

# USING PEER CARE NAVIGATION TO CONNECT INDIVIDUALS WHO ARE HIV POSITIVE WITH A MEDICAL HOME IN THE SAN GABRIEL VALLEY OF LOS ANGELES

## Operation Link: City of Pasadena Public Health Department, Pasadena, CA

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### INTRODUCTION

- The Los Angeles basin has the largest homeless population in the country—almost 90,000 individuals, of which 1,165 live in Pasadena. Of this homeless population, it is estimated that more than 2,700 are living with HIV, 22,500 suffer from severe or persistent mental illness, and 31,500 suffer from some sort of addiction. The basin has the second largest number of HIV cases in the country.
- The City of Pasadena, located within the San Gabriel Valley of Los Angeles, is one of only three cities in the state of California that maintains its own independent local health jurisdiction.
- In 1991, the City of Pasadena Public Health Department (PPHD) began providing HIV/AIDS medical outpatient services to HIV-infected individuals.
- In 2015, the PPHD's clinical services were transferred to a local federally qualified health center (FQHC) Wesley Health Center Pasadena.
- Currently, the PPHD focuses on prevention services in HIV.

### FINDINGS

DEMOGRAPHICS	
Total Served (n=107)	n (%)
Total Enrolled	104
<b>Gender</b>	
Male	80 (76.9)
Female	16 (15.4)
Transgender	6 (5.8)
Other	2 (1.9)
<b>Race/Ethnicity</b>	
American Indian/Alaska Native	2 (1.9)
Asian	4 (3.9)
Black/African-American	43 (41.7)
Native Hawaiian /Other Pacific Islander	0
White	49 (47.6)
Multi-Racial	2 (1.9)
Unknown	3 (2.9)

Demographics of the program were reflective of the population in the SGV.

"A couple of years ago, after I found out [that I was diagnosed with HIV], I lost my job, my boys...it was a nightmare. My PCN is one of the most wonderful, sweetest people. From day one, she's been there to advocate for me. She's even gone to the hospital with me. She's always there. She's the most amazing person to have come into my life."  
-Graduated Client, 2016



The majority of encounters involved healthcare or social services.

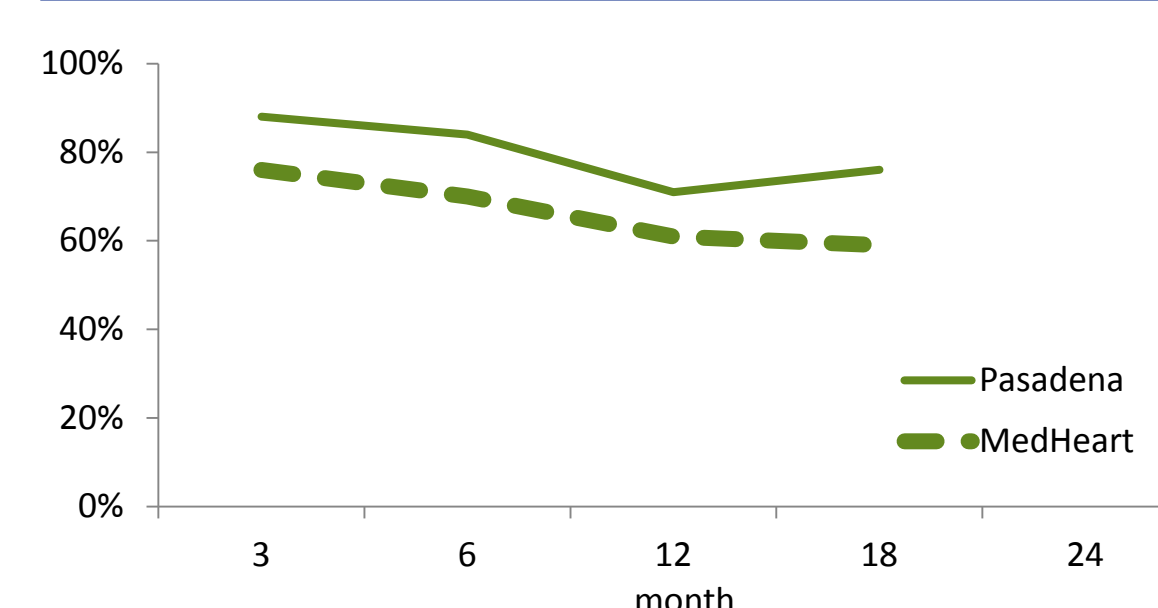


"[My PCN] was very helpful, extremely knowledgeable, and professional. It wasn't like going to a clinic - I would go see him for whatever I had to do, but it was like going to see a friend. [My PCN] was the best thing that has happened to me since I was diagnosed with HIV."  
-Graduated Client, 2016

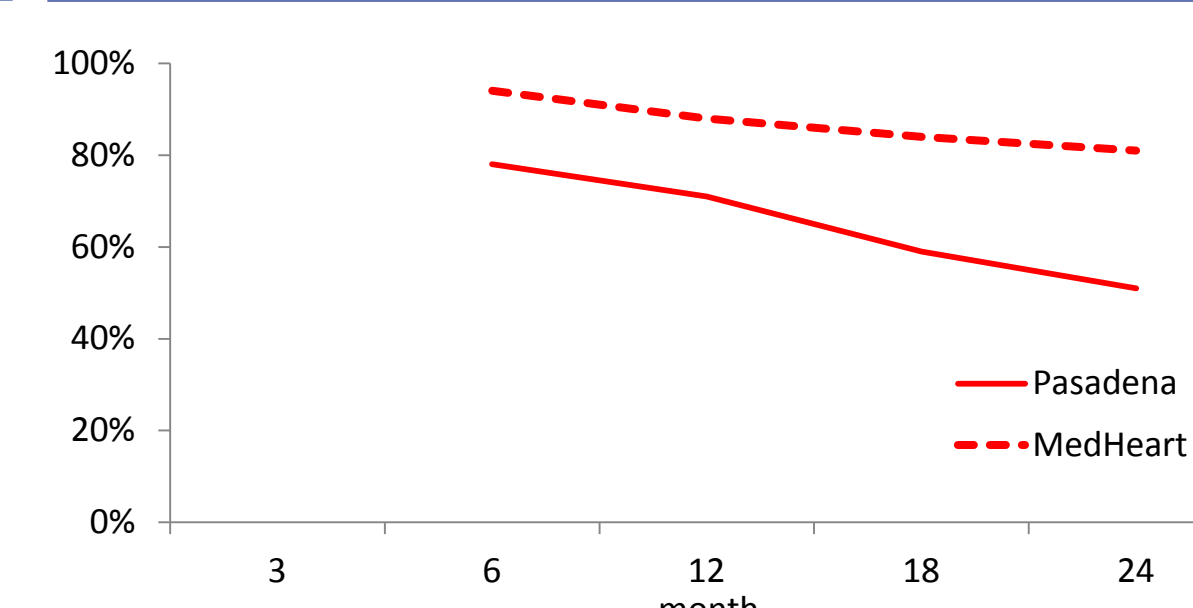
ENCOUNTERS	
Total Encounters (n=1,910)	Mean (Range)
Encounters/Client	18.4 (1, 64)
Time/Encounter (min.)	29.0 (6, 120)
<b>Encounter Activity</b>	
Healthcare-Associated	587 (30.8)
Mental Health-Associated	38 (2.0)
Housing-Associated	285 (14.9)
Social Services-Associated	778 (40.7)
Education & Emotional Support-Associated	322 (16.9)

OUTCOMES	
Clinical	n (%)
Virally Suppressed (N=70)	48 (69.0)
Transitioned to Standard of Care (N=104)	67 (64.4)
<b>Housing</b>	
Stably Housed	67 (64.4)

#### Follow-Up Retention

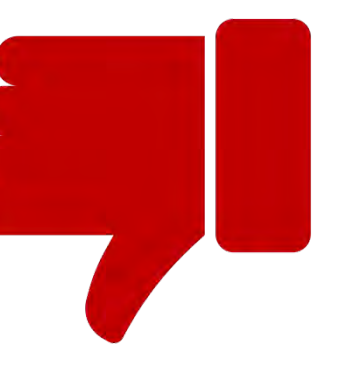


#### Chart Review Retention

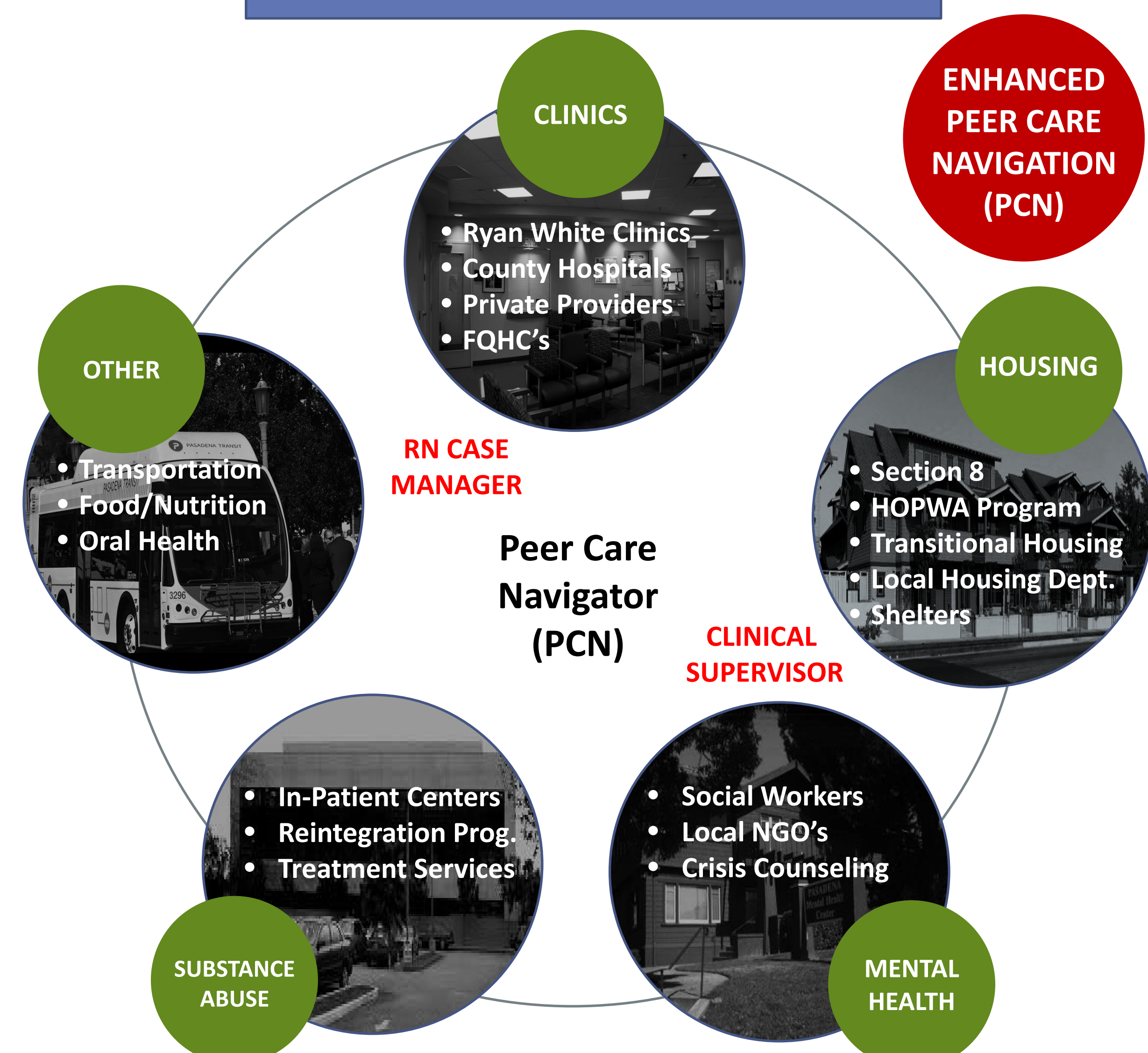


### SUCCESSSES AND CHALLENGES

- Implementing new practices, including going out to search for clients who missed appointments.
- Providing sensitivity training to clinic staff on homelessness issues and how to meet their unique needs.
- New partnerships with medical and housing providers, including a sharp increase in HOPWA vouchers.
- Pasadena Partnership Continuum of Care (CoC) received accreditation (medical home certification-JACO, NCQA).
- Finding long-term care for clients close to their housing was difficult due to the geographic distribution of Los Angeles County.
- Client did not have a reliable method of communication (e.g. phone).
- Lack of affordable housing in the Pasadena.
- Lack of housing options for undocumented clients.
- Lack of basic life skills training for newly housed clients.
- Lack of adequate supportive housing for clients experiencing severe mental health and/or addiction problems.



### MODEL DESCRIPTION



### SUSTAINABILITY

- Operation Link expanded its scope to include individuals not living with HIV.
- Pasadena Public Library received a grant to sustain one PCN position.
- Looking into billable Medi-Cal and Medicare services.
- Partnership with various city departments (Police, Library, Housing, Public Works and Parks, and Human Services and Recreation) to implement a field-based approach.
- Developing a partnership with Union Station (Pasadena) in areas that can create capacity building and leveraging of funds.
- Passage of County Measure H, funding for homelessness in LAC.

### ACKNOWLEDGEMENTS

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number H97HA24961 Special Projects of National Significance (SPNS) Initiative Building a Medical Home for Multiply Diagnosed HIV-positive Homeless Populations, awarded to the City of Pasadena.

No percentage of this project was financed with non-governmental sources. This information or content and conclusions are those of the authors and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.