



VIRTUAL  
**2020 NATIONAL  
RYAN WHITE  
CONFERENCE ON  
HIV CARE & TREATMENT**

# Reaching Beyond Technical Aspects

## The Importance of Consumer Input and Cross-Sectoral Teams During Data Integration

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# Presenters



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# Objectives



- Recognize key players in your jurisdiction where buy-in is essential  
Describe 2 – 3 mechanisms to address consumer hesitancy in regard to data sharing.
- Distinguish value-adding outcomes of implementing a diverse, multi-disciplinary team to engage throughout the entire data integration process.
- Explore how to structure a successful work group to ensure data integration concretely enhances engagement/reengagement, service delivery, and public health approaches to ending the HIV epidemic.

# Data Integration Project



“Addressing HIV Care and Housing Coordination through Data Integration to Improve Health Outcomes along the HIV Care Continuum”

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## Goals

1. To integrate client data locally across Ryan White and HOPWA programs for use by providers
2. To use integrated client data so that Ryan White and HOPWA providers can better coordinate client services
3. To improve client service coordination so that client outcomes can also be improved

# Data Integration Project



“Addressing HIV Care and Housing Coordination through Data Integration to Improve Health Outcomes along the HIV Care Continuum”

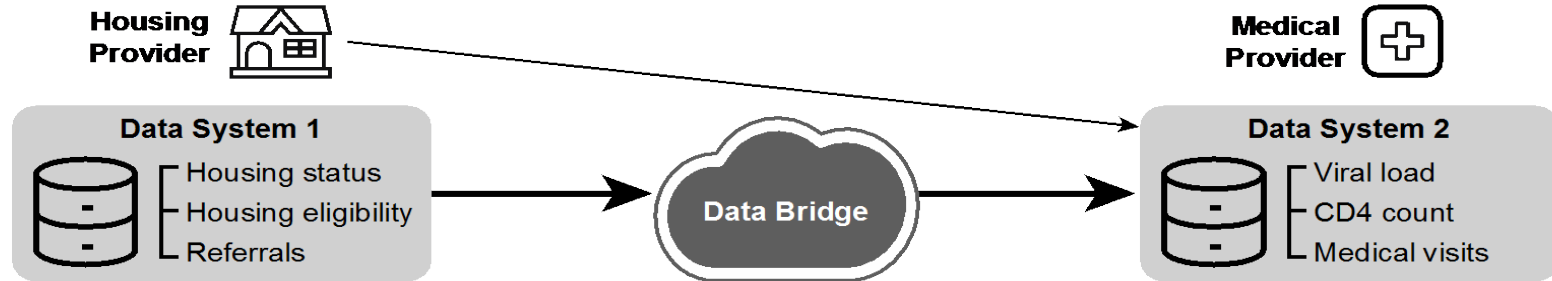
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## **Sites:**

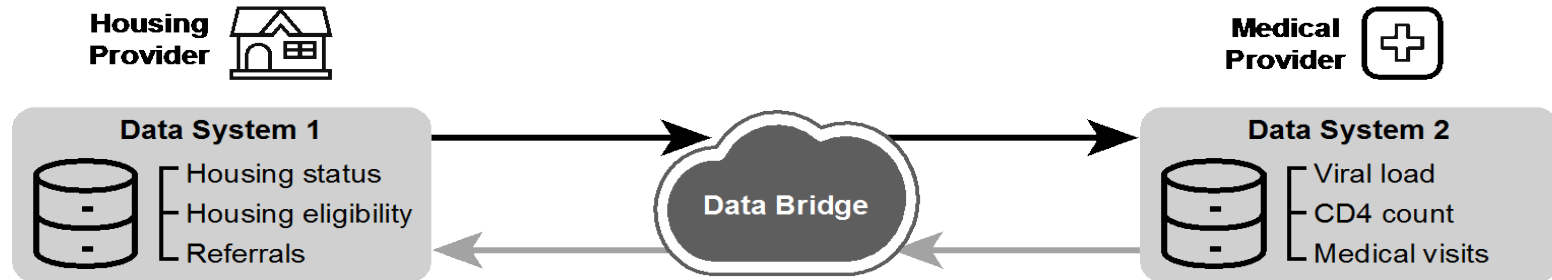
- **Department of Health & Human Services & Office of Central Grants Management, Hartford, Connecticut;**
- **Cascade AIDS Project & Multnomah Department of Health, Multnomah County, Oregon; Department of Health, City of Kansas City, Missouri,**
- **Department of Community Services, Palm Beach County, Florida, & the City of West Palm Beach**

# Types of Data Integration

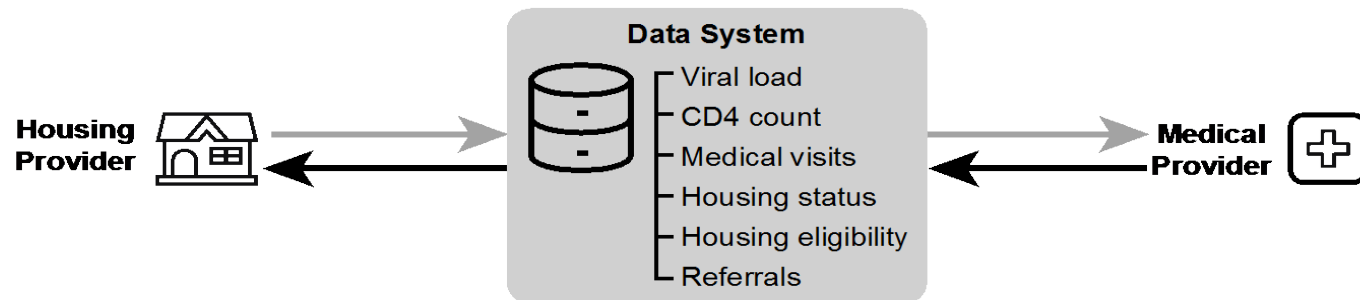
**Model 1:  
One-way  
data  
transmission**



**Model 2:  
Bidirectional  
transmission**



**Model 3:  
Integration  
into single  
data system**



# HOPWA & Ryan White



Brining together resources, teams, funding sources and data systems is essential.

## Hartford, CT

- Separate administrative mechanisms
- Different program requirements
- **Focus = Establishing integration**

## KCMO

- Already fairly integrated
- KCHD Part A & HOPWA Grantee
- **Focus = Expanding and strengthening integration**

How do you balance provider misunderstandings or disparate programs?

# Hartford CT

Site Spotlight



# Site Overview- City of Hartford



The City of Hartford Department of Health and Human Services is the Ryan White Part A Recipient. The Department of Central Grants Management office is the Grantee for the Hartford HOPWA Program.

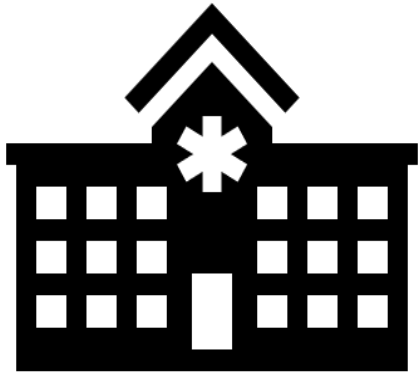
## Key objectives for Integration

- Foster Consumer Buy-in
- Create a seamless continuum of HIV Care and Housing Coordination service delivery system
- Enact new policies and processes to support data exchange and analysis
- Develop and implement a cross training curriculum for HIV Care and Housing providers
- Analyze comprehensive data to assess changes in health outcomes
- Document and disseminate challenges, lessons learned, best practices, and innovative models.
- Improve health outcomes for persons living with HIV/AIDS and those prone to homelessness

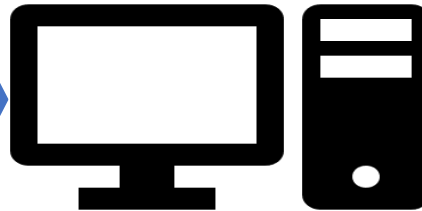
# Data System Integration

## Bi-Directional Interface

**RYAN WHITE  
CAREWare  
Medical Care Providers**



Financial Information  
Labs  
Medications  
Eligibility documents  
Referrals  
Service records  
Releases & Consents



**HOPWA  
CASEWORTHY  
Housing Providers**



Housing  
Employment Status  
Financial Information  
Service Records  
Eligibility documents  
Service records  
Referrals  
Releases & Consents

# Ryan White vs HOPWA



Responsible Department	Data System Platform	Visibility	Flags	Service Coordination	Data System Usage
<p>City of Hartford Department of Health and Human Services Ryan White Part A Recipient; Oversight of all aspects of program including budgets, contracts, Quality Management, Data Management <b>5 Team Members</b></p>	<p><b>CAREWare</b>  Web-based platform  Managed and maintained by the City of Hartford; System features are all inclusive</p>	<p>Housing Status Service Records Financial Assessment Referrals CM Contact Veteran Status Employment Information User messages</p>	<p>Alerts when there are new referrals, share requests and user messages</p>	<p>Users can send share requests and inbox messages between system for joint clients;</p>	<p>Required System for all Ryan White Funded System;  Used daily;  Used for data entry, quality management and site visit</p>
<p>City of Hartford Department of Grants Management and Budget administers HOPWA; Has oversight of program including budgets, contracts; Outsources quality management functions <b>2 Team Members</b></p>	<p><b>CaseWorthy</b> Web- based platform, managed and maintained by consultants of the HOPWA program; System features are no all inclusive</p>	<p>CD4 &amp; Viral Load labs Hepatitis C &amp; TB Screening Medications Service Records Referrals User Messages</p>	<p>Alerts when there are new referrals, user messages and share requests</p>	<p>Users can send referrals, share requests and inbox messages between system for joint and (new) clients;  <b>*HOPWA program cannot accept housing referrals through system because there is a separate policy and procedure</b></p>	<p>System is Not Required for HOPWA program;  System usage varies  Used for data entry only</p>

# Key Players at the table

- Consumer town halls and roundtable discussions about integration plans were the first step in the process
- Established a steering committee of HIV Care providers, Housing providers and consumers to develop system integration operational plan
  - Joint Consent forms
  - Joint Releases
  - Data security policy changes
- Ryan White Part A and HOPWA Quality Management Teams made advisory recommendations on integral health and housing outcome indicators.
  - Site visit tools were amended to include updated monitoring standards
- Presentations about integration project process were made to Ryan White Part A Planning Council and Hartford HOPWA Provider meeting
- Hartford Housing staff now a member of the (Statewide)CT HIV Planning Consortium for HIV Care and Prevention



# Successes of the Hartford Integration Project

- HOPWA and Ryan White have improved communication
- Client information is more accurate across both platforms; still room for improvement
- Care and Housing coordination has seen improvements
- Both programs have improved strategies for identifying clients who are at risk for falling out of care or at risk for homelessness
- Quality Management standards are in sync for HIV Care and Housing
- Created a replicable program for other jurisdictions
- Monthly joint Case Management Meetings
- HOPWA Housing staff now sit on the statewide planning body for HIV Care and Prevention



# Kansas City, MO

Site Spotlight

# Site Overview - KCHD



KCHD is the RW Part A Recipient and HOPWA Grantee  
Quality & Housing Manager provides dual oversight and opportunity for integration

## Key Components to engage with your team:

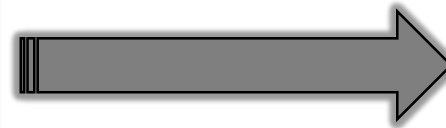
1. Building Consensus
2. Deciding on what data to integrate
3. Deciding frequency of integration
4. Figuring out the integration process
5. Synching historical data
6. Training! Training! Training!
7. Meaningful Use



**Expanding  
Existing  
Integration**

# Unidirectional Model

**HOPWA Data  
from  
HMIS  
(MAACLink/  
CaseWorthy)**



*One Directional  
CSV format*

**Combine with  
Existing Health Data  
in SCOUT  
(mixed sources)**



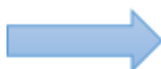
**BRDI: MO Surveillance Data (CD4/VL)**  
Quarterly upload to SCOUT Labs Module



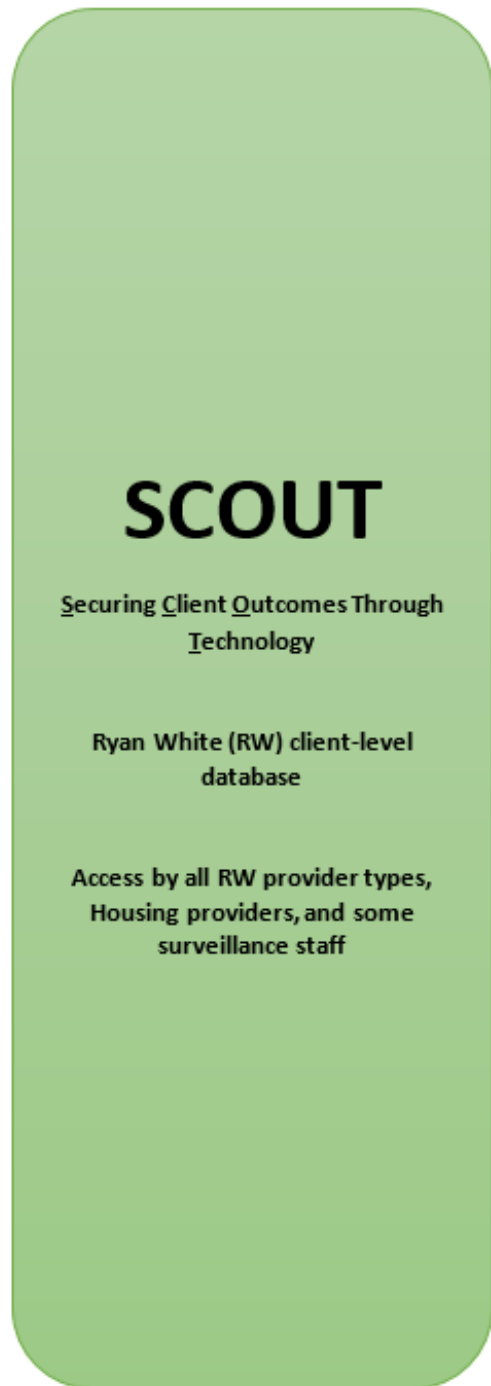
**KSEHARS: KS Surveillance Data (CD4/VL)**  
Monthly upload to SCOUT Labs Module



**HMIS: Housing Data (select data elements)**  
Monthly upload to SCOUT back end tables



**MCMs: Medical Care Data (CD4/VL/ Visit)**  
Standard requires @ least 2 (CD4/VL/VMC) per client per year  
SCOUT Verified Medical Care Module  
Additional RW Core & Support Services



# Establishing an integrated system

Figure of Integrated Data Sources

# Housing Task Force



## Kansas City Housing Task Force

Founded in 2016

Subcommittees  
Launched in  
2019

Meets monthly

# What Can We Do Together to Improve Service Integration in Our TGA?



	Simplify & Standardize Processes	Improve Knowledge Acquisition & Staff Support	Services and Resources Justification	Adaptability & Flexibility	Improved Access to Resources
<ul style="list-style-type: none"> <li>• Better collaboration between housing and MCM</li> <li>• Joint advocacy for clients</li> <li>• Open communication in the group</li> <li>• Keep focus on client outcomes</li> <li>• Team approach</li> <li>• Case conference</li> <li>• Communicate staff changes</li> <li>• Develop and agree on common goals</li> <li>• Communicate client success</li> <li>• Kind approach to collaboration</li> <li>• Contribute to the group</li> </ul>	<ul style="list-style-type: none"> <li>• Standardize processes</li> <li>• Set protocol known to all on how to do (manual)</li> <li>• Commit to standardizing forms</li> <li>• Better workflows /consistency in work</li> <li>• Focus on clarity and simplicity</li> <li>• Streamline client access to services</li> <li>• Understand/ clarify service referral process</li> </ul>	<ul style="list-style-type: none"> <li>• Provide training &amp; technical assistance for all involved</li> <li>• Understand job description &amp; responsibilities</li> <li>• Access to SCOUT</li> <li>• Create resource repository</li> <li>• Provide TGA wide education</li> <li>• Take an interest in learning about different roles</li> <li>• Provide ongoing HIV education</li> <li>• Communicate staff changes</li> </ul>	<ul style="list-style-type: none"> <li>• Need more data on housing and health outcomes</li> <li>• More Money!!!</li> <li>• Develop evaluation feedback mechanism</li> </ul>	<ul style="list-style-type: none"> <li>• Be open to change</li> <li>• Don't be afraid to be non-conventional</li> </ul>	<ul style="list-style-type: none"> <li>• Develop housing resource list</li> <li>• Furniture &amp; better resources after housed</li> <li>• All staff tour housing agencies</li> <li>• Host intra agency social events</li> </ul>

# Bridging Two Worlds



- **Housing Task Force (3.5 years!)**
- **HTF catalyst for other Work Groups**
- **HTF Subcommittees**
  - *Consumer Engagement*
  - *Relationships/Communication*
  - *Innovative Projects*
  - *Referral Process*
- **“Knowledge Drops” at Service Coordination Meetings**

- **Communication Mechanisms**
  - *KCTGA Quality Advisory*
  - *Planning Council*
  - *Service Coordination Meetings*
- **Providing additional training, tools and resources to serve clients**
- **Standardization across housing program types**

# Housing Task Force Impact



**Creating Workflow for housing referrals**

**↑ Electronic Documents**

**↑ Document Types related to housing (n=24)**

**Creating Auto-communicates**

- *Change in housing referral status*
- *Viral Load  $\geq 200$*

**↑ Housing Professional Contact types (n=3)**

**Creating reports (with visual alerts)**

- *Housing Recertification Assessment Report*
- *HHOR*
- *Metadata (n=4)*

**Expanded Housing Definitions Pilot Project (n=19)**

# Housing Health Outcomes Report



## Caselist: Housing Clts KCTGA Health Outcomes

Unduplicated Client Count: 2

\*\*Population restricted to clients referred for Save, Inc or ReStart, Inc Housing Assistance w/in the specified Date Range: 11/1/2017 to 1/1/2018

To Display Case Management and Client Level Detail, click the Blue underlined link

### Housing Specialist

> 182 dys      < 500      > 200      > 1      > 1      > 0

#	Client Name	Housing Type	DCN	Current Case Manager	MR Verified Medical Visit (VMC) Date	Most Recent CD4 (VMC) Test Result	Most Recent Viral Load (VMC) Test Result	MR BAI Acuity Level (Assmnt)	MR KC TGA Hsg Number (Assmnt)	Count of Svc Plan Medical BTC	Currently Active MH Svc Plan BTC	Currently Active SA Svc Plan BTC	Currently Active ADAP Svc Refl
1		RW N-PERM		JTURNER	06/30/2017	884	Undetectable	BAI Level 2	3	3	Yes		Yes

Total Client Count Virally Suppressed: 1

# Housing and HIV Care Continuum



*The journey from internal/initial conversations to meaningful use of the data took some time...October 2015 – January 2019  
Regardless, it has been a landmark success!*

### KC-TGA Housing Voucher Programs HIV Care Continuum CY 2019

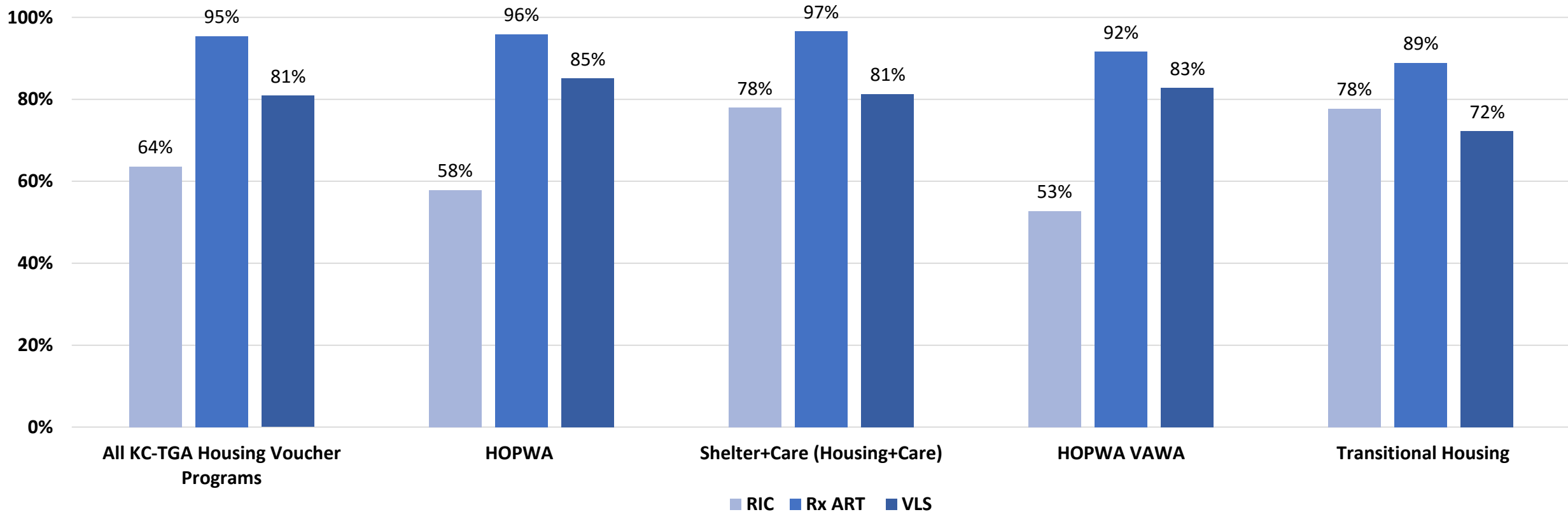


Chart 1: HIV Care Continuum for housing voucher clients

# Universe of Training & Materials



SCOUT Housing Manual	One-on-One	Specialized/Project Based (mixed audience)	Specialized/Project Based (target audience)	Knowledge Drops & System-wide
<ul style="list-style-type: none"><li>• 1<sup>st</sup> dedicated resource for Housing Providers</li><li>• Read Only vs. Data Entry notifications</li><li>• Useful Appendixes<ul style="list-style-type: none"><li>• 88 pgs. w/ Screenshots</li></ul></li></ul>	<ul style="list-style-type: none"><li>• New Staff</li><li>• Refresher trainings</li><li>• Supervisory and/or role change specific</li></ul>	<ul style="list-style-type: none"><li>• Expanded Housing Definitions</li><li>• HIV 101 MATEC trainings for new staff</li></ul>	<ul style="list-style-type: none"><li>• Using SCOUT for HMIS Intakes</li><li>• Housing Recertification</li><li>• HHOR</li><li>• HIV Health Indicators</li><li>• SCOUT Data Clean-up</li></ul>	<ul style="list-style-type: none"><li>• Project Updates</li><li>• New features &amp; mechanisms</li></ul>

**Add'l Materials** →

Survey Monkey Training Evaluation Tool  
Expanded Housing Definitions Materials  
Chart Audit Tool



# Key Take Away/Lessons Learned



- Get the people *using the database* AND *the people whose data is being shared* at the table
- Get them engaged early
- Be open to the benefits of sharing information
- Document challenges and places where you can improve
- Assess progress as you go
- There should be a checks and balances system
- Keep the core objectives at the forefront of every discussion

# Discussion/Wrap-Up



## For Jurisdictions

- Who are the key players in your community? Who do you need buy-in from?
- What's a first step you can take to address sharing health related data?
- What mechanisms can you use to address data sharing in your community?
- How do you see structuring a work group in your jurisdiction?

## With Federal Partners

- How can we support the connection of housing and health?
- How can we support HOPWA and RW cross-sectoral partnerships?
- What training needs exist for Housing Providers? RW Providers? The Community?

Link to RAND integration toolkit <https://targethiv.org/library/spns-housing-data-integration>

# Contact Information



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