Linkage and Re-engagement in Care in North Carolina: State Bridge Counseling Model

Jenna Donovan, MPH
NC DHHS
July 26, 2017
These maps show HIV prevalence by racial/ethnic group and its distribution throughout the state. Darker colors represent higher rates of HIV Prevalence.
**Goal:** Respond to the mandate of the 2010 National HIV/AIDS Strategy:

- Increase the coordination of HIV programs across agencies.
- Address gaps in the HIV Continuum of Care.

Diagram:
- HIV-infected
- HIV-diagnosed
- Linked to HIV care
- Retained in HIV care
- On ARV therapy
- Suppressed viral load

- HIV Testing Interventions (Clinic, Social, ED)
- Retention Protocol
- State Bridge Linkage
- State Bridge Reengagement
Retention staff generates out-of-care list and makes referrals through CAREWare to:

- **SBCs**

Search NC EDSS and CAREWare for evidence client is in care elsewhere

- **Client is found to be in care elsewhere**
  - SBC updates client information in CAREWare and informs agency

- **Client is NOT found to be in care elsewhere**
  - SBC searches records/conducts fieldwork to locate client

  - **Client is located**
    - SBC addresses barriers to care
    - Client is reengaged in care
    - SBC follows up after 1st appointment

  - **Client is NOT located**
    - SBC closes case after 90 days and reports back to RNC/care provider

*Taken from: NC LINK Overall Manual, August 2015.*
DIS makes Appointment Refers To:

SBC

Client Attends/ Does NOT Attend Appointment

Attends Appointment

Clinic Network is responsible for
PN
CM
SW

Does NOT Attend Appointment

SBC Locates

Bring to Care

Notify Clinic of Social Needs
PN
CM
SW

Patient Refuses Care

Annotate in CAREWare & NC EDSS

*PN – Patient Navigator
*CM – Case Manager
*SW – Social Worker*
SBC Linkage Referrals Over Time
SBC Re-engagement Referrals Over Time

- No Services
- Received Services
Demographics: Re-engagement
Types of Services Provided for Linkage Referrals (n=1327)

- Medical (Scheduled, Provided Info,...)
- Financial or Insurance Assistance
- Transportation
- Housing
- Language Barriers
- Childcare
- MH, SA, IPV referrals
- Other

(Chart showing the number of referrals for each type of service, with Medical services being the highest.)
Services Provided: Re-engagement

Types of Services Provided for Re-engagement Referrals (n=2640)

- Medical (Scheduled, Provided Info,...) - 1100
- Financial or Insurance Assistance - 500
- Transportation - 400
- Housing - 200
- Language Barriers - 100
- Childcare - 50
- MH, SA, IPV referrals - 50
- Other - 25
