

**MIAMI-DADE COUNTY
RYAN WHITE PROGRAM
CLIENT-LEVEL OUTCOMES**

Performance by [ENTER NAME OF SERVICE PROVIDER, THEN ACRONYM IF APPLICABLE IN PARENTHESES] under this Agreement will be partially measured against the client-level outcomes outlined in Section III of the FY 2010 Ryan White Program Service Delivery Guidelines and the Ryan White Program Performance Improvement Plan, which are incorporated herein by reference. As additional outcomes are developed and disseminated, [ENTER ACRONYM] will be responsible for collecting and reporting on the specified data elements used to measure performance, based on the defined outcome(s) per service category.

In addition, [ENTER ACRONYM] is responsible for collecting and reporting on the required data elements used to measure performance under the following contracted services provided to eligible HIV+ clients: [ONLY INCLUDE THIS PARAGRAPH AND THE FOLLOWING SERVICES AS APPLICABLE TO THE PROVIDER'S FY 2010 RYAN WHITE PART A PROGRAM FUNDING, AND AS APPROPRIATE TO THE CONTRACT BEING DEVELOPED] outpatient medical care, prescription drugs, medical case management, oral health care, mental health therapy/counseling, residential substance abuse counseling/treatment, health insurance services, outpatient substance abuse counseling, outreach services, food bank, psychosocial support services, home delivered meals, transportation vouchers, legal assistance, and transportation services (vans).

The Service Delivery Information System (SDIS) is the main data source for the outcomes indicated below.

[INCLUDE THE FOLLOWING SERVICES AS APPLICABLE TO THE PART A FUNDING FOR THIS PROVIDER, LISTED IN PRIORITY ORDER]

OUTPATIENT MEDICAL CARE

- Outcome 1:** Increase in the percentage of clients with improved or stable CD4 counts.
Target 1: 75% of the clients served having two (2) or more CD4 counts during the reporting period show improved or stable CD4 counts.
- Outcome 2:** Increase in the percentage of clients with improved or stable Viral Load test results.
Target 2: 75% of the clients served having two (2) or more Viral Load tests during the reporting period show improved or stable Viral Load test results.

PRESCRIPTION DRUGS

- Outcome 1:** Increase in the percentage of clients with improved or stable CD4 counts during the reporting period.
Target 1: 75% of the clients served having two (2) or more CD4 counts during the reporting period show improved or stable CD4 counts.

- Outcome 2:** Increase in the number of clients with access to prescribed HIV/AIDS medications during the reporting period.
- Target 2:** 25% of the clients served during the reporting period are new to prescription drug services.

MEDICAL CASE MANAGEMENT

- Outcome 1:** Increase in the percentage of clients who receive treatment adherence counseling.
- Target 1:** 85% of the clients served during the reporting period received treatment adherence counseling.
- Outcome 2:** Increase in the percentage of clients retained in care (i.e., accessing a core service).
- Target 2:** 85% of the clients served during the reporting period had at least two (2) visits to a core service.

ORAL HEALTH CARE

- Outcome 1:** Increase in the percentage of clients who received oral health education at least once in the reporting period.
- Target 1:** 50% of the clients served in the oral health care program who received a periodic oral evaluation - established client (D0120), a comprehensive oral evaluation - new or established client (D0150), or a comprehensive periodontal evaluation - new or established client (D0180), during the reporting period, will also receive oral hygiene instruction (D1330) in the measurement year.
- Outcome 2:** Increase in the percentage of clients who are accessing oral health care (dental) services.
- Target 2:** 25% of the clients served in the oral health care program will be new to these services during the reporting period.

MENTAL HEALTH THERAPY/COUNSELING

- Outcome 1:** Increase in the percentage of HIV+ clients with mental health conditions who remain in HIV/AIDS medical care.
- Target 1:** 50% of the clients receiving mental health services (individual and/or group counseling) will have at least two (2) primary medical office visits during the reporting period.

SUBSTANCE ABUSE COUNSELING - RESIDENTIAL TREATMENT

Outcome 1: Increase in the percentage of clients with a substance abuse diagnosis that will enter and complete an inpatient substance abuse treatment program.

Target 1: 60% of the clients with a substance abuse diagnosis will enter and complete an inpatient substance abuse treatment program (up to 120 days) during the reporting period.

Outcome 2: Increase in the percentage of clients retained in care (i.e., accessing a core service).

Target 2: 75% of the clients served in residential substance abuse treatment during the reporting period had at least two (2) visits to a core service.

Outcome 3: Increase in the percentage of clients accessing outpatient substance abuse counseling upon completion of a residential substance abuse treatment program during the reporting period.

Target 3: 75% of the clients completing a residential substance abuse treatment program will then access outpatient substance abuse counseling during the reporting period.

HEALTH INSURANCE SERVICES

For AICP & Deductibles

Outcome 1: Increase in the percentage of clients who maintain their health insurance.

Target 1: 80% of the clients who receive AIDS Insurance Continuation Program (AICP) or insurance deductible assistance during the reporting period will maintain their health insurance coverage.

For Prescription Drug Co-payments

Outcome 2: Increase in the percentage of clients who are accessing health insurance including prescription medication coverage.

Target 2: 80% of the clients who receive prescription drug co-payment assistance during the reporting period will maintain their health insurance.

SUBSTANCE ABUSE COUNSELING – OUTPATIENT COUNSELING

Outcome 1: Increase in the percentage of clients retained in care (i.e., accessing a core service).

Target 1: 75% of the clients served in outpatient substance abuse treatment (individual or group counseling) during the reporting period had at least two (2) visits to a core service.

OUTREACH SERVICES

Outcome 1: Increase in the number of clients who know their HIV status [i.e., increase in the number of out of care HIV+ clients (those who were never in care in the Ryan White Part A or MAI Programs) that are contacted through Ryan White Program outreach efforts and are connected for the first time to a core service provider].

Target 1: 3% of the out of care clients (those who were never in care in the Ryan White Part A or MAI Programs) that are contacted and billed for are actually brought into care (connected to a core service) during the reporting period.

Outcome 2: Increase in the number of lost to care HIV+ clients (i.e., those who were previously receiving Ryan White Part A or MAI Program services and had fallen out of care) that are contacted through Ryan White Program outreach efforts and are re-connected to a core service provider.

Target 2: 25% of the lost to care clients that are contacted and billed for are actually brought back into care (i.e., re-connected to a core service) during the reporting period.

FOOD BANK

Outcome 1: Increase in the percentage of clients receiving food needed to help meet their daily living needs.

Target 1: 25% of the clients receiving food bank services during the reporting period will be new to this service category.

PSYCHOSOCIAL SUPPORT SERVICES

Outcome 1: Among clients receiving psychosocial support services (individual or group Level III, Level IV, or Pastoral Care counseling), an increased percentage is being retained in care (i.e., accessing a core service).

Target 1: 60% of the clients receiving psychosocial support services during the reporting period had at least two (2) visits to a core service.

HOME DELIVERED MEALS

Outcome 1: Increase in the percentage of clients receiving meals needed to help meet their daily living needs.

Target 1: 25% of the clients receiving home delivered meal services during the reporting period will be new to this service category.

TRANSPORTATION VOUCHER SERVICES

Outcome 1: Increase in the percentage of clients retained in care (i.e., accessing a core service).

Target 1: 90% of the clients receiving transportation voucher services to attend medical and support service appointments during the reporting period had at least two (2) visits to a core service.

LEGAL ASSISTANCE

Outcome 1: Increase in the percentage of clients retained in care (i.e., accessing a core service).

Target 1: 50% of the clients receiving legal assistance services during the reporting period had at least two (2) visits to a core service.

TRANSPORTATION SERVICES (VANS)

Outcome 1: Increase in the percentage of clients retained in care (i.e., accessing a core service).

Target 1: 90% of the clients receiving van transportation services to attend medical and support service appointments during the reporting period had at least two (2) visits to a core service.