

CORE

Center for Outreach Research and Evaluation **News**

Spotlight on Montefiore Medical Center and CitiWide Harm Reduction

The Players

Since 1999, Montefiore Medical Center (MMC) and CitiWide Harm Reduction (CWHR) have collaborated to bring HIV primary care to homeless PLWH/A placed for emergency shelter at Single Room

Occupancy hotels (SROs) in the Bronx. CWHR began as a syringe exchange program in 1994. The agency has now expanded to provide day-time and

evening outreach at 15 SROs in the Bronx and Upper Manhattan. Residents are enrolled as participants in CWHR and may receive transportation to the agency's drop-in center in the South Bronx for case management,

mental health counseling and care, groups, housing placement, peer education opportunities, and syringe exchange.

MMC is located in the North Bronx, with ambulatory clinics located in neighborhoods throughout

the Bronx. The Social Medicine Residency Program of the Department of Family Medicine and Community Health locates residents and faculty physicians at a

Montefiore clinic within walking distance of CWHR's drop-in center and several of the SRO hotels.

The Collaboration

As CWHR provided outreach and drop-in services, it became clear that although people were often

very sick, they were not getting regular health care because of the uncertainties and stigma of being active drug users and homeless. To promote

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CORE Updates

❖ **Karin Haberlin** has left HDWG for a new position at the Boston AIDS Consortium. CORE wishes Karin the best at her new position.

❖ **Viviana Abuchar** has now taken on the job of Data Manager for the multisite evaluation.

❖ **Dr. Howard Cabral** is the newest member of the CORE team. He will take on the role of statistical consultant for the multisite evaluation. CORE welcomes Howard to the team! ■

By having physicians on the outreach teams clients "can get to know the medical provider in their own environment, to test the waters for engaging in care".

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Grantee News

Please welcome our newest staff members

Fenway:

Scout
Transgender
Research Coordinator

Allison Jones
Evaluation Research
Associate

Project Bridge:

Melissa Bohan
Research Assistant

Whitman-Walker:

John Higson
Data Coordinator

Well-Being:

Edward Rothman
Data Analysis Specialist

Spotlight on Harm Reduction Services

Harm Reduction Services of Sacramento, CA has added a few new activities to its slate of services. Along with the usual street outreach, transitional case management and HIV education and prevention

medications are being taken as prescribed. The staff works with clients to problem solve ways to make taking meds easier. In addition, the staff is able to monitor side effects and has a direct line of communica-

tion with the client's health care provider. HRS hopes that the daily visits/calls will help clients adhere to the medications regimen and improve their health. DOT also fosters relationship building with clients in a way that can help reduce the chance of dropping out of care. Clients get daily encouragement to help handle the problems they face along the way.

county jail or the client's home. Keeping in mind that "home" might be an apartment but could also be under a bridge or in a homeless camp. This type of outreach is another effort to meet people "where they're at" and retain people in care.

Collaboration

Sacramento is fortunate that most treatment for HIV/AIDS is handled by the CARES clinic. HRS has entered into an agreement with CARES where as clients sign up for medical care, they also are asked to consent to HRS outreach services. This means that if someone misses a medical appointment, HRS may be called to help locate the person and find out how they're doing. In addition, HRS tries to determine why they didn't stay in care and will attempt to re-engage them in care.

HRS has also partnered with CARES in a community planning process to increase access for people of color for HIV/AIDS services. The planning process is funded by the California Endowment and has involved all segments of

Upcoming Conferences

March 30-April 2, 2003
National HIV/AIDS Update Conference
 Miami, FL
<http://www.amfar.org/cgi-bin/iowa/nauc>

May 7-11, 2003
National Gay Men's Health Summit
 Sheraton Capitol Center
 Raleigh, NC
<http://www.gmhs2003.org>

May 30-June 1, 2003
 6th Annual National Youth Summit
 Washington Court Hotel
 Washington, DC
www.nyacyouth.org/nyac/events_summit.html

July 27-30, 2003
National HIV Prevention Conference
 Hyatt Regency Hotel
 Atlanta, Georgia
www.2003HIVPrevConf.org

September 18-21, 2003
7th Annual US Conference on AIDS
 Hyatt Regency Hotel
 New Orleans, Louisiana
<http://nmac.org/conferences/usca2003/default.htm>

October 2003
9th Annual SIDA Esperanza Vida Conference
 Radisson Deauville
 Miami Beach Resort
 Miami Beach, FL
istrawn@careresourc.org

Along with the usual street outreach, transitional case management and HIV education and prevention efforts, HRS has now begun to offer several new services including HIV medication management, in-home case management and jail case management.

efforts, they have now begun to offer several new services including HIV medication management, in-home case management and jail case management. Combined with their strong collaboration with the Center for AIDS Research, Education, and Services (CARES) clinic, these services should continue to improve engagement and retention of clients into care.

Medication Management

The medication management program, known officially as "direct observed therapy" or DOT, provides daily visits or calls to clients to make sure HIV

medication management, in-home case management and jail case management. Combined with their strong collaboration with the Center for AIDS Research, Education, and Services (CARES) clinic, these services should continue to improve engagement and retention of clients into care.

In-home and Jail Case Management

In-home and jail case management are also new services for clients. HRS is able to reach out to the client in their own environment – whether at the

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Health and Disability Working Group holds National Training Conference: A Kaleidoscope of Care

A Kaleidoscope of Care: Responding to the Challenges of HIV and Substance Use, is a national training initiative sponsored by the Special Projects of National Significance Program of the Health Resources and Services Administration (HRSA). The goal of this program is to increase knowledge and awareness about the intersect between HIV and substance use through cross disciplinary training of HIV medical care providers, substance abuse treatment providers and other individuals working in the field. From January 12th – 14th, 2003, nearly 80 HIV medical care and substance abuse treatment providers

from six different regions of the country came together in San Antonio, Texas and took part in the National Training Program, ***A Kaleidoscope of Care***, facilitated by national experts. A comprehensive curriculum comprised of four modules in specific content areas related to HIV and substance use guided the three day training session.

The modules include:

- ✱ Strategies for Engagement and Retention in Care
- ✱ Incorporating Harm Reduction into Our Work
- ✱ Health Promotion and Adherence
- ✱ Interdisciplinary Care

In the spring and summer of 2003, ***A Kaleidoscope of Care*** will be replicated in six regions of the country and

will be convened by AIDS Education and Training Centers (AETCs). Participating AETCs include New England, New York/New Jersey, Texas/Oklahoma, Florida/Caribbean/Puerto Rico, Mountain Plains, and Pacific/University of California at Davis. Feedback from the training program has been tremendously positive, and participants are enthusiastic about applying what they have learned to their work with HIV-infected substance users. To obtain more information about the training program, please contact Kate Brown at (617) 426-4447, ext. 17 or at kbrown@bu.edu. ■

The Center for Outreach Research and Evaluation (CORE) is an evaluation and program support center whose purpose is to coordinate the evaluation of outreach strategies to bring underserved individuals with HIV into care. It is housed at the Health and Disability Working Group (HDWG), a program of the Boston University School of Public Health in Boston, Massachusetts.

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What's Going On...

Wilbert Jordan of the Oasis Clinic at Drew University was awarded the *Hank Carde Award* at the 2002 RWCA Conference in Washington, DC (Aug. 2002).

Care Resource hosted the 8th Annual SIDA Esperanza Vida Conference on Oct. 21-22, 2002. The goal of the conference was to provide quality HIV education, prevention and treatment information to monolingual

Spanish speaking individuals. (See the Upcoming Conferences section for information on the 9th Annual SIDA Esperanza Vida Conference to be held next October.)

Montefiore/CitiWideHR has been busy presenting at many different conferences on collaboration and research in the Harm Reduction Model. They have made their presence known at the 4th National Harm Reduction Conference

in Seattle Washington (Oct. 2002), the 1st International Conference on Inner City Health in Toronto Canada (Oct. 2002), and the US Conference on AIDS in Anaheim, CA (Sept. 2002), and the RWCA Conference. In addition some of you may have attended their joint workshop with HRS at the last grantee meeting. ■



Spotlight on Montefiore...

Continued from page 1

access to medical care, CWHR developed relationships with health care providers.

Physicians on Outreach

The first collaborative effort with MMC placed physicians into the evening outreach team. The project reduced the threshold for access to HIV care by providing access to a friendly health care provider, and promoting trust and relationship development in participants' homes, through the harm reduction philosophy. In this way, participants are offered immediate access to local clinic-based care with the outreach physicians.

CWHR manages appointment scheduling, provides day-time transportation to and from the local clinic and also helps complete paper work at the clinic which enables quicker entry into the clinic system. Once in the MMC system, participants have access to specialty care, with transportation, escort, and advocacy provided by CWHR as necessary. Because CWHR has an excellent reputation among SRO hotel residents,

Montefiore physicians gained immediate credibility. Conversely, participants can get to know the medical provider in their own environment, to test the waters for engaging in care. Although the relationship between providers is collaborative, participants are able to lodge concerns and report barriers encountered in care to CWHR for resolution, rather than "dropping out of care."

House Calls

In April 2001, MMC and CWHR created the ROom-based MEDical Outreach (ROME) program. ROME provides comprehensive HIV primary care in a harm reduction framework. Services offered by ROME providers include blood tests, physical exams, gynecologic exams, and prescriptions—all within the SRO hotel rooms. ROME serves many participants who cannot utilize other available options for care because they are very ill and/or are involved in intense substance use or relationship issues that prevent them from leaving the SRO hotel environment.

Measuring Our Impact

Some of the project's interests for the SPNS

evaluation are to learn about the impact of our collaboration on engagement and retention in services and health care. In terms of health outcomes, the project is also looking at PCP prophylaxis and preventative care. In addition the project is exploring ways of measuring other, more incremental individual-level outcomes that current instruments cannot capture. ■

Spotlight on HRS

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the community. HRS staff is also involved in efforts to involve faith communities in care and prevention efforts. Finally, HRS will continue to expand clientel through a partnership with the Mexican American Alcoholism Project (MAAP) to provide enhanced access to medical care and drug use treatment programs outside of the traditional working hours by being available 24 hours a day, 7 days a week via pager. Peer advocates will staff the pager and will provide support to get into care/treatment. These advocates will also provide support once a person has entered into treatment and/or medical care. These services focus primarily on people with HIV or those at high risk of HIV infection. ■

Useful References and Resources

Useful sites for information on conferences, funding opportunities and more!

<http://hab.hrsa.gov/CATIE/>

The **CARE Act Technical Information & Education library, 'CATIE'**, contains tools for implementing CARE Act HIV/AIDS care programs, including planning and service delivery topics. Materials are from HRSA/HAB and CARE Act programs.

<http://www.gao.gov/new.items/d02923.pdf>

PROGRAM EVALUATION Strategies for Assessing How Information Dissemination Contributes to Agency Goals. This GAO document examined evaluations of five federal information dissemination programs. The researchers identified useful evaluation strategies that other agencies might adopt. The report discusses the strategies by which these five cases addressed their evaluation challenges. Of particular interest is the incorporation of behavioral factors from theoretical models into logic models.