

Improving Health Outcomes Through the Coordination of Supportive Employment & Housing Services

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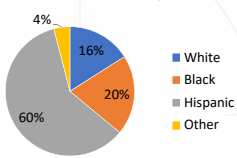
PARTNERING AGENCIES: Alamo Area Resource Center; BEAT AIDS; CentroMed; Family-Focused AIDS Clinical Treatment Services; San Antonio AIDS Foundation

Introduction

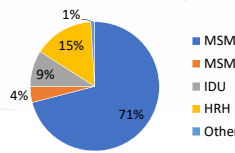
Geographic Landscape

The Transitional Grant Area is comprised of four counties including Bexar, Comal, Wilson and Guadalupe. In 2017, there were 6,674 PLWH with 382 new HIV diagnoses. With an 18.89% increase in HIV prevalence since 2013; Black and Hispanic men who have sex with men (MSM) and Black and Hispanic heterosexual women comprised more than 7 in 10 of those with HIV. Both Blacks and MSM of all races/ethnicities demonstrate higher burdens of HIV. Bexar County, home to San Antonio, is the population center of the region with almost 2 million residents. It is also the epicenter of the HIV epidemic, with 94% of the PLWH prevalence.¹

HIV Prevalence by Race



HIV Prevalence by Risk



78%
Viral Suppression²

3.95%
Homeless or Unstably Housed²

53.9%
Unemployed³

The Challenge

Recruitment: ARIES has multiple limitations resulting in difficulty verifying eligible clients. Limited contact with Case Managers results in inconsistent documentation.

Retention: The focus tends to be on clients urgent needs. Member Advocates spend large amounts of time to identify resources that meet their basic needs.

Communication: Regular communication with clients has been an issue. Other methods have been used including email and communication through the Case Manager.

Key Partnerships

- FOOD BANK** Benefits, Job, & Food Assistance; www.safoodbank.org
- Goodwill** Careers Academy & Resource Centers; Veteran & Youth Services; www.goodwillsa.org
- RAICES** Family Detention & Reunification; Immigration & Social Services. www.raicestexas.org

Focus population

The four county TGA is a majority-minority community. Our CARE, housing and Employment (CASE) program target population is Hispanic and Black men and women age 18 or older; HIV positive; homeless or unstably housed; unemployed or underemployed.

The Program Model

Goals of the Program: 1) Increase PLWH housing stability; 2) Increase employment rates among PLWH and; 3) Maintain and increase viral suppression among PLWH with local RW PART A partners. Assumptions: BCHD assumes CASE will streamline service delivery for PLWH in Care, Housing, and Employment services.					
PRIORITIES (Rationale)	INPUTS – Resources	OUTPUTS	OUTCOMES		
			Year 1	Year 2	Year 3
1. Increase Housing Stability	Ryan White Parts A, B, D, HOPWA, Private & Non-Profit Agencies and Community Stake Holders	• Activities: What we do • Target Populations: Who we reach Streamline SATGA's continuum of care Racial & ethnic minority PLWH in SATGA	Serve 50 Clients via 3 Member Advocates Cycle A	Serve 50 Clients via 3 Member Advocates Cycle B	Serve 50 Clients via 3 Member Advocates Cycle C
2. Increase Employment Rates		Integrate & standardize services / * CBDs & ASOs	Establish Housing Stability Baseline	Increase Housing stability by 5%	Increase Housing stability by 5%
3. Maintain & Increase Viral Suppression Rates		Collect Data / * Private Agencies	Establish Employment Baseline	Increase Employment stability by 5%	Increase Employment stability by 5%
4. Transform/ Standardize service delivery in SATGA		Monitor and report outcomes / * Non-profit Agencies	Maintain or increase viral suppression by 5%	Maintain or increase viral suppression by 5%	Maintain or increase viral suppression by 5%
		Refine processes & Data searches / * Government Agencies	Continuous quality improvement	Continuous quality improvement	Continuous quality improvement

Lessons Learned

Support: Being supportive of clients is key. Clients have expressed they have very little support or none at all which leads to volatile thoughts. The support offered through this program is the first step to repair relationships with others. We have worked to reconnect clients to family or friends which attributes to further success! Volunteering or being involved in self-improvement sessions helps.

Acknowledgement: Genuinely welcoming clients is the first step. Clients feel this immediately and appreciate the attention and help. This creates a safe, trusting and open space to discuss their needs and struggles. The team strives to serve clients without judgement, acknowledging the past but focus on the future, and to emphasize on the positive things in their life.

The Can Do Attitude: A client's personal attitude on how they approach their survival needs determines success. After completing a task list, the team celebrates each accomplishment to keep the client motivated. Even small steps are a huge success for those clients who have never felt a sense of accomplishment.

* HRSA Acknowledgement

This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number H97HA31463 Special Projects of National Significance (SPNS) Initiative, Improving Health Outcomes Through the Coordination of Supportive Employment & Housing Services, in the amount of \$451,075 awarded to Bexar County Hospital District University Health System. No percentage of this project was financed with non-governmental sources. This information or content and conclusions are those of the authors and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

Key Innovation

Our primary method of client referrals is through our Part A agency staff. This is unique because they also conduct pre-screenings for us. Additionally, our currently enrolled clients are sharing information with their friends who are screened for eligibility. Our staff has diverse work experiences allowing for experts in varied fields. Lastly, we assist clients with basic soft skills and technical assistance needs.

Preliminary Outcomes

Individual level

- Currently we have the following enrolled:
- Male 59 Female 14 Transgender 3
 - White 14 Black 12 Hispanic 50
 - Housed 37%, Family & Friends 28%, Homeless 26%, Transitional 5%, HOPWA 4%
 - Employed 33%
 - Successfully Completed 28%

System level

A total of 85 people have attended trainings conducted at Part A agencies. Although ARIES has many limitations, our Data Analyst had improved the search queries making it easier to filter through data. Lastly, the Joint Task Force Housing Meetings hosted at Haven For Hope (a local shelter) have been extremely helpful in identifying housing for clients with criminal backgrounds.

Reference

1. QuickFacts. U.S. Census Bureau QuickFacts Selected: San Antonio City, Texas, 2018.
2. Figure 2 and 3: SATGA HIV/AIDS Demographic HIV Prevalence by Race and Risk, Texas Department of State Health Services, 2018.
3. ARIES Data Search, May 2019.