

City of Paterson: Improving HIV Health Outcomes through the Coordination of Supportive Employment and Housing Services – Demonstration Sites

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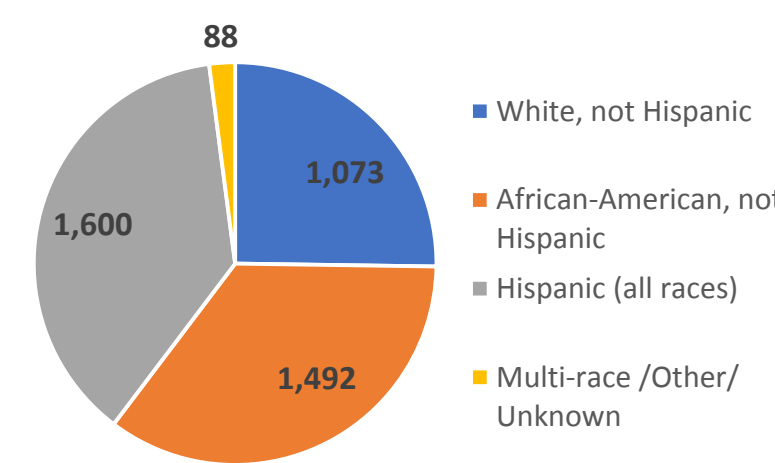
Introduction

Geographic Landscape

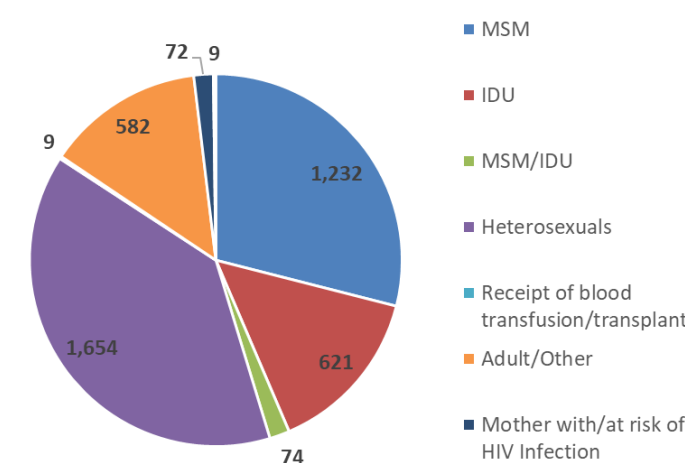
Brief description of local HIV epidemic

In 2017, there were approximately 4,348 persons living with HIV/AIDS (PLWH), in Bergen and Passaic Counties, New Jersey. The general population is comprised of only 11% African American/Black and 19% Hispanic/Latino and together account for more than 74% of HIV/AIDS incidence.

HIV Prevalence by Race/Ethnicity



HIV Prevalence by Risk



88%

Viral suppression

7.5%

homeless or unstably housed

4.7%⁽¹⁾

unemployed or underemployed

The Challenge

- Meeting baseline enrollment targets due to a late start with SPNS grant award acceptance, IRB delays, and SPNS team and partner development.
- Learning how to gain access to incarcerated populations. Building relationships and leverage with local departments of correction and probation officers.
- Developing new pathways for identifying SPNS eligible clients residing in the Bergen and Passaic County area.
- Provider capability to track and measure Housing and Employment Outcomes through improved data collection and analysis

Key Partnerships

- Straight & Narrow
- Bergen-Passaic Housing Authority
- Homeless Shelter network
- Bergen Housing Authority
- City of Passaic
- Other Ryan White, medical and housing providers
- Department of Education (DOE)
- Division of Vocational Rehabilitation Services (DVRS)
- One Stop Career Center
- Passaic County Jail
- Department of Parole
- Department of Probation
- Bergen-Passaic library
- County colleges
- NJ Reentry Program

Focus population

This SPNS Project serves clients at or below 400% of federal poverty level who have unmet housing and/or employment needs, with a special focus on members of racial and ethnic minority communities living with HIV/AIDS.

Priority target population-

- Hispanic and African American PLWH
- PLWH with Incarceration History

Total of 4 MOUs established.

The Program Model

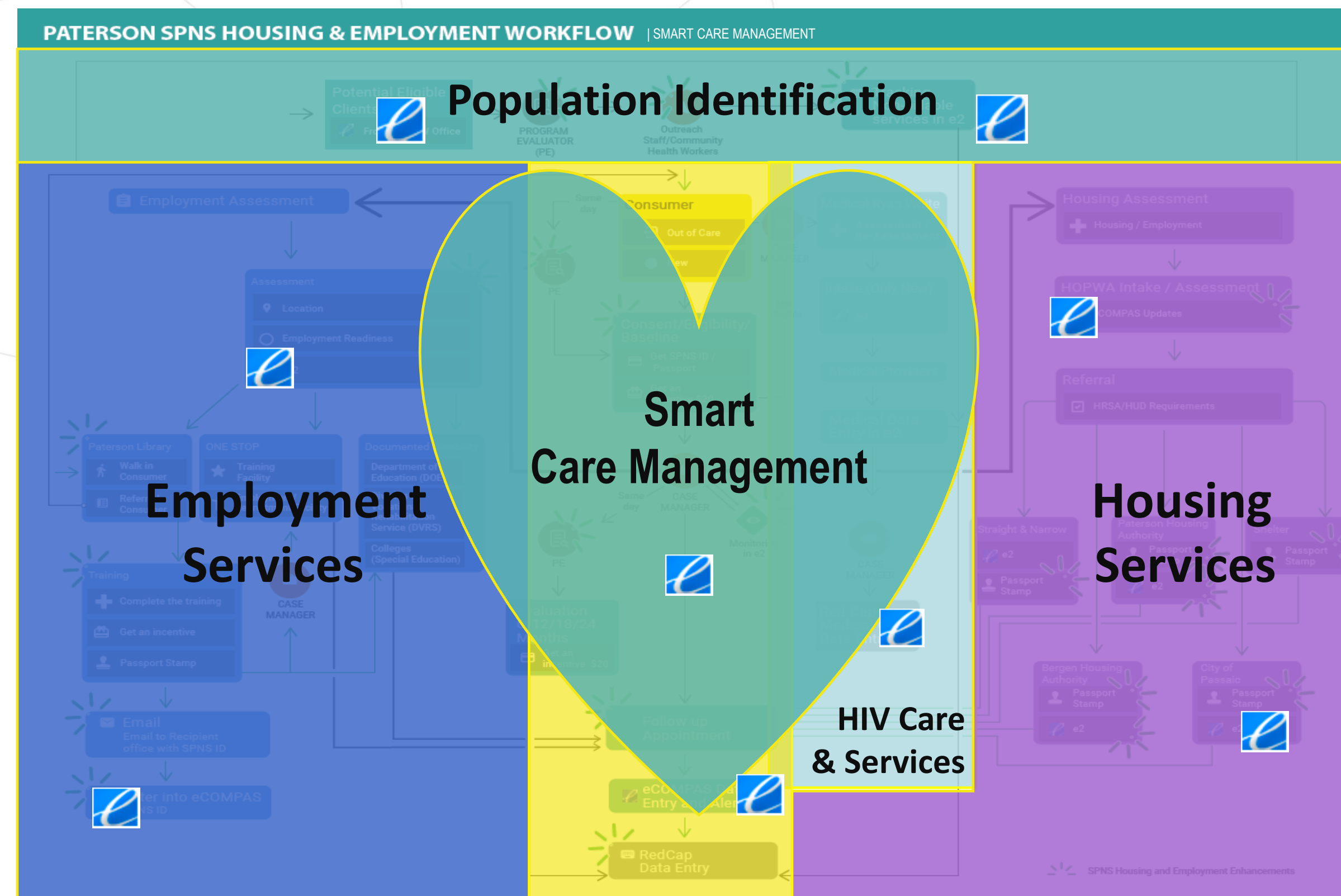


Fig 1. Smart Care Management- TGA's Intervention Model

Lessons Learned

Teamwork, can do approach. The RWHAP developed a list from eCOMPAS⁽²⁾ of potentially eligible clients who were out of care or not virally suppressed. This list was distributed to subrecipient's for engagements of potential clients. This process generated few referrals.

Partnership: Being flexible and creative, transforming barriers into win-win arrangements. SPNS and City of Paterson's Ryan White and HOPWA program was introduced to non-RWHAP organizations. Through technical assistance new methodologies were developed for accessing and infiltrating local jail and probation sites for potential referrals.

The Power and Challenge of coordination, monitoring and tracking. A coordinated approach using technology, resources and expanded networking created an opportunity to better define the SPNS intervention and coordinate program workflow.

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(1) Bergen-Passaic general population unemployment rate. Data specific to PLWH is not available

(2) Electronic Comprehensive Outcomes Measurement Program for Accountability and Success

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Key Innovation

- The **Smart Care Management** Intervention model was developed; a city-wide coordinated **data-driven Process Improvement** approach leverages existing health, housing and employment services to improve HIV population health outcomes. Smart Care Management uses IT solutions for quality management and more.
- Multi-lingual public awareness campaign launched across the TGA.
- A low health-literacy **e2MyHealth** Patient Portal was expanded to SPNS ETAP clients and RW/HOPWA clients in the TGA.
- A real-time **MyCareContinuum Dashboard** was launched in eCOMPAS⁽²⁾ for SPNS and expanded to all RW/HOPWA providers in the TGA to assist monitoring activities.
- eCOMPAS⁽²⁾ **National Resource guide** was expanded to include employment training and services resources now accessible to the entire TGA network (RW and HOPWA).

Preliminary Outcomes

Individual level

- 11 clients successfully housed and 1 client employed
- Increase client engagement and retention in housing and employment program
- Staff time savings, freeing up valuable time to spend on providing HIV care Service
- Empowering clients with their health information through the e2MyHealth Patient Portal

System level

- Streamlined, coordinated system facilitates improved data collection and reporting.
- Quality management process improvements, including identification of service reporting gaps, facilitates more accurate assessments and improved service plans.
- Automate Client Satisfaction data collection.
- Improved coordination of case management activities among case managers, community health workers, housing and employment specialists.
- Collaborations between the RW service network and community based organizations leverage resources and improves information sharing. Improved information sharing leads to improved outcome documentation.