



Client Handbook

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Welcome

Orange County has a network of providers that offer services to persons living with HIV (PLWH). As a community, our goal is to provide quality care and services that improve the health and wellness of Orange County residents living with HIV.

This handbook describes the federally-funded HIV services that are available in Orange County. There is also a resource directory for additional services that may be helpful. Please take some time to look through the handbook and learn about services that may be available to you or someone you know.

In addition to information about services, we have included information on federally-funded Ryan White Act and Housing Opportunities for Persons with AIDS (HOPWA) programs and how you can get involved in community planning.

We are glad that you have found us, and we are committed to work with you to provide the highest-quality services possible to meet your needs. You can find us online at <http://ochealthinfo.com/phs/about/dcepi/hiv>.

HIV / AIDS Basics

What is HIV?

Human Immunodeficiency Virus (HIV) is the virus that causes Acquired Immune Deficiency Syndrome (AIDS). HIV harms white blood cells (CD4+ cells) that are an important part of a person's immune system. Without treatment, HIV gradually weakens the body's defenses against disease, leaving it helpless to fight many infections and cancers. With treatment, drugs can slow or stop the harmful effects of HIV so that many people with HIV can live longer, healthier lives.

What is AIDS?

AIDS is a medical condition resulting from HIV infection, usually after many years. By the time a person is diagnosed with AIDS by a doctor, HIV has seriously hurt the body's immune system. There are effective treatments to prevent and treat AIDS-related illnesses.

How is HIV Transmitted?

A person living with HIV can pass the disease to another person whether or not they look sick, have an AIDS diagnosis, or are on medication.

Here are some ways a person may become infected with HIV:

- **Sex:** Semen, pre-cum, vaginal fluids, or anal mucus containing HIV can enter a person's body during sex.
- **Sharing Needles:** Examples include needles used for: medicine, drugs, tattoos, or other reasons. HIV can enter the body of a person when blood that contains HIV enters the body.
- **Cut or Wound in the Skin:** Body fluids such as blood can enter the person's body through an opening in the skin.
- **Blood Transfusions:** All blood used for transfusions has been tested for HIV since 1985. The risk of transmission in this way is now extremely low.
- **Mother-to-Child:** HIV may be passed from an HIV-positive mother to her baby during pregnancy or through breast milk.
While HIV can be passed from a mother to her child, advances in treatment have greatly reduced the risk of transmission during pregnancy and childbirth.

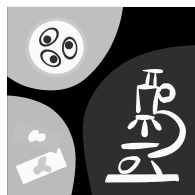
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HIV and the Immune System

HIV can hurt a person's immune system. Over time, if the immune system becomes seriously damaged, the body loses the ability to fight different illnesses, called opportunistic infections or cancers. Examples of opportunistic infections are pneumocystis pneumonia (PCP) and Kaposi's sarcoma.

Below is key information to know:

- ☑ A person can take a test that measures the amount of HIV in their blood. This is called a viral load test. The higher the viral load in the bloodstream, the faster the disease might progress. **To slow down the progression of HIV there are medications that can reduce the amount of virus in the blood. Not only does this improve a person's immune system but it lessens the risk of transmitting the virus to sex or needle sharing partners.¹**
- ☑ A person can take a test that measures the level of white blood cells called a CD4+ cell. This test helps the doctor measure how healthy the immune system is. **Medical treatment can maintain a patient's immune system or return a damaged immune stem to near-normal.**
- ☑ If a person with HIV does not get treatment, their body slowly loses its ability to fight infections. Patients with CD4+ counts under 200 by definition have AIDS and are very likely to get severe life threatening infections. Eliminating the virus from the blood with medication causes the CD4 + number to rise to normal levels.



What Can I Do to Stay Healthy?

Getting and staying in medical care is the most important thing a person can do to stay healthy. Do not wait until you are sick to see a doctor. Other things that you can do to stay healthy are:

- ☑ **Eat a healthy diet:** A healthy, balanced diet, can help boost the immune system.

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¹<https://www.cdc.gov/hiv/basics/livingwithhiv/treatment.html>

- ☑ **Exercise regularly:** Adults need two types of physical activity, aerobic (e.g., brisk walking) and muscle strengthening. Moderate aerobic activity should be done at least two and a half hours every week. Muscle strengthening should be done two or more days a week.
- ☑ **Stay healthy:** Avoid getting sick (e.g., cold, flu) or getting infections (e.g., STDs, Hepatitis) that can weaken the immune system.
- ☑ **Take medications as prescribed:** Taking medications exactly how they are meant to be taken is also important to staying healthy. HIV medications must be taken as prescribed. When medications are not taken the way they are supposed to be, the virus can become resistant to the medication. This means that the medication will no longer work to protect the immune system.

Information on services available in Orange County begins on page 5. These services are designed to help a person remain in medical care and stay healthy.

HIV Services in Orange County

The first cases of AIDS in Orange County were identified in 1981. Since then, the Orange County Health Care Agency, through the HIV Planning and Coordination Unit, has been working with community-based providers to offer services and educational efforts to combat the HIV epidemic in Orange County. The Health Care Agency and its service providers are committed to reducing the transmission of HIV and providing services to enhance the length and quality of life of persons living with HIV (PLWH).

Ryan White Act and Housing Opportunities for Persons with AIDS (HOPWA)-funded services are available to HIV-positive residents of Orange County who meet certain eligibility and qualification requirements. Eligibility and qualifications for each service varies. Some requirements include financial limitations or medical criteria. A complete list of Ryan White Act and HOPWA-funded services, including any eligibility or qualifying requirements, begins on page 10 of this handbook. A list of Ryan White and HOPWA-funded service providers are shown starting on page 22.

In addition to Ryan White Act and HOPWA-funded services, there are many other types of services available to PLWH in Orange County. You can find a list of local and national resources available to HIV-positive individuals starting on page 35 of this handbook.

How to Use Services

After you have reached out to a service provider, a staff person can help you find services or develop a plan of care that is best for you. Before your services can start, you will be asked to give some information about yourself and sign paperwork. You will also need to provide documentation of your HIV status, proof of income, and proof that you live in Orange County. By law, all of your information will be kept private and confidential. Please see page 41 for frequently asked questions about getting services in Orange County.

About the Ryan White Act

The Ryan White Act funds services available to persons living with HIV. The Act was named as a memorial to a teenager from Indiana named Ryan White. Because of discrimination he faced, Ryan dedicated himself to educating the public and Congress about HIV before he died of the illness in 1990. The Ryan White Act is the largest piece of federal legislation that offers funding for the care and treatment of persons living with HIV.

The intent of the Ryan White Act is to help those persons living with HIV with *no other source of healthcare or those with insurance but whose care needs are not being met*.

Three main goals of the Ryan White Act are:

- To lessen the barriers of treatment and care in areas most affected by HIV.
- To coordinate treatment and support of HIV services.
- To build a community-based response to HIV by local organizations and advocates, as well as local public entities.

The Health Care Agency's HIV Planning and Coordination Unit works with a Board of Supervisor's-appointed community body, the HIV Planning Council, to oversee funds.

The HIV Planning Council prioritizes and allocates the funds for different services. Please refer to page 32 for more information about the HIV Planning Council. The County of Orange is then responsible for securing contracts with service providers for these services.

About Housing Opportunities for Persons with AIDS (HOPWA)

The Housing Opportunities for Persons with AIDS (HOPWA) Program provides support for housing assistance and services to low-income persons living with HIV and their families. The program was established in 1991 by the AIDS Housing Opportunities Act. The U.S. Department of Housing and Urban Development (HUD) awards HOPWA funds to the most populous city in each eligible metropolitan area.

In Orange County, the City of Anaheim administers the HOPWA grant funds for all of Orange County. A portion of these funds is subcontracted to the County of Orange for supportive services.

Client Rights and Responsibilities

YOU HAVE A RIGHT TO:

- Courteous and respectful treatment from all providers, with an appreciation of your dignity and right to privacy.
- Confidential treatment services in accordance with the Health Insurance Portability and Accountability Act (HIPAA).
- Prompt responses provided in a reasonable amount of time to questions or requests for services.
- Receive services in a safe manner and be reasonably protected from undue harm/violence and any type of harassment from a service provider or client.
- Reasonable access to agency staff during business hours and information about how to manage emergency and after-hour situations.
- Access quality service/care regardless of race, ethnicity, gender, sexual orientation, disability, religion, age, political beliefs, or socio-economic status.
- Culturally sensitive services that are provided in a language and manner that is understandable.
- A fair and understandable grievance process.
- Request transfer to another service provider, if available.
- Written informed consent for sharing of information and to receive services.
- Refuse services/referrals and receive an explanation of the effects associated with refusing services.

You have a right to file a complaint or a grievance if you feel that your client rights have been violated. Please see the Grievance Policy and Procedures on page 29.

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IT IS YOUR RESPONSIBILITY TO:

- Notify/communicate to your provider(s) any changes in health, needs, residency, income, insurance status, etc., in a timely manner.
- Be considerate, cooperative, and respectful of providers and other clients.
- Arrive promptly for scheduled appointments or notify the provider in advance if you must miss or change an appointment.
- Protect the privacy of other clients by keeping their information confidential.
- Behave appropriately during visits, appointments, and any support group sessions or meetings.
- Not be under the influence of drugs or alcohol and never bring drugs or alcohol to meetings, providers, or community events.
- Avoid abusive/threatening language.
- Avoid violence, threats of violence, and possession of any weapons.
- Respect all provider and County staff, and other clients' personal and professional boundaries.
- Notify providers when there is dissatisfaction with services and utilize the grievance process when appropriate.

Violation of any of the above listed client responsibilities may result in temporary or permanent termination of services.

Eligibility and Service Qualifications

Eligibility screening is required for any individual accessing services. Screening is required twice a year (every six months). In addition to eligibility screening, some services have additional service qualifications in order to be qualified for the service including limits on income. Income limits are based on the Federal Poverty Level (FPL) that may change every year. Information on FPL is available through the U.S. Department of Health and Human Services (<https://aspe.hhs.gov/poverty-guidelines>). The description of services, eligibility requirements, and service qualifications are listed below in alphabetical order.

HIV Care Services

Benefits Counseling

Benefits counseling services refer or assist eligible clients to obtain access to non-Ryan White public and private programs for which they may be eligible, including Medicaid (Medi-Cal), Medicare Part D, Social Security Disability Insurance, State Disability Insurance, Supplemental Security Income, General Relief, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer's Patient Assistance Programs, Health Insurance Premium Programs, and other supportive services. Benefits counseling also includes Ryan White eligibility screening that must be conducted twice a year.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 500% FPL.

Client Advocacy

Client advocacy services help clients get referrals and link to services. These services are provided to clients who do not need ongoing services through Medical Case Management. Clients do not need to complete eligibility before contacting Client Advocacy but may need to complete eligibility before a referred service is rendered.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 500% FPL.

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Client Support Services

Client Support Services include the provision of basic needs assessment and assistance (through appropriate referrals) in obtaining medical, social, community, legal, financial, and other needed services. Client Support Services may be used as a “step-down” model for transitioning clients to increasing levels of self-sufficiency.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 500% FPL.

Dental Care (Oral Health Care)

Dental services are provided by dentists, dental hygienists, and other professionals in the dental field. Dental services include diagnosis and treatment of a dental condition. Dental services also include education and procedures that can prevent dental conditions. Individuals may receive basic dental care which include evaluations, fillings, extractions, and cleanings. Major dental services are available and may include dentures, crowns, or bridges.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 500% FPL.

Early Intervention Services

Early Intervention Services include counseling individuals with respect to HIV testing (including tests to confirm the presence of the disease, to diagnose the extent of immune deficiency, and to provide information on appropriate therapeutic measures); referrals; other clinical and diagnostic services regarding HIV; periodic medical evaluations for individuals with HIV; and provision of therapeutic measures.

- Eligibility Requirement: At risk of HIV.
- Service Qualification: None.

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Emergency Financial Assistance for Medications

Emergency Financial Assistance for Medications helps pay for medications that have been prescribed by a medical professional on an emergency basis that are not covered by an insurance plan.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 500% FPL.

Emergency Financial Assistance for Housing or Utilities

Financial Assistance for Housing provides help with rent, mortgage, or utilities. This assistance is subject to specific caps on the amount of assistance available, and not to be used as an on-going payment to the client. Assistance is up to 21 weeks in a 12-month period and available up to \$100 per year for utilities and \$1,000 per year for rent/mortgage.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 80% of area median income.

Emergency Financial Assistance for Housing or Utility Deposits

Financial Assistance for Deposits provides help with deposit assistance for housing and utilities. This assistance is subject to specific caps on the amount of assistance available. Deposit assistance for rent and utilities is limited to \$1,500 in a five year time period.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 80% of area median income.

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Food Pantry/Food Bank

Food Pantry offers food to meet proper nutritional guidelines. The Food Pantry is meant to add to the client's nutritional program and is not intended to be the only source of nutrition for a client.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Be referred by a Registered Dietitian or have any disability and have an income below 150% federal poverty level.

Health Insurance Premium & Cost Sharing Assistance

Temporary payment assistance may be provided to help an individual maintain health insurance or to receive medical benefits under a health insurance plan. This includes premium payments, co-payment, and deductibles.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 500% FPL.

Home Delivered Meals

Home Delivered Meals provide meals to home-bound clients who are not able to prepare meals on their own and/or do not have assistance to prepare meals.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Homebound due to a physical disability and/or unable to independently prepare meals. Client must be nurse case managed or referred by a Registered Dietitian.

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Home Health Care

Home Health Care services are provided at the client's home by a licensed or certified home health agency. These services are offered to help clients who need help with daily activities.

Durable medical equipment such as prosthetics and hospital beds can also be provided based on identified need.

- Eligibility Requirement: HIV-positive, live in Orange County, and proof of no medical insurance.
- Service Qualification: Symptoms impairing ability to carry on normal daily activities. Client must be case managed by a Ryan White-funded provider. Have an income below 300% federal poverty level.

Housing Coordination

Housing Coordination services include help with identifying housing resources, developing positive relationships with landlords, and providing direct, one-on-one assistance to clients who need assistance with housing.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 80% area median income.

Independent Living Skills

Independent Living Skills are services that help clients develop practical living skills to become successful in an independent, permanent housing situation. These services may be offered through activities like group classes, or skill-building exercises.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 80% area median income.

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Legal Services

Legal Services must be directly related to an individual's HIV status. Ryan White-funded services include, but are not limited to: powers of attorney, do not resuscitate orders, the arrangement for guardianship or adoption of children after the death of their primary caregiver, end of life planning, and other services necessary to ensure access to eligible benefits, including discrimination, bankruptcy, breach of confidentiality litigation, or income tax preparation required by the Affordable Care Act. Assistance with evictions is allowable if it relates to ensuring access to services. Legal services do not include assistance with criminal cases.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 300% of FPL.

Linkage to Care

Linkage to Care services include a range of client-centered services using the Anti-Retroviral Treatment and Access to Services (ARTAS) strengths-based model to link clients with services.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 500% FPL.

Medical Care (Outpatient Ambulatory Health Services)

Medical Care for conditions related to HIV in an outpatient setting. Services may include HIV-specific diagnostic tests and treatment, education and counseling about HIV health issues, preventive care, prescribing medication, helping clients manage and stay on medication, and management of chronic conditions. Medical care related to HIV that requires a medical specialty such as Pulmonology, Neurology, Oncology, Ophthalmology, and Dermatology may also be provided.

- Eligibility Requirement: HIV-positive, live in Orange County, and has proof of no medical insurance.
- Service Qualification: Have an income below 500% FPL.

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Medical Retention Services

Medical Retention Services are provided to help medically fragile clients stay in medical care.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 500% FPL or 80% of area median income if HOPWA funded.

Mental Health Services

Mental Health Services are psychological treatment and counseling services provided by licensed professionals or registered interns. General mental health services can include individual, couple, family, and/or group counseling. This service does not include substance abuse counseling. Psychiatry services are available as needed.

- Eligibility Requirement: HIV-positive, live in Orange County, proof of no mental health insurance or lack of mental health coverage.
- Service Qualification: Have an income below 300% FPL.

Nutritional Supplements

Nutritional Supplements are high caloric supplements that are provided to individuals who are having a hard time maintaining appropriate weight levels. Supplements may include, but are not limited to, nutritional drinks (such as Ensure®) and bars.

- Eligibility Requirement: HIV-positive, live in Orange County, and proof of no medical insurance coverage for Nutritional Supplements.
- Service Qualification: Must be referred by a Registered Dietitian.

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Registered Dietitian (Medical Nutrition Therapy)

The provision of nutritional counseling and food (e.g., Food Bank, Nutritional Supplements, and Home-Delivered Meals) based on a physician's recommendation and a nutritional plan developed by a licensed, registered dietitian. This service is intended to provide medically necessary referrals to food services. Medical necessity is determined based on an individual's nutritional plan. The plan ensures that clients have access to food and nutritional supplements that promote appropriate weight, address specific medical issues, and/or ensure medication adherence.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 500% FPL.

Short Term Assistance for Rent (STAR)

STAR provides payments to landlords on behalf of clients who need assistance with rent. Clients receiving STAR may receive assistance up to 21 weeks in a 52 weeks period and assistance is subject to a five year lifetime limit, with an exception for clients who have no other sources of assistance that without STAR would become homeless. Payment shall be up to three hundred dollars (\$300) for up to two (2) individuals in a household and up to five hundred dollars (\$500) for three (3) or more individuals in a household available every three (3) months.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 80% area median income. Cannot be on other Housing Assistance Programs (RAP, Housing Choice Vouchers/Section 8, Shelter Plus Care Services, Permanent Supportive Housing, etc.).

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Short-Term Supportive Housing

The provision of interim housing via a motel, hotel, or sober living collaborative, which is limited to 180 days in a 24 month period, for persons who (1) are homeless or at risk of becoming homeless; (2) are coming from emergency housing, mental health and/or drug treatment programs; or (3) were recently released from incarceration unless an exception is granted by County Program Administrator. Clients will be assisted in developing a plan to facilitate their successful transition to independent permanent housing.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 50% of area median income. Persons receiving this service are not required to pay towards housing costs. Persons receiving this service must be case managed by a Ryan White or HOPWA-funded provider.

Transportation Services

Transportation services include transportation by bus vouchers, ACCESS coupons, van rides, or ridesharing. These services are offered to help clients get to appointments related to their HIV. The most cost-effective method of transportation to meet the client's needs will be used. A client may receive transportation services regularly or on an emergency basis.

- Eligibility Requirement: HIV-positive and live in Orange County.
- Service Qualification: Have an income below 150% federal poverty level. For reduced fare passes or ACCESS coupons, client must meet Orange County Transportation Authority requirements.

HIV Prevention Services

Partner Services

Assistance informing sex and/or needle sharing partners of their exposure to HIV. There are three options for Partner Services:

1) Self Notification: An individual can receive coaching to tell their partner(s) of the exposure, 2) Dual Notification: An individual can have a service provider present in the room while having the conversation with their partner, or 3) Third Party Notification: Trained Health Care Agency staff anonymously notify partners of exposure to HIV or other STDs.

- Eligibility Requirement: HIV-positive or a partner of an HIV positive individual.
- Service Qualification: None.

Post Exposure Prophylaxis (PEP)

PEP is taking antiretroviral medication (ART) after being potentially exposed to HIV to prevent becoming infected. PEP is used in emergency situations and must be started within 72 hours after a possible exposure to HIV.

- Eligibility Requirement: Individuals with a possible exposure to HIV.
- Service Qualification: Varies.

Pre-Exposure Prophylaxis (PrEP)

PrEP is a medication (such as Truvada®) that when taken daily has been shown to significantly reduce the risk of contracting HIV. PrEP is for individuals at high-risk for HIV. PrEP services include medical care, case management, or medication assistance as appropriate.

- Eligibility Requirement: Individuals at high-risk for HIV.
- Service Qualification: Varies.

PrEP Assistance Program (PrEP-AP)

PrEP-AP will pay for approved PrEP-related medical out-of-pocket costs for individuals with and without insurance.

- Eligibility Requirement: Individuals at high-risk for HIV.
- Service Qualification: Varies.

Testing and Treatment for Sexually Transmitted Diseases (STD) and Hepatitis C

Testing and treatment for STDs including Syphilis, Chlamydia, Gonorrhea, and Hepatitis C (coordination of treatment).

- Eligibility Requirement: None.
- Service Qualification: None.

Overview of Orange County HIV G
All funded Case Management agencies can coordina

		17th Street Testing, Treatment and Care	AltaMed Medical Services	APAIT	Bristol Family Dental
HIV Prevention Services	STD Testing	RW	O	O	
	STD Treatment	RW	O		
	HIV Testing	RW	O	O	
	Post Exposure Prophylaxis (PEP)	O	O		
	Pre-Exposure Prophylaxis (PrEP) and/or Referrals for PrEP	RW	O		
	PrEP Assistance Program (PrEP-AP)	O			
	Partner Services for HIV-Positive Individuals (Informing partners of exposure to HIV to get tested for HIV)	RW	O		
HIV Care Services	HIV Medical Care and Medical Support Services	Outpatient Ambulatory Health Services	RW	O	
		Treatment Adherence Counseling	RW	O	
		AIDS Drug Assistance Program (ADAP)	RW		
		Health Insurance Premium Payment and Cost-Sharing Program			
		Emergency Financial Assistance for Medications			
		Oral Health Care (Dental Services)			RW
		Mental Health Services		O	
		Home Health Care (Specialized Care) Home and Community Based Health Services (Para-professional Care)			
	Case Management Services	Medical Case Management: Linkage to Care	RW		RW (Housing only)
		Medical Case Management: Medical Retention Service	RW		RW (Housing only)
		Non-Medical Case Management: Client Support Services	RW	O	RW (Housing only)
	Nutrition Services	Medical Nutrition Therapy (Nutritional Counseling)	RW	O	
		Food Pantry/Food Bank			
		Nutritional Supplements			
		Home Delivered Meals			
	Referral to Health Care and Supportive Services	Non-Medical Case Management: Client Advocacy	RW		
		Non-Medical Case Management: Benefits Counseling			
		Non-Medical Case Management: Eligibility Screening	RW		
	Other Services	Early Intervention Services	RW		
		Medical Transportation	RW		
		Legal Services			
		Outreach Services	RW		
		Lifeskills Workshops			
HIV Housing Services	Short-Term Supportive Housing (formerly Transitional Housing)			HSG	
	Housing Services (Housing Coordination)				
	Financial Assistance for Housing or Utilities			HSG	
Additional Services (Non-Grant Funded)	Hepatitis C Testing	O	O		
	Educational Seminars for HIV-Positive Individuals				
	12-Step for HIV-Positive Individuals				
	Classes (Computer Skills, GED Classes, ESL Classes)				

RW = Ryan White Part A, B, and/or C funded service

HSG = HOPWA or Other Housing funded service

O = Other funding source

Grant-Funded Services and Providers

Make referrals to services based on identified client need.

Families Together of Orange County	Laguna Beach Community Clinic	Laguna Beach Smile (Dr. Garcia)	Public Law Center (PLC)	Radiant Health Centers Formerly AIDS Services Foundation (ASF)	Shanti Orange County	The LGBT Center
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Service Provider Directory

17th Street Testing, Treatment and Care

1725 W. 17th Street, Room 101 F

Santa Ana, CA 92706

(714) 834-7991 – HIV Care

(714) 834-8456 – Eligibility Screening

(714) 834-7748 – Partner Services

(714) 834-7737 – PrEP Services

(714) 834-8787 – STD Services

<http://ochealthinfo.com/phs/about/dcepi/ttc>

Services are available in English, Spanish, and Vietnamese; interpretation services are available for most other languages.

Business hours (may close early due to capacity):

- Monday, Wednesday, Thursday, Friday: 8:00 am - 4:00 pm
- Tuesday: 10:00 am - 4:00 pm

17th Street Testing, Treatment and Care provides the following:

- AIDS Drug Assistance Program
- Case Management Services:
 - Client Support Services
 - Linkage to Care
 - Medical Retention Services
- Client Advocacy
- Early Intervention Services
- Food Pantry/Food Bank Coordination
- Hepatitis C Testing and Coordination of Treatment
- HIV Outpatient Ambulatory Health Services
- HIV Testing
- Home Delivered Meals Coordination
- Medical Nutrition Therapy (Registered Dietitian)
- Medical Transportation
- Nutritional Supplements Coordination
- Outreach Services
- Partner Services
- Post-Exposure Prophylaxis (PEP) for uninsured patients only
- Pre-Exposure Prophylaxis (PrEP) for uninsured patients only
- PrEP-Assistance Program (PrEP-AP)
- STD Testing and Treatment
- Treatment Adherence Counseling

AltaMed Medical Group

1325 N. Anaheim, 2nd Floor

Anaheim, CA, 92801

(714) 500-0491

Services are limited to Ryan White Part D (women and youth 18-24), transgender individuals, public, and/or private insurance.

Services are available in English and Spanish; interpretation services are available for most other languages.

Business hours:

- Monday, Wednesday, Thursday, Friday: 8:00 am - 5:00 pm
- Tuesday: 10:00 am - 7:00 pm

AltaMed Medical Group provides:

- Clinical Pharmacy
- Hepatitis C Testing
- Medical Nutrition Therapy (Nurse Practitioner or Doctor)
- Non-Medical Case Management Services
- Outpatient Ambulatory Health Services
- Partner Services
- Pre-Exposure Prophylaxis (PrEP)
- PrEP Navigation
- Post Exposure Prophylaxis (PEP)
- Prevention Services for HIV-positive individuals
- Rapid HIV Testing
- STD Testing and Treatment
- Treatment Adherence Counseling

APAIT

12900 Garden Grove Boulevard, Suite 225B

Garden Grove, CA 92843

(714) 636-1349

www.apaitonline.org

Services are available in English, Spanish, Tagalog, and Vietnamese.

Business hours:

- Monday-Friday: 10:00 am - 8:00 pm

After hours:

- Available by appointment

(Continued on the next page)

APAIT (Continued)

APAIT provides the following services:

- Case Management Services (**Housing Coordination Only**):
 - Client Support Services
 - Linkage to Care
 - Medical Retention Services
- Emergency Financial Assistance for Housing
- Financial Assistance for Rent and Utilities
- HIV Testing
- Mental Health Services
 - Individual Mental Health
 - Group Services
- Short-Term Supportive Housing
- STD Testing

Bristol Family Dental

2618 S. Bristol Street

Santa Ana, CA 92704

(714) 540-7101 or Fax: (714) 540-6061

Services are available in English and Spanish.

Business hours:

- Monday-Friday: 9:00 am – 6:00 pm

Bristol Family Dental provides oral health care.

Dr. Carlos Garcia, DDS (Laguna Beach Smile)

362 Third Street Suite #2,

Laguna Beach, CA 92651

(949) 494-2111 or Fax: (949) 494-2125

Services are available in English and Spanish.

Business hours (subject to change):

- Monday-Friday 8:00 am - 5:00 pm (closed 12:00pm - 1:00pm)

Laguna Beach Dental provides oral health care.

(Continued on the next page)

Families Together of Orange County

661 W. 1st St.
Tustin, CA 92780
(714) 665-9890

Services are available in English and Spanish.

Business hours:

- Monday-Friday: 9:00 am – 6:00 pm

Families Together of Orange County provides oral health care.

Laguna Beach Community Clinic (LBCC)

362 Third Street
Laguna Beach, CA 92651
(949) 494-0761

Services are available in English and Spanish

Business hours

- Monday-Friday 8:00 am - 5:00 pm (closed 12:00pm - 1:00pm)

LBCC provides the following services:

- Client Advocacy
- Hepatitis C Testing and Coordination of Treatment
- HIV Outpatient Ambulatory Health Services
- HIV Testing
- Medical Nutrition Therapy (Nutritional Counseling)
- Medical Transportation
- Post-Exposure Prophylaxis (PEP)
- Pre-Exposure Prophylaxis (PrEP)
- PrEP-Assistance Program (PrEP-AP)
- STD Testing and Treatment
- Treatment Adherence Counseling

(Continued on the next page)

Public Law Center (PLC)

601 Civic Center Drive West
Santa Ana, CA 92701
(714) 541-1010
www.publiclawcenter.org

Services are available in English, Spanish, and Vietnamese.

Business hours:

- Monday – Friday: 9:00 am – 5:00 pm

PLC provides HIV-related legal services.

Radiant Health Centers formerly AIDS Services Foundation (ASF)

17982 Sky Park Circle, Suite J
Irvine, CA 92614
(949) 809-5700
Appointment Line: (949) 809-5764
Appointments are encouraged but not required
www.radianthealthcenters.org

Services are available in English and Spanish.

Business hours:

- Monday-Friday: 8:30 am – 5:00 pm

Testing hours:

- Tuesday, Wednesday, Thursday: 12:00 pm – 8:00 pm
- Saturday: 10:00 am – 4:00 pm

Radiant Health Centers provides the following:

- AIDS Drug Assistance Program
- Benefits Counseling
- Case Management Services:
 - Client Support Services
 - Linkage to Care
 - Medical Retention Services
- Client Advocacy
- Emergency Financial Assistance for Housing and Utilities
- Emergency Financial Assistance for Medications
- Food Pantry/Food Bank
- Health Insurance Premium and Cost Sharing Assistance
- Hepatitis C Testing
- HIV Testing
- Home Delivered Meals

(Continued on the next page)

Radiant Health Centers (*Continued*)

- Home Health Care (Specialized Care)
- Home and Community-Based Health Services (Paraprofessional Care)
- Housing Coordination
- Life Skills Workshops
- Medical Nutrition Therapy (Registered Dietitian)
- Medical Services
 - Hepatitis C Treatment
 - HIV Treatment
 - PrEP & PEP Prescriptions
 - Primary Care
 - STD Testing and Treatment
- Medical Transportation
- Mental Health Services
 - Family & Couples Counseling
 - Group Services
 - Individual Mental Health
- Nutritional Supplements
- PrEP-Assistance Program (PrEP-AP)
- Prevention Navigators
- Prevention Services for HIV-positive individuals
- Referral for PrEP Services
- Short Term Assistance for Rent (STAR)
- Short-Term Supportive Housing
- Treatment Adherence Counseling
- Yoga

Shanti Orange County

23461 South Pointe Drive, Suite 100
Laguna Hills, CA 92653

(949) 452-0888

www.shantioc.org

Services are available in English and Spanish.

Business hours:

- Monday – Friday: 9:00 am – 5:00 pm

After hours:

- Available by appointment

Shanti Orange County provides the following services:

- 12-Step for HIV-positive individuals
- AIDS Drug Assistance Program

Shanti Orange County (Continued)

- Benefits Counseling
- Case Management Services:
 - Client Support Services
 - Linkage to Care
 - Medical Retention Services
- Client Advocacy
- Educational Seminars (Circulo Latino)
- Food Pantry/Food Bank Coordination
- Health Insurance Premium and Cost Sharing Assistance
- HIV Support Groups
- Home Delivered Meals Coordination
- Housing Services Coordination
- LGBTQ Youth Programs
- Medical Transportation
- Mental Health Services
- Nutritional Supplements Coordination
- PrEP-Assistance Program (PrEP-AP)
- Referral for PrEP Services
- Treatment Adherence Counseling

The LGBT Center

1605 N. Spurgeon
Santa Ana, CA 92701
(714) 953-5428

Services are available in English and Spanish.

Business hours:

- 10:00 am – 9:00 pm

The Center provides the following services:

- HIV Testing
- STD Testing

Providing Feedback on Services

Your feedback is important to us. Feedback lets providers know if services provided are meeting client needs. It can also help to improve services. There are several ways to provide feedback. Below are a few examples:

- **Suggestion Boxes:** Most provider locations have suggestion drop boxes. Providing comments in the suggestion box can be an easy way to give your feedback about services. You do not have to put your name on your suggestion card.
- **Client Satisfaction Surveys:** Filling out client satisfaction surveys are another good way to share what you think of the services that you are getting. On even years (for example, 2020, 2022), the Orange County Health Care Agency conducts a Client Satisfaction Survey for all Ryan White-funded services. Some providers also conduct surveys on their own at other times throughout the year. Providers review the results of these surveys. Please take the time to fill them out when you get one. Surveys are anonymous (you do not have to put your name on them).

Complaints and Grievances

Providers in the Ryan White system are committed to providing services that are respectful of your rights and needs. Please see a list of your rights and responsibilities starting on page 8 of this handbook. If at any time you feel that a service provider is not honoring your rights as a client, you have the right to file a complaint and/or grievance.

What is a complaint?

A complaint is an informal verbal or written statement submitted by a client or a client's authorized representative that they are not satisfied with the services that they are receiving.

What is a grievance?

A grievance is a formal complaint that has reached the stage where the affected party is looking for structured approach to its resolution.

Our goal is to ensure that all complaints and grievances are resolved quickly and are first addressed with the staff or service provider involved.

(Continued on the next page)

Resolving Problems and Complaints

The following are the steps you should take to resolve problems:

1. Identify and be prepared to discuss what you think is a fair solution to the problem.
2. Try to resolve the problem with the provider by talking to the staff about your complaint. The provider must listen to your complaint and try to find a resolution.
3. Talk to a supervisor at the provider's office about your complaint if you do not feel it was resolved by talking to staff.
4. If your complaint is not addressed by talking to a supervisor, you have the right to file a formal grievance using the provider's grievance policy. Be prepared to write down or talk about the following:
 - Date and time of the event(s)
 - Who the event(s) involves
 - What you think would be a fair resolution

Most issues are successfully resolved between the client and the provider. If you are still unable to resolve your complaint after following the grievance process, you have the right to file a formal grievance appeal with HIV Planning and Coordination.

How to File a Grievance Appeal to HIV Planning and Coordination

HIV Planning and Coordination (HIVPAC) at the Orange County Health Care Agency will review grievance appeals from clients that were not resolved after following the provider's grievance process. You may file a formal appeal with HIVPAC in any of the following ways:

In Person or by Mail:

**HIV Planning and Coordination
1725B W. 17th Street
P.O. Box 6099,
Santa Ana, CA 92706**

or Phone: (714) 834-8426

or Fax: (714) 834-8270

(Continued on the next page)

Response from HIV Planning and Coordination

HIV Planning and Coordination (HIVPAC) will work with you and the service provider named in the grievance appeal to find the best resolution. If necessary, there is a formal appeal process and a Grievance Appeal Review Panel to help in resolving the grievance appeal. You will receive a letter notifying you of the grievance appeal process and outcome.

HIVPAC shall ensure that there is no discrimination or retaliation against a client that has filed a grievance.

HIV Planning Council

The Orange County HIV Planning Council (Council), established in 1987, makes recommendations to the County Health Officer about HIV-related issues.

The Council collaborates with the Health Care Agency to conduct a needs assessment to find out about the service needs of persons living with HIV. Using the needs assessments and other data, the Council prioritizes the HIV service needs of the community and allocates funds to the service categories.

The Council includes individuals with specific expertise such as health care planning, housing for the homeless, incarcerated populations, substance abuse and mental health treatment, or who represent other Ryan White Act and federal Programs. At least 33% of the members are Orange County residents living with HIV and are not employees, board members, or owners of contracted agencies. The Planning Council welcomes applications for appointment by the Board of Supervisors.

For more information regarding the Council or committees, please contact HIV Planning Council Support at (714) 834-8399 or visit us on online at: <http://ochealthinfo.com/HIVCouncil>

In order to make sure that the community and persons living with HIV are involved, the Council welcomes interested individuals to participate in the Council process. All meetings are open to the public.

Planning Council Meeting Information

Date: Second Wednesday of every month
Time: 6:00 – 8:00 p.m.
Location: Orange County Public Health Services
Training Center (Building 1729 E)
1725 West 17th Street
Santa Ana, CA 92706

HIV Client Advocacy Committee (HCAC)

HCAC is a committee of HIV-positive individuals that advises the Council in a number of areas. It seeks to represent the HIV community and make sure that the needs of this population are identified and addressed.

HCAC Responsibilities Include:

- Recruiting HIV-positive individuals for Council membership and leadership positions;
- Training in planning methods and leadership skills;
- Developing advocacy skills of HIV-positive individuals; and
- Advising the Council on the needs of HIV-positive individuals in Orange County.

To become involved with promoting policies and services to improve the wellbeing of persons living with HIV, attend the HCAC meeting.

HCAC Meeting Information

Date: Third Monday of every month

Time: 6:00 – 8:00 p.m.

Location: Orange County Public Health Services
Training Center (Building 1729E)
1725 W. 17th Street
Santa Ana, CA 92706

Other Committees

The HIV Planning Council has several standing committees that help support the activities and functions of the Council. Community members may attend committee meetings and provide public comment.

Executive Committee

The Executive Committee includes chairs of standing committees and other officers of the Council. The Committee's responsibilities are to: 1) supervise affairs of the Planning Council; 2) report activities at monthly Council meetings; 3) establish committees or task forces as needed; 4) conduct the annual Assessment of the Administrative Mechanism (AAM); and 5) advise Council Chair, provide direction to Council staff on the administration of Council activities.

(Continued on the next page)

Housing Committee

The Housing Committee includes members of the HIV community, persons living with HIV, HIV service providers, and City of Anaheim staff. The Committee's responsibilities are to: 1) make recommendations for priorities for housing and related services for persons living with HIV; 2) review reports on housing programs; and 3) discuss coordination of housing related services.

Integrated Plan Committee

The Integrated Plan Committee includes members with an expertise in HIV Prevention, Care, and Support Services as well as individuals from affected communities and persons living with HIV. The Committee's responsibilities are to: 1) update Orange County's Integrated HIV Prevention and Care Plan; 2) develop strategies to improve outcomes along the HIV Care Continuum; and 3) identifies priorities for conducting needs assessments.

Priority Setting, Allocations, and Planning Committee (PSAP)

The PSAP Committee's membership includes members of the HIV community, persons living with HIV, and HIV service providers. The Committee's responsibilities are to: 1) make recommendations regarding the priorities and funding for Ryan White Act-funded services; and 2) to be the year round allocations and reallocations planning body.

Local and National Resources

Benefits/Insurance

Social Security Administration (800) 772-1213

Credit/Financial Counseling

Consumer Credit Counseling Services of Orange County (800) 213-2227
Springboard Consumer Credit Management (800) 431-8456

Disability Services

Regional Center of Orange County (714) 796-5100

Drug and Alcohol Treatment

Recovery Maintenance Services (714) 953-9373

Employment Services

California Department of Rehabilitation (714) 662-6030
Employment Development Department (EDD) (800) 300-5616

Financial Assistance (Cal Works, Food Stamps, Medi-Cal)

Information Line (800) 281-9799

Housing

Fair Housing, CA State (800) 884-1684
Human Relations Commission (714) 480-6570
Housing Authorities
Anaheim Housing Authority (714) 765-4320
Garden Grove Housing Authority (714) 741-5150
Orange County Housing Authority (714) 480-2740
Santa Ana Housing Authority (714) 667-2200

Legal Services

Legal Aid Society of Orange County (800) 834-5001
The Fair Housing Council of Orange County (714) 569-0823
Orange County Public Defender (657) 251-6090

Medical Services

Cure-TB (Referrals for U.S. and Mexico) (800) 789-1751
Medical Safety Network (MSN) (714) 834-6248
UCI Infectious Disease Clinic (714) 456-5134

Mental Health Counseling

OC LINKS (Behavioral Health Services) (855) 625-4657

Nutrition Services

Women, Infants, and Children (WIC) (888) 968-7942

Quit Smoking Services

Tobacco Use Prevention Program (866) 639-5864

Safety Net Services (Shelter / Food / Clothing)

Anaheim Independencia (714) 826-9070
Community Action Partnership (714) 897-6670
Pathways of Hope Food Center (714) 680-3691
Orange County Salvation Army (714) 832-7100
S.O.S (Share Our Selves) (949) 270-2100

(Continued on the next page)

Safety Net Services (Continued)

Someone Cares Soup Kitchen	(949) 548-8861
South Orange County Family Resource Center	(949) 364-0500
Southwest Community Center	(714) 543-8933

Faith Based Services

Christ Chapel of OC	(949) 376-2099
He Intends Victory	(714) 247-4327
HIV Initiative of Saddleback Church	(949) 609-8000
Lutheran Social Services (emergency food service)	(877) 577-7267
Family Assistance Ministries	(949) 492-8477

Shelters

American Family Housing	(714) 897-3221
Friendship Shelter	(949) 494-6928
New Vista Transitional Living	(714) 680-3691
Rescue Mission – Orange County	(800) 663-3074
Salvation Army Hospitality House	(714) 542-9576
YWCA Beyond Shelter (women and girls)	(714) 871-4488

Shower Facilities

Rescue Mission – Orange County	(800) 663-3074
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Transportation (Orange County Transportation Authority)

Bus Passes	(714) 560-5932
Bus Route Information	(714) 636-7433

Veterans Services

U.S. VETS – Long Beach (homeless veterans)	(562) 200-7300
Orange County Veterans Center – Counseling	(714) 776-0161
Veterans Services – VA Benefits	(800) 827-1000

Hotlines

Alcohol & Drug Abuse Services

National Council on Alcoholism and Drug Dependence	
Santa Ana	(714) 835-4252
Lake Forest	(949) 770-1191
Alcoholics Anonymous Hotline	(714) 556-4555
Santa Ana Substance Use Clinic	(714) 480-6660
Cocaine Anonymous Hotline	(949) 650-1011
Narcotics Anonymous Hotline	(714) 590-2388

California AIDS Hotline

English and Spanish	(800) 367-2437
TTY/TDD for hearing impaired	(888) 225-2437

Crisis Hotlines

National Suicide Prevention Hotline (English, 24 hours)	(800) 273-8255
National Suicide Prevention Hotline (Spanish, 24 hours)	(888) 628-9454
National Suicide Prevention Hotline (TTY/TDD)	(800) 799-4889
California Youth Crisis Line	(800) 843-5200

AIDS Info (HIV Treatment Information)

English and Spanish	(800) 448-0440
TTY/TDD for hearing impaired	(888) 480-3739

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National AIDS Hotlines

English and Spanish
TTY/TDD for hearing impaired
Americans with Disabilities Act Information

(800) CDC-INFO
(888) 232-6348
(800) 514-0301

Web Sites

AIDS Research

AIDS Clinical Trials
AIDS Info
HIV InSite

www.aidsinfo.nih.gov/clinical-trials
<http://aidsinfo.nih.gov>
<http://hivinsite.ucsf.edu>

Comprehensive AIDS Information

Centers for Disease Control
& Prevention
The Body
Project Inform

<http://cdcnpin.org/ca>
www.thebody.com
www.projectinform.org

Orange County Resources

HIV Planning and Coordination <http://ochealthinfo.com/phs/about/dcepi/hiv>

Kaiser Family Foundation

www.kff.org

Pediatric AIDS

Elizabeth Glaser Foundation

www.pedaids.org

Acronyms and Abbreviations with Definitions

ADAP [EY-dap] – AIDS Drug Assistance Program. State- and federally-funded program that assists in providing approved HIV pharmaceutical treatments to qualifying clients with HIV.

AETC [EY-tek] – AIDS Education and Training Center. Network of centers responsible for a designated geographic area in which they target multidisciplinary education and training for healthcare providers. **AIDS** [eyds] – Acquired Immune Deficiency Syndrome. AIDS is a medical condition resulting from HIV infection, usually after many years.

ARIES [AIR-eez] – AIDS Regional Information and Evaluation System. California Office of AIDS administered database used in Orange County to collect and report Ryan White client and service information.

ARTAS [ärdəs] – Anti-Retroviral Treatment and Access to Services. Is a strengths-based case management model that link clients with access to services.

A.S.O. – AIDS service organization. Agency that provides services to persons living with HIV.

C.B.O. – Community-based organization

C.D.C. – Centers for Disease Control and Prevention. Agency of the United States Department of Health and Human Services that works to protect public health and safety.

E.F.A. – Emergency Financial Assistance

E.I.S. – Early Intervention Services. Activities designed to identify individuals who are HIV positive and get them into care as quickly as possible.

FPL – Federal Poverty Level. Poverty guidelines from the Department of Health and Human Services used to determine eligibility.

(Continued on the next page)

H.C.A. – Health Care Agency. Agency within the County of Orange responsible for medical, behavioral, public health, and correctional health services in Orange County; acts as grantee of Ryan White funds in Orange County.

HCAC [EYCH-kak] – HIV Client Advocacy Committee. The committee of the Orange County HIV Planning Council that represents perspectives of persons living with HIV.

HIVPAC [HIV-pak] – HIV Planning and Coordination Unit. Unit of Orange County Health Care Agency, Public Health Services, Division of Health Promotion and Community Planning, that coordinates HIV care, treatment, support, and prevention services.

HOPWA [HOP-wah] – Housing Opportunities for Persons with AIDS. Program of the United States Department of Housing and Urban Development that funds housing assistance and support services for low income persons living with HIV.

HRSA [HUR-sah] – Health Resources and Services Administration. Agency of the United States Department of Health and Human Services that is responsible for improving access to health care services for people who are uninsured, isolated or medically vulnerable; administers the Ryan White Act.

I.D.U. – Injection Drug User

M.A.I. – Minority AIDS Initiative. A national initiative implemented in 1998 that provides funding to help address the HIV epidemic and eliminate racial and ethnic disparities among minority populations.

P.L.W.H. – Person Living with HIV.

P.L.W.H/A – Person Living with HIV/AIDS.

P.L.C. – Public Law Center. AIDS service organization with services in Orange County.

PEP – Post-Exposure Prophylaxis. PEP is taking antiretroviral medication (ART) after being potentially exposed to HIV to prevent becoming infected.

PrEP – Pre-Exposure Prophylaxis. PrEP is a medication (such as Truvada®) that when taken daily has been shown to significantly reduce the risk of contracting HIV.

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PrEP-AP - PrEP Assistance Program. PrEP-AP will pay for approved PrEP-related medical out-of-pocket costs for individuals with and without insurance.

PSAP [PEE-sap] – Priority Setting, Allocations, and Planning Committee. The committee of the Orange County HIV Planning Council that recommends priorities and funding allocations to the Council.

Ryan White Act – Legislation originally enacted in 1990 as the Ryan White Comprehensive AIDS Resources Emergency (CARE) Act, reauthorized in 2006 as the Ryan White HIV/AIDS Treatment Modernization Act and most recently reauthorized in 2009 as the Ryan White Treatment Extension Act. Funding from this legislation provides services to PLWH/A in the United States who have no other resources for medical and other HIV-related care.

S.O.A. – State Office of AIDS. Unit of the California Department of Public Health, Center for Infectious Diseases responsible for administering HIV programs.

STAR [star] – Short Term Assistance for Rent

S.T.D. – Sexually Transmitted Disease

New Client Frequently Asked Questions

- 1. I just found out that I am HIV-positive or I just moved to Orange County and have HIV. Where can I find information about services available to me in Orange County?**

You can find out about services that may be available to you on the Orange County HIV Planning and Coordination Unit website at: www.ochealthinfo.com/HIVServices

- 2. What is Ryan White?**

The Ryan White Act is a federal program that is designed to help make sure that persons living with HIV get and stay in medical care. Examples of services include Case Management, Dental Services, Medical Transportation, Food Pantry, and Mental Health Counseling.

- 3. Should I be enrolled in case management?**

Newly diagnosed individuals may benefit from Case Management. Clients only need to be enrolled in case management services if they need regular follow up by a case manager in order to get or stay in medical care.

- 4. Do I have to be enrolled in an agency to access services at that agency?**

No. Ryan White services are open to any client who qualifies for services, regardless of where the client is case managed or gets other services.

Keep in mind that some agencies offer services that are not Ryan White-funded and they may restrict those services to their clients.

- 5. Can I access services at more than one agency?**

It depends. Some services are only offered at one agency. To find out which services are offered at which agencies, contact one of the agencies listed on the HIV Planning and Coordination website: www.ochealthinfo.com/HIVServices. There should be no reason to get the same service at different agencies.

(Continued on the next page)

6. How do I know if I qualify for a service?

There are different eligibility requirements for Ryan White services and these requirements can sometimes change. If you do not have a case manager, the best way to find out about eligibility requirements for a service is to contact one of the case management agencies listed on the HIV Planning and Coordination website:
www.ochealthinfo.com/HIVServices.

7. I have an eligibility appointment, what should I expect?

An eligibility worker will review documents that are needed to determine eligibility for the Ryan White program and other programs that you may qualify for, such as the AIDS Drug Assistance Program (ADAP), Medi-Cal (CalOptima), or private insurance. A sample of eligibility documents needed include: proof of HIV status, proof of Orange County residency, proof of disability (only required for certain services), and income documents. You may be asked to submit additional documents to determine if you qualify for services.

8. Why do I have to give so much information about myself to get services?

Ryan White services are funded by the federal government, which requires specific information about clients and the services that they receive. This information helps to ensure that funds are being used to help people living with HIV. This information also helps make sure that funding continues to be available to help clients that have no other source to pay for their care.

9. What is ARIES?

ARIES is the Ryan White client database. ARIES is used to capture data required by the federal government for Ryan White services. Data is also used to identify trends in service needs.

10. Is my information private?

Please be assured that all staff who work with Ryan White are required to follow strict guidelines to make sure that information about you stays confidential. If you have any questions about how your information is handled by an agency, you may ask to see their "Notice of Privacy Practices."

(Continued on the next page)

**11. I am not happy with the services that I am receiving.
What can I do?**

Providers in the Ryan White Act system are dedicated to providing services that are respectful of your rights and needs. A list of your rights and responsibilities is available in the Client Handbook on page 8. If at any time you feel that a service provider has failed to honor your rights, please try to resolve the problem with the provider by talking to the staff or supervisor about your complaint. The provider must listen to your complaint and try to find a resolution. If your complaint is not addressed, you have the right to file a formal grievance using the provider's grievance policy. Be prepared to write down or talk about the date and time of the event(s), who the event(s) involves, and what you think would be a fair resolution.

County of Orange
Health Care Agency

HIV Planning and Coordination
1725-B W. 17th Street
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Telephone: (714) 834-8399
Fax: (714) 834-8270

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