DC | HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

GY35 Ryan White Part B: Status Neutral
Care Coordination Provider Meeting

HIV/AIDS, Hepatitis, STD and TB Administration

April 29, 2025

Agenda

► Welcome

► Program Overview

► Survey Responses Overview

► Prior Performance

► Engagement and Support

► Program Evaluation

► Updated Resources and Reporting

► Next steps

Status Neutral Care Coordination Provider Meeting: PROGRAM OVERVIEW

HIV/AIDS, Hepatitis, STD and TB Administration

April 29, 2025

Program Overview: Status Neutral Care Coordination

The HIV/AIDS, Hepatitis, STD, and Tuberculosis Administration (HAHSTA), Ryan White Part B Program implements a Status Neutral Care Coordination program that emphasizes a holistic approach to care, prioritizing the well-being of the whole person which:

✔ Prioritizes engaging individuals in care regardless of HIV status.

✔ Broadens the reach and integration of HIV prevention and treatment efforts.

✔ Ensures more comprehensive, effective, and equitable care.

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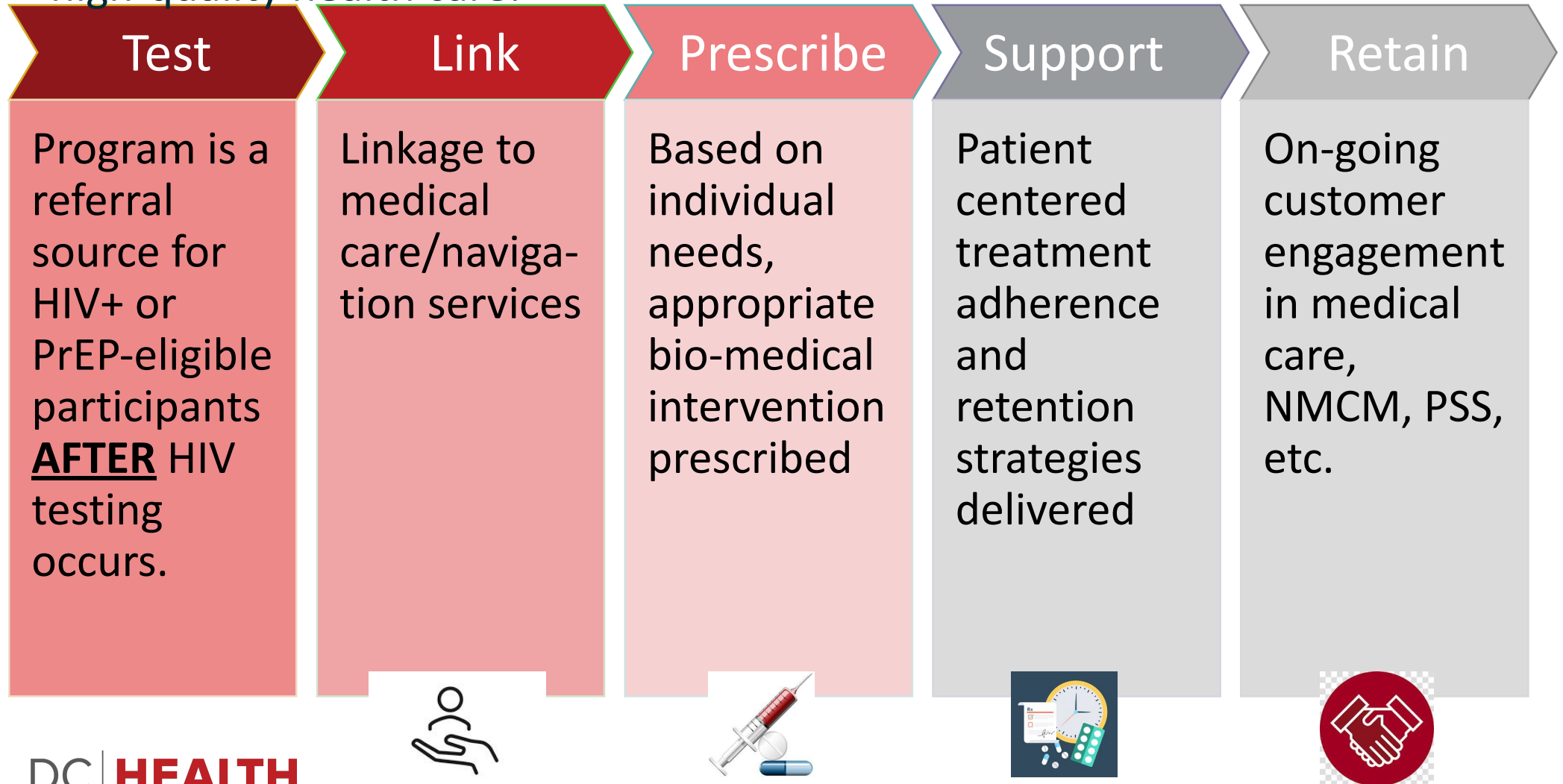
Program Overview: Status Neutral Care Coordination

The program's overarching goal is to help move the needle in ending the HIV epidemic by:

✔ Normalizing HIV services and reducing barriers to care to ensure treatment access.

✔ Increasing PrEP treatment and adherence.

✔ Increasing viral load suppression rates.

✔ Increasing retention in medical care among focus populations.

Program Overview: Status Neutral Care Coordination

Status Neutral Care Coordination uses four components to deliver high-quality health care:

Test	Link	Prescribe	Support	Retain
Program is a referral source for HIV+ or PrEP-eligible participants **AFTER** HIV testing occurs.	Linkage to medical care/navigation services	Based on individual needs, appropriate bio-medical intervention prescribed	Patient centered treatment adherence and retention strategies delivered	On-going customer engagement in medical care, NMCM, PSS, etc.

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Program Overview: Status Neutral Care Coordination

Who Does Your Program Target? Your Recruitment Strategy is **_CRITICAL_**!

HIV Positive & Not in Care

HIV Negative w/Reasons

Poor TX Adherence/Not VLS

Repeat STIs

Program Overview: Funded Service Categories

✔ Health Education / Risk Reduction (HE/RR)

✔ Medical Case Management (MCM)

✔ Medical Transportation (MT)

✔ Mental Health Services (MHS)

✔ Non-Medical Case Management (NMCM)

✔ Outpatient Ambulatory Health Services (OAHS)

✔ Psychosocial Support Services

HIV Positive / PrEP-Eligible

+   -

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Status Neutral Care Coordination Provider Meeting: SURVEY RESPONSE OVERVIEW

HIV/AIDS, Hepatitis, STD and TB Administration

April 29, 2025

Survey Response Overview

Total Responses: 9

Survey Duration: 14 days

Respondent Representation:

✔ **Program Oversight / Evaluation**

✔ **Administration / Operations**

✔ **Direct Service**

Survey Response Overview: Indicators of Program Success

HIV Positive Indicators

| Indicator	Count
Linkage to Care Rates	3
Viral Suppression Rates	3
Retention in Care	2
Re-engagement in Care	1
Patient Screening & Referral to Support Services	1
Retention in Status Neutral Program	1

Survey Response Overview: Indicators of Program Success (cont.)

PrEP-Eligible Indicators

Indicator	Count
Referred/Linked to PrEP	2
Retained in PrEP	2
Enrolled in PrEP	1
Linked/Provided with Essential Support Services	1
HIV- Using PrEP & Adherent	1
PrEP Uptake (Oral/Injectable)	1
Linked to PrEP Clinical Visit	1
Prescribed PrEP Within 7 Days	1
Attended Initial Follow-Up Appointment	1

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Survey Response Overview: Program Challenges

- **29 unique challenges mentioned**

- **41% related to PrEP uptake and retention**

- **41% related to Infrastructure and access**

- **18% related to program engagement**
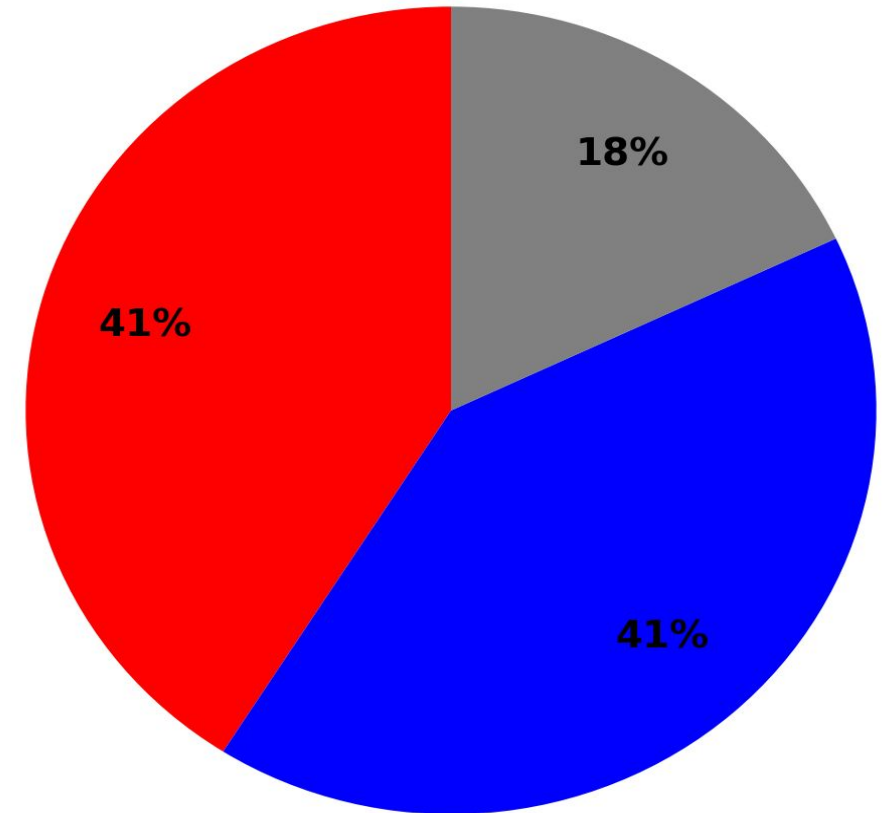
and retention

Survey Response Overview: Program Challenges (cont.)

PrEP Uptake & Retention (12 mentions total)

Low PrEP uptake or interest, especially among youth **(6)**

Retention in PrEP or preventive services **(3)**

Delays or barriers to PrEP initiation **(2)**

Staff confidence or knowledge about PrEP **(1)**

Survey Response Overview: Program Challenges (cont.)

Infrastructure and Access (12 mentions total)

Staffing Strain **(5)**:

Turnover, leave, illness, and crisis responses

Access Barriers **(3)**:

Geographic limits, scheduling, and re-engagement needs

Resources and Technical Issues **(4)**:

Social support gaps, telehealth, call center, and external events

Survey Response Overview: Program Challenges (cont.)

Program Engagement and Retention (5 mentions total)

✔ Difficulty describing/messaging program **(2)**

✔ Low interest in enrollment **(1)**

✔ Client confusion on program scope **(1)**

✔ Drop-off after initial needs met **(1)**

Survey Response Overview: Suggested Program Adjustments

Suggested Adjustment	Count
Use of incentives to improve engagement (care/PrEP/HE-RR)*	3
Expand eligibility beyond DC residents	1
Place more emphasis on education before PrEP uptake	1
Improve population targeting (e.g., by zip/ward/STI/HIV burden)	1
Need dedicated funding for outreach/linkage (not tied to another program)	1
Mixed feedback on current program structure (Ryan White B)	1
Status neutral approach effective for disparity reduction & prevention	1

Survey Response Overview: Suggested Tools

Suggested Tools, Resources, Training, and Technical Assistance	Count
Training in motivational interviewing techniques	2
Ongoing/general trainings (e.g., technical assistance, PD, workshops, updates)	2
PrEP education for Staff	1
Peer support/Best practices sharing for Staff	1
Training to enhance group facilitation skills	1
Service Standards for Status Neutral Services	1
Model-Based training (e.g., clinics integrating HE/RR)	1
Education on key metrics for program success	1
Resource support for coordination of PrEP and HIV case management	1
Youth-Focused collaboration (High schools & DOH for education/outreach)	1

Survey Response Overview: Reported Best Practices/Strategies

Practices/Strategies	Count
Integrated PrEP with OAHS	1
Intentional/targeted promotion of PrEP	1
Trained PrEP coordinators	1
Use of incentives	1
Client-centered, holistic approach	1
Normalizing testing and sexual health conversations	1
Continuous outreach efforts	1
Focused outreach on a single target population	1
Linkage to care using multiple approaches	1
Rapid PrEP initiation	1
Multidisciplinary approach to adherence	1

Survey Response Overview: Reported Best Practices/Strategies (cont.)

Practice	Count
Use of long-acting injectable (LAI) PrEP	2
Data monitoring and identification of potential patients	2
Assessment for PrEP eligibility	2
Linkage to Care	2
Anonymous testing sites to initiate PrEP education and care	1

Survey Response Overview: Participant Feedback

One in nine respondents (11%) reported that they received feedback from program participants about the status neutral program.

Status Neutral Care Coordination Provider Meeting: PRIOR PERFORMANCE

HIV/AIDS, Hepatitis, STD and TB Administration

April 29, 2025

Data Background

Annual Data Reporting Timeline

✔ **Client-Level Data Report (Monthly)** - due no later than 15th business day for preceding month

  – Submitted to HAHSTA only

✔ **Annual Ryan White Services Report (annually) -** Due Last Thursday in February

  – Submitted to HRSA/HAB in the Electronic Handbook (EHB)

✔ **Mid-Year Ryan White Services Report (bi-annually) *** Due last Thursday in August

  – Submitted to HAHSTA only

RW Required Data Elements Per Funded Service Category

• Report the data element

Client-level Data Elements	Outpatient/Ambulatory Health Services	Medical Case Management	Oral Health Care	Early Intervention Services	Home Health Care	Home and Community-Based Health Services	Hospice Services	Mental Health Services	Medical Nutrition Therapy	Substance Abuse Outpatient Care	AIDS Pharmaceutical Assistance	Health Insurance Premium and Cost-Sharing Assistance	Non-Medical Case Management	Child Care Services	Emergency Financial Assistance	Food Bank/Home-Delivered Meals	Health Education/Risk Reduction	Housing	Linguistics Services	Medical Transportation	Outreach Services	Other Professional Services	Psychosocial Support Services	Referral for Health Care and Support Services	Rehabilitation Services	Respite Care	Substance Abuse Services (residential)	EHE Initiative Services	Rationale
Client Demographics																													
Year of birth	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	2,6
Ethnicity	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	2,3,6
Hispanic subgroup	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	2,3,6
Race	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	3,6
Asian subgroup	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	3,6
NHPI subgroup	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	3,6
Gender	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	2,3,6
Sex at birth	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	2,3,6
Health coverage	•	•	•	•	•	•	•	•	•	•	•	•	•															•	2,6
Housing status	•	•																•		•								•	2,6
Housing status collection date	•	•																•		•								•	2,6
Federal poverty level percent	•	•																•										•	2,6
HIV/AIDS status	•	•																•										•	2,3
Client risk factor	•	•																•										•	6
Vital status	•	•																•										•	4,5
HIV diagnosis year (for new clients)	•	•																•										•	2,3
New client (for EHE initiative-funded providers)	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	1,6
Received services previous year (for EHE initiative-funded providers)	•	•																•										•	3,4,6
Client Clinical Data																													
First outpatient/ambulatory health service visit date	•																												2,3,4
Outpatient ambulatory health service visits and dates	•																												3,4
CD4 counts and dates	•																												3,4
Viral load counts and dates	•																												3,4
Prescribed ART	•																												3,4
Screened for syphilis	•																												3
Pregnant	•																												2,3,4
Date of first positive HIV test (for clients with new HIV diagnosis)	•																												1,3,4,5,6
Date of OAHS visit after first positive HIV test (for clients with new HIV diagnosis)	•																												1,3,4,5

Methodology

✔ **Data : RW Part – B data**

✔ Reporting Period: **GY33 and GY34**

✔ Source data : **CAREWare**

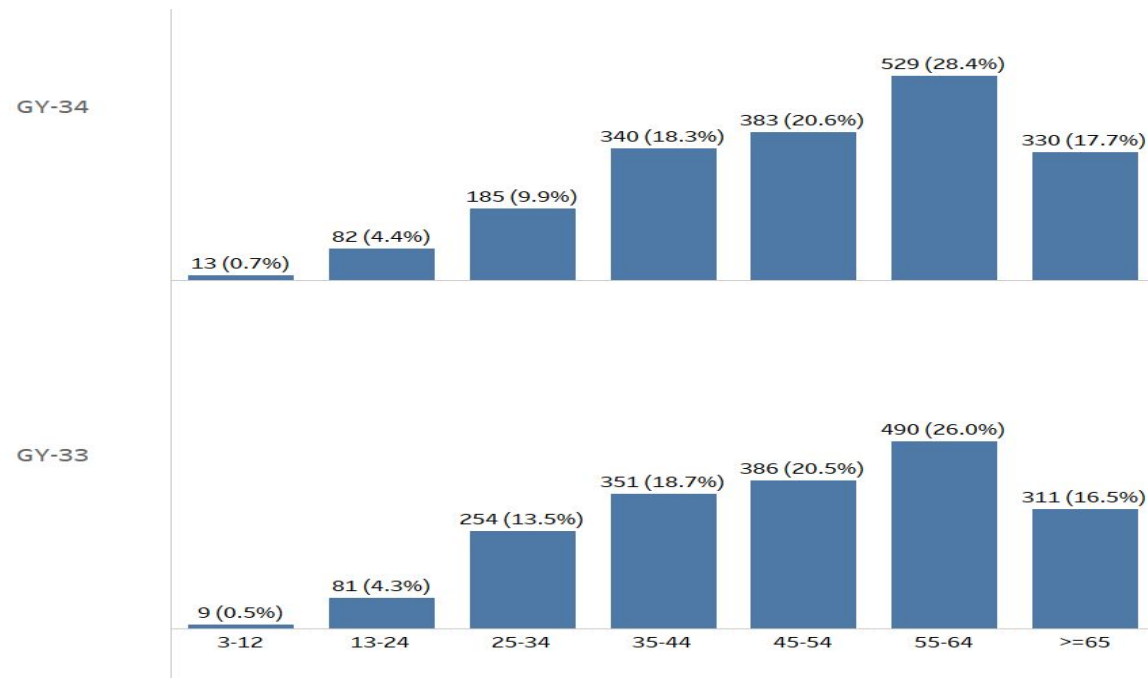✔ Data Cleaning and Analysis: **Tableau**

Demographic Characteristics

Customers Utilizing Ryan White Part B, HIV Positive and PrEP-Eligible,GY33 & GY34

- DC Customers :

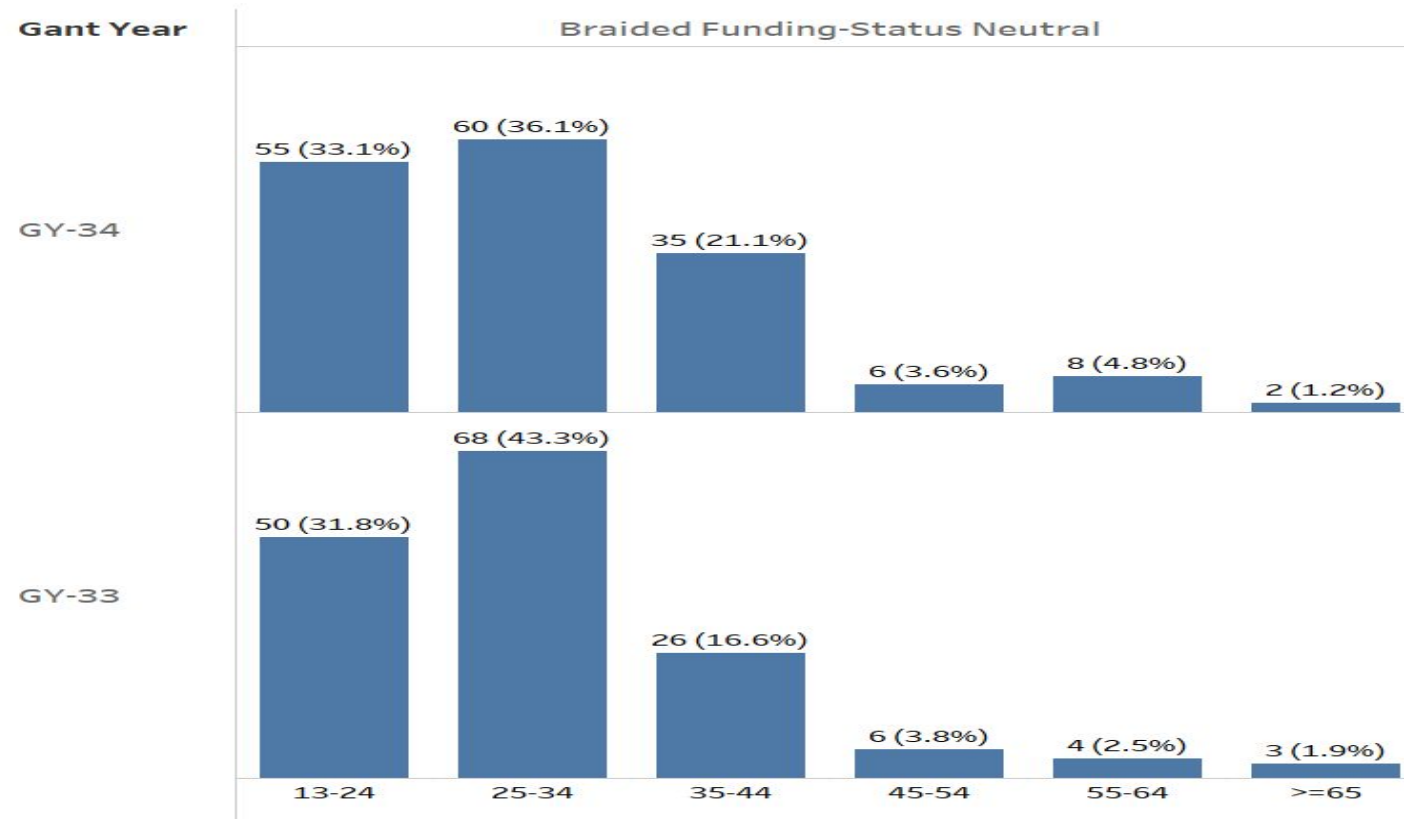| GY	HIV Positive	PrEP-Eligible
GY-33	**1882**	**157**
GY-34	**1862**	**166**

HIV Positive Customers Served in GY33 (N=1882) and GY34(N=1862), By Age Group

About 26% in GY33 and 28.4% in GY34 of the customers are in the 55-65 age group.

PrEP-Eligible Customers Served in GY33 (N=157) and GY34(N=166), By Age Group

About 43% in GY33 and 36% in GY34 of the customers are in the 25-34 age group.
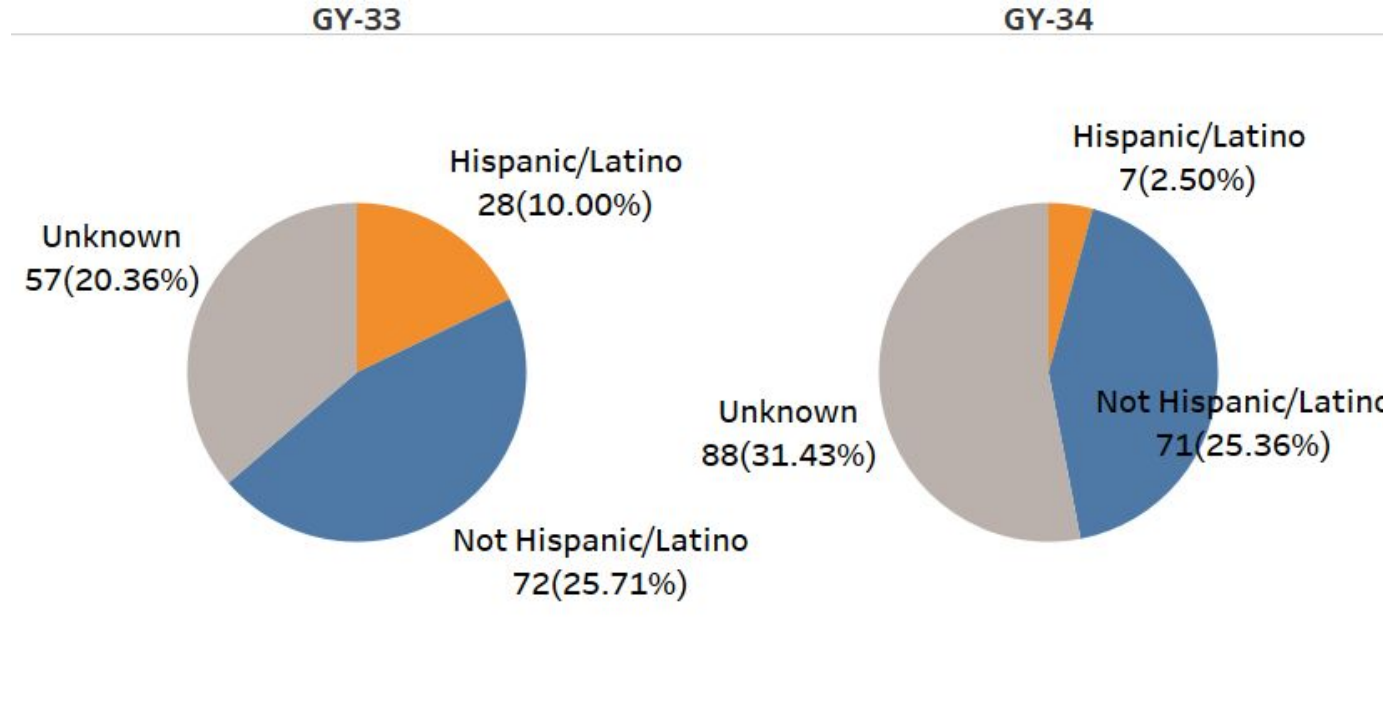
HIV Positive Customers Served in GY33 (N=1882) and GY34(N=1862), By Gender

About 40% during GY34 and 38% in GY33 of the customers identify as Female.

Gant Year	Gender	
GY-34	Female	1007 (39.1%)
	Male	717 (27.9%)
GY-33	Female	964 (37.5%)
	Male	809 (31.4%)
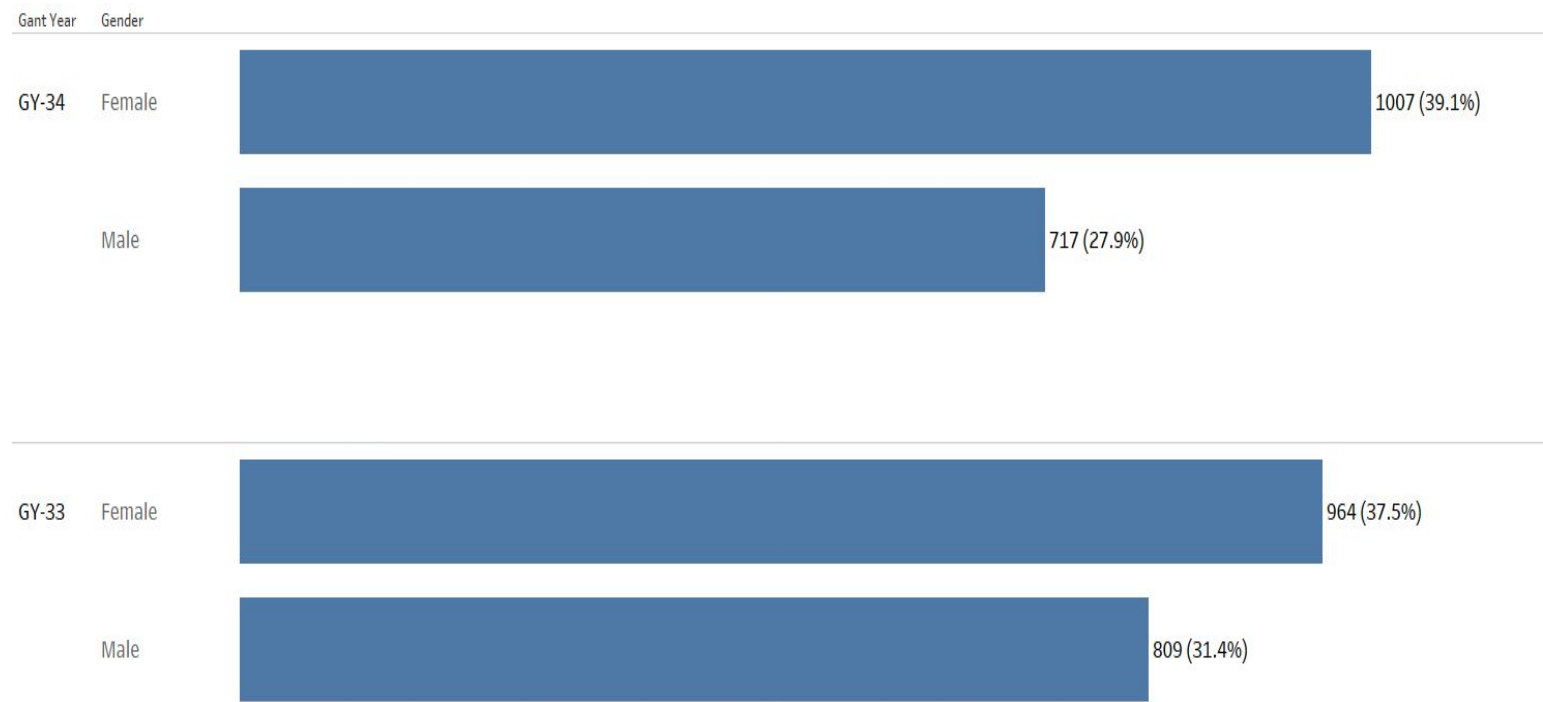
PrEP-Eligible Customers Served in GY-33 (N=157) and GY34 (N=166), Gender

About 44% during GY34 and 43% in GY33 of the customers identify as Male.

Gant Year	Gender	
GY-34	Female	37 (13.2%)
	Male	124 (44.3%)
GY-33	Female	26 (9.3%)
	Male	121 (43.2%)

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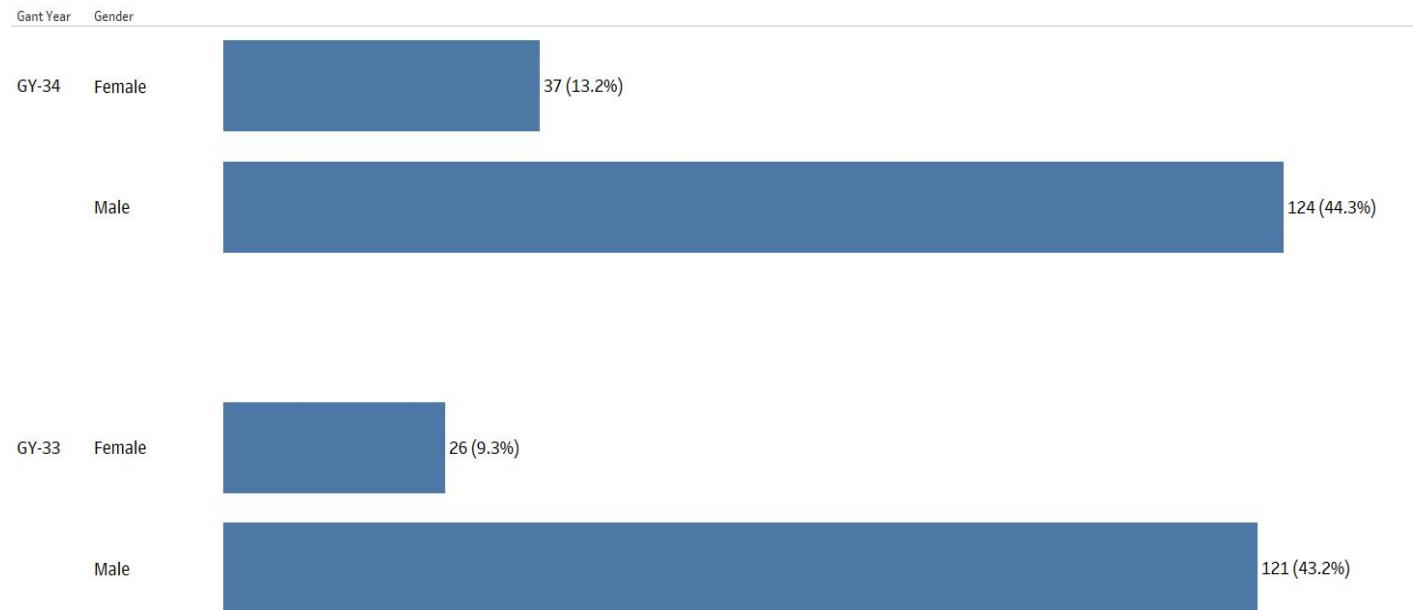
HIV Positive Customers Served in GY-33(N=1882) and Gy34(N=1862) by Race

About 67% in GY34 and 65% in GY33 of the customers are African American,

PrEP-Eligible Customers Served in GY-33(N=157) and GY34(N=166) by Race

About 45% in GY34 and 40% in GY33 of the customers are African American.
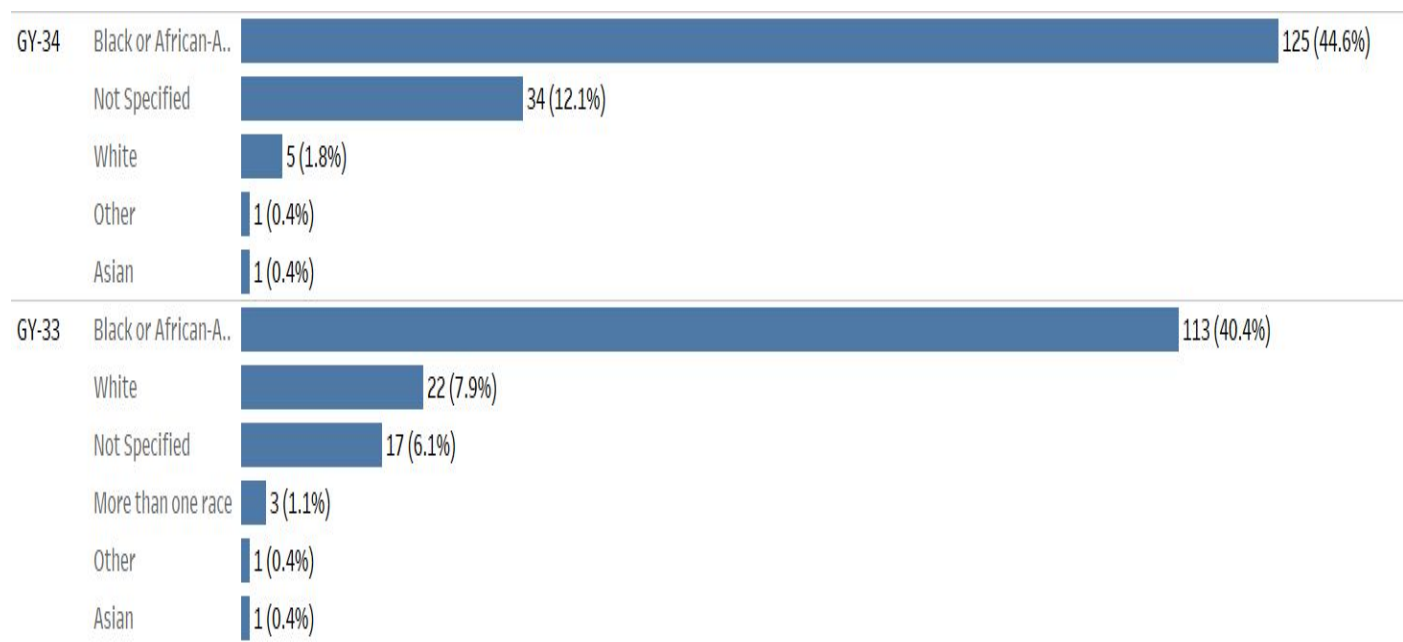
HIV Positive Customers Served in GY-33(N=1882) and GY34(N=1862) by Known Ethnicity

About 5% in GY33 and 4% in GY34 of the HIV Positive customers are Hispanic/Latino.
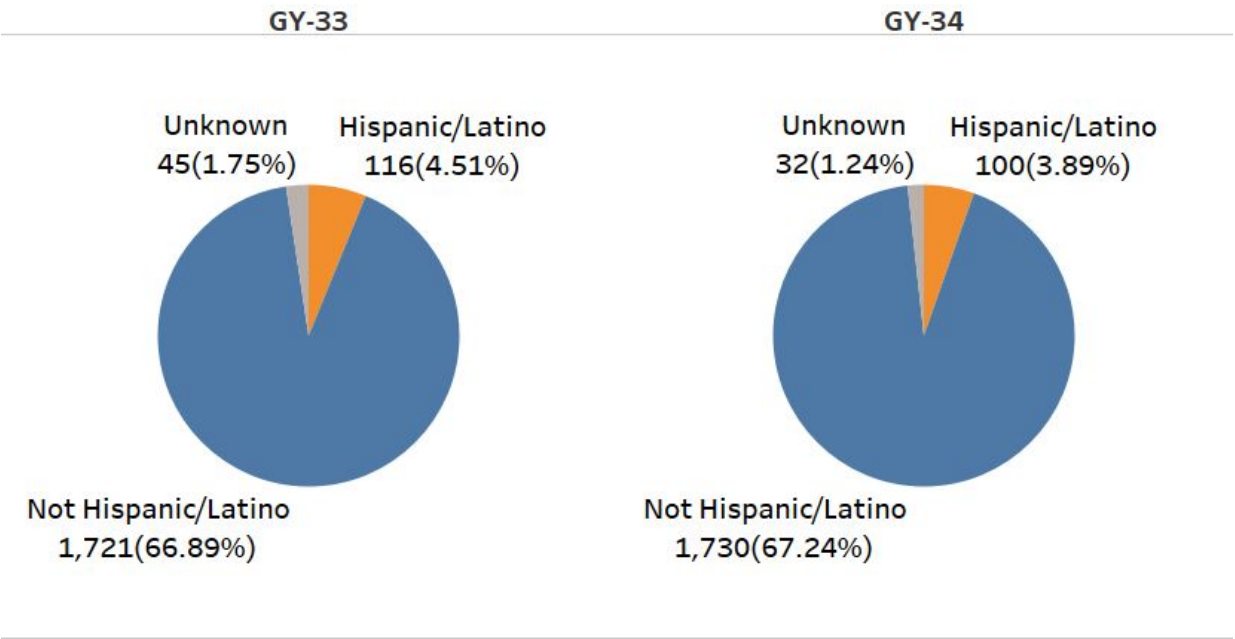
PrEP-Eligible Customers Served in GY-33(N=157) and GY34(N=166) by known Ethnicity

About 10% in GY33 and 2.5% in GY34 of the customers are Hispanic/Latino.

HIV Positive Customers Served in GY-33 (N=1882) and GY34(N=1862) by Known Housing status

About 4.8% in GY33 and 4% in GY34 of the customers were in unstable housing.
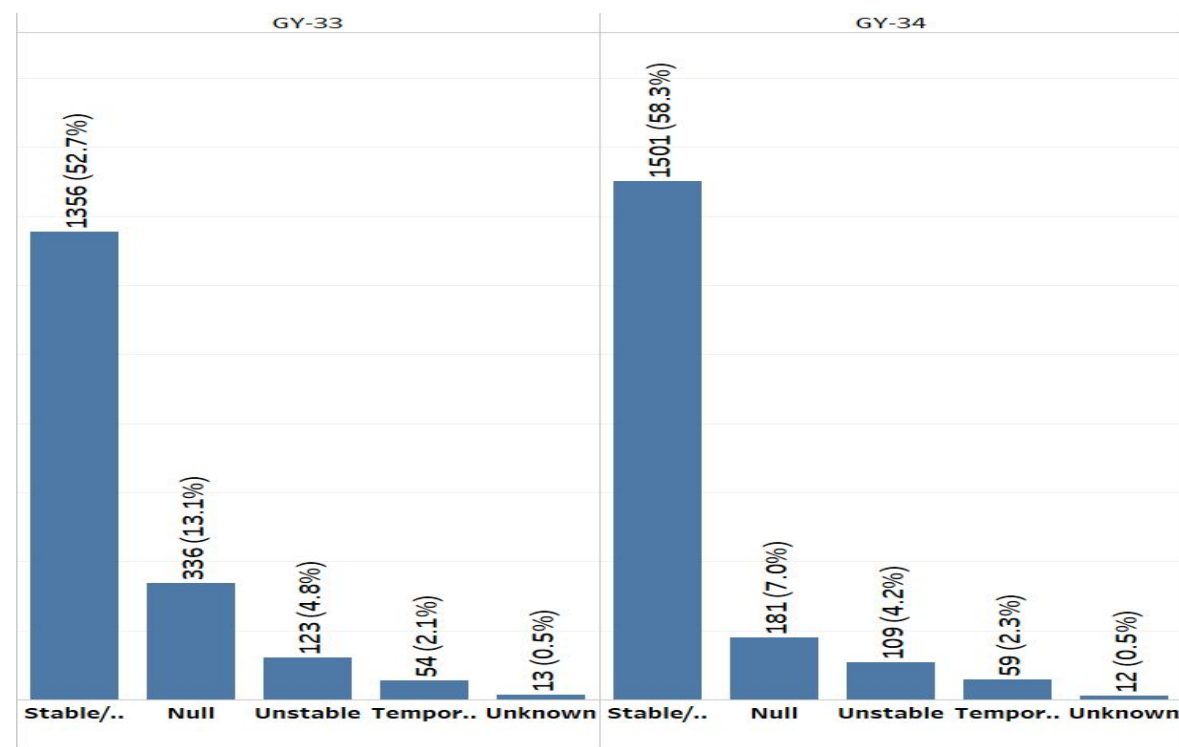
PrEP-Eligible Customers Served in GY-33 (N=157) and GY34(N=166) by known Housing status

High Missing/Null values occur because eligibility data is not a required for Status Neutral program.
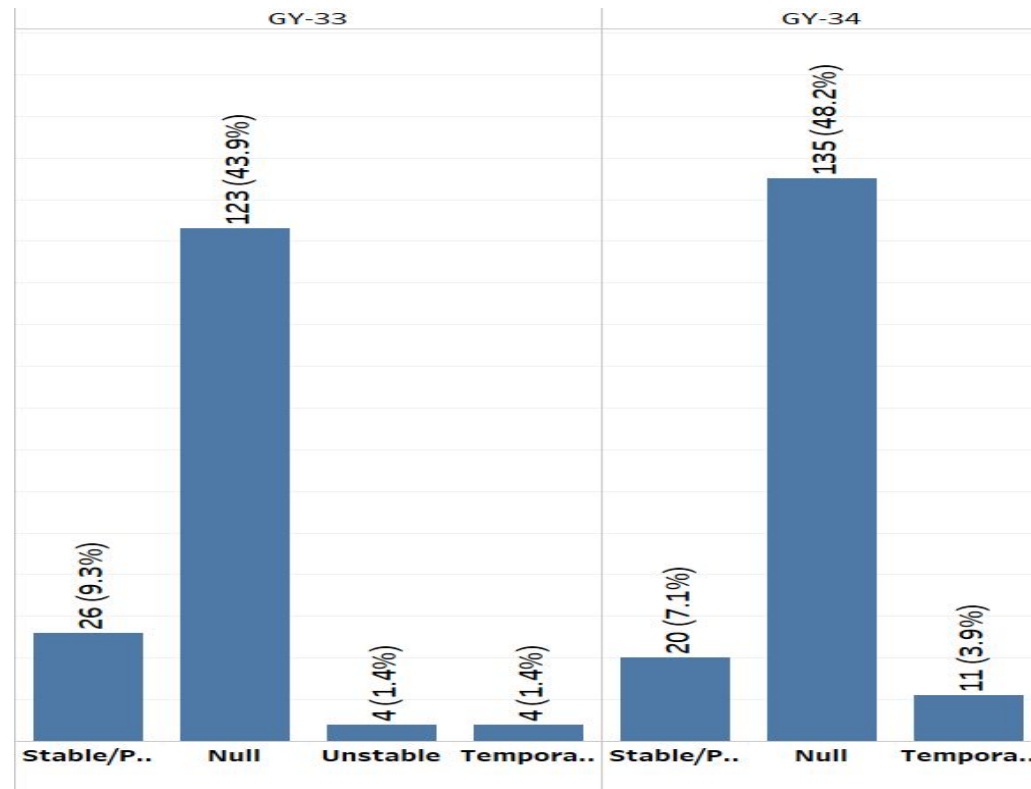
HIV Positive Customers Served in GY-33(N=1882) and GY34(N=1862) by HIV Risk Factor

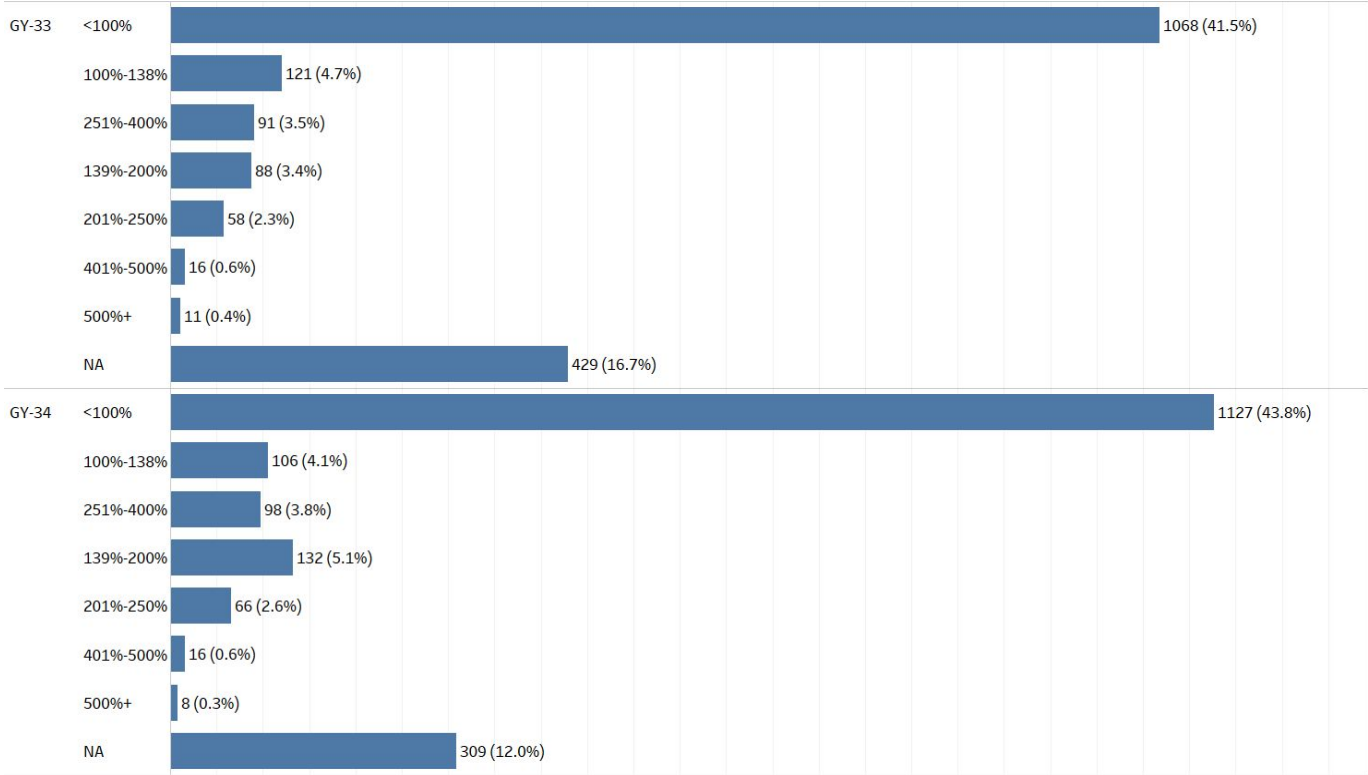MSM accounts for 26% in GY33 & 23% in GY34 of the risk factors.
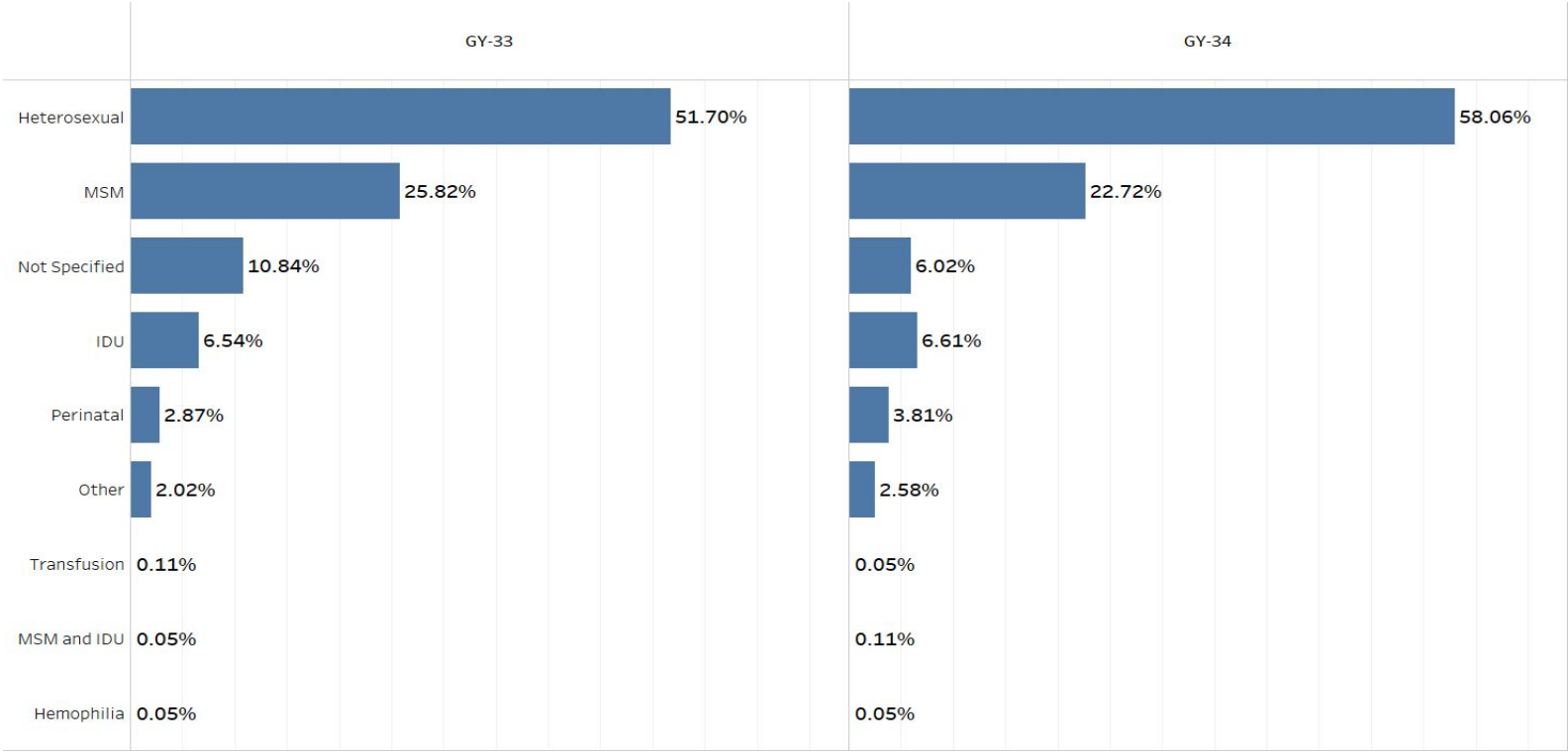
HIV Positive Customers Served in GY-33(N=1882) and GY34(N=1862) by Known Insurance Type

About 35% in GY33 & 39% in GY34 of the customers known insurance were Medicaid recipients.
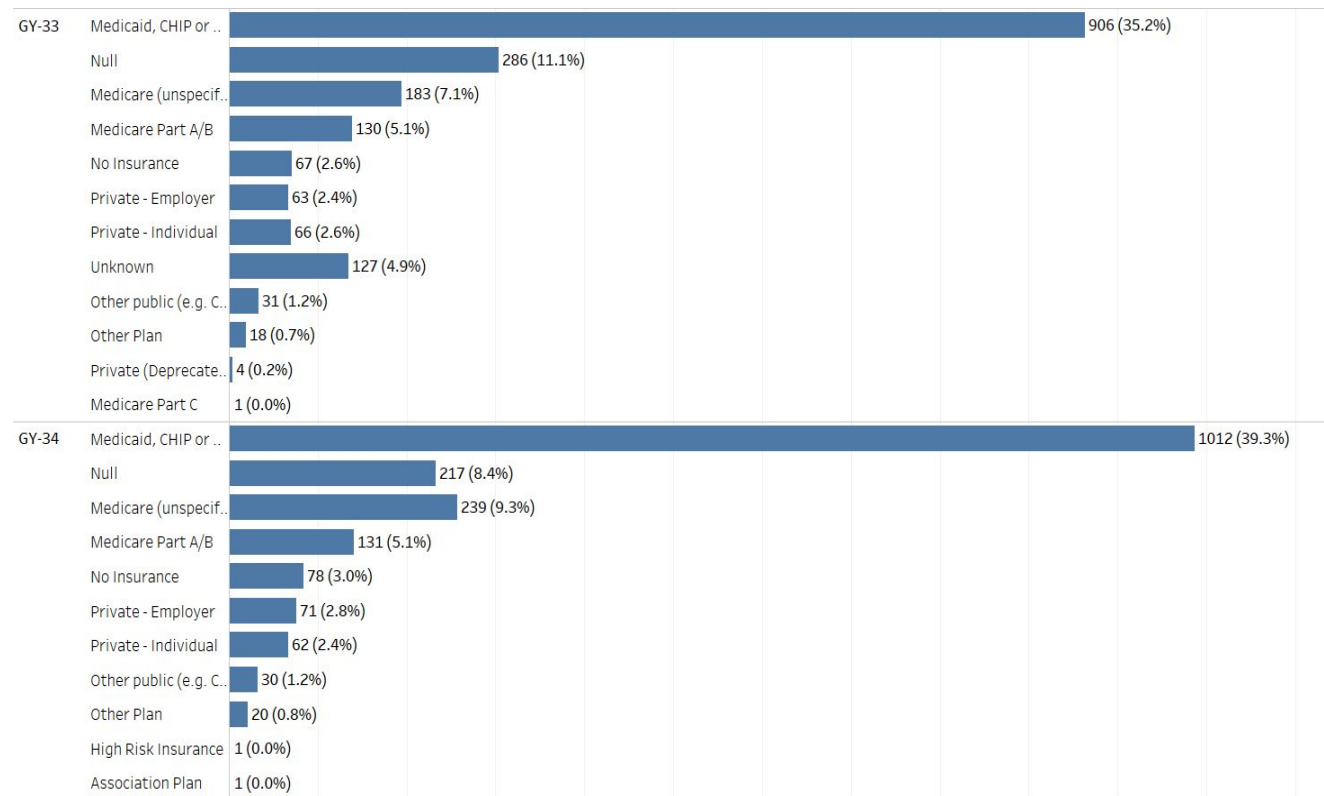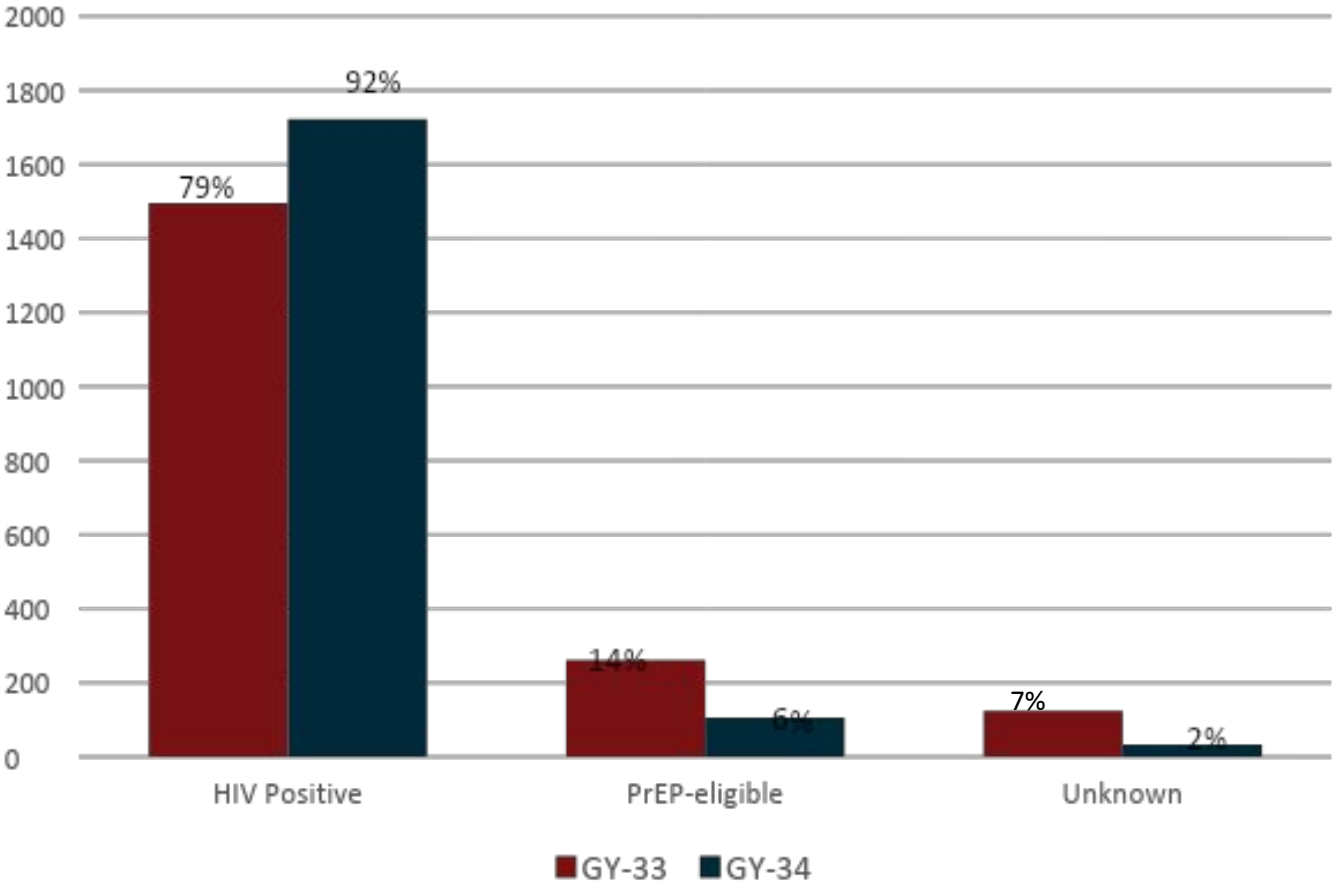
HIV Positive Customers Served in GY-33(N=1882) and GY34(N=1862) by Known FPL

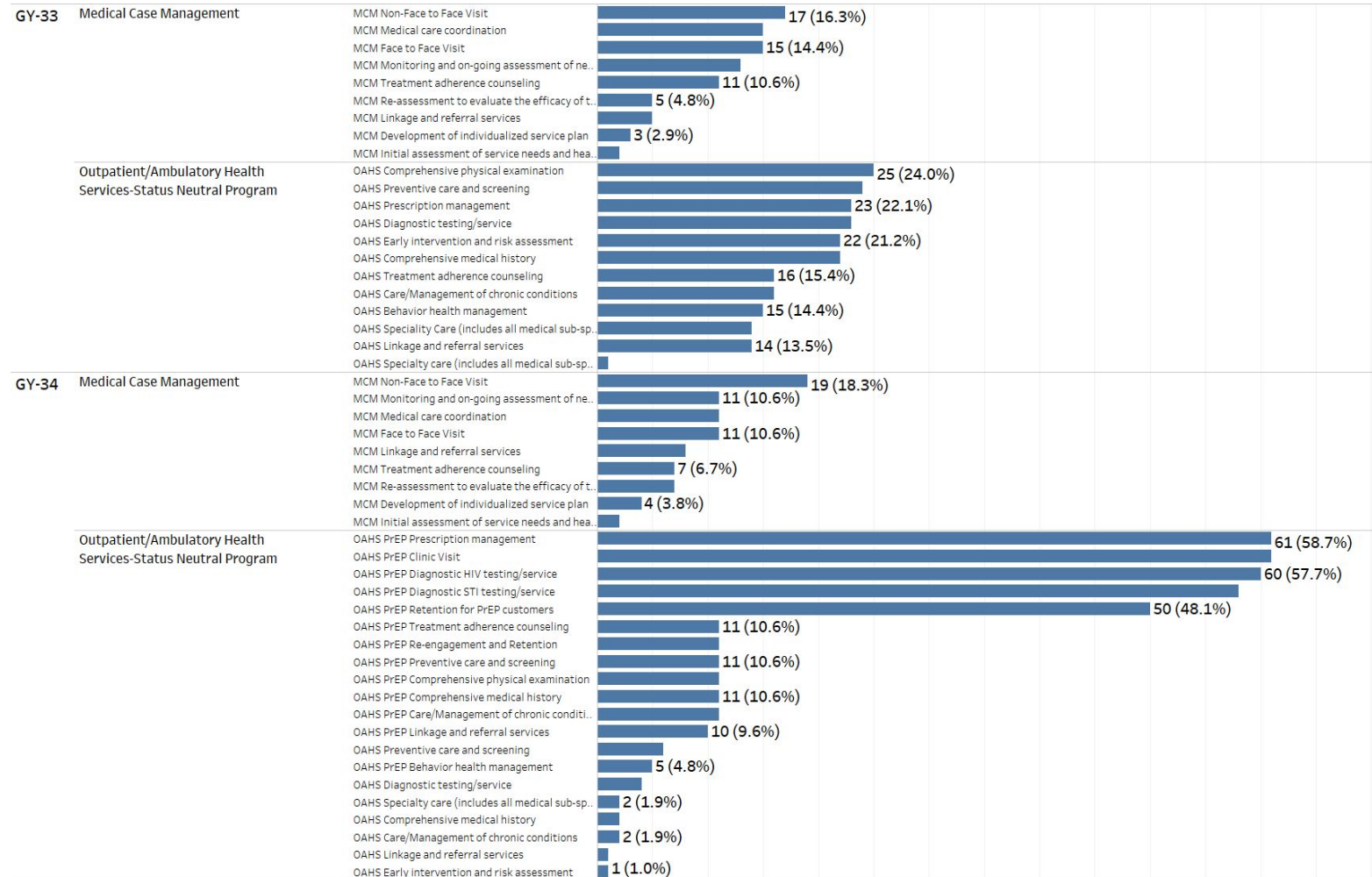About 42% in GY33 & 44% in GY34 of the customers known FPL were "under 100%".

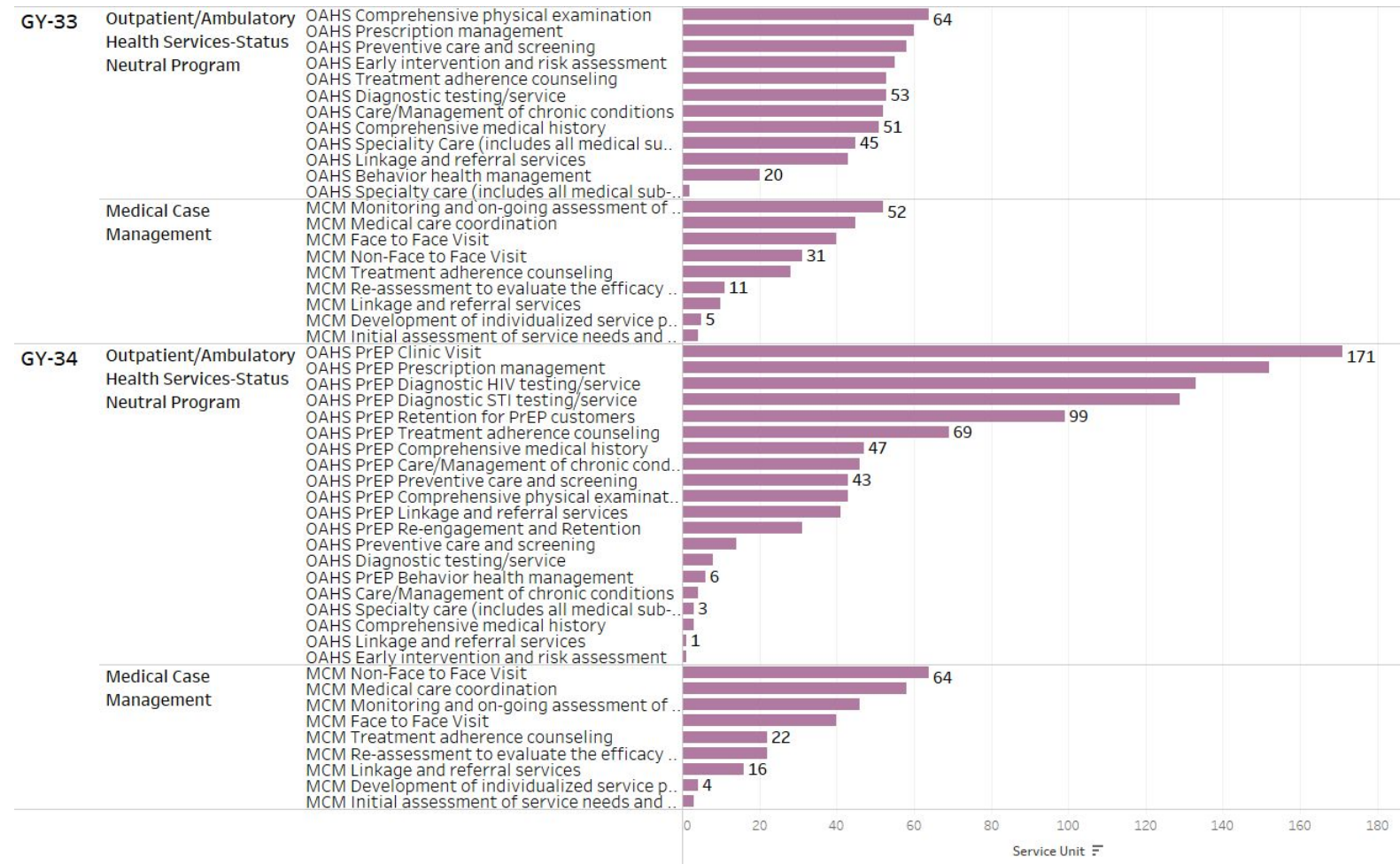# RW Part B Customers By HIV Status

RW Service Utilization

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PrEP-Eligible Customer by Core Sub-Service

PrEP-Eligible Units by Core Sub-Service

Top Services Utilization

	Service Category	HIV Positive	
GY-33	Outpatient/Ambulatory Health Services	911	50%
	Non-Medical Case Management Services	896	49%
	Medical Case Management	753	41%
	Health Education/Risk Reduction	323	18%
	Medical Transportation Services	277	15%
	Total	1823	
GY-34	Outpatient/Ambulatory Health Services	1172	64%
	Non-Medical Case Management Services	708	39%
	Medical Case Management	617	34%
	Medical Transportation Services	240	13%
	Health Education/Risk Reduction	176	10%
	Total	1834	

	Service Category	PrEP-Eligible	
GY-33	Health Education/Risk Reduction	107	73%
	Non-Medical Case Management Services	37	25%
	Outpatient/Ambulatory Health Services	28	19%
	Medical Case Management	23	16%
	Medical Transportation Services	7	5%
	Total	146	
GY-34	Health Education/Risk Reduction	81	78%
	Non-Medical Case Management Services	21	20%
	Medical Case Management	20	19%
	Medical Transportation Services	13	13%
	Outpatient/Ambulatory Health Services	8	8%
	Total	104	

HIV Positive

PrEP-Eligible

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Engagement and Support

WHAT? HAHSTA remains dedicated to supporting its partnerships within the Ryan White community.

WHY? Engagement promotes information exchange and strengthens partnerships to better serve the community, while ensuring alignment with objectives and regulations. To assist with this, subrecipients can expect:

Provider Feedback Forums

Refined CAREWare service category definitions

Technical Assistance

Individualized capacity building, training, and support

Status Neutral Care Coordination Provider Meeting: PROGRAM EVALUATION

HIV/AIDS, Hepatitis, STD and TB Administration

April 29, 2025

Program Evaluation: Purpose

✔ Assess program effectiveness.

✔ Measure impact.

✔ Enhance resources, technical assistance, and stakeholder engagement.

✔ Help increase viral load suppression and decrease seroconversion.

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Program Evaluation: Provider Engagement

How You Can Help:

✔ Surveys

✔ Focus Groups

✔ Data Sharing

✔ Provider Meetings

Status Neutral Care Coordination Provider Meeting: UPDATED RESOURCES and REPORTING

HIV/AIDS, Hepatitis, STD and TB Administration

April 29, 2025

Updated Resources and Reporting: Scopes of Service

Update Highlights:

✔ Includes measures and targets for PrEP-eligible customers, in addition to HIV positive customers*.

✔ Contains an outcome measure for each service area**.

*Measures are generally consistent, with some exceptions that measure impact for HIV positive and PrEP-eligible customers differently.

**Target for positives are non-negotiable and based on the previous year's aggregate reporting.

Updated Resources and Reporting: Scopes of Services

Non-medical Case Management

	Measure (Positive Customers)	Target (Apr 1 – Mar 31)	Measure (PrEP-Eligible Customers)	Target (Apr 1 – Mar 31)
1.	Total number of unduplicated customers served during the reporting period.	Customers	Total number of unduplicated PrEP eligible customers served during the reporting period.	Customers
2.	Number of unduplicated customers receiving Initial Assessment during the reporting period.	Customers	Number of unduplicated PrEP eligible customers receiving Initial Assessment during the reporting period.	Customers

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Updated Resources and Reporting: Scopes of Services

Non-medical Case Management

3.	Number of unduplicated customers receiving Annual Assessment during the reporting period.	Customers (Same as #2)	Number of unduplicated PrEP eligible customers receiving Annual Assessment during the reporting period.	Customers (Same as #2)
4.	Number of unduplicated customers with Individualized Care Plan developed during the reporting period.	Customers (Same as #2)	Number of unduplicated PrEP eligible customers with Individualized Care Plan developed during the reporting period.	Customers (Same as #2)
OUTCOME MEASURE	**HIV viral suppression rate**	**90% of #1**	**HIV seroconversions**	**Track**

Updated Resources and Reporting: Monthly Reporting

Update Highlights:

✔ Asks for total number of positive **and** PrEP-Eligible customers served monthly.

✔ Program implementation reporting emphasizes requirement updates on progress with positives **and** PrEP-eligible customers.

✔ Monthly HIV case reports asks for identification of how many new diagnoses were because of seroconversions.

✔ Streamlined monthly performance summary.

Updated Resources and Reporting: Monthly Reporting

MONTHLY PERFORMANCE SUMMARY

Service Area	Positive Customers					PrEP-Eligible Customers			
	Customer Targets Met		Service Units Met			Customer Targets Met		Service Units Met	
	Y	N	Y	N		Y	N	Y	N
Medical Case Management									
Medical Transportation									
Outpatient Ambulatory Health Services									
Psychosocial Support Services									

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Updated Resources and Reporting: Annual Reporting

<u>Update Highlights:</u>

✔ Asks for total number of positive **and** PrEP-Eligible customers served for the entire grant period.

✔ Asks if annual targets and service units were met for positive **and** PrEP-eligible customers.

✔ Expenditure challenges must be addressed for positive **and** PrEP-Eligible customers, if applicable.

✔ Program accomplishments must be shared for positive **and** PrEP-Eligible customers, if applicable.

Updated Resources and Reporting: Annual Reporting

Update Highlights:

✔ Monthly HIV case reports asks for identification of how many new diagnoses were because of seroconversions.

✔ Streamlined annual performance summary.

✔ Asks if annual outcome targets were met for positive **and** PrEP-eligible customers.

Updated Resources and Reporting: Annual Reporting

ANNUAL PERFORMANCE SUMMARY

Service Area	Positive Customers					PrEP-Eligible Customers			
	Customer Targets Met		Service Units Met			Customer Targets Met		Service Units Met	
	Y	N	Y	N		Y	N	Y	N
Medical Case Management									
Medical Transportation									
Outpatient Ambulatory Health Services									
Psychosocial Support Services									

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Updated Resources and Reporting: Annual Reporting

ANNUAL OUTCOMES SUMMARY

Service Area	Positive Customers			PrEP-Eligible Customers		
	Targets Met			Targets Met		
	Viral Load Suppression (VLS) Rate	Y	N	Seroconversion Rate	Y	N
Medical Case Management	90%			Based on Scopes Target		
Medical Transportation	88%			Based on Scopes Target		
Outpatient Ambulatory Health Services	91%			Based on Scopes Target		
Psychosocial Support Services	87%			Based on Scopes Target		

Next Steps

✔ Strongly recommend that subrecipients share the information from today with all status neutral program staff.

✔ Recommend that subrecipients review their status neutral programs to ensure they align with information shared and if not subrecipients must develop a workplan to bring their program into alignment.

✔ Late spring HAHSTA will be conducting an evaluation of the status neutral program. All funded subrecipients are required to participate.

✔ Technical assistance and training resources are available to subrecipients to assist in program implementation.

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Note: The District's Affordable Care Act website, DC Health Link, is found at **dchealthlink.com**. DC Health Link is operated by the DC Health Benefit Exchange Authority (the "Authority"). The DC Health Benefit Exchange Authority's privacy and security policies can be found at **hbx.dc.gov/node/716092** and its privacy and security policies for exchange operations can be found at **hbx.dc.gov/node/716102**.

DC | HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

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Modification of the Agreement

The District maintains the right to modify these Terms and Conditions of Use and may do so by posting notice of such modifications on this page. Any modification is effective immediately upon posting, unless otherwise stated. Your continued use of the Site following the posting of any modification signifies your acceptance of such modification. You should periodically visit this page to review the current Terms and Conditions of Use.

Conduct

You agree to access and use the Site only for lawful purposes. You are solely responsible for the knowledge of and adherence to any and all laws, statutes, rules and regulations pertaining to your use of the Site.

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You must be at least 18 years old to become a registered user or to request support or services online. If you are not at least 18, you will be removed from the registered area(s) and/or denied support or services.

TERMS & CONDITIONS OF USE (continued)

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You specifically agree that you will not utilize email addresses obtained by using the Site to transmit the same or substantially similar unsolicited message to 10 or more recipients in a single day, or 20 or more emails in a single week (consecutive 7-day period), unless doing so is necessary for legitimate business purposes. The District, in its sole discretion, will identify violations of the limitations on email usage set forth in these Terms and Conditions of Use. Violations may result in your removal from registered areas, denial of support or services, or other consequences.

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