



Providing intensive client-centered care coordination to engage a population with complex needs in medical care and treatment

Health, Hope and Recovery (HHR) AIDS Arms, Inc. dba Prism Health North Texas, Dallas, Texas

GEOGRAPHIC LANDSCAPE

Dallas metropolitan area

THE CHALLENGE

- Dallas is one of 12 U.S. cities with the largest share of people living with AIDS.¹
- People living with HIV/AIDS are likely to have higher rates of homelessness and co-occurring mental health and/or substance use disorders than the general population.

FOCUS POPULATION

Adults 18 years or older who are living with HIV with co-occurring mental health and/or substance use disorder(s); experiencing homelessness/unstable housing or fleeing from domestic violence; and who receive or will receive HIV medical care at Prism Health North Texas

THE MODEL

Intensive care coordination to help clients navigate the complex system of services, including integrated HIV medical care and treatment for mental health and/or substance use disorders, and access to housing

PARTNERS and LINKAGES

- Voting member and active participant of Metro Dallas Homeless Alliance
- Formalized relationships with community partners to provide medical care, treatment for mental health and/or substance use disorders, dental care, transportation, legal assistance, employment and other necessary services

IMPACTS

157 clients served

- **Improved rates of adherence to medical care and viral suppression among HHR participants**
- **Enhanced collaboration with external partners to meet service needs of the priority population**
- **Expansion of organizational services to better meet the needs of the priority population**

Learn more: <http://cahpp.org/project/medheart>

¹Dallas County Health and Human Services, Profile of HIV in Dallas County, 2014, Retrieved from https://www.dallascounty.org/department/hhs/documents/DCHHS_HIV_Profile_Dallas_2014.pdf. (DCHHS, 2014).

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