

**GIVE. ADVOCATE. VOLUNTEER.
LIVE UNITED**



Part B Network Meeting

September 22, 2021

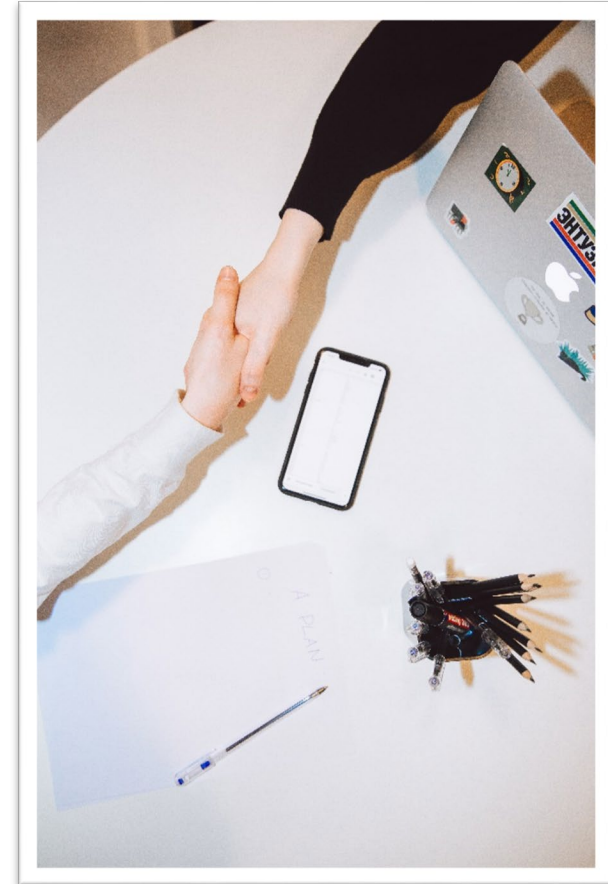
Yasmin Andre, Director

Doris Huff, Program Evaluation Manager

Mikaela Mendoza-Cardenal, Clinical Quality Manager

Introductions

- Name
- Pronouns
- Agency
- Role
- Something you would like to achieve in this upcoming year
- A movie or tv show you would recommend to others



Meeting Overview

1. Role of HFUW
2. Central Florida HIV Planning Council
3. Self-Care & Case Management
4. Quality & Case Management
5. Barriers & Successes
6. Delta Dental
7. Announcements
8. Evaluation

Ryan White Part B Program Flow



Where does Heart of Florida United Way fit into the system?



Florida Department of Health

HIV/AIDS Section

Patient Care

Prevention

HOPWA

General Revenue

Ryan White Part B

GR Patient Care Network (PCN)

ADAP

Emerging Communities

Part B Consortia

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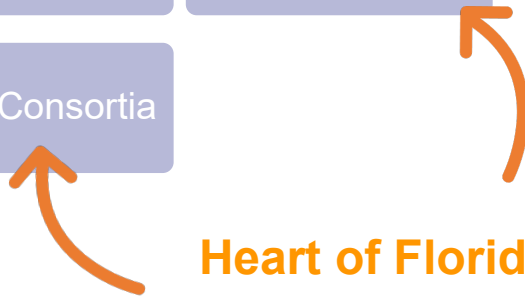
GR Patient Care Network (PCN)

ADAP

Emerging Communities

Part B Consortia

Heart of Florida United Way (Lead Agency)



HFUW Lead Agency Role



Your Lead Agency Team

Director – Yasmin Andre

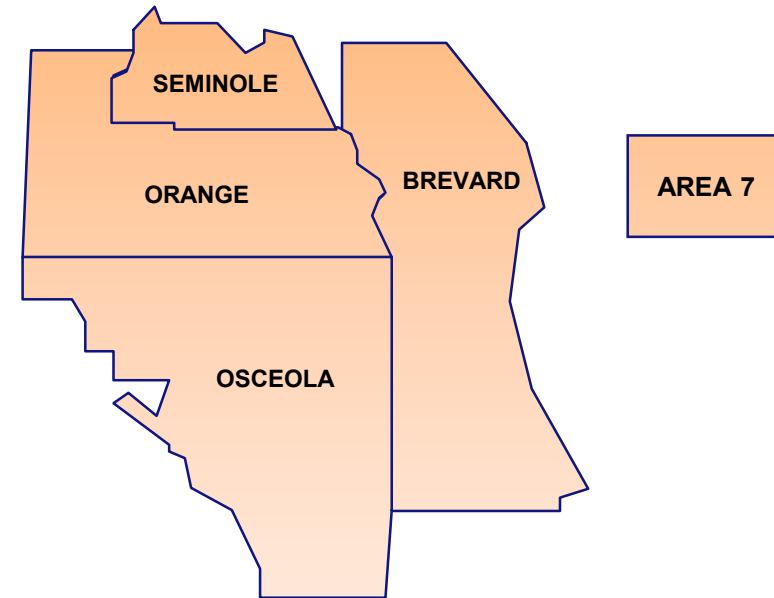
Clinical Quality Manager –
Mikaela Mendoza-Cardenal

Evaluation Manager – Doris Huff

Accountant – Vera Smith

Heart of Florida United Way, Inc.
1940 Cannery Way
Orlando, FL 32804
407-835-0900

CENTRAL FLORIDA HIV PLANNING COUNCIL



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Central Florida HIV Planning Council

Mission: To improve the quality of life for individuals with HIV by responding to their existing and emerging needs and to provide educational and behavioral strategies to reduce and prevent the spread of HIV.

What is the Planning Council?



A planning body appointed or established by the Chief Elected Official of an Eligible Metropolitan Area* (EMA) or Transitional Grant Area* (TGA) whose basic function is to assess needs, establish a plan for the delivery of HIV care in the EMA/TGA, and establish priorities for the use of Ryan White funds.

The Central Florida HIV Planning Council is integrated for the Orlando EMA (RWPA) and Area 7 (RWPB). Together, they make up the Orlando Service Area (OSA) comprised of Orange, Osceola, Seminole, Lake and Brevard Counties.

Planning Council Structure

The work of the Planning Council is accomplished through committees.

The CFHPC Committees are:

1. Membership
2. Service Systems & Quality (SSQ)
3. Needs Assessment & Planning
4. Public Relations & Marketing



Planning Council Structure

Membership Committee

- Improvement of entire HIV care continuum, from primary prevention through viral suppression
- Identification of ways to best meet needs
- Standards of care
- Quality Management
- Assessment of the efficiency of the administrative mechanism (AAM)

PR & Marketing Committee

- Development of marketing and recruitment strategies
- Ensuring up-to-date Facebook page and website
- Outreach
- Public information and education
- Support of testing and other community events/initiatives



Planning Council Structure

Needs Assessment & Planning Committee

- Comprehensive/Integrated Planning
- Identify emerging policy issues and adjust the Comprehensive Plan to minimize disruption of services
- Needs Assessment, including special studies, Town Halls
- Data presentations, Priority Setting & Resource Allocation (PSRA)
- Review of expenditures
- Reallocations

SSQ Committee

- Improvement of entire HIV care continuum, from primary prevention through viral suppression
- Identification of ways to best meet needs
- Standards of care
- Quality Management
- Assessment of the efficiency of the administrative mechanism (AAM)



Planning Council Structure

Ryan White Community Meetings

- Community meetings are established to engage PWH
- Can engage special target populations as recommended by the Executive Committee
- Community meetings must have a specified purpose
- Membership may be either time-limited or ongoing
- The PWH Community meeting is currently ongoing
- Established to have a larger number & more diverse group of PWH providing feedback on actions that go before the PC for decision
- Transportation to and from meetings is available for RW clients through Lyft
- Light dinner and refreshments provided



The poster features a red awareness ribbon with 'CRIPC' written on it, set against a background of green and blue brushstrokes. Below the ribbon, the text 'RYAN WHITE COMMUNITY MEETING' is written in large, bold, white letters. The meeting details are listed in white text: 'MEETING DATE & TIME: 3RD THURSDAY OF EACH MONTH @ 6:00 PM', 'HILTON GARDEN INN', '1275 LEE ROAD', and 'WINTER PARK, FL'. A QR code is positioned on the left side of the poster. To the right of the QR code, there is a note: 'A light dinner is served and transportation assistance is available.' Below this note, it says: 'Date, time and location are subject to change. Please refer to our website or contact Planning Council Support for current meeting information.' At the bottom of the poster, there are silhouettes of diverse people in various colors (blue, orange, green, red, purple). The text 'SCAN THE CODE ABOVE FOR MORE INFO' is written in white at the bottom left.

RYAN WHITE
COMMUNITY MEETING

MEETING DATE & TIME:
3RD THURSDAY OF EACH MONTH @
6:00 PM
HILTON GARDEN INN
1275 LEE ROAD
WINTER PARK, FL

SCAN THE CODE
ABOVE FOR MORE
INFO

A light dinner is served and
transportation assistance is available.

Date, time and location are subject to
change. Please refer to our website or
contact Planning Council Support for
current meeting information.

Planning Council Support
Tel: 407.835.0906

Benefits of Becoming a Member

- Make a difference
- Stay current on local issues
- Network with other stakeholders
- Receive training opportunities
- Great resume builder
- Engage our community
- Be a part of Florida's strategy to end the epidemic



Client Engagement

- All CFHPC meeting are hosted hybrid with a virtual and in-person component.
- No travel required to attend virtual meetings.
- No commitment is required to attend meetings. Meetings are open to the public.
- Membership applications are accepted throughout the year.
- We would like to encourage each Case Manager and EIS to routinely discuss CFHPC with your clients.
- Provide the QR Code or monthly flyers for planning council meetings.



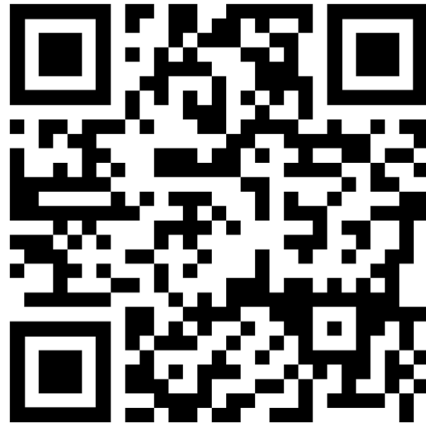
Contact Information

Central Florida HIV Planning Council

CFHPC@hfuw.org

<http://centralfloridahivpc.com/>

(407) 835-0906



Planning Council Support

Whitney Marshall

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(407) 429-2119



QUESTIONS

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Self-Care & Case Management

“That which is to give light must endure burning.” Victor Frankl

Identifying Types of Stress



- **Burnout**: disengagement, blunted emotions, loss of motivation
- **Stress**: over-engagement, anxiety, hyperactivity
- **Compassion fatigue**: the absorbing of tension, suffering or other attributes of a patient, friend or other loved one experiencing a trauma.

Symptoms of Compassion Fatigue

Intrusive

- Thoughts & images associated with client's traumatic experiences
- Obsessive & compulsive desire to help certain clients
- Perception of clients as "fragile" and needing assistance
- Personal activities interrupted by work-related issues
- Inability to "let go" of work-related matters

Avoidant

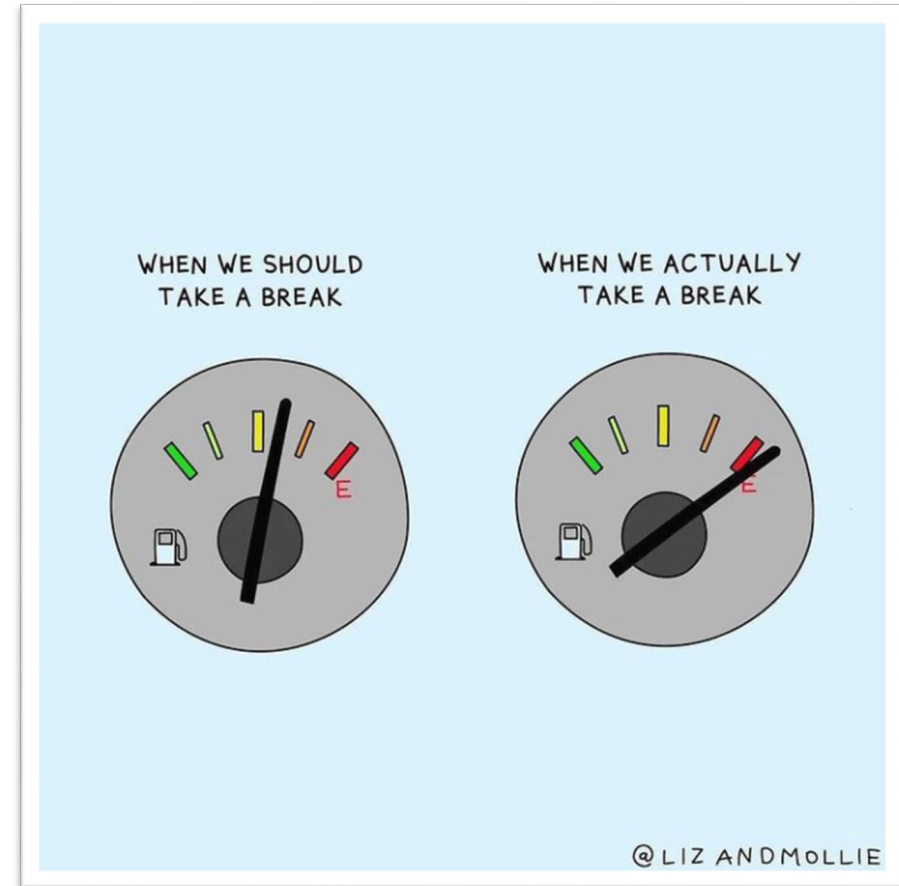
- Silencing response (avoidance of traumatic information)
- Loss of sense of competency
- Sense of dread working with certain clients
- Isolate
- Secretive self-medication with harmful behaviors (drugs, work, sex, food, spending, etc.)
- Relational dysfunction
- Cessation of self-care

Arousal

- Increased anxiety
- Impulsivity/reactivity
- Increased perception of demands or threats, at home and at work
- Increased frustration/anger
- Sleep disturbances
- Difficulty concentrating
- Change in weight/appetite

Self-Care Strategies

- Meditation
- Socializing
- Engaging in a hobby
- Spiritual practices
- Exercising
- Take time off when needed



Remembering Your “Why”



- What is your personal mission statement?
- What motivates you to work in this field?
- What does working with our clients give back to you?

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Quality & Case Management

Quality Exercise

What does "quality" mean to you?

Think about the last healthcare experience you had.
What would you rate that experience on a scale of 1-5,
with 1 being poor and 5 being excellent?

Can you share a high-quality or low-quality experience
you have had in a healthcare setting?

What made that experience good or bad?

HIV Care Continuum

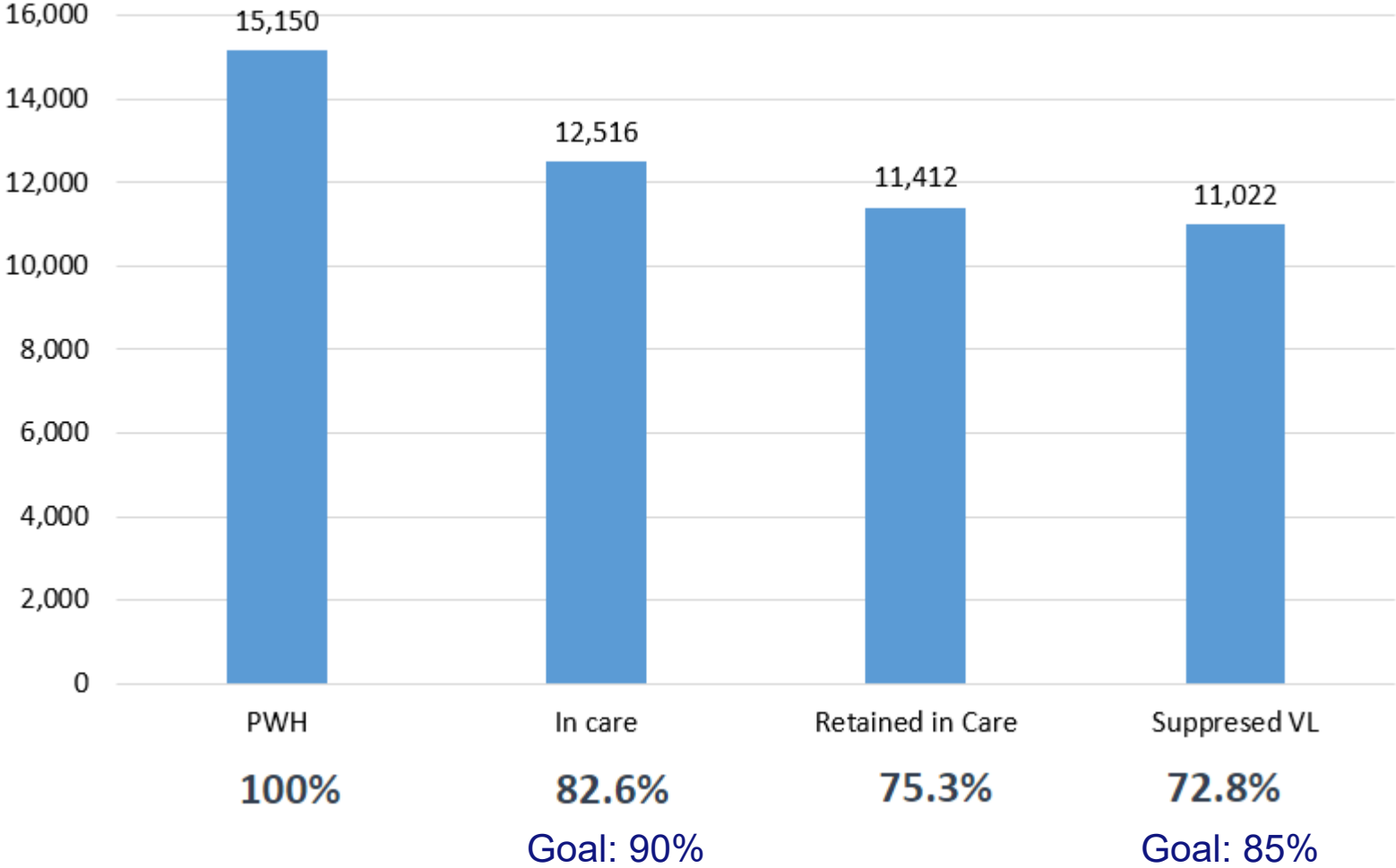


What is your role in this process?

What would you say is the ultimate goal of RW case management? EIS?

HIV Care Continuum 2020

Orlando Service Area
(Brevard, Lake,
Orange, Osceola,
Seminole)



Quality Management Is...



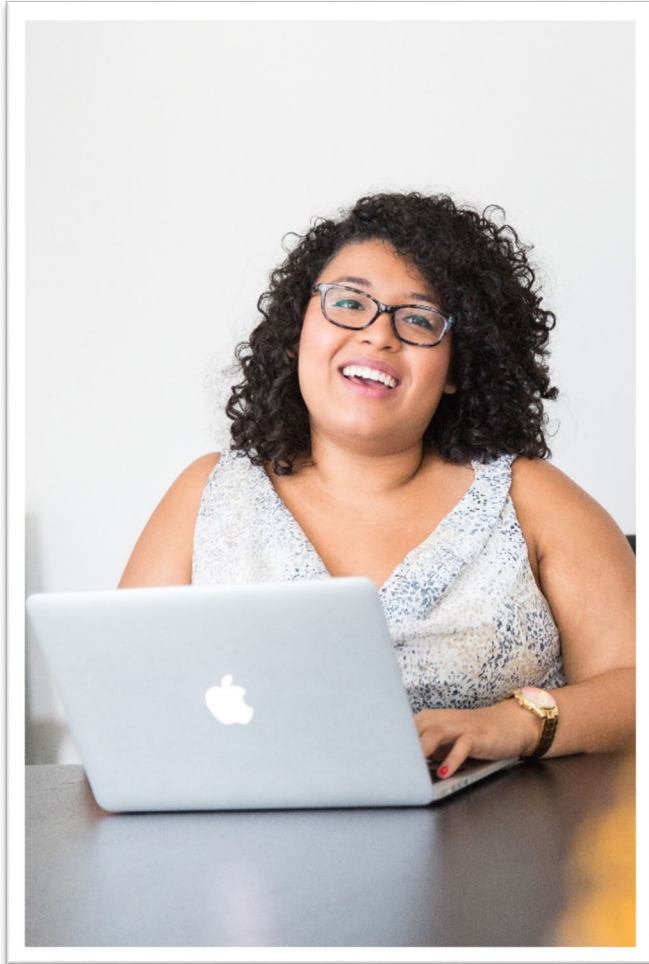
- The monitoring of both processes and outcomes, and the implementation of changes in order to improve results
- Required by FDOH
- Informed by most recent data
- Evaluated in performance measures
- An ongoing process to which we all contribute

Quality & Case Management

- High-quality case management translates to better health outcomes
- We utilize your data to evaluate outcomes
- Successful case management leads to lower caseloads



Maintaining Quality



- How do you ensure quality in case management?
- What daily tasks can we adjust to improve quality?

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Barriers & Successes

Open Discussion



- Barriers to your work
 - Client-specific?
 - System-wide?
- Successful experiences
 - What facilitated it?

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Delta Dental Program

Insures clients for dental services

- Delta PPO or Premier plans accepted by 245 dentists in Brevard County
- Covered services at 100%
- No deductible or copays
- Yearly Maximum (YM) \$1,500
- Diagnostic and Preventative Services waived from YM cap
- Process to request additional services above YM available
- Must be RW eligible with current NOE
- Flexible open enrollment

DELTA DENTAL

The True Cost of a Cavity

It pays to get dental treatment early. Left unchecked, a small cavity can cost thousands of dollars down the road.

Decayed tooth

Even with dental coverage, the lifetime cost of treating a decayed tooth can be considerable.¹



You pay: **\$2,658**

Healthy tooth

Under most Delta Dental plans, two dental exams and cleanings a year are covered at 100%.¹ Diagnostic and preventive care can go a long way in keeping your mouth healthy.



Stop decay before it starts

- Visit your dentist for cleanings and exams.
- Brush and floss regularly.
- Avoid all forms of tobacco.

You pay: **\$0**

¹These patient cost estimates are for illustrative purposes only and were based on national average fees for Delta Dental PPO®. Your out-of-pocket expenses will depend on your plan coverage. Delta Dental PPO is underwritten by Delta Dental Insurance Company in AL, DC, FL, GA, LA, MD, MI, NY and UT and by not-for-profit dental service companies in those states: CA - Delta Dental of California; HI, MS - Delta Dental of Mississippi; IL - Delta Dental of Illinois; IN, OH - Delta Dental of Indiana; PA - Delta Dental of Pennsylvania; VA - Delta Dental of Virginia; WA - Delta Dental of Washington; WI - Delta Dental of Wisconsin; WY - Delta Dental of Wyoming. In Texas, Delta Dental Insurance Company provides a dental provider organization (DPO) plan.



deltadentalins.com/enrollees

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Currently Enrolled

101

Max Enrollment

170

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Announcements, Updates & Good News

ICYMI: Eligibility Rule Changes



PCPN 1 - Effective August 7, 2020, the face-to-face requirement is no longer needed to complete eligibility for Ryan White Part B and/or ADAP.

PCPN 2 – Effective July 22, 2021:

- Six-month eligibility defined as 183 days (date of NOE + 182 days)
- A new NOE is issued only if there is a change in their household income, size, or address that would make them ineligible for services
- Clients are no longer required to sign the NOE (forms updated in CW)
- Patient Care Core Eligibility Recertification form permanently replaces Six Month Recertification Review Form (forms updated in CW)
- Clients may complete redetermination or verification no more than 30 days in advance of their NOE expiration date

PCPN 3 – Effective August 3, 2021, an HIV viral load laboratory result and an HIV CD4 laboratory result will no longer be a requirement for enrollment or recertification for ADAP services.

Patient Care Eligibility Portal

Available at <https://rwces.floridahealth.gov>



Using this portal, CLIENTS may:

- Submit eligibility forms for enrollment and recertification
- Upload supporting eligibility documentation
- Assign eligibility forms to a case manager in their county of residence – via drop down menu
- Sign up for an online account and track eligibility status
- Receive an electronic Notice of Eligibility (must have an online profile)

Using this portal, RWB ELIGIBILITY STAFF may:

- Sign up to receive notifications when eligibility forms are assigned to them
- Manage forms in the dashboard and reassign cases as needed
- Connect to CHD eligibility contacts
- Send support requests
- Access training videos

ICYMI: Formulary Updates



Florida AIDS Drug Assistance Program (ADAP)

Formulary September 2021 - http://www.floridahealth.gov/diseases-and-conditions/aids/adap/_documents/adap_formulary.pdf

AIDS Pharmaceutical Assistance (APA)

Formulary – September 2021 - http://www.floridahealth.gov/diseases-and-conditions/aids/Clinical_Resources/_documents/APAFormulary.pdf

Other Clinical Resources - http://www.floridahealth.gov/diseases-and-conditions/aids/Clinical_Resources/index.html

Evaluation

Go to www.menti.com and type in code 1849 1176



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Thank you!

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