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Part B Network Meeting

January 24, 2024



Heart of Florida United Way

Name, role, and agency 😊

Your Part B & Planning Council Support Team at HFUW:

Mika Mendoza, Program Director

Doris Huff, Planning & Evaluation Manager

Vera Smith, Accountant

Whitney Marshall, PCS Manager

Agenda

1. Why Do We Do This Work?
2. Planning Council Updates
3. Medical Transportation Service Standard
4. Helping Clients Succeed: Best Practices for Recertification
5. Team-Building Activity: Last Gasp Gorge
6. Menti Questions & Concerns
7. Opportunities for Involvement
8. Upcoming Changes to the Florida Part B Service Delivery Model
9. Provider Announcements

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Why Do We Do This Work?



Pre-Ryan White



ACT UP protest in New York City in 1994

- June 1981: first cases of HIV/AIDS were reported in Los Angeles
- 1983-1984: the retrovirus now known as the Human Immunodeficiency Virus was identified as the etiological agent of AIDS

In the 1980s, more than 150,000 AIDS cases had been reported, and more than 100,000 people had died

- March 1987: FDA approved AZT or *azidothymidine* for use in patients with HIV, the first antiviral approved for use in the United States
 - Priced at \$8,000 a year (\$22,000 in 2023)

Journal Entry by Keith Haring (February 1990)

I'm trying so hard so I can to make some sense of out of all this madness. My life, my misguided love, my friends, suffering, pain, and little bursts of sanity. It's got to get better - I think, but it only seems to get worse. How long can it go on? And who am I to question it? It's not even a question of understanding anymore, but accepting. I accept my fate, I accept my life. I accept my shortcomings, I accept the struggle. I accept my inability to understand. I accept what I will never become and what I will never have. I accept death and I accept life. I have no profound realizations of any of this. It is blind acceptance and some kind of faith. I am

becoming numb to all of this, which is in a way even more frightening. Nothing even surprises or shocks me anymore. I am becoming very hard on the outside and even softer on the inside. I have to get through this. All of this and my own life, too.

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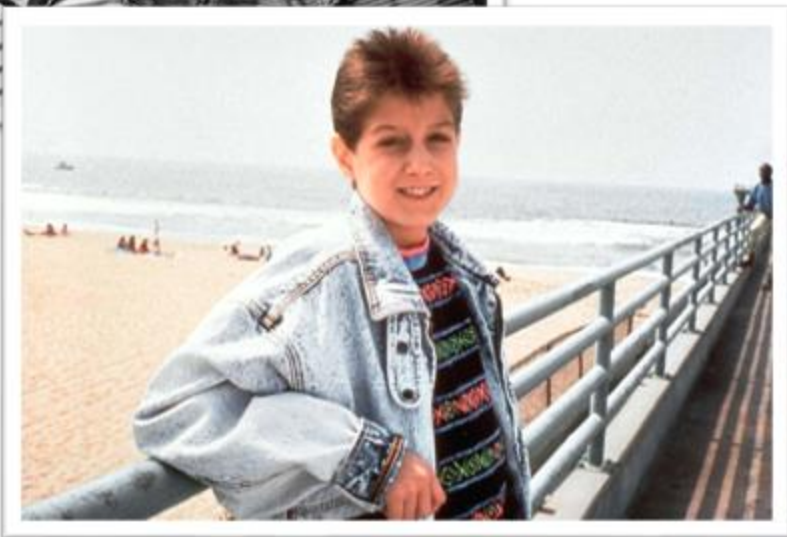
I am becoming numb to all of this, which is in a way even more frightening. Nothing ever surprises or shocks me anymore. I am becoming very hard on the outside and even softer on the inside. I have to get through this. All of this and my own life, too."

Pre-Ryan White

- 1987: HRSA launched the AZT Drug Reimbursement Program, with five heavily impacted states receiving 71% of the funds; laid the foundation for ADAP
- Late 1980s: Federal government was providing grant relief for highly affected areas, but were unable to support the growing number of areas affected by HIV (overwhelmed hospitals and public health providers)
 - PWH could not access insurance due to pre-existing conditions, loss of employment due to poor health & stigma, and ineligibility for Medicaid
- August 1990: the first iteration of Ryan White, the Ryan White Comprehensive AIDS Resources Emergency (CARE) Act (RWCA), was enacted by Congress

\$220 million were allocated to the CARE Act in FY1991

Who Was Ryan White?



- An Indiana teenager with hemophilia
- Received contaminated blood products and contracted HIV/AIDS at age 13
- Passed away from AIDS on April 8, 1990 at age 18
- Ryan White CARE Act passed on August 18, 1990 and reauthorized as the RW Treatment Extension Act of 2009

“I’m just one of the kids, and all because the students at Hamilton Heights High School listened to the facts, educated their parents and themselves, and believed in me.”

Ryan White CARE Act of 1990

- The CARE Act was organized into four Titles, similar to our RWHAP Parts
- Legislatively required that people with HIV be involved in implementing Title I (Part A) – today's Planning Council
- One of only a few disease-specific health programs in the country
- Reauthorized in 1996 and 2000
- Renamed as the Ryan White HIV/AIDS Treatment Modernization Act of 2006 and reauthorized in 2009

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Ryan White Program in Area 7

**“Thank you for everything
you do to keep me and my
friends alive.”**

2022 Brevard Town Hall

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Ryan White Program in Area 7

In 2023, RW Part B:

➤ **Served 1,581 clients** throughout all our agencies, including:

455 clients EIS

265 clients Food Bank

229 clients Medical Transportation

145 clients Medical Case Management

1,173 clients Non-Medical Case Management

1,062 clients Referral for Health Care & Support Services

611 clients OAHS, Health Insurance, Medication, and DME



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Ryan White Program in Area 7



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Why Do You Do This Work?

Why did you start working in this field?

What motivates you to serve our clients?

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Central Florida HIV Planning Council



Community Meetings

CENTRAL FLORIDA HIV PLANNING COUNCIL

RYAN WHITE COMMUNITY MEETING

TUESDAY FEBRUARY 20, 2024
6:00 PM - 8:00 PM

TOPIC
**ALL ABOUT LOVE:
HIV DISCLOSURE &
SERODISCORDANT COUPLES**

 Heart of Florida United Way
1940 Cannery Orlando, FL 32804

 A light dinner will be served

 For transportation contact
Planning Council Support at
(407) 429-2116

 Heart of Florida United Way is
a smoke-free facility.

 centralfloridahivpc.com

Ida Starks
Patient Care
Consumer
Representative

Andre Antenor
Consumer
Prevention
Representative




Ryan White Community Meetings will be traveling throughout the Orlando Service Area counties in 2024

- **February 20:** Orange County at HFUW
- **March 19:** Brevard County at Unconditional Love
- Lake and Osceola Counties date & location to be announced

Looking for panelists for the February meeting – reach out to Whitney.Marshall@hfuw.org or Mika Mendoza if you know someone or are interested!

February Calendar






FEBRUARY 2024

Core Values:

- Empowerment
- Commitment
- Quality
- Integrity

| SUN | MON | TUE | WED | THU | FRI | SAT | NOTES |
|-----|-----|---|---|--|-----|-----|-------|
| | | | | 1 Service Systems Planning & Quality Meeting 9:30 AM | 2 | 3 | |
| 4 | 5 | 6 Membership & Engagement Meeting 2:00 PM | 7 | 8 | 9 | 10 | |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 | |
| 18 | 19 | 20 Ryan White Community Meeting 6:00 PM | 21 | 22 Executive Committee Meeting 2:00 PM | 23 | 24 | |
| 25 | 26 | 27 | 28 Planning Council Meeting 6:00 PM | 29 | | | |



• The February meetings will be held at the Heart of Florida United Way. Go to centralfloridahivpc.com/calendar and click the subscription button to receive updates about the meeting schedule.

Planning Council Support
Phone: (407) 835-0906
Email: cfhpc@hfuw.org
Website: centralfloridahivpc.com

Annual Awards: Part B Honorees

Central Florida HIV Planning Council World AIDS Day Awards:

- Lifetime Award: Jessica Seidita
- Service Award: Jade Thompson
- Unsung Hero: Lori Leaf
- Unsung Hero (2022): Scott Bowles

Adya Cares Foundation Outstanding Compassion Awards:

- Stephanie Sanchez
- Traci Tarallo
- Jade Thompson



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Medical Transportation Service Standard



Medical Transportation Service Standard



- Updated by the Planning Council in October 2023
- Major changes:
 - No FPL limitation for Brevard County clients (185% for EMA clients)
 - No requirement to access bus route first (required for EMA clients)
 - Addition of rideshare as an allowable cost

Medical Transportation Service Standard

One-Day Bus Pass

- Active Part B client
- Not eligible for Medicaid, Medicare, or HMO Advantage Transportation, or benefits have been exhausted
- Not eligible for 321Transit reduced fare
- One core/support service appointment within 30 days

30-Day Bus Pass

- Active Part B client
- Not eligible for Medicaid, Medicare, or HMO Advantage Transportation, or benefits have been exhausted
- Not eligible for 321Transit reduced fare
- Two core/support service appts. within 30 days on different days.

Door-to-Door Transportation

- Active Part B client
- Not eligible for Medicaid, Medicare, or HMO Advantage Transportation, or benefits have been exhausted
- One core/support service appointment.

Rideshare Transportation

- Active Part B client
- Not eligible for Medicaid, Medicare, or Advantage Transportation, or benefits have been exhausted
- One core/support service appointment within 30 days
- Door-to-door transportation is not available OR missed two appts./pick-ups within six months due to barriers with door-to-door transportation

Medical Transportation Service Standard

- Required forms:
 - Transportation Rights & Responsibilities (only signed once annually)
 - Bus Pass Distribution Form (only for bus passes)
 - Transportation Services Checklist (completed per type of transportation)

Medical Transportation Service Standard



Helping Clients Succeed: Best Practices for Recertification

Building Self-Efficacy through Recertification

Forms, applications, deadlines, and document requirements are part of American life in so many ways:

Leasing a Residence ★ Applying for Credit Cards/Loans

FAFSA/Applying for School ★ Moving to a New RW Area

Feeling Empowered to Change Providers ★ Taxes

Signing up for Insurance at Work ★ Self-Advocating

Applying to Other Benefits Programs

- Reading forms is its own form of literacy
- Recertification is a low-stakes way to help build personal capacity
- Maintaining documents organized helps clients get into a planning and preparation mindset – “an ounce of prevention is worth a pound of cure!”

Best Practices for Recertification

- Be familiar with the three types of eligibility determination and be able to communicate the differences to clients
- Eligibility can be renewed up to 30 days before NOE expiration date – please help client avoid expiration!
- Help clients collect documents and schedule appointment in the 3 months ahead of expiration
- Ensure ADAP-enrolled clients understand the risks of expiring
- Discuss document requirements with clients when relevant conversations arise (e.g., client mentions they lost their job, client's spouse got insurance for the family, client had a child)

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Team-Building Activity



Team-Building Activity: Last Gasp Gorge

- Description: reading a short passage on a group of seven hikers who were trapped in a cave-in
- Activity:
 - Individually, rank the order in which *you* think that these hikers should be saved
 - As a group, come to a consensus on the order in which the hikers should be saved
- Observe:
 - How do different members of the group influence each other?
 - Are personal values coming into play when prioritizing the rankings?
 - How does the group come to a consensus?
- Purpose: to help you reflect on what communication and analytical skills are most effective when collaborating with staff on addressing & triaging client issues

Instructions

1. 20 minutes to read the passage and the description of each of the seven hikers
2. 5 to 10 minutes to decide on your individual rank order
3. Get into your number groups – 1, 2, 3, 4, 5, or 6 (paperclipped onto your packet)
4. 20 minutes to decide on your consensus group order
5. Debrief together as a group

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Debrief

1. When there were differences of opinion, what behaviors or processes were most useful in finding resolutions?
2. What, if anything, caused you to change your mind on an issue during the group discussion?
3. How could the team have been more effective?
4. Where did you see evidence of preferences in yourself and others?
5. What lessons can you apply to similar work-related situations you face?

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Opportunities for Involvement



Client Satisfaction Survey Focus Group

- HFUW is hosting a focus group to help inform the development of a Client Satisfaction Survey
- Length: two hours, held virtually or in-person
- Participants: agency staff and interested clients
- Date: TBD
- Goal: discuss survey format, focus, length, and other details to make sure the results are useful to our providers

**If interested, please fill out the sign-up sheet!
If you know a client who would be interested,
please contact Doris Huff via phone or secure e-mail.**

Local Train-the-Trainer on Quality Management

- The Orlando Service Area Clinical Quality Management Workgroup is developing a Train-the-Trainer program for staff or clients interested in providing training on CQM topics to fellow staff or clients
- Learning objectives: improve presentation and facilitation skills, as well as gain a foundational knowledge in CQM topics
- Format: two online sessions (three hours long) and one in-person application of skills



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Menti Comments & Questions



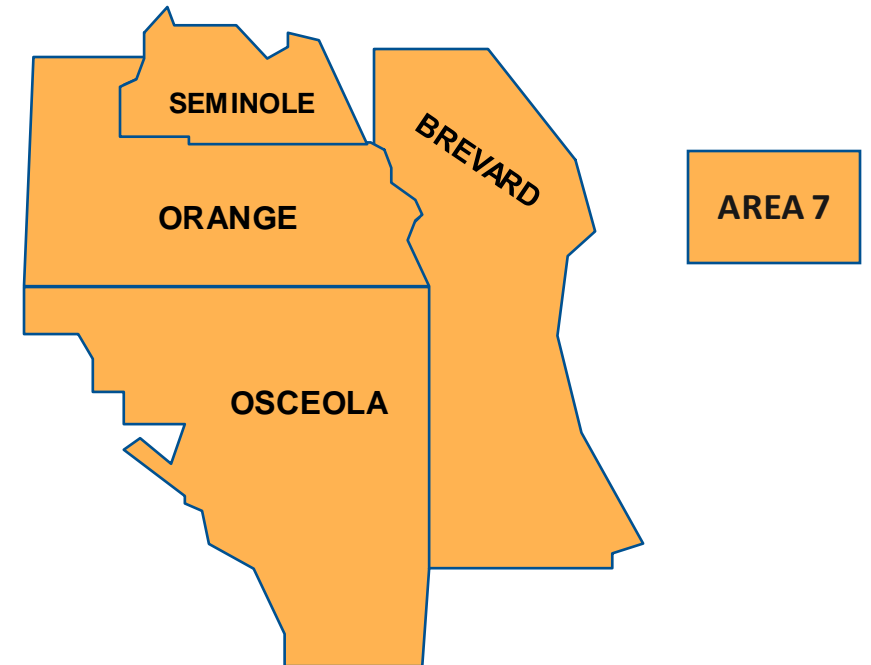
Menti Comments & Questions

- “The eligibility documents should be shared with all agencies, then have the agencies come up with questions and solve any concerns based on those questions. I feel like using the meeting to go over one document (income assess) seems tedious.”
- “How to create a more peaceful work environment.”
- “I would like to see discussed the requirement for offices to put HIV-related codes on bills for them to be able to be paid by HoF. How does that not violate the patients confidentiality?”
- “I would like a meeting topic on career options within Ryan White or career growth.”
- "Can you explain how setting income document requirements helps the state? What is the actual benefit to the person in charge or the company, or the state by require people to present income documents?"
- “Why there are so many changes lately. It seems like there is a new policy or procedure added every 5 minutes. This is creating so much office chaos and anarchy. please help us understand these changes.”

Upcoming Changes to the Florida RWHAP Part B Service Delivery Model

Current Service Delivery Model

- HFUW has been the Lead Agency and fiscal agent for Ryan White Part B funds since 2001 in Area 7 (Brevard, Osceola, Orange, and Seminole counties)
- Duties: financial reimbursement, programmatic monitoring, ensuring contractual compliance, and technical assistance as needed



Service Delivery Model Review

2021

- HRSA site visit finds that the Florida DOH Part B current methods of service delivery model to be out of compliance with their requirements
- FDOH contracts with Mercer Government Human Services Consulting to assess all Areas

2022

- Mercer conducts desk reviews of fiscal & administrative documents
- Desk reviews supplemented with virtual interviews with Lead Agencies and some Part A Recipients

2023

- **April – June:** Mercer completes an Options Report that provides an outline of the four possible options that will help Florida come into HRSA compliance. Sent out to Lead Agencies.
- **July:** Options were presented at the July 2023 FCPN meeting
 - Ad-hoc workgroup was created to decide on a formal FCPN recommendation
- **September:** FDOH announces that executive leadership has chosen Option 3B: Fiduciary Agent

What Is a Fiduciary Agent?

- FDOH would contract with an external entity to serve as a Fiduciary Agent. This is permitted by HRSA in the Part B Manual.
- The Fiduciary Agent would replace the Lead Agency relationships in all Areas of the state
- The allowable services that this Agent could provide include:
 - Management of grant funds
 - Procurement
 - Payment of invoices
 - Ensuring compliance with regulatory & programmatic requirements, including reporting funding use and quality measures

What Happens to Lead Agencies?

- The HIV Section has stated that relationships with Lead Agencies will dissolve
- Agencies will instead have a contractual relationship with the Fiduciary Agent
- The Fiduciary Agent would be in charge of procuring contracts with service providers, funding allocation, billing, and monitoring

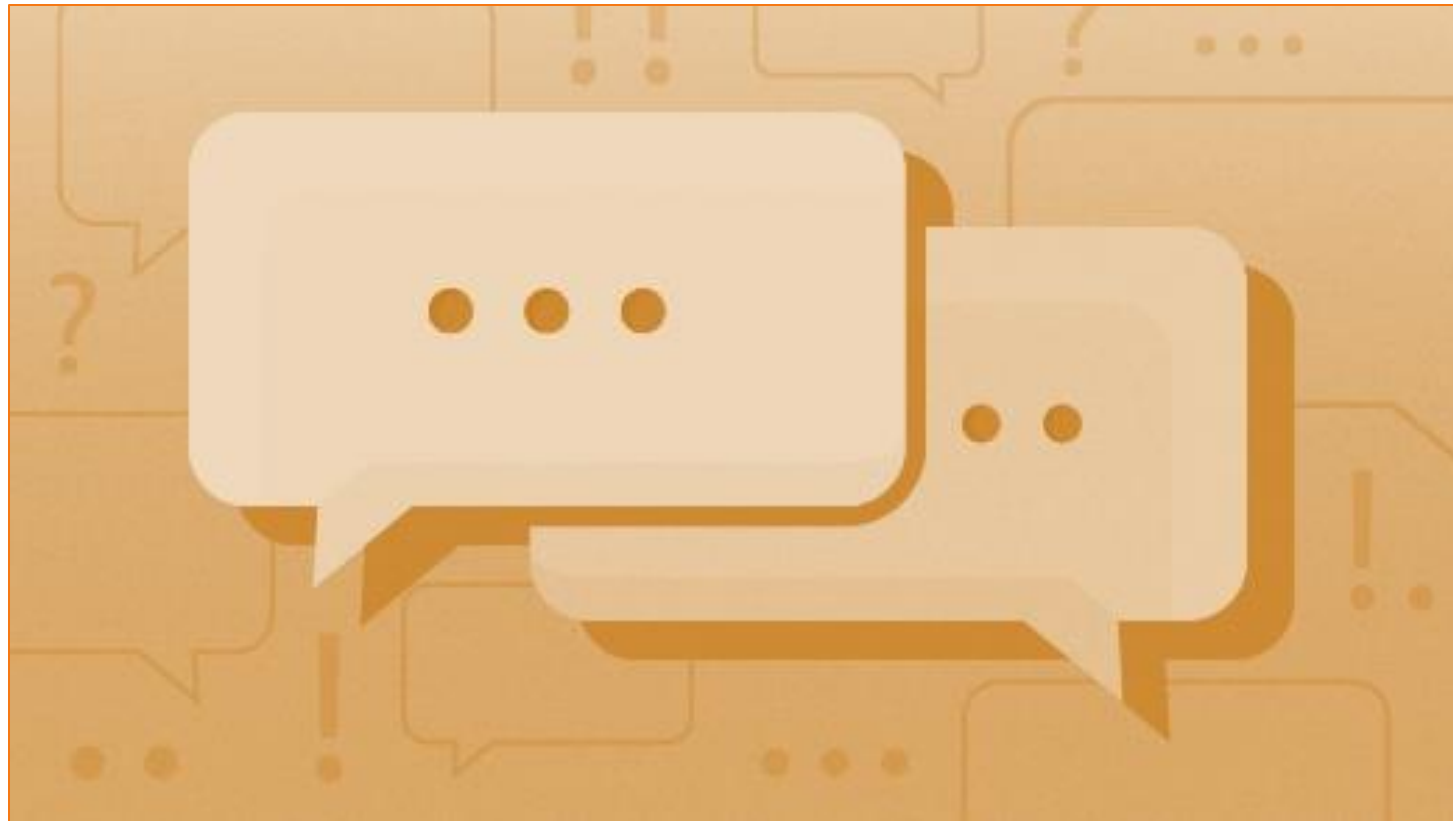
What Happens to Service Providers?

- The agencies will have to contract with the Fiduciary Agent
- There will be an overlap period while the new contracts are being implemented
- FDOH has indicated new statewide service standards will be developed that will be the foundation of Part B services, replacing all local service standards

What Happens to Clients?

- The expectation is there should be no interruption to client services
- Clients may be able to access a wider network of statewide providers
- If clients approach with questions, please emphasize:
 - We do not have much information at this time
 - We expect to have an overlap period to avoid any impact on client services
 - The implementation phase itself would not begin for at least a year
 - Clients may be able to not only retain their current providers, but possibly access a larger network of providers
- Please do not begin informing clients until FDOH provides more information on the process.

Questions, Comments, Concerns?



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Evaluation

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Menti.com

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2024 Network Meetings



January 24: In-Person

February 28: Virtual

March 27: In-Person

April 24: Virtual

May 22: In-Person

June 26: Virtual

July 24: In-Person

August 28: Virtual

September 25: Virtual

October 23: Virtual

November 27: In-Person

December – No Meeting

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Provider Announcements

