

**Ryan White Program
Service Delivery Guidelines
Fiscal Year 2019
(Year 29)**

**Section VII –
Essential Functions for
Peer Counselors**



***Miami-Dade County
Office of Management and Budget
Grants Coordination***

**Performance Improvement Advisory Team
Essential Functions for Peer Counselors/Navigators
(Revised 10/25/2018)**

Main Functions:

- Provide peer support including client orientation about health and social delivery systems.
- Advise and assist as needed newly diagnosed clients to obtain appropriate eligibility documentation for enrollment in the Ryan White Program.
- Provide education regarding compliance with medical appointments, importance of adherence, disease transmission and safer sex practices.
- Conduct home visits to assess barriers to independent living as appropriate and needed.
- Work collaboratively with primary care and case management staff to identify newly diagnosed clients who may benefit from peer support, by offering hope and living proof that living with the disease is possible
- Support clients in navigating the clinic system and community resources; e.g., accompanying clients to initial medical appointments.
- Engage clients expected to start ARV regimens in an assessment of readiness for treatment, provide education on HIV medications, anticipated benefits/ sides effects and importance of adherence. Assess client needs upon initiating a medication regimen.
- Provide individual and group educational skill building opportunities to foster adherence to medications, identify strategies to improve adherence to health routines, communication with providers and address any additional issues in order to increase engagement in care and adherence to treatment.
- Enhance engagement in care and adherence by scheduling client appointments, completing client reminders and “Did Not Keep Appointment” (DNKA) calls.
- Support medical case managers enrolling clients in ADAP and/or Patient Assistance Programs for medications.
- **The HIV+ Peer may also provide stress management guidance to clients. (Added 02/19/2014)**

Additional Activities:

- Establish, organize and maintain appropriate records and collaborate with primary care and medical case manager on client concerns.
- Complete (with training) client registration for medical case management/peer counseling services in the SDIS.
- Enter lab results in the SDIS.
- Assist clients with applications for food stamps and other benefits.

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Additional Activities (cont'd):

- Maintain bulletin boards in patient exam rooms and re-stock health promotion and disease prevention literature in waiting areas. Participate in continuing HIV/AIDS education.
- Mentor and educate new peer educators.
- Participate in staff training sessions and other meetings as required by the agency and/or the funding sources.

NOTE: A Ryan White Program Peer Counselor/Navigator/Educator shall not be used as a staff person for registering clients for other programs or service categories within the same agency. Furthermore, Ryan White Program Peers shall not be used in the role of an administrative assistant simply for filing or completing paperwork for medical case managers. Such activities would be the function of a registration clerk or an administrative assistant; and both examples are inappropriate uses of the Peer resource under this program.