

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



**Heart of Florida United Way**

# November Part B Network Meeting

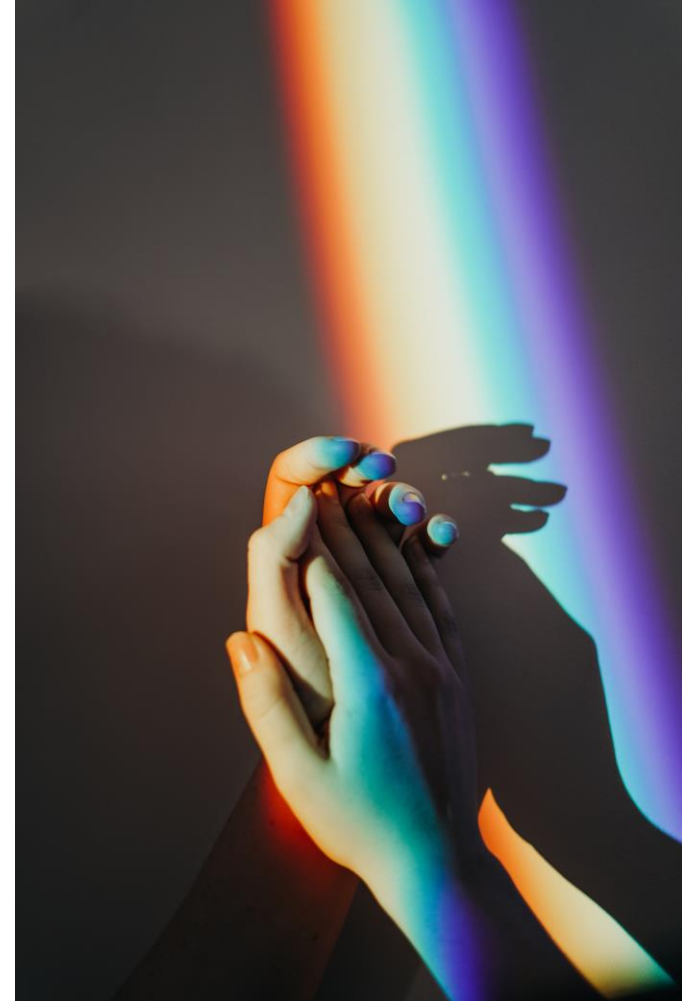
Yasmin Andre, Director

Doris Huff, Planning & Evaluation

Mikaela Mendoza-Cardenal, CQM

# Introductions

- Name
- Agency
- Role
- A short impactful client story



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Early Intervention Services:  
**Overview**

# HRSA Definition

Early intervention services (EIS) ... include:

- Identification of individuals at points of entry
- Access to services
- Provision of HIV testing and targeted counseling, referral services, linkage to care, and health education and literacy training ***that enables consumers to navigate the HIV system of care***

Testing is a supplemental service intended to help link people with HIV (PWH) back into the Ryan White system of care

# Four Components to EIS

1. Referral services to include HIV care and treatment services at key points of entry
2. Access & linkage to HIV care and treatment services
3. Targeted HIV testing (supplemental only)
4. Outreach and health education/risk reduction

# Purpose of EIS

EIS is intended to link expired RWHAP clients back into the system of care if their case managers are unable to get in contact with them.

- EIS staff provide overlapping services in order to ensure that at-risk clients have sufficient support and resources to establish and maintain stability, such as:
  - OAHS linkage, psychosocial support, HIV education
- EIS staff may retain a client on their case load until client has demonstrated compliance with medical care

# How to Refer to EIS

**Hope & Help fax:  
407-866-2793**

- Please include:
  - CAREWare ID
  - Relevant details as to why the client might have fallen out of care

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Early Intervention Services:

# Approved Service Standards

# Service Standard

- Approved by the Planning Council in 2016, most recently revised on 05-29-2019
- Four sections:
  1. Agency Policies & Procedures: relating to hiring qualifications, training requirements, and outreach activities
  2. Client Linkage to Care & Performance Measures: relating to care plans, referrals, and linkages
  3. Documentation: relating to required documents
  4. Discharge/Graduation from Early Intervention Services

# 1. Agency Policies & Procedures

- 15 hours of annual training on related topics
- Associate or bachelor's degree with one year of case management experience
  - Degree can be replaced year-for-year with 2 years of verifiable experience case managing PWH
- Active participation in team meetings for clients
- Active collaboration with other agencies
- Outreach activities

## 2. EIS Client Linkage to Care and Performance Measures

- Three main tasks:
  1. Care Plans
  2. Linkage to services
  3. Education

# 2. EIS Client Linkage to Care and Performance Measures

## Care Plans

- Care plans must be developed with client participation within 72 hours of:
  - A positive HIV test result
  - Initial EIS intake
- Care plans are based on:
  - Prioritized identified need
  - Acuity level based on acuity assessment performed by EIS
  - Cultural needs (language/religious barriers, attitudes towards healthcare system, generational issues, etc.)

# 2. EIS Client Linkage to Care and Performance Measures



## Care Plans

- Goals must be SMART:
  - **S**pecific, **M**easurable, **A**ttainable, **R**elevant, **T**ime-Based
- Goals must:
  - Relate to the process of linking clients to care
  - Be delegated to a responsible party (client, case manager, clinician)
  - Have a time-frame for monitoring & assessment of client progress
    - Care plans must be updated *monthly or as goals are achieved*

## 2. EIS Client Linkage to Care and Performance Measures

### **Linkage**

- EIS will assess for transportation needs
- EIS must ensure clients are linked to OAHS *within 30 to 90 days of initial intake*
  - Defined as attendance of a medical appointment
- Referrals must be tracked

### **Education**

- EIS must provide education to clients related to the HIV disease process, risk reduction, disclosure/support, and importance of adherence

# 3. Documentation

- EIS coordinators must be assigned within three (3) days of a reactive HIV test
- EIS coordinators shall obtain documentation of a confirmatory test result within 15 days of completed test
- EIS coordinators shall obtain Releases of Information in order to obtain documentation

# 4. Discharge/Graduation from EIS Services

- Clients shall receive a transition plan including available resources and instructions for follow-up
- Cases shall be closed when:
  - Client has been linked to OAHS services
  - Has become ineligible
  - Is deceased
  - Decides to discontinue services or no longer needs services
  - EIS is unable to locate client either 30 days after expired eligibility or 5 contact attempts
  - Client is asked to leave agency

# 4. Discharge/Graduation from EIS Services

- Criteria for graduation from EIS:
  - Successful linkage to OAHS services
  - Client is capable of resolving needs independent of medical case management services

# Recap: How to Refer to EIS

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# Evaluation & Announcements

# Mentimeter Evaluation



**<https://www.menti.com/3cf3oenxfk>**

**Code: 7756 7625**

# Announcements



## Agency updates & announcements