CORE SERVICES

Ambulatory Care See link to HRSA
http://www.hab.hrsa.gov/deliverhivaidscare/habperformmeasures.html

Medical Case Management See link to HRSA
http://www.hab.hrsa.gov/deliverhivaidscare/habperformmeasures.html

Home Health Care
- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- % 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
- % Clients with HIV infection who received a complete biopsychosocial assessment, including physical exam, mental status, psychological assessment, and nutritional assessment monthly.
- % Clients with HIV infection assessed every 60 days for need in the following home health areas:
  - Durable medical equipment;
  - Therapies (physical, speed, occupational);
  - Registered dietician;
  - Home health aide;
  - Medical social worker
- 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
- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- % 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
- % HIV+ clients whose treatment plans address issues identified in the comprehensive assessment
  - Medication adherence,
  - Impact of behavior on compliance,
  - Negotiating life skills,
  - Substance abuse,
  - History of hospitalizations
**Oral Health**

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

- % Clients with an intraoral exam performed annually and include the following:
  - dental caries and soft tissue examination

- % Clients with oral health education that includes the following components:
  - Caries prevention,
  - Smoking cessation

- % HIV+ clients that have a health history assessment

**Substance Abuse**

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

- Increase in the % of HIV+ clients served who enter and remain in a treatment program for at least 3 months

- Increase in the % of signed treatment plans

**SUPPORT SERVICES**

**Emergency Financial Assistance—utilities, food**

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

- Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually

- Increase in the % of clients who received a resource list of community food and nutrition services

- Increase in the % of clients with HIV infection who received a resource list of community utility services

**Emergency Housing Assistance**

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

- Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually

- Increase in the % of clients with HIV infection who received a resource list of community housing services

**Food & Congregate meals**

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

September 2012
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

Increase in the % of clients who received a resource list of community food and nutrition services

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

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

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