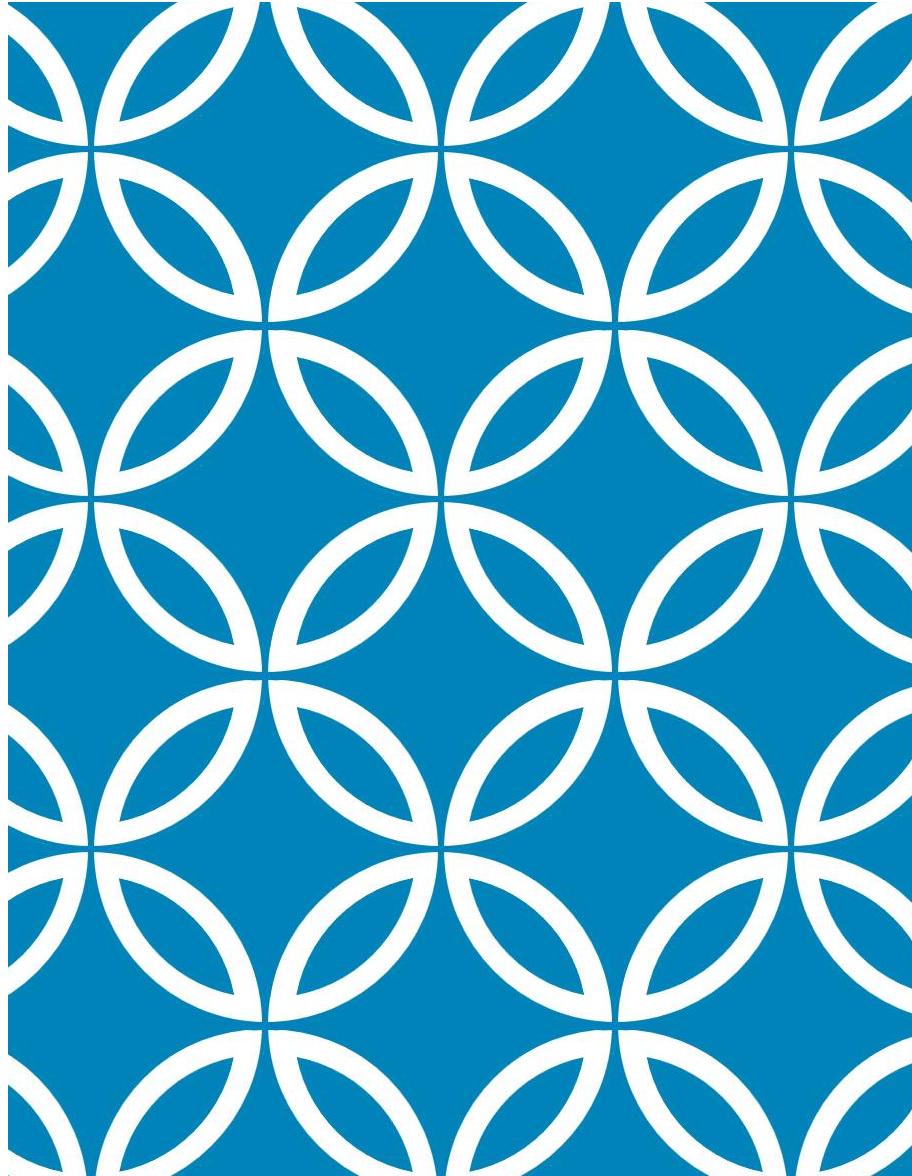
Seniors on the Move

Case Management

Individual and Group Counseling

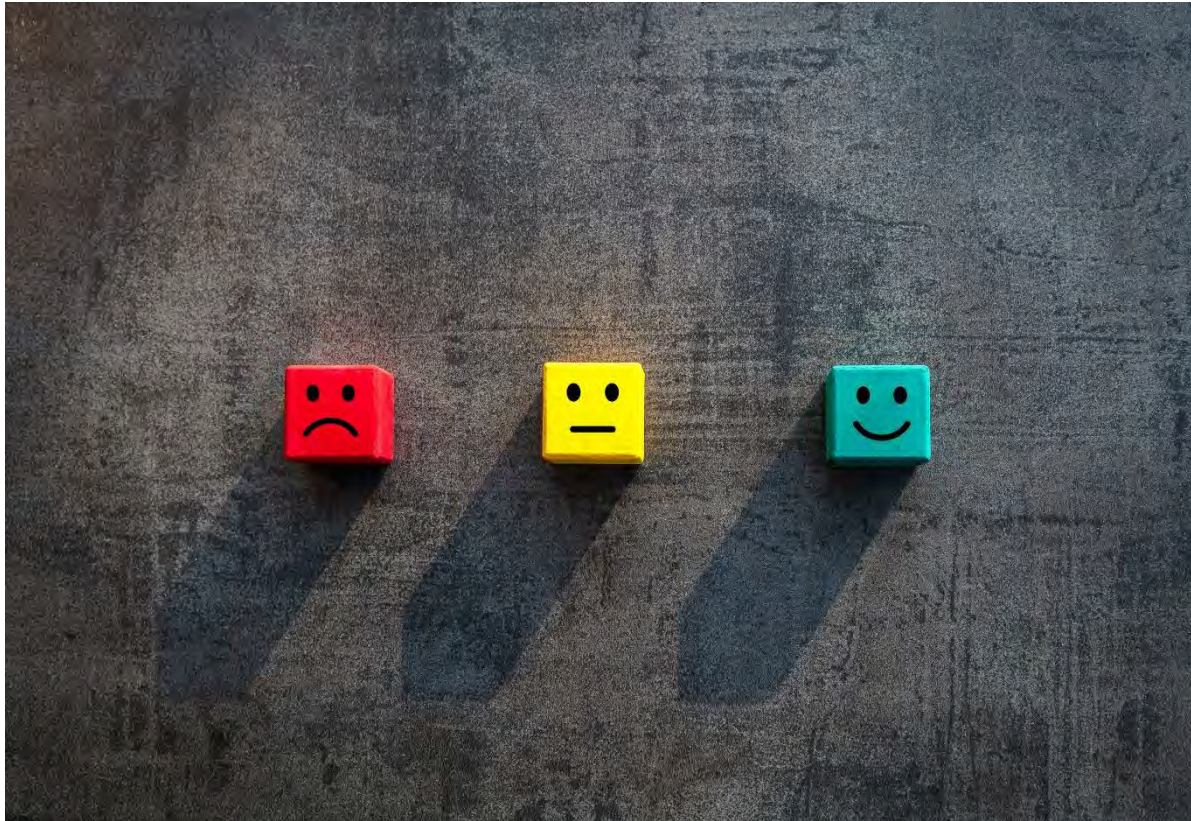
CONTACT

Dylan Dickinson MSSA LSW
May Dugan Center
4115 Bridge Ave, Cleveland OH
44113
216-631-5800 x 126
ddickinson@maydugancenter.org



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 accessed.
Transportation and nutritional needs are discussed.

Need for PPE is addressed

Patient appt. is scheduled based on physician's schedules and 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 noncompliant 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

What does medical case management do?

- * Complete intakes and assessments of patient needs. Assist with applications 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.

Examples include:

- ACA Navigation- Insurance
- Social Security
- Housing/utility assistance
- Legal Assistance
- Mental Health
- Transportation
- LCDJFS
- Dental (1st)
- Resource Linkage

- * Pt support-one on one appts
- * Pt advocate



MEDICAL TRANSPORTATION

Where & Why

Service provided to ensure complete compliance with medical care and 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 a month at Mercy Hospital

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.





MetroHealth

Devoted to Hope, Health, and Humanity

Infectious Disease HIV Services



MetroHealth Rebranding and New Hospital



The Glick Center

- The Glick Center is our new state-of-the-art Main Campus hospital, scheduled to open on October 15.
- The Glick Center will have 11 floors and 316 patient rooms.

Infectious Disease Clinics

Main Campus

2500 MetroHealth Drive
Cleveland, Ohio 44109

Medical Specialties Outpatient Pavilion
(Scranton Road) 2nd Floor

Morning Clinics (9:00am – 12:00pm)
Afternoon Clinics (1:00pm – 4:00pm)

**Youth Clinic: Extended hours on the 1st and 3rd
Tuesday (5:00pm – 7:00pm)**

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

Parking at Main Campus:

Under Outpatient Pavilion
(Scranton Road)

RW eligible parking validation available

Bedford Medical Offices

19999 Rockside Road
Bedford, Ohio 44146

1st and 3rd Thursday of every month (9:00am -12:00pm)

Parma Medical Offices & Surgery Center

12301 Snow Road
Parma, Ohio 44130

2nd & 4th Tuesday of every month (1:00pm – 4:40pm)

Cleveland Heights Medical Office

10 Severance Circle
Cleveland Heights, Ohio 44118

Every Wednesday (9:00am – 12:00pm)

To Schedule an appointment

216-778-8305



PrEP Clinic

PrEP is available across The MetroHealth System

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

PrEP Clinic (Main Campus)

216-778-8305
Tuesdays: 1:00 – 4:20 p.m.

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

216-957-4905
LGBT-affirming primary care

STI Telemedicine Clinic

216-778-8305
Late evening appointments available Tuesdays & Thursdays



Have questions about PrEP?

Contact **Akeem** at 216-957-PREP or
arollins@metrohealth.org



Check out pop2block.org

Ryan White Part A Services

Primary Medical Care

Medical Case Management

Non-Medical Case Management

Mental Health Services

Emergency Financial Assistance (Medication & Vision)

Oral Health Care

Medical Nutrition Therapy

Early Intervention Services

Medical Transportation

Psychosocial Support Services



Medical Care Providers

Physicians

Ann K. Avery, MD **(Spanish Speaking)**
Director, Division of Infectious Disease

Robert Kalayjian, MD
Charles Bark, MD (TB patients)
Meghan Fibbi, DO, MPH, AAHIVS
Corrilynn Hileman, MD (Clinic Director)
Laura Mintz, MD, Ph.D **(Spanish Speaking)**
Melissa Jenkins, MD (HIV and Hep C)
Rumila Tolentino, MD **(Spanish Speaking)**
Patrick Talbott, MD **(Spanish Speaking)**
Alexander Sapick, MD

Fellows

Morgan Moreili, MD
Maha Al-Jabri, MD

Nurse Team

John Ebner, RN
Traci Davis, RN
Valerie Tomlinson, RN
Coming soon: Pam Turner & Trish Stuart

Medical Team Assistant

Maria Santiago **(Spanish Speaking)**



Check out our Bilingual Staff



ID Bilingual Providers

- Dr. Ann Avery
- Dr. Rumilia Tolentino
- Dr. Patrick Talbott
- Dr. Laura Mintz

Bilingual Support Team

- Xiomara Merced, MBA, MPH
- Monica Diaz, BS
- Karla Meza, BA
- Maria Santiago

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.



Non-Medical Case Management & Benefits Coordination

Grant Support Specialist

Sabrina Armendarez
Monica Diaz
Alexandra Mack

Part B OHDAP and lab request

Karla Meza
Vacant (RWB)

Xiomara Merced - Manager



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

Michael Majer, LSW

Lauren Bagoly, LSW

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 Financial Assistance

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**.
- **Call (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.

Dentistry department moved out of Main Campus.
New location is in Ohio City.

Ohio City Family Dentistry

3701 Lorain Avenue
Cleveland, Ohio 44113

**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 or be entered into CAREWare system with supporting documentation.

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 Therapy

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 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 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



Psychosocial Support

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

*Special events are hosted once a month in the evenings. Coming up - Bingo in April 2022, Ice Cream Social in May 2022

Open Group

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

WOW: Women Only Wednesdays - for anyone who identifies as a woman

2nd Wednesdays at Noon

Taco Tuesday

1st and 3rd Tuesdays 5:00 – 7:00 p.m.

50++

1st Fridays at Noon – meets at Franklin Circle Church, 1688 Fulton Rd. In Ohio City

Knit Squad

Thursdays at 11:45 a.m.

Yoga

Thursdays at 10:00 a.m. at Inward Compass Yoga Studio – 15903 West Park Rd. In Cleveland

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

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



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Ending the HIV Epidemic Services

Behavioral Health MCM

Data to Care

Rapid Start

Behavioral Health MCM

Behavior Health Managers

Tracey Brichacek, LISW-S

Michael Majer, LSW

Lauren Bagoly, LSW

- The BHMs 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.
- BHMs 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
- 5) Best practice (modeled after San Francisco Getting to Zero initiative) and supported by data

How is Rapid Start different than regular LTC?

Same-day, 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.

Year	Average # of days from Dx to Rx	Average # of days from Dx to Vs
2017	41.75	148.69
2018	28.61	142.35
2019	26.43	128.23
2020 (n=52) (covid)	11.23	82 (or 110 if 3 big outliers are included)
2021 (n=52)	5.27	59 – preliminary data

Data to Care (D2C)

What is D2C?

- It's 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.
- Finding connecting information is useful for outreach for our patients in aim to retain and/or reengage in care.



A decorative graphic in the top right corner of the slide, consisting of numerous circles of various sizes and colors (including orange, red, pink, purple, blue, teal, and green) scattered across the dark blue background.

Other Programs Available

Positive Peers

Suboxone Programs

Clinical Trials/Studies

Specialty Pharmacy

Positive Peers

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

FREE online enrollment for all people living with HIV who are 13–34 years old & living in the US

Visit [Positivepeers.org](https://www.positivepeers.org) and get social with us [@PositivePeers4U](https://twitter.com/PositivePeers4U)



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

Starting 4/4/22: Tavion Tate starting work as a Patient Navigator & will help with Positive Peers

Suboxone Programs

HIV Suboxone Program at Main Campus:

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.

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

Dan Gebhardt at 216-778-5487



Open Clinical Trials

<p>Gilead PrEP Injection</p>	<p>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 I</p>
<p>PrEP@Home</p>	<p>A randomized, controlled trial of a home care system to promote persistence in PrEP care.</p>
<p>Weekly Wellness Checkin-WE CARE</p>	<p>Pilot Project-WEEKLY WELLNESS CHECK-IN: A Patient Centered Approach to Responsible and Effective Aging for HIV+ patients > 50 years old to help retain patients in care as well as improve quality of life and health outcomes. (WE CARE)</p>
<p>Signature</p>	<p>Using Systems Immunology to Get at the Nature of Mood Disorders in HIV</p>

MetroHealth Specialty Pharmacy

Pharmacists

Alexander Nelson, Mitchell Friedman, and Joshua Maierhofer

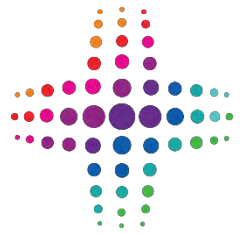
- Provide Dose Packaging (MOT – Medication on Time)
- Monthly Adherence Calls
- Meet with patients in clinic
- Communicate with providers via medical chart
- Pharmacy has shown increase in rates of Viral Load suppression with patients
- Near 100% Prior Authorization success rate
- Patient Assistance Covering Medication-Associated Needs Program (PACMAN)
 - 98% of patients with \$0 copay on HIV medications
- Roughly 60 patients now receiving Cabenuva injections

Refills can be requested by calling **216-957-MEDS (6337) x3**

MetroHealth Mail Order Pharmacy

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





MetroHealth



Q&A



Neighborhood
Family Practice
COMMUNITY HEALTH CENTERS

Ryan White Part A Services

April 4, 2022



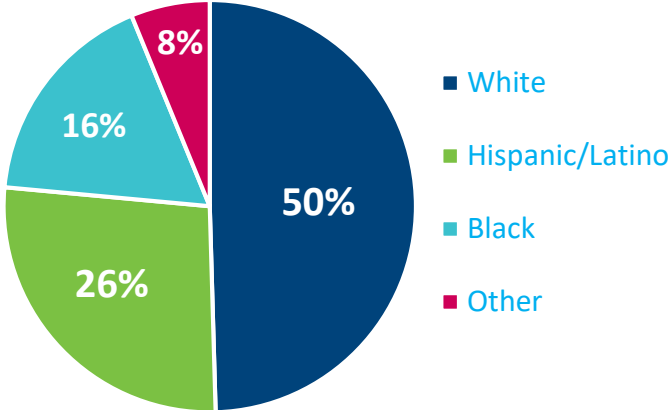
Who We Are

- Founded in 1980
- Federally Qualified Health Center
 - One of six FQHCs in Cleveland and 55 in Ohio
- 7 locations with focus on Cleveland west side and Lakewood
- 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
- Telemedicine and In-Person Visits

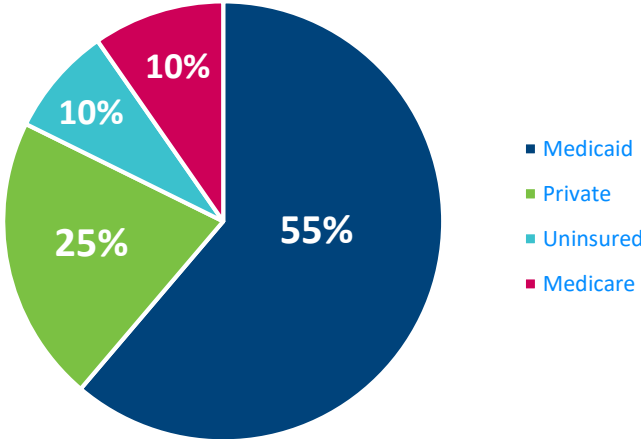
Who We Serve

- Served 22,399 patients in 2021
- Provided 84,517 office visits in 2021
- Focus on medically and economically vulnerable populations
 - 65% patients live at or below 250% FPL
 - Care for patients of all ages, all gender identities, any citizenship status- regardless of ability to pay
- Only provider of required refugee health screenings in Cuyahoga County

Serving a Diverse Population



Insurance Status



Primary Care in Seven Neighborhood Locations

Ridge Plaza
Stockyards Neighborhood



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



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



W 117th
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

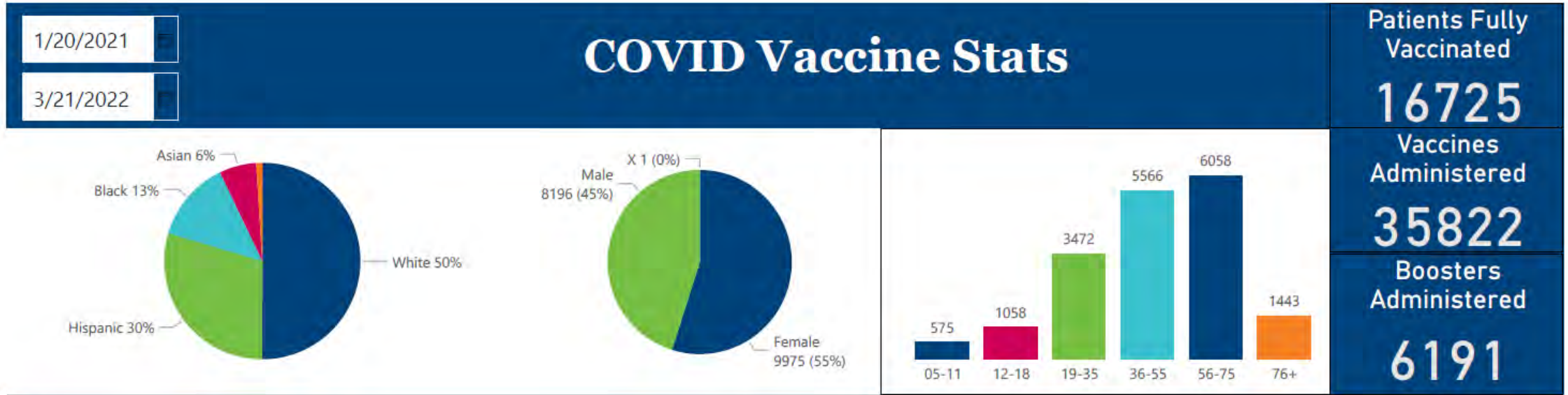
- Primary Care
- Behavioral Health
- Women's Health/Midwifery
- Dental
- Refugee Health
- Integrated HIV Primary Care
- Pharmacy and Medication Home Delivery
- Supportive Services- Interpretation, Transportation, Referral Management
- Outreach, Enrollment & Benefits



COVID-19 Testing and Vaccinations

- Testing done **by appointment only** at NFP's W. 117th Community Health Center
- **Appointment required for vaccines**
 - Adults, kids, boosters, 4th shots (immunocompromised)
- Online registration at nfpmedcenter.org, or by calling 216.281.0872
- Focus remains on equitable access:
 - 30% of patients vaccinated and 35% of patients tested self-identify as Hispanic (41% of those testing positive)
 - 16% test positivity rate since NFP started testing in May 2020

COVID-19 Vaccinations



Nearly 36k vaccines administered, in partnership with over 35 community organizations, including La Sagrada Familia, the Hispanic Roundtable, St. Paul AME Church, Urban Community School, and Case Western Reserve University Student Run Health Clinic

Integrated HIV Primary Care

- Service line began in September 2019
- Currently 89 PLWH receive Ryan White Part A services
- Family Medicine and AAHIVS certified physicians at two NFP locations
 - Detroit Shoreway Community Health Center located at W. 65th and Franklin
 - Ridge Community Health Center located in plaza at Ridge and Denison
- Both sites in zip code 44102- a local HIV high prevalence area
- Extensive HIV experience in a medical home setting
- Behavioral health therapist part of HIV team
- Goal: Comprehensive HIV Care program



Ryan White Part A Services

Outpatient Ambulatory Health Services

- Care Coordinator
 - Lichelle Jennings, RN
- Primary Care Visits
 - Lisa Navracruz, MD, AAHIVS
 - Prakash Ganesh, MD, MPH, AAHIVS
 - Samaher Hazeen, MA

Medical Case Management

- Daytona Harris, LSW

Medical Transportation

Questions?





NLURC

Nueva Luz Urban Resource Center

Locations

Cleveland Office

6600 Detroit Ave.
Cleveland, OH,
44102

Phone: (216)651-
8236
Fax: (216)651-8235

Hours:
Mon - Fri (9a to 5p)

Lorain Office

221 West 21st Street,
Suite 1
Lorain, OH, 44052

Phone: (440)233-1086
Fax: (440)233-1089

Hours:
Mon - Fri (9a to 5p)



WELCOME!



Mission, Vision, and Values Statement

- To challenge the root causes of systemic poverty and dependence, through holistic and culturally diverse programs that assist in community building.
- Nueva Luz Urban Resource Center attempts to move people from systemic poverty and dependence to lives of empowerment and sustainability.
- Our work is informed and fueled by the values of hospitality, spirituality and excellence.

Program Highlights

- Culturally-humble and linguistically-adequate programming.
- Multidisciplinary team approach with staff members that speak English, Spanish, French, Swahili, Romanian, Mandarin, and Khmer.
- New office space is located conveniently on the bus line within Gordon Square District.
- Expanded into new legal office in 2021

Leadership

- Pastor Max Rodas - **Executive Director**
- Kimberly Rodas - **Clinical Director**
- Christine Davis – **Fiscal Controller**
- Julia Kudlo – **Operations/Development Director**

Our Staff

Medical Case Management

- Jean-Luc Kasambayi – **Lead MCM**
- Talya McKnickles – **MCM**
- Devin McLaughlin – **MCM**

Housing Case Management

- Belinda Smith – **Lead HCM**
- Beatriz Velez – **HCM (Director of Lorain Services)**
- Brandie Strozier – **HCM (Legal)**
- Jay Sok – **HCM**

Non-medical Case Management

- Octaveya Lowe – **Lead NMCM**
- Omayra Colon – **NMCM**
- Gloriann Irizarry - **NMCM**
- Colette Webster – **HCM**
- Linda Irizarry – **HCM**
- Eric Davis – **HCM (Outreach)**
- Glarymir Rivera – **HCM**

Legal Clinic

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

Nutrition Services

- Enrique Rodas – **Nutrition Coordinator**
- Nate Vazquez – **Nutrition Driver**

Recovery Services

- Frank Lewis – **Recovery Group**

Our Staff

Intake

- Octaveya Lowe – **NMCM/Intake Coordinator**
- Robert Rodriguez – **Legal Intake Coordinator**

Youth Coordinator

- Nathan Rodas

Administrative Support

- Susan Yao – **Case Aid**
- Casandra Jones – **Bookkeeper**
- Lydia Rosario Cubero – **Secretary**

Services Provided

- Medical Case Management
- Medical Transportation
- Housing
- Legal
- Nutrition
- Spirit of Recovery
- Pharmacy
- Additional 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.
- CMs can meet clients in their homes or at 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 future transportation options.

Housing Case Management

- HCMs offer supportive housing services to PLWHA within TGA. Collaborate with EDEN, Frontline, CMHA, LMHA to secure permanent affordable housing
- 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.
- NLURC's legal clinic works closely with HCMs to streamline services and ensure clients receive timely assistance for housing-related legal cases.
- 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

- Eligible clients may access food pantry up to twice per month. At each visit, they receive 2 food bags – 1 frozen, 1 non-perishable. PPE, cleaning supplies, and hygiene products are included whenever available.
- Nutrition Coordinator works with CMs to tailor bags to meet identified clients needs by including GOYA food items, Boost Drinks, or other supplemental foods when funding is available.
- Clients can arrange food delivery through their CM as NLURC has a full-time delivery driver which was in mitigating health concerns due to COVID-19.
- 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 by and for PLWHA.
- Not specific to substance abuse.
- The main focus is developing the ability to find the solution.
- Clients are guided to complete a self evaluation of their emotions and spiritual reactions to the world incorporating a holistic view of self.
- Meetings will resume in Cleveland on April 12 at noon, and will be held every Tuesday. All PLWHA are welcome, non-NLURC clients included. Refreshments will be provided.
- All are welcomed to the group, especially those currently dealing with ongoing struggles with drugs or alcohol, and anyone currently in any recovery program.

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.

Questions?

Reach out to NLURC Staff at

Phone: (216) 651-8236

Fax: (216) 651-8235

Thank you!



Signature
HEALTH

When you need help now.

2022 **Showcase of Services**



Signature Health

Signature Health is a non-profit, Federally Qualified Health Center providing mental health, addiction recovery, and primary care services to patients across Northeast Ohio.

Signature Health was founded in 1993 and began as a community-focused organization, providing counseling to kids in local schools.

Today, Signature Health is a non-profit Federally Qualified Health Center. Rooted in our local communities as we have always been, we now thrive as a full-service health care agency.

Through our growth, we continue to serve people of all ages and all income levels, aiming to eliminate health disparities in our Cleveland-area communities.



Locations

- 6 Outpatient Centers spanning Ashtabula, Cuyahoga, Lake Counties
- Residential services
 - Bridgeview Manor
 - ORCA House re-opening in Cleveland
 - Everett Center opening in Lake County

Sites & Hours

Lakewood

14701 Detroit Ave.
Lakewood, OH, 44107

[216-766-6080](tel:216-766-6080)

Monday - Friday
8am - 5pm

Maple Heights

21100 Southgate Park
Blvd.
Maple Heights, OH,
44137

[216-663-6100](tel:216-663-6100)

Monday - Friday
8am - 5pm

Beachwood

24200 Chagrin Blvd.
Beachwood, OH, 44122

[216-831-6466](tel:216-831-6466)

Monday - Friday
8am - 5pm

Willoughby

38882 Mentor Ave.
Willoughby, OH, 44094

[440-953-9999](tel:440-953-9999)

Monday - Friday
8am - 5pm

Painesville

462 Chardon St.
Painesville, OH, 44077

[440-853-1501](tel:440-853-1501)

Monday - Friday
8am - 5pm

Ashtabula

4726 Main Ave.
Ashtabula, OH, 44004

[440-992-8552](tel:440-992-8552)

Monday - Friday
8am - 5pm



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
- Sexual and Reproductive Health
- Primary Care
- Transportation
- 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
- Jeanne Stride, MCM
- Natalie Armstrong, RN
- Elizabeth Schaefer, IBHMCM
- Maureen Jacobson, RD, LD
- Stacey Locotosh, Admin
- Dr. Sarah Hoehnen
- Belinda Brown, CNP
- Audra Blood, CNP



RW Program Accomplishments

Intensive Behavioral Health MCM Increased Viral Load Suppression

- In 2021, Signature Health implemented EHE-funded IBHMCM services
- Increased focus on mental health and substance use barriers which stand in the way of effective and consistent medical treatment
- Smaller caseload to encourage more intensive activities than a Medical Case Manager
- Significant time spent developing internal and external relationships to promote appropriate behavioral health referrals and connections
- By the end of FY2021, 100% of clients utilizing this service achieved viral load suppression!



Increased Collaboration (MCM, EIS, OAHS)

- In 2021, Ryan White Part A/EHE continued to increase collaboration between Signature Health's Infectious Disease and Prevention teams, allowing for rapid linkage to care and improved care coordination.
- Provided MCM services to 100 clients in FY2021
- Provided EIS services to 50 clients in FY2021
- Provided OAHS/RN support to 87 clients in FY2021

Medical Nutrition Therapy

- 14 clients received nutrition counseling, assessments, and assistance with supplements in FY2021.



Continued to Expand Infectious Disease Clinics (OAHS)

- In 2021, Signature Health's Infectious Disease clinics continued to expand, increasing days at several sites.
- Continued to provide in-person and virtual appointments through COVID-19 pandemic.
- Ashtabula – 2 clinics per week
- Painesville – 1 clinic per month
- Lakewood – 3 clinics per week
- Maple Heights – 2 clinics per week, 3 clinics first week of month & added evening hours
- Willoughby – 2 clinics per week & added evening hours
- 88 SH Ryan White Part A clients see ID providers in our clinics



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 FY2021. MCMs referred clients to internal or external providers based on their specific needs.



Emergency Financial Assistance

- Available to RW Part A clients in need of emergency assistance for medications or eyeglasses. Two clients utilized this benefit during FY2021.

Psychosocial Support

- Held an informational session in July 2021 – hybrid in-person and virtual
- Two clients attended
- Still facing challenges to increase interest
- All Part A clients were notified of group via MCM or mailing

Medical Transportation

- Used both Lyft and UberHealth in FY2021
- Provided gas cards and bus tickets to those in need to increase medical appointment adherence.
- 41 clients benefited from this service in FY2021



2022 Ryan White Program Plans

- Continue to improve collaboration amongst departments within Signature Health to ensure excellent care coordination for RW Part A clients
- Develop Community Health Worker position to increase patient education and engagement
- Develop Consumer Satisfaction Survey specific to Ryan White at SH
- Continue identifying and working with clients who need more intensive support from our IBHMCM
- Continue to increase internal education about Ryan White Part A program in order to reach more clients who may benefit from the program
- Develop virtual or in-person support groups based on clients' needs and interests
- Infectious Disease clinics will continue to be expanded with an additional provider in Lakewood and a van in Ashtabula!



Signature
HEALTH

When you need help now.

QUESTIONS?

University Hospitals

John T. Carey
Special Immunology Unit

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



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

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



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 12 Infectious Disease Specialists. Additionally, we have an OB-GYN who sees 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, LISW

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 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 appointments.



Support Groups at the SIU



Women's group: Support group for women; 1st Tuesday of the month at 3pm

Men's Group: 3rd Thursday of the month at 4pm

Craft Group: Last Wednesday of the month from 4-5pm

YOGA: 1st and 3rd Mondays at 5pm

Youth Group: Support group for patients ages 18-24, 2nd 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 pharmacy team 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 monitors 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



EIS

The SIU has a funded EIS position to help link new patients to care, and assist with engaging those who may have fallen out of care.

Clifford Barnett

Community Health Worker

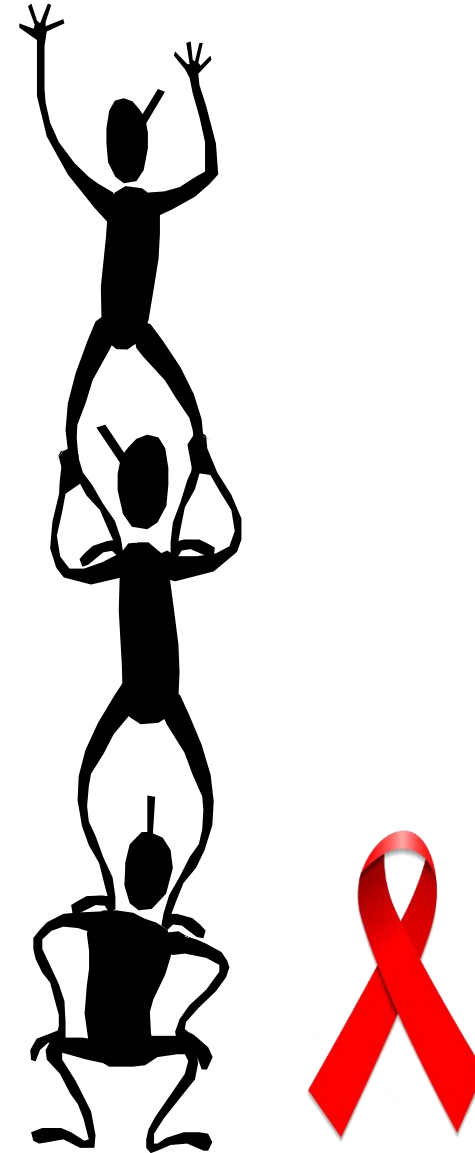
The SIU brought on Community Health Worker in October 2021. This person helps patients find resources, navigate their care, and address any adherence barriers.

Tizita Guffie



Other Support Staff

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



End the Epidemic

Rapid Start/OAHS

With the assistance of EIS, MCM, RN Care Coordinator, and physician we are able to link newly diagnosed patients to OAHS services, including access to ARVs, the same day they discover their 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.

Behavioral Health MCM: discussed earlier



HIV Testing (not RW funded)

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.

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. 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

Fiona Allan, PrEP Navigator

216-286-PREP (7737)

prep@uhhospitals.org



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 as well.

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

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



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 four Ryan White grants:

- PART A
- PART B
- 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 B

- Supports the PrEP navigator position
- Also supports PrEP outreach advertising



Part C

- Provides salary support for several SIU positions
- Supports the SIU PharmD
- 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, covering the patient portion for persons underinsured



Part D

- Focuses on Women, Infants, Children and Youth (WICY)
- Youths are considered to be anyone 24 years old and younger
- Supports the clinical services and medical case management that are focused on this population
- Covers outpatient ambulatory services for the uninsured and underinsured WICY
- 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

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