

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

**Section XIII –
Outreach - Linkage to Care
Resource Guide &
Procedure Flowcharts**



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

RYAN WHITE PROGRAM OUTREACH SERVICES

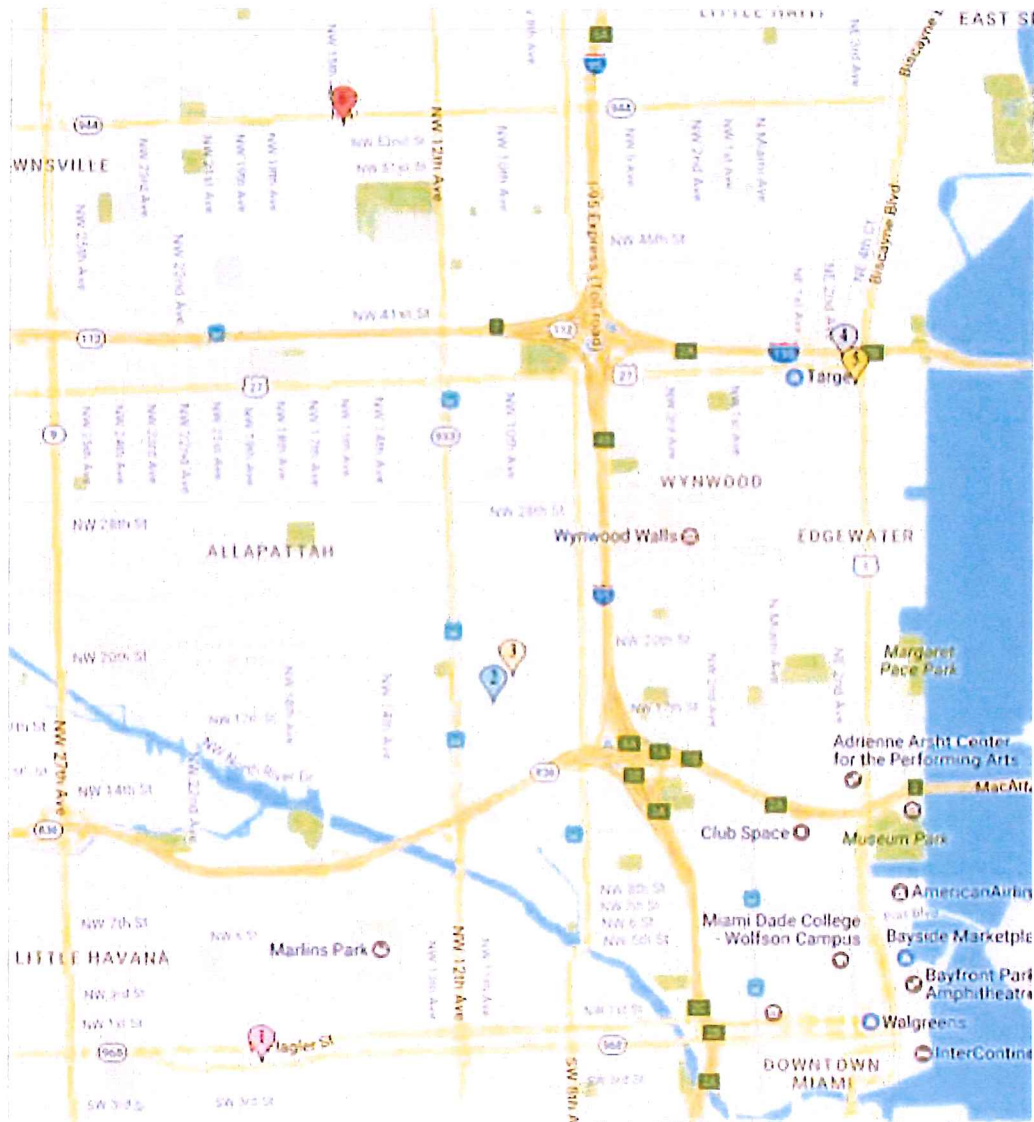


LINKAGE RESOURCE GUIDE

Revised 6/19/2018

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MAP OF CENTRAL/NORTH WEST RYAN WHITE OUTREACH PROVIDERS



CENTRAL/NORTH WEST MIAMI-DADE RYAN WHITE PROGRAM OUTREACH AGENCIES

	Agency	Address	Nontraditional Hours	Alternative language(s)	Transportation services provided Yes/No
1	Care Resource 954-567-7141 EXT. 245	1901 S.W. 1st. Street Miami, Florida 33135	Tuesday, Wednesday and Thursday (2 hours before and after hours) Saturday 4 hours	English Spanish Creole	Daily passes
2	South Florida AIDS Network 305-585-5757	1611 N.W. 12th Avenue ACC East Room #102 Miami, FL 33136	Monday to Friday 10:30am-7:00pm	English	No
3	UM Comprehensive AIDS Program 305-243-3058 or 305-243-6535	1800 NW 10th avenue Miami, FL 33136	Mon, Tuesday, Thursday and Friday 7:30 am to 5:30 pm Wednesday 7:30 to 6:30pm Wednesday- Walk ins	Spanish Creole	No
4	Borinquen Medical Centers Outreach 305-576-6611 EXT. 1251 OR 7113 After hours 786-479-4874	3601 Federal Highway Miami Florida 33137	Monday to Sunday 7:00pm -10:00pm	English Spanish Creole	Yes
5	Care Resource 305-576-1234	3510 Biscayne Boulevard, third floor Miami, FL 33137	Tuesdays, Wednesdays and Thursday (2 hours before and afterhours) Saturdays 4 hours	English Spanish Creole	Daily passes
6	AHF- AJC Medical Group 305- 603-8200	1498 NW 54th St., Suite C, Miami FL 33142	Monday to Friday 9:00 am -5:00pm	English Spanish Creole	Non-public transportation service

**MAP OF COCONUT GROVE/SOUTH MIAMI DADE COUNTY
RYAN WHITE PROGRAM OUTREACH PROVIDERS**



COCONUT GROVE/SOUTH MIAMI DADE COUNTY RYAN WHITE PROGRAM OUTREACH AGENCIES

Agency	Address	Nontraditional Hours	Alternative language(s)	Transportation services provided Yes/No
1 AHF Kinder Medical Group Healthcare Center 305-619-2865 or 786-497-4000	3661 S Miami Ave #806, Miami, FL 33133, USA	Monday to Friday 8:30 am -4:30pm	English Spanish Creole	Non-public transportation service
2 Community Health of South Florida 786- 245-2700	3831 Grand Ave, Miami, FL 33133, USA	Monday, Tuesday, Thursday, Friday 7:30 am-9:00pm Wednesday 5:00pm -5:30pm Saturday & Sunday as needed	English Spanish Creole	Daily passes
3 Community Health of South Florida 786- 293-5500	6350 Sunset Dr. South Miami, FL 33143, USA	Monday, Tuesday, Thursday, Friday 7:30-9:00 Wednesday 5:00-5:30 Saturday & Sunday as needed	English Spanish Creole	Daily passes

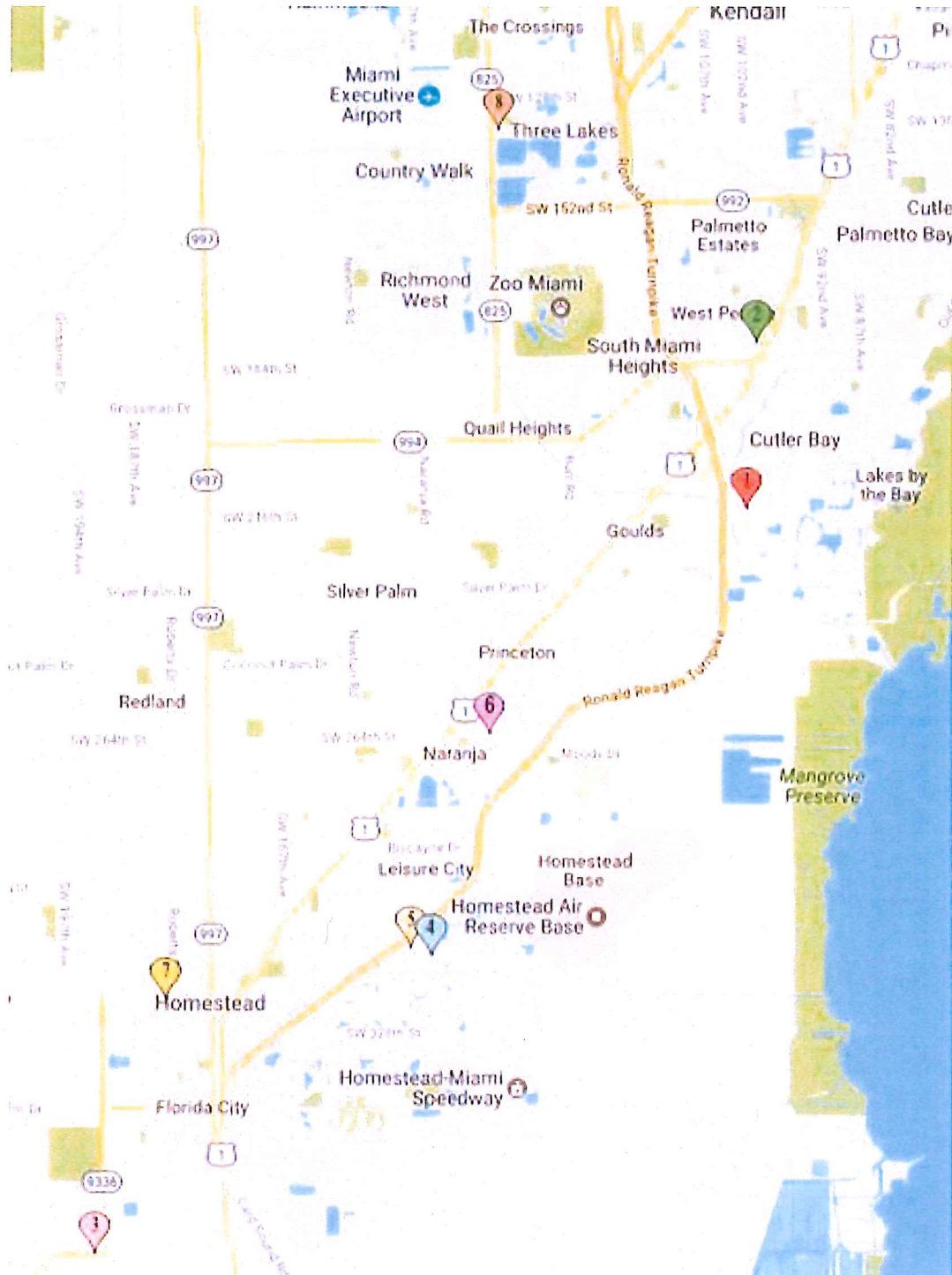
MAP OF MIAMI BEACH-MIAMI DADE COUNTY RYAN WHITE PROGRAM OUTREACH SERVICES



MIAMI BEACH-MIAMI-DADE COUNTY RYAN WHITE PROGRAM OUTREACH AGENCIES

Agency	Address	Nontraditional Hours	Alternative language(s)	Transportation services provided Yes/No
Care Resource 305-673-3555	1701 Meridian Ave #400, Miami Beach, FL 3313	Tuesday, Wednesday and Thursday (2 hours before and after hours) Saturday 4 hours	English Spanish Creole	Daily passes
AHF South Beach Healthcare Center 305-619-2865 or 305-538-1400	4308 Alton Rd #950/960, Miami Beach, FL 33141	Monday-Wednesday 9:00am -5pm Thursday 9:00am – 7pm and Friday 9:00am -4:00pm	English Spanish Creole	Non-public transportation service
AHF Healthcare Center-Jackson North 305-619-2865 or 305-405-0045	100 NW 170th St #208, North Miami Beach, FL 33169	Monday to Friday 9:00am-5:00pm	English Spanish Creole	Non-public transportation service

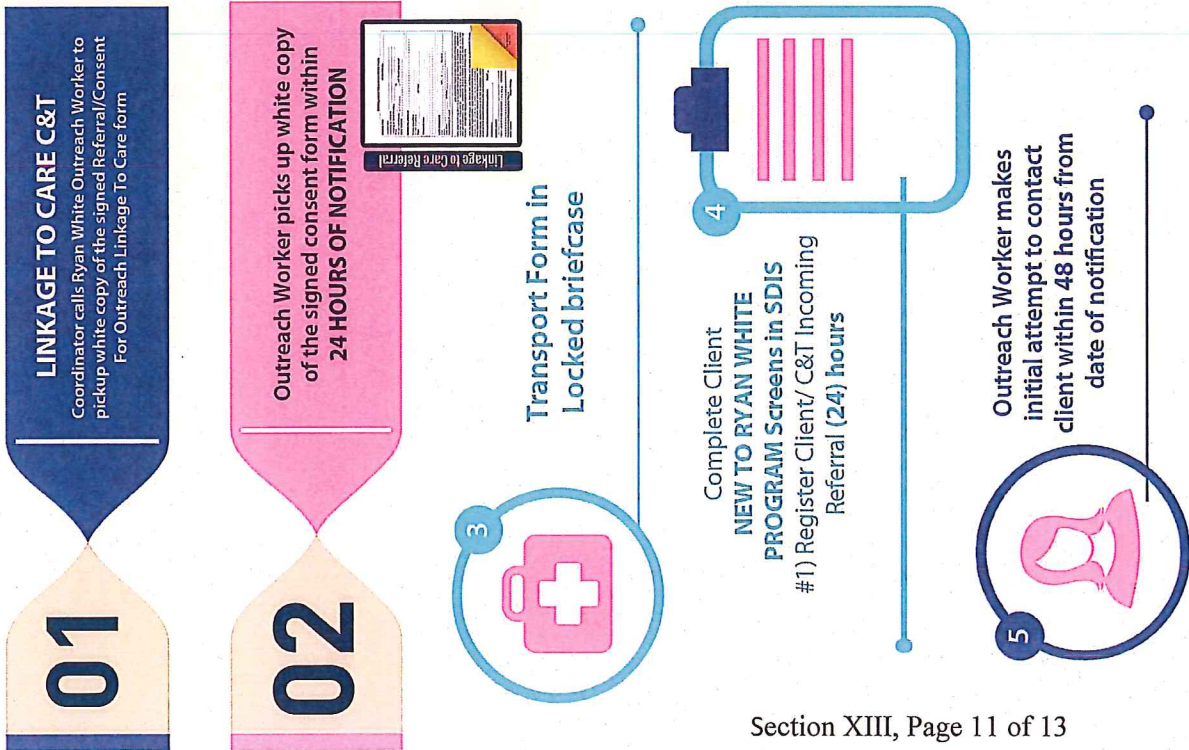
**MAP OF WEST KENDALL/HOMESTEAD/FLORIDA CITY
RYAN WHITE PROGRAM OUTREACH PROVIDERS**



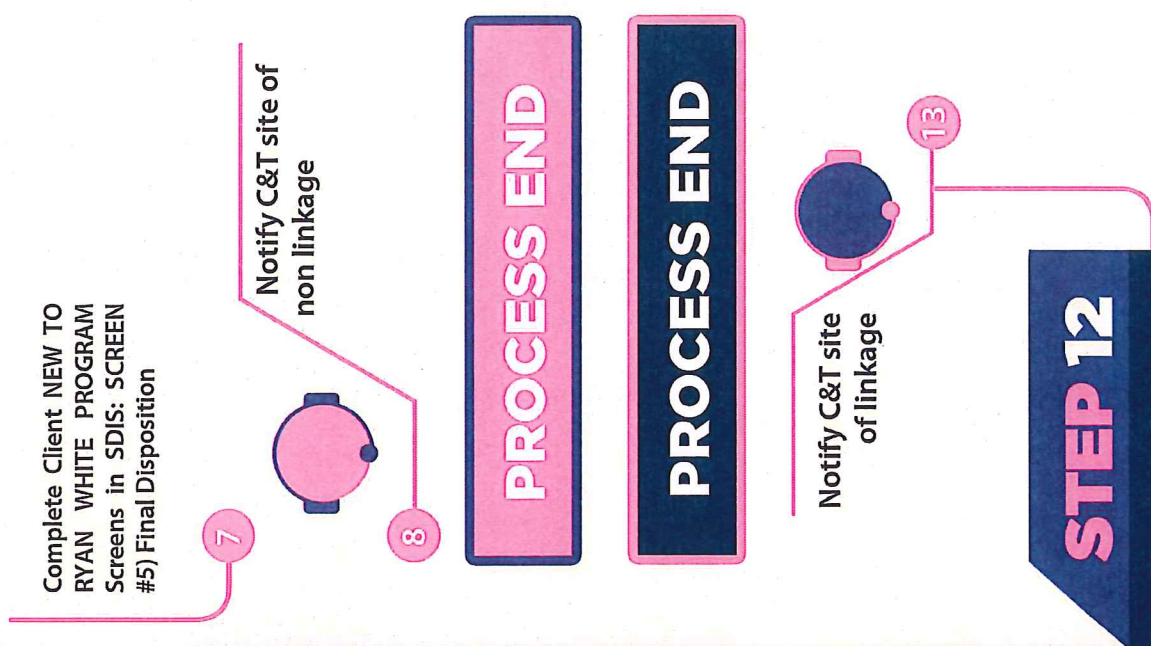
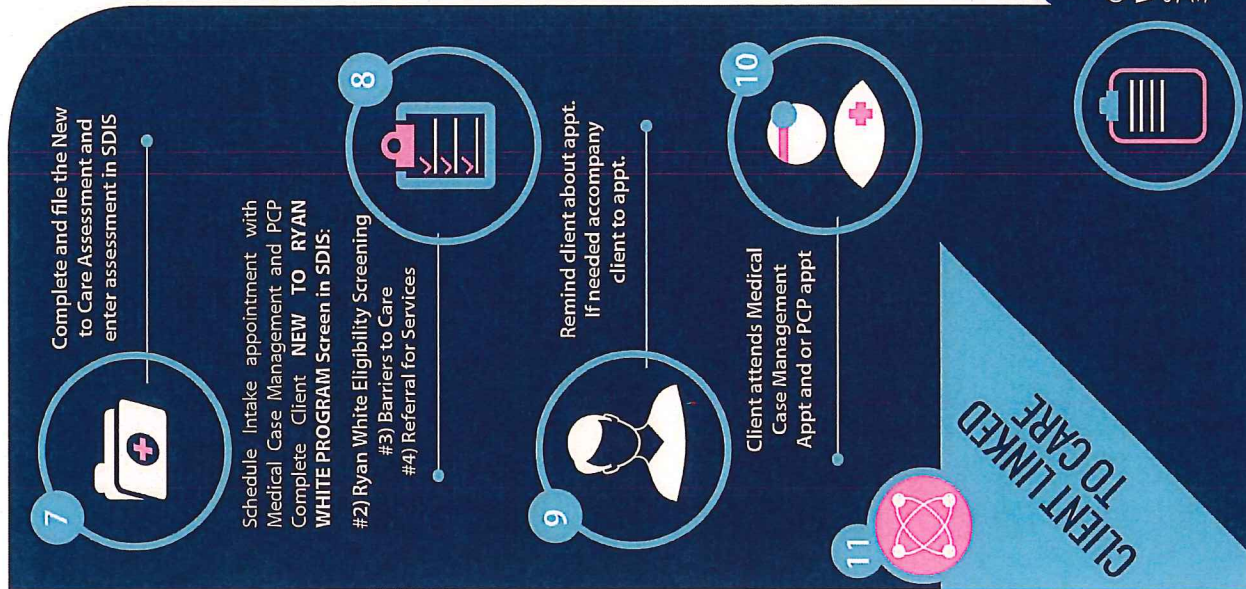
WEST KENDALL/HOMESTEAD/FLORIDA CITY RYAN WHITE PROGRAM OUTREACH SERVICES

Agency	Address	Nontraditional Hours	Alternative language(s)	Transportation services provided Yes/No
1 Community Health of South Florida Doris Ison 305-252-4889 or 305-970-6798	10300 SW 216th St Miami, FL 33190	Monday, Tuesday, Thursday, Friday 7:30am-9:00pm Wednesday 5:00pm-7:00pm Saturday & Sunday as needed	English Spanish Creole	Yes and agency vans
2 Community Health of South Florida West Perrine 305-252-4889 or 305-970-6798	18255 Homestead Ave Miami, FL 33157	Monday, Tuesday, Thursday, Friday 7:30am-9:00pm Wednesday 5:00pm-7:00pm Saturday & Sunday as needed	English Spanish Creole	Yes and agency vans
3 Community Health of South Florida- Everglades 305-252-4889 or 305-970-6798	19300 SW 376th St Homestead, FL 33034	Monday, Tuesday, Thursday, Friday 7:30am-9:00pm Wednesday 5:00pm-7:00pm Saturday & Sunday as needed	English Spanish Creole	Yes and agency vans
4 Community Health of South Florida- South Dade 305-252-4889 or 305-970-6798	3600 SW 312th St Homestead, FL 33033	Monday, Tuesday, Thursday, Friday 7:30am-9:00pm Wednesday 5:00pm-7:00pm Saturday & Sunday as needed	English Spanish Creole	Yes and agency vans
5 AHF Homestead Healthcare Center 305-619-2865 or 305-246-5422	925 NE 30th Terrace #310 Homestead, FL 33033	Tuesday and Thursday, 11:00am-7:00pm	English Spanish	Non - public transportation service
6 Community Health of South Florida- Naranja 305-252-4889 or 305-970-6798	13805 SW 264th St Naranja, FL 33032	Monday, Tuesday, Thursday, Friday 7:30am-9:00pm Wednesday 5:00pm-7:00pm Saturday & Sunday as needed	English Spanish Creole	Yes and agency vans
7 Community Health of South Florida Martin Luther King Jr. Clinica Campesina 305-252-4889 or 305-970-6798	810 W Mowry Dr. Homestead, FL 33030	Monday, Tuesday, Thursday, Friday 7:30am-9:00pm Wednesday 5:00pm-7:00pm Saturday & Sunday as needed	English Spanish Creole	Yes and agency vans
8 Community Health of South Florida - West Kendall 305-252-4889 or 305-970-6798	13540 SW 135th Ave Miami, FL 33186	Monday, Tuesday, Thursday, Friday 7:30-9:00 Wednesday 5:00-5:30 Saturday & Sunday as needed	English Spanish Creole	Yes and agency vans

New TO CARE LINKAGE TO CARE PROCESS



***Client?**
CONTACTED!
(UP TO 3 MONTHS)
IF YES **IF NO**



STEP 12

Complete Client NEW TO RYAN WHITE PROGRAM Screens in SDIS: Screen #5) Final Disposition Complete 30-60 day follow-up

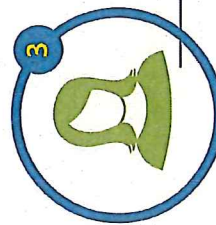
Revised 10-23-2014
* Up to 90 days in most instances; consent is valid for 6 months from the date of signature

Lost TO CARE LINKAGE TO CARE PROCESS

01

Ryan White MCM generates
a Certified Referral

- Complete RYAN WHITE CLIENT LOST TO
CARE Screens in SDIS:
- #6) Update Basic Client Information
 - #7) Outreach Assessment
 - #1) Lost to Care Referral Information within
24 hours of Certified Referral Date



Outreach Worker initiates attempt to
contact Client within
48 hours from Certified Referral Date

*Client?
CONTACTED!
(UP TO 3 MONTHS)
IF YES

IF NO

Complete RYAN WHITE CLIENT LOST TO CARE
Screens in SDIS:
#7) Outreach Assessment
#2) Outreach Summary/Final Disposition
(Complete Final Disposition Screen)

5

Notify referring
agency of non linkage



6

PROCESS END

PROCESS END

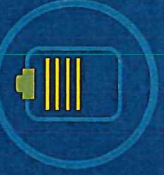
Notify referring
agency of linkage



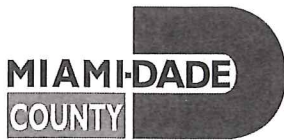
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STEP 10

Complete Ryan White Client Lost To
Care Screens in SDIS:
#2) Outreach Summary /Final
Disposition (Complete 30 and 60 day
follow-up in Final Disposition Screen)



CLIENT LINKED
TO CARE



Management and Budget
Grants Coordination
Ryan White Program
111 NW 1st Street • 22nd Floor
Miami, Florida 33128
T 305-375-4742 F 305-375-4454

miamidade.gov

January 30, 2018

Dear Ryan White Program Subrecipients of Outreach Services:

Effective March 1, 2018, please be advised that all new hires of Outreach Workers and Outreach Supervisors entering the local Ryan White Part A/MAI Program network will be required to complete the Southeast AIDS Education and Training Center's (SE-AETC) Medical Case Management and Cultural Competency curricula (www.seaetc.com/modules). This curricula consists of 13 training modules designed to increase knowledge of HIV and issues that affect treatment adherence, as well as enhance the staff's ability to provide quality outreach services. One module, Cultural Awareness Basics, is a duplicate between the two curricula. This requirement is necessary to ensure that new hires are sufficiently prepared to begin their role serving clients under the local Ryan White Part A/MAI Program.

Proof of completion will be required prior to SDIS User Access approval. A transcript or copies of the training completion certificates must be submitted to this office along with any SDIS User Access requests to add staff. Use of the TRN billing code cannot be used to record or bill the County for completion of these SE-AETC training modules.

If you have questions, please contact Carla Valle-Schwenk, Program Administrator, at cvalle@miamidade.gov. Thank you for your understanding and continued cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Wall", written over a horizontal line.

Daniel T. Wall
Assistant Director