



LIVE UNITED[®]

THIS MONTH IN HISTORY

PWH Elizabeth Glaser establishes the Pediatric AIDS Foundation in November 1988 after losing her seven-year-old daughter, Ariel, to AIDS. Her son Jake is a healthy PWH and HIV advocate.

Part B Network Meeting

November 30, 2022



Heart of Florida United Way



Welcome!

*Please drop your name, role,
and agency in the chat 😊*

Yasmin Andre, Director

Doris Huff, Planning & Evaluation Coordinator

Vera Smith, Accountant

Mika Mendoza, Clinical Quality Manager

Whitney Marshall, PCS Manager



WE UNITED

Central Florida HIV Planning Council

Whitney Marshall



Heart of Florida United Way



Orlando EMA
World AIDS Day

The Shakespeare Theatre

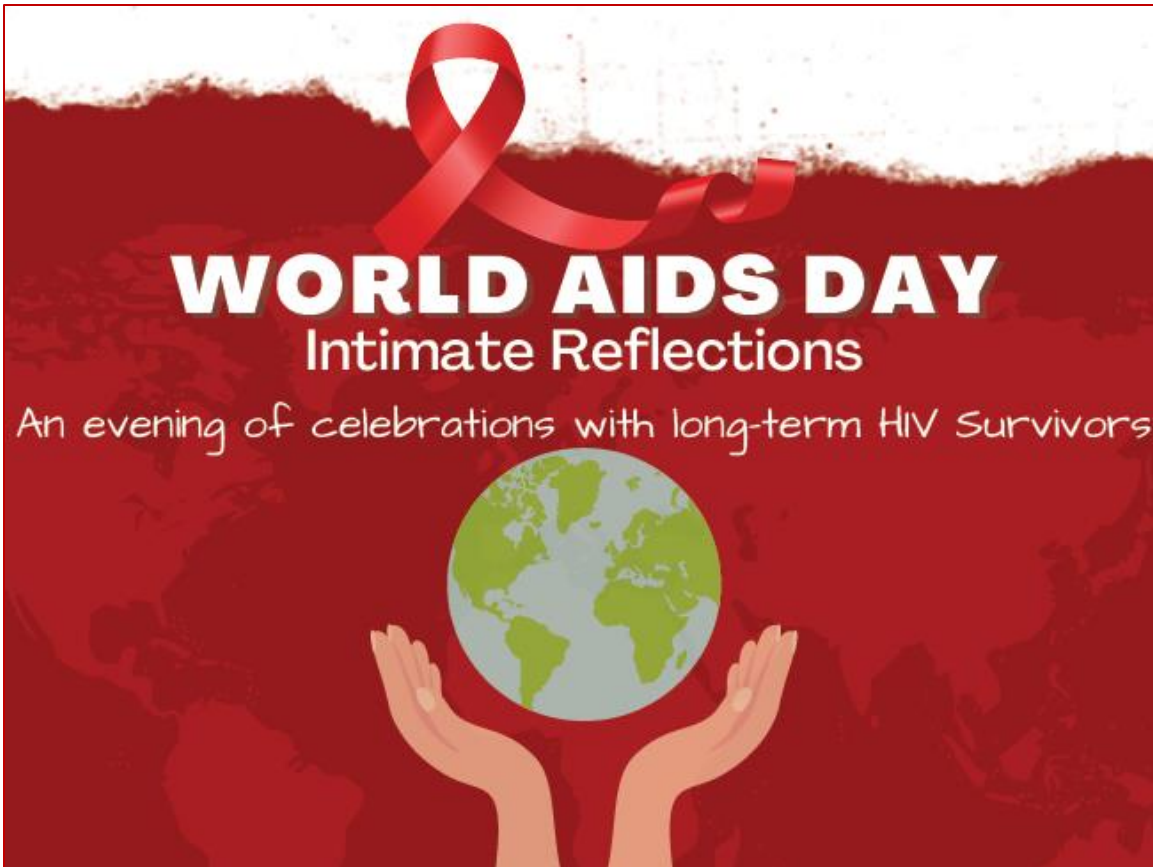
812 E. Rollins Street
Orlando, FL 32803

December 1st, 2022

6:00 PM to 9:00 PM

*Transportation available through
Planning Council Support for RW clients*

(407) 835-0906



LIVE UNITED

Ryan White Updates

Mika Mendoza



Heart of Florida United Way

Brevard County World AIDS Day

WORLD AIDS DAY

ART & HISTORY OF THE HIV EPIDEMIC
12P - 4P

ROCK THE RIBBON
1 DECEMBER 2022

Curative Care Center
Health Care Clinic

Unconditional LOVE, INC.
KNOW YOUR STATUS

Florida HEALTH

PROJECT RESPONSE, INC.

SPEKTRUM HEALTH

42 YEARS
HIV HISTORY AND ART INSPIRED FROM THE EPIDEMIC

COMPREHENSIVE HEALTH CARE
1495 N HARBOR CITY BLVD,
MELBOURNE, FL 32935

Wear a red ribbon to show your support for people living with HIV
worldaidsday.org

Created by
NATIONAL AIDS TRUST
Securing rights. Stopping HIV.

WORLD AIDS DAY

CANDLE LIGHT VIGIL
6P-8P

ROCK THE RIBBON
1 DECEMBER 2022

Curative Care Center
Health Care Clinic

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KNOW YOUR STATUS

Florida HEALTH

PROJECT RESPONSE, INC.

SPEKTRUM HEALTH

EAU GALLIE SQUARE
1453 HIGHLAND AVE
MELBOURNE, FL 32935

Wear a red ribbon to show your support for people living with HIV
worldaidsday.org

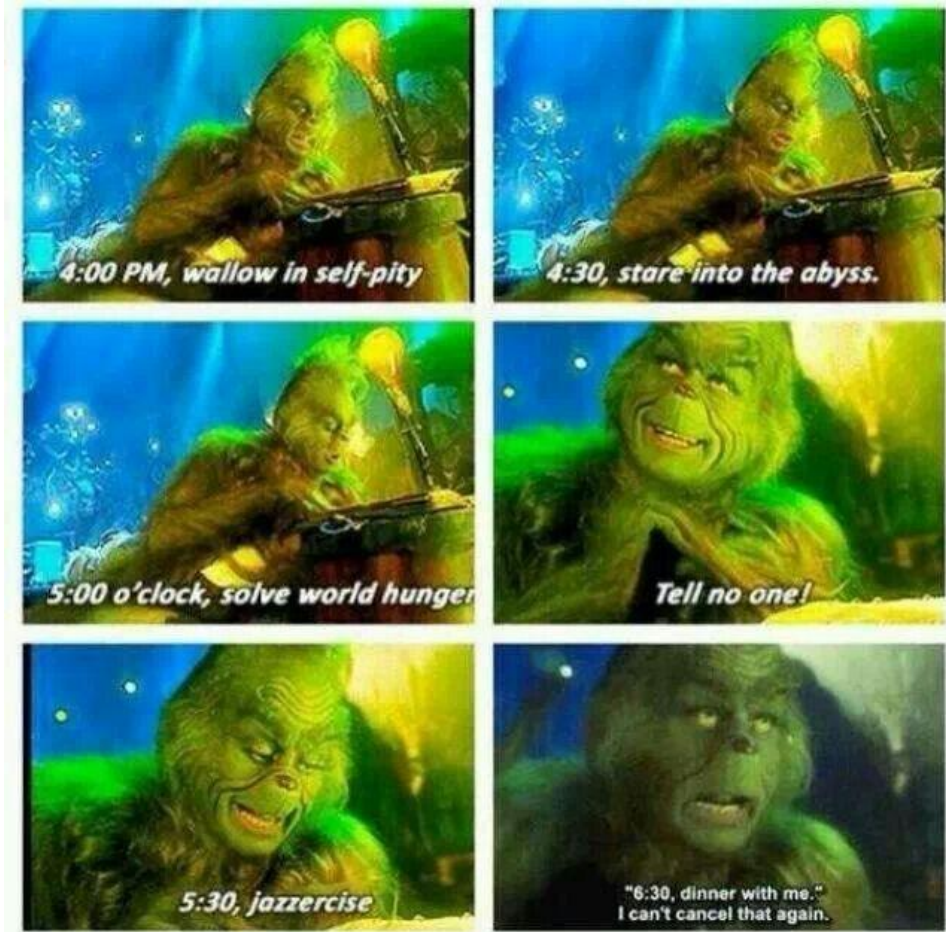
Created by
NATIONAL AIDS TRUST
Securing rights. Stopping HIV.

Art Exhibition
12:00 PM to 4:00 PM
at Unconditional Love

Candlelight Vigil
6:00 PM to 8:00 PM at
Eau Gallie Square

Part B Network Meeting December 2022

~~10:00 AM, Attend Part B Network Meeting~~



No meeting in December!

Next meeting:
January 25, 2022 @ 10:00 AM



RW Update

HIV Needs Survey Extended

<https://survey.zohopublic.com/zs/GBCs5k>

Florida Comprehensive Planning Network (FCPN) has voted to extend the HIV Care Needs Survey deadline until March 31, 2023 due to the impact of Hurricane Ian on Florida's West coast.

Please share this survey link with your clients. Paper surveys are no longer being accepted.



RW Check-In

Reciprocity & One-Year Eligibility



RW Check-In

Client Choice of Provider



RW Check-In Authorization to Disclose Form & Insurance Waiver Form



Opportunity for Client Involvement

OSA CQM Technical Workgroup

WE NEED YOU!

The Orlando Service Area
Quality Management Workgroup

Working for Brevard, Lake, Orange, Osceola, and Seminole Counties

needs
YOUR voice
YOUR opinion
YOUR experiences

Meetings held
QUARTERLY

to help us improve the quality of our programs and continue to meet your needs!

Reviewing health outcomes and data to improve agency processes & client experience

Contact Yasmin Andre at vasmin.andre@hfuw.org to learn how to get involved

- The Orlando Service Area Clinical Quality Management Technical Workgroup is looking for two PWH to join as members
- PWH do not have to be clients
- PWH do not have to be unaligned
- Flyer will be provided with meeting materials

Part B Resource Hub

<http://centralfloridahivpc.com/rwhap-part-b-network/>

- Part B Resource Hub available for use
- Pages:
 - Forms & Documents – all DOH and HFUW forms in fillable PDF format, formularies, Part B contact list, and most recent manuals
 - Meeting Materials – PowerPoints, documents, and YouTube links (as available) for all meetings
- Still to come:
 - OSA resource page
 - Reformatted training videos

Proof of FL Residency Form

Ryan White HIV/AIDS Program Part B (Area 7)
Proof of Residency in Florida

Please complete the appropriate box for applicants who do not have any other form of proof of living in Florida.

Not to be completed by the applicant.

The applicant _____ currently resides at the following address:

This individual has been residing at the above address since: _____

I do hereby certify the above information as true.

Full Name: _____

Signature: _____

Relation to Client: _____

Date: _____ Phone: _____

I certify that I am currently homeless and have no valid proof of living in Florida. I most often stay at the following location:

A car parked near: _____

A campsite or park located at: _____

In an unoccupied building at: _____

Other: _____

I have not had a permanent home since: _____

I receive mail at: _____

Applicant Name: _____

Signature: _____

Date: _____ Phone: _____

- New form to assist with applicants/clients who do not have proof of living in Florida
- For immediate use as needed
- Available on Resource Hub

LIVE UNITED

Knowledge-Building
Client Rights & Privacy

Mika Mendoza



Heart of Florida United Way

What Are Client Rights?

- Client rights establish the **minimum** level of services and quality of care that clients are entitled to receive when enrolled in Ryan White, and processes for involuntary discharge from Ryan White services
- Client rights are intended to:
 1. Ensure that services are **available** to all eligible clients
 2. Ensure that services are **accessible** for clients
 3. **Involve** clients receiving HIV services in the design & evaluation of services
 4. **Inform** clients of their rights & responsibilities as clients of HIV services

Client Rights & Privacy

Types of Rights

- Rights can be grouped into:
 - Provision of services
 - Quality of services
 - Refusal of services
 - Privacy & confidentiality
 - Grievance procedures
- Examples:
 - Clients have the right to receive services from qualified professionals
 - Clients have the right to refuse treatment
 - Clients have the right to accessible services
 - Clients have the right to their file
 - Clients have the right to file complaints

Client Rights & Privacy

Provision of Services

- Clients have the right to accessible services
 - Providers must contractually comply with certain hours of operation
- Clients have the right to receive services in their preferred language
 - Providers must have access to multilingual staff or a Language Line
- Clients have the right to receive certain medical screenings and case management assessments within a timely manner
 - Examples (OAHS):
 - Initial medical evaluation/assessments & physical examination must be completed within 3 months of HIV diagnosis and annually thereafter
 - Patients receiving ARTs shall have follow-up visits scheduled every three to four months, except at the practitioner's discretion

Client Rights & Privacy

Provision of Services

- Receipt of services is dependent on *eligibility*, not *entitlement*
 - Example: employees may be *eligible* for FMLA depending on certain factors, and eligible employees are *entitled* to take FMLA leave
- Clients may be eligible for Ryan White, but not eligible for certain programs depending on limitations & payer of last resort principle (e.g., income limits for food services, labs must be covered by insurance if insured)
- Once clients are found eligible for services, they cannot be denied services without *due process*
- Clients have the right to appeal if they are found to ineligible by requesting a fair hearing

Client Rights & Privacy

Quality of Services

- Clients have the right to receive services from qualified staff
- Each service category service standard dictates minimum education & annual training requirements for that category
- These are verified through employee file reviews and annual monitoring process



Client Rights & Privacy

Quality of Services

<p>Outpatient Ambulatory Health Services</p>	<p>“...licensed healthcare provider in an outpatient medical setting.”</p>
<p>Early Intervention Services</p>	<p>“All EIS Coordinators shall meet at least one of the following staff qualifications:</p> <ul style="list-style-type: none"> • associate or bachelor level degree in a social science or health discipline and at least one (1) year of case management experience; • an individual with an associate or bachelor degree in disciplines other than health or social science shall have at least one (1) year of direct HIV/AIDS case management experience; • 2 years of verifiable experience case managing individuals with HIV at an established agency can substitute on a year-for-year basis for an Associate degree. <i>Note: Use of this qualification must be preapproved by the recipient.</i>”



Client Rights & Privacy

Quality of Services

<p>Referral for Health & Support Services / Non-Medical Case Management</p>	<p>“Agency staff shall meet at least one of the following staff qualifications:</p> <ul style="list-style-type: none">• Associate or Bachelor level degree in social science or health discipline and at least one (1) year of experience working with persons living with HIV (PLWH);• Individual with an Associate or Bachelor degree in disciplines other than health or social services shall have at least one (1) year experience of direct care coordination for target populations;• Two (2) years of verifiable experience in working with PLWH at an established agency can substitute on a year-for-year basis for an Associate degree. <i>NOTE: Use of this qualification must be pre-approved...</i>”
<p>Medical Case Management</p>	<p>“All Ryan White MCM (funded through RWHAP Part B) must meet at least one of the following staff qualifications:</p> <ul style="list-style-type: none">• Bachelor’s degree in a social science or health discipline• An individual with a bachelor’s degree in disciplines other than social science must have at least six (6) months direct case management experience• Florida licensed registered nurse with at least one year of case management experience• An individual with a master’s degree other than a social science or health can substitute their degree for six (6) months of direct case management experience <p><i>NOTE: This requirement may be waived by the Lead Agency. Subrecipients are encouraged to use competency-based recruitment and hiring practices. Waivers can be requested prior to the interview process.</i>”</p>

Client Rights & Privacy

Refusal of Services

Clients have the right to self-determination

- Clients are not required to engage in medical care in order to receive Ryan White services
- Clients have the right to change providers (case managers, agencies, clinics, etc.) at will
- Clients have the right to discontinue services at any time

Privacy & Confidentiality

- Privacy rights are described in multiple documents given to & signed by the client
 - The Notice of Privacy Practices is a document required by HIPAA to be given to every client at the completion of the Initiation of Services form
 - The Authorization to Disclose Confidential Information form informs the client of whom is receiving information & what type of information
- Clients have the right to:
 - Request restricted access to their records by staff
 - Request their records (with limitations) in a specific format
 - Request a correction to their records
 - Request a summary of disclosures (list of staff who accessed their records)
- Violation of client's privacy rights are extremely serious, and punishable by hefty financial fines and, if intentional, potential incarceration

Client Rights & Privacy

Grievance Procedures

- Reviewed in July's meeting (recording available)
- Clients have the right to file complaints or grievances based on dissatisfaction with the manner of service provision
- Clients have the right to receive timely communication regarding filed complaints/grievances
- Clients shall not be retaliated against as a result of filing a complaint/grievance, such as being unduly dismissed from an agency

OSA System-Wide Service Standards



- Members of the Planning Council have written & updated a standard on Client Rights & Responsibilities (updated May 2021) with ways to measure compliance with these rights
- Contains six components

Client Rights & Privacy

OSA System-Wide Service Standards

Standards	Measures
2.1. Services are available to any individual who meets RWHAP eligibility requirements.	2.1. Eligibility documentation including the Notice of Eligibility (NOE) in the approved electronic data management system (EDMS)
2.2. Programs include input from clients (and as appropriate, caregivers) in the design & evaluation of service delivery.	2.2. Documentation of Client Advisory Board (CAB) meetings or other mechanisms for involving clients in service planning & evaluation in regular reports to funder.
2.3. Services are accessible to clients.	2.3. Site visit conducted by funder includes, but is not limited to, review of hours of operation, location, proximity to transportation, and other accessibility factors.



Client Rights & Privacy

OSA System-Wide Service Standards

Standards	Measures
<p>2.4. Program provides each client a copy of the Client Rights & Responsibilities and Grievance document as well as the Client Information check list that informs them of the following:</p> <ul style="list-style-type: none"> • the OSA’s client confidentiality policy; • the OSA’s expectations of the client as a client of services; • the client’s right to file a grievance; • the client’s right to receive no-cost interpreter services; • the reasons for which a client may be discharged from services, including a due process for involuntary discharge; and, • the sub-recipients Notice of Privacy Practice 	<p>2.4. Copy of Clients Rights and Responsibilities and Grievance document and the Client Information check list is given to clients; a copy of the form (or a signature/acknowledgement page) is signed by the client and kept in approved EDMS</p>



Client Rights & Privacy

OSA System-Wide Service Standards

Standards	Measures
<p>2.5. Clients have the right to access their file, with the exception of psychotherapy notes and information that could adversely affect the client as determined by a clinician.</p>	<p>2.5. Copy of Client Rights and Responsibilities and Grievance is signed by client and kept in approved EDMS.</p>
<p>2.6. Operational procedures affecting client access to services shall be posted.</p>	<p>2.6. The following shall be posted in an area to which clients have free access: Hours of Operation, including After Hours access, Grievance Procedures, Client’s Bill of Rights & Responsibilities, CAB meeting notices.</p>



Documents Describing Rights

- Orlando Service Area System-Wide Service Standards and service-specific Service Standards
<https://centralfloridahivpc.com/governing-documents/>
- Florida Dept. of Health Notice of Privacy Practices
https://www.floridahealth.gov/diseases-and-conditions/aids/patient-care/documents/3_dh8006_notice_of_privacy_practices_final_6-25-19.pdf
- National Monitoring Standards for Part A & Part B Grantees
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/universal-monitoring-partab.pdf>
- In-house grievance policy documents

LIVE UNITED

Evaluation

Mika Mendoza



Heart of Florida United Way

UNITED WE FIGHT.
UNITED WE WIN.

LIVE UNITED

Mentimeter



**Menti.com code:
Will be shared
after the meeting**

WE UNITED

Provider Announcements & Updates

Meeting Attendees

