

## All Provider Meeting Highlight May 18, 2023

### **Health Care Agency (HCA) Staff Present:**

Matilde Gonzalez-Flores, HIV Planning and Coordination (HIVPAC) Program Manager  
Mindy He, HIVPAC Grants Manager  
James Williams, HIVPAC Research Analyst  
Kristin Alix, Quality Improvement Specialist  
Diane Pinto, HIVPAC Staff Specialist  
Ivonne Huitron, HIVPAC Staff Specialist  
Abby Kaur, HIVPAC Staff Specialist  
Annmarie Calderon, HIVPAC Intern  
Lilia Santana, HIVPAC Office Assistant  
Karen Leland, Procurement and Contract Services Contract Administrator

### **Providers Present:**

Cody Ramillano, APAIT	Mark Gonzales, Radiant Health Centers (RHC)
Adrianna Nieto-Sayegh, Laguna Beach Community Clinic	Lisa Osborn, RHC
Dr. Christopher Ried, 17 <sup>th</sup> Street Testing, Treatment, and Care (TTC)	Wendy Lords, RHC
Natalie Silva, 17 <sup>th</sup> Street TTC	Alexandra Concepcion, RHC
Colleen Brody, 17 <sup>th</sup> Street TTC	Edgar Alcantar, RHC
Sofia Batshoun, 17 <sup>th</sup> Street TTC	Kristen Kowalczyk, Shanti OC
Norma Macias, 17 <sup>th</sup> Street TTC	Zayra Garcia, Shanti OC
Yohani Ramos, 17 <sup>th</sup> Street TTC	
Jazmina Castilla, Public Law Center	
Manohar "Mark" Sukumar, Public Law Center	

### **Welcome and Introductions:**

Matilde Gonzalez-Flores welcomed all in attendance.

### **Contract Services Updates:**

Karen Leland provided the following updates:

#### **Contract Renewals**

- Contract renewals completed for the following: HIV/STD Testing Services, HIV Care Services, Legal Services, and Healthcare Services
- Contract renewals in progress are as follows: Physician Services, STD Testing, and Case Management Services

#### **New Contracts**

- New contracts include Sole Source contract with Equity and Impact Solutions, Inc. for HIV Needs Assessment Services and Master Agreement for various services solicited through the HIV/STD Testing, Care, and Referral Services Request for Proposals. The Master Agreement will be reviewed for approval by the Board of Supervisors on June 6, 2023.

### **Reminder – Due Date for Year End invoices**

- Invoices are due by 5p.m. on Monday, June 5, 2023. Invoices received after this date will not be processed until mid-July due to end of County fiscal year processes.

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### **Administrative Site Visit Update**

- Administrative site visits (conducted by the Contract Administrator) are in the process of being scheduled and will be virtual. The administrative site visits are anticipated to be completed by June 30, 2023.

### **Invoicing and Reporting Updates:**

Mindy He provided the following updates:

#### **Timely Submission of Invoices**

- Providers should submit invoices timely to reduce delays in processing and approval of invoices. HCA makes every effort to review and process Expenditure Revenue Reports (ERRs) as quickly as possible. However, for ERRs that are more complex, it may take more time to review. A common cause for delays is due to discrepancies in the data review process and reconciliation of units of service. It is recommended that providers double check the units of service data before submission to reduce delays in invoice approvals. For most ERRs, the instructions on how data is verified is included in the Units of Service tab.

#### **Reallocation Requests**

- Providers should review expenditures and projections frequently to identify any needed reallocations and notify HCA as soon as possible by sending an email to Mindy He at [mhe@ochca.com](mailto:mhe@ochca.com). The reallocation process and timeline may differ depending on the specific request, the type of contract, and the funding sources involved.

#### **Invoicing and Reallocation Provider Training**

- A provider training is in development regarding the invoicing and reallocation process, further communication will be sent for this training.

### **Site Visit Updates:**

Diane Pinto provided the following updates:

#### **Site Visit Updates**

- FY22-23 Housing Site Visits will be conducted starting at the end of May through the beginning of June 2023 for the following period of review: July 2022 – December 2022.
- FY23 Testing Site Visits will be scheduled in July 2023 to be conducted in August 2023 for the following period of review: January 2023 – June 2023.
- Changes to the FY23-24 Housing Site Visit Tools detailed in the Housing Site Visit Tools Overview of Changes Cheat Sheet were reviewed. Related documents are available at the following links:
  - Housing Site Visit Tools Overview of Changes Cheat Sheet: [https://www.ochealthinfo.com/sites/healthcare/files/2023-05/FINAL%20FY23-24 Housing Site Visit Tool %20Changes Cheat Sheet %202023-05-17.pdf](https://www.ochealthinfo.com/sites/healthcare/files/2023-05/FINAL%20FY23-24%20Housing%20Site%20Visit%20Tools%20Changes%20Cheat%20Sheet%202023-05-17.pdf)
  - Housing Site Visit Tools: <https://www.ochealthinfo.com/sites/healthcare/files/2023-05/FINAL%20FY23%20Housing%20Site%20Visit%20Tools%202023-05-17.pdf>

The following areas of inquiry that were relevant to all service providers were highlighted:

#### **Administrative Tool**

Implementation and Evaluation

- In accordance with Housing Opportunities for Persons with AIDS (HOPWA) requirements, effective December 27, 2022, HOPWA Assisted Housing Service Providers are required to

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ensure that each dwelling unit assisted under the HOPWA program contain installed carbon monoxide (CO) alarms or detectors. The following area of inquiry was added as a finding; Procedure to ensure each dwelling unit assisted under the HOPWA program contain installed carbon monoxide (CO) alarms or detectors that meets or exceeds standards to include reasonable procedure by provider to ensure the tenant or owner understands and applies the applicable criteria when making the self-certification, including policy on how provider will maintain documentation of self-certification in client files.

### All Service Tools

#### Required Housing Documentation

- Self-certification that carbon monoxide (CO) detectors or alarms are installed, as required and on file in client chart has been added as a finding.
- Language regarding Verbal Consent Date was removed from all service tools, a wet signature is needed.

### Testing Updates

Diane Pinto provided the following updates:

#### **Basic HIV/HCV Test Counselor Skills Training (BCST) Update:**

- Providers were informed that new BCST dates have not been released and are full through June 2023. If providers have staff in need of training a request can be submitted via email to Diane Pinto at [Dpinto@ochca.com](mailto:Dpinto@ochca.com).

#### **Local Evaluation Online (LEO) Update:**

- LEO System announcement regarding the LEO system being down. State Office of AIDS (SOA) programmers were aware and working to resolve the issue. *Issue was resolved and providers informed on May 18, 2023.*

#### **STI Self-Collected Swab Screening and LEO Training**

- All staff who provide STI self-collected testing services must complete County STI Screening Training. Providers can contact Diane Pinto at [Dpinto@ochca.com](mailto:Dpinto@ochca.com) to request training.
- Prerecorded LEO Training is available, contact Diane Pinto at [Dpinto@ochca.com](mailto:Dpinto@ochca.com) for more information or to request training.

### ARIES

James Williams provided the following updates:

#### **Update on HIV Care Connect (HCC) to Replace ARIES in 2023**

- Providers can direct question regarding HCC to the SOA at the following email address: [CEMS@cdph.ca.gov](mailto:CEMS@cdph.ca.gov). The SOA will host an "HCC Roadshow" on May 23, 2023, and provide an overview of the new system, a preview of how it works, and an opportunity to ask questions. *The log-in information for the "HCC Roadshow" was shared with providers following the All Provider Meeting on May 18, 2023.*

#### **Ryan White HIV/AIDS Program Services Report (RSR) Reminders - Findings and Recommendations**

- To facilitate the completion of the RSR and address data issues throughout the year, providers must run quarterly ARIES fix-it reports. ARIES fix-it reports are intended to identify missing data or data errors throughout the year when providers may still be in contact with clients and are able to make the corrections. The fix-it reports are built into ARIES and are available to staff with report access.
- Providers were reminded that next ARIES Fix-It Report is due Monday, June 19, 2023.

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- Providers were reminded that there multiple resources available on the HIVPAC Provider webpage related to data management, including ARIES Data Entry Guides. The HIVPAC Provider webpage is available at the following link:  
[https://www.ochealthinfo.com/protected-page?destination=/about-hca/public-health-services/services/diseases-conditions/disease-information/hiv-planning/services/resources/dm&protected\\_page=1](https://www.ochealthinfo.com/protected-page?destination=/about-hca/public-health-services/services/diseases-conditions/disease-information/hiv-planning/services/resources/dm&protected_page=1)
- The HIVPAC Provider webpage will be updated to reflect the new data system (HCC) that will replace ARIES.

### Quality Improvement

Kristin Alix provided the following update:

#### **2022 Client Satisfaction Survey**

- Kristin Alix provided an overview of the 2022 Client Satisfaction Survey results. The Client Satisfaction Survey was implemented from November 2022 to January 2023. The survey assessed client's satisfaction with Ryan White funded services in Orange County. A total of 451 surveys were distributed and 89 surveys were completed, for a response rate of 20%.

Key findings include:

- The 2022 average rating for all Ryan White services was 3.8, which is the same as the average rating for 2020.
- **Home Delivered Meals:** 90% indicated that they received meals that were nutritious, which is an 11% increase from 79% in 2020. Additionally, 91% indicated that they received meals that were of good quality, which is a higher percentage than 83% in 2020 (8% increase).
- **Medical Transportation:** 100% indicated that their van ride helped them get to their appointment on time in 2022, which is a 17% increase from 83% in 2020. Additionally, 100% indicated that their ride share (Lyft) helped them get to their appointment on time in 2022, which is a higher percentage than the 81% in 2020 (19% increase).
- **Housing Services:** 86% indicated that housing services helped them get stable housing, so they were able to stay in medical care in 2022, which is a much higher percentage than the 64% in 2020 (22% increase).
- **Housing Coordination:** 57% indicated that housing coordination services helped them understand their housing options in 2022, which is a much lower percentage than the 84% in 2020 (27% decrease). Upon review of the data, there were half as many respondents (8) in 2022 compared to 2020 (19) for housing coordination which may have contributed to the drop in percentage.
- The 2022 average rating for the question "How often did \_\_\_\_ show respect for what you had to say?" for all services was 3.9, which was a 0.1 increase than the average rating of 3.8 for 2020.
- The Client Satisfaction Survey Summary Report Highlights is available at:  
<https://www.ochealthinfo.com/sites/healthcare/files/2023-05/2022%20CSS%20Results%20Highlights%20FINAL%202023-05-03.pdf>
- The full report is available upon request. Provider specific reports will be shared with providers as soon as they become available.
- For additional questions, contact Kristin Alix ([KALix@ochca.com](mailto:KALix@ochca.com)).

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### Quality Management (QM) Outcome Measures FY 2022-2023

- The FY 22-23 outcomes were reviewed. The QM Committee will discuss the FY23-24 outcome measure goals at the June meeting which will be shared with providers at the next All Provider Meeting.
- In FY22 out of the 26 outcomes that were not new this year 15 (58%) met the outcome goal, 10 (38%) did not meet the goal, and 1 (4%) exceeded the outcome goal. In comparison, in FY21, 21 (84%) met the outcome goal and 4 (16%) did meet the outcome goal.
- For FY22, the following reasons may have contributed to more outcomes that did not meet the goal: 1) across all agencies, there were multiple staff vacancies for those measures that did not meet the goal and 2) for service categories that did not meet the goal, clients had more co-morbidities which made it difficult to achieve viral suppression.
- Medical Case Management (Medical Retention Services (MRS)) – Outcome goal was not met for HIV Viral Load Suppression. Based on provider feedback, MRS clients experience multiple barriers to care such as economic and circumstantial barriers (e.g., housing, transportation, no-show) and agency barriers (staff vacancies) that may have impacted clients reaching viral suppression.
- Jail Case Management – Outcome goal was not met for HIV Viral Load Suppression and Linkage to HIV Medical Care After Release performance measures. Jail Case Manager position has been vacant since August 2022. However, clients still receive a packet with information and resources for care after release.
- Medical Nutrition Therapy – Outcome goal was not met for HIV Viral Load Suppression. There was a decrease in client utilization in FY22. Based on provider feedback, clients receiving service had more co-morbidities and experienced multiple barriers to care such as economic and circumstantial barriers (e.g., housing, transportation) that impact reaching viral suppression.
- Outreach did not meet outcome goals which may have been attributed to the fact that the outreach position has remained vacant since June 2022 and there is currently no designated staff member to assist with outreach efforts.

### 2023 Client Needs Survey

- The 2023 Client Needs Survey was reviewed at the QM committee and several revisions were proposed. The 2023 Client Needs Survey will be distributed in Fall.

### HIVPAC Updates

Matilde Gonzalez-Flores provided the following updates:

#### All Provider Meetings

- All Provider Meetings will resume meeting in-person starting in August and will be held at the HCA Public Health Learning Center in Santa Ana.

#### 2022 HIV Fact Sheet

- The 2022 HIV Fact Sheet is now available and will be posted to the HIVPAC website.

Diane Pinto Provided the following updates:

#### 2023 Important Dates

- Housing Providers were reminded of upcoming due dates:
  - Biannual Narrative due Monday, July 17, 2023
  - Biannual Sanction Screening due Monday, July 24, 2023

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- CAPER Report due Monday, July 17, 2023
- Testing Providers were reminded of the upcoming due dates:
  - Biannual Narrative due Friday, July 28, 2023
  - Biannual Sanction Screening due Friday, July 28, 2023
- Care and Housing Providers were reminded of upcoming due dates:
  - ARIES Fix-it Reports: due Monday, June 19, 2023

The Important Dates document can be accessed at the following link:

<https://www.ochealthinfo.com/sites/healthcare/files/2023-05/All%20Provider%20-%20Important%20Dates%202023-05-18.pdf>

### Ending the HIV Epidemic (EHE) Update – Transgender and Non-Gender Conforming (TGNC) Health Summit

Abby Kaur provided the following update:

- HCA in collaboration with Alianza Translatinx will be hosting the TGNC Health Summit. The summit will be on Friday, July 28, 2023, at the Delhi Center in Santa Ana, CA. There will be 2 tracks: Community Track and Healthcare Provider Track. The summit will include educational keynote speeches, interactive workshops, and panel discussions for TGNC populations and healthcare providers with a focus on:
  - Increasing awareness of health care needs of TGNC populations
  - Providing information about community resources available
  - Improving knowledge and awareness of HIV care and prevention services in Orange County
  - Increasing capacity to deliver gender affirming care

Save the date flyers are forth coming.

### Provider Updates

#### **17th Street Testing, Treatment, and Care (TTC)**

Natalie Silva provided the following update:

- MPox vaccines will be available at OC Pride which is scheduled for June 24, 2023. Staff from the California Department of Public Health (CDPH) will provide support with MPox vaccinations. Appointments or walk-ups are available for vaccinations.
- Recruitment ongoing for a Mental Health Specialist/Outreach Worker.
- The Jail Case Management position is changing from “Mental Health Specialist” to “Social Worker” (higher class) to increase interest in the position. The process for the change in position class will take time and thus it will take a few months before recruitment for the position begins.

Sofie Batshoun provided the following updates:

- Due the ending of the COVID-19 emergency period, Medi-Cal patients are up for redetermination over the next 14 months, meaning that the state will be reviewing all patients and ensuring that they still meet criteria for the program. The following patient information should be updated: name, address, income, phone number, household size, and email address. Notification should arrive to patients requesting updated information via email or mail. If patients do not provide the requested information, they may lose Medi-Cal coverage.

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- There are various resources from CalOptima for providers and clients regarding the Medi-Cal redetermination process available at the following link: [Medi-Cal Renewal Toolkit \(caloptima.org\)](https://www.caloptima.org/medi-cal-renewal-toolkit)

Dr. Ried provided the following updates:

- A study presented at the World AIDS conference provided evidence that 200mg Doxycycline (STD PEP/DoxyPEP) taken within 1-3 days after having condom-less sex significantly decreased acquiring syphilis, chlamydia, and gonorrhea. On April 28, 2023, CDPH released guidance for medical providers to discuss and recommend DoxyPEP for MSM and transgender women who have had a bacterial STD in the last 12 months (any patient who is at risk for developing bacterial STIs). Not recommended for pregnant patients. Currently non known to be effective for cisgender women.
- MPox numbers have risen during summer/pride seasons in previous years. Providers should encourage patients to get their second dose of the MPox vaccine, which significantly increases protection compared to a single dose of the vaccine. Two doses is 69% effective in protecting patients from acquiring MPox.
- *Following the All Provider Meeting, the link to a CDC study with updated MPox vaccine effectiveness information was shared with providers. The link to the CDC study is as follows: [Estimated Effectiveness of JYNNEOS Vaccine in Preventing Mpox: A Multijurisdictional Case-Control Study — United States, August 19, 2022–March 31, 2023 | MMWR \(cdc.gov\)](https://www.cdc.gov/mmwr/preview/mmwrhtml/6707a1.htm).*
- *The adjusted vaccine effectiveness was 75% for 1 dose and 86% for 2 doses of JYNNEOS vaccine, indicating substantial protection against MPox, irrespective of route of administration or immunocompromise status.*

### APAIT

Cody Ramillano provided the following update:

- The Manila Celebrates Mental Health Event is scheduled for Sunday, May 21, 2023, at Strut Bar and Club in Cost Mesa. Individuals interested in participating can register online. Additional information is available on Instagram and Facebook.

### Laguna Beach Community Clinic (LBCC)

Adriana Nieto-Sayegh provided the following update:

- LBCC is in the process of hiring a full-time nutritionist. The new hire is expected to be onboarded by July 1, 2023.

### PLC

Jazmina Castillo provided the following update:

- No updates provided.

### Shanti

Kristen Kowalczyk provided the following updates:

- Kristen Kowalczyk has assumed the role and responsibilities previously held by Lauren Dahl related to the Ryan White Program.
- Daniel Ramirez is the new Case Management Assistant who will be working on eligibility and ADAP.

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### **Radiant Health Centers (RHC)**

Wendy Lords provided the following updates:

- Edgar Alcantar is the new Case Management Assistant
- Amanda Peraza will be leaving her position as Social Services Case Manager Supervisor at end of May. The position will be redefined for future recruitment. While the position is vacant, any related inquiries can be directed to Wendy Lords.
- Rob Natsuhara, Benefits Counselor will be retiring
- RHC is recruiting for various positions, including two (2) Social Workers, CSS Case Manager, Service Coordinator for Client Advocacy Clients, and Benefits Counselor
- Mark Gonzales has joined at interim Chief Operating Officer

### **The LGBT Center**

No representative in attendance

Cultural Humility in HIV Care Provider Training (Part 3) was held after the meeting.

The next Provider Meeting is scheduled for Thursday, August 17, 2023 and will be held in-person at the HCA Public Health Learning Center in Santa Ana.

*Items in italics added after the meeting.*