

Client level Indicators 2009-2010

CORE SERVICES

Ambulatory/Outpatient Medical Care

- Ø % of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Ø See health maintenance sheet for others

Case Management-Medical

- Ø % of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Ø % of clients with HIV infection who have a case management care plan documented (with evidence of self-management goals) and updated at least every 6 months
- Ø Increase in the % of clients with HIV infection who receive Prevention with Positives messages, including risk reduction and education/referral for PCRS
- Ø Increase in the % of clients with HIV infection who are screened and referred (if appropriate) to mental health and/or substance abuse services

Home Health Care

- Ø % of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Ø % of clients who received HIV-related education monthly on at least one of the following topics: HIV disease and progression, HIV transmission and infection control HIV disclosure and confidentiality
- Ø % of clients with HIV infection who received a complete biopsychosocial assessment, including physical exam, mental status, psychological assessment, and nutritional assessment monthly.
- Ø % of clients with HIV infection assessed every 60 days for need in the following home health areas: Durable medical equipment; Therapies (physical, speech, occupational); Registered dietician; Home health aide; Medical social worker
- Ø % of clients with HIV infection that had treatment adherence discussed and measured every four months with the measured results recorded in the medical chart

Mental Health

- Ø % of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months

- Ø % of clients with HIV infection requiring mental health services after the initial intake assessment visit that remain in counseling services for a minimum of 3 months
- Ø % in the number of HIV+ clients whose treatment plans address issues identified in the comprehensive assessment (medication adherence, impact of behavior on compliance, negotiating life skills, substance abuse, hx of hospitalizations)

Oral Health

- Ø % of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Ø % of HIV+ clients with an intraoral exam performed annually and include the following: dental caries and soft tissue examination
- Ø % of HIV+ clients with oral health education that includes the following components: caries prevention, smoking cessation
- Ø % of HIV+ clients that have a health history assessment

Substance Abuse

- Ø % of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Ø Increase in the % of HIV+ clients served who enter and remain in a treatment program for at least 3 months
- Ø Increase in the % of signed treatment plans

SUPPORT SERVICES

Emergency Financial Assistance-utilities, food

- Ø % of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Ø Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually

- Ø **Increase in the % of clients who received a resource list of community food and nutrition services**
- Ø **Increase in the % of clients with HIV infection who received a resource list of community utility services**

Emergency Housing Assistance

- Ø **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- Ø **Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually**
- Ø **Increase in the % of clients with HIV infection who received a resource list of community housing services**

Food-congregate meals

- Ø **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- Ø **Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually.** Components of the survey should address the following areas:
 - Overall quality of the program services
 - Quality of the food provided
 - Quality of the nutritional education services
 - Selection of food items meets your dietary needs
 - Selection of food items meets your cultural needs
- Ø **Increase in the % of clients who received a resource list of community food and nutrition services**

Legal

- Ø **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- Ø **Increase in the number and % of HIV+ clients that attend at least 3 HIV/AIDS law trainings by attorneys on substantive areas such as public benefits, return-to-work, immigration, confidentiality of HIV status, etc.**
- Ø **Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually.**

Psychosocial Support-complementary therapy

- Ø **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**

- Ø **Increase in the % of clients with HIV infection who self-report an improvement in health.**

Short-term housing

- Ø **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- Ø **% of clients with HIV infection will not experience eviction from housing for nonpayment of rent**
- Ø **Increase % of clients with HIV infection who report a reduction in homelessness**

Translations-other support services

- Ø **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**

Van Transportation

- Ø **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- Ø **Increase in % of clients with HIV infection who schedule and keep van transportation appointments.**