

Positively Palm Beach



Treasure Coast Health Council, Inc., 600 Sandtree Drive, Suite 101, Palm Beach Gardens, Florida, 33403

Redefining Case Management

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November 2008*

Every day, the interaction between client and case manager affects whether an individual or family accesses and remains in primary medical care. Indeed, the relationship mentioned in the quotation above from the Nashville consumer exists between people living with HIV/AIDS and case managers in community-based agencies, clinics, hospitals, homes, correctional facilities, and even parking lots all across the country.

HIV case managers go to great lengths to assess client needs and design individualized client-centered service plans to mitigate crisis situations and stabilize individuals and families in the HIV care system. Case management activities occur in a variety of settings. They are conducted by dedicated professionals with nursing degrees, masters in social work and, in some cases, no degree but the knowledge only life experience can bring.

Case managers are an essential part of the Ryan White HIV/AIDS Program service delivery system, yet many are reexamining their roles and functions in light of recent changes in the legislation, which encourage Part A and B grantees to review their case management system and to make adjustments.

Some communities have used the legislative change as an opportunity to collaborate across Ryan White programs to develop standards for medical case management. Others are considering the changes necessary to shift from a psychosocial to a medical model of case management. And others are increasing funding for medical case management as a core service and increasing the number and availability of medical managers.

Case Management continued on page 4

Contents	
Case Management..... 1	Is Anyone Listening?..... 3
Look Who's Talkin'..... 2	Calendar..... 5
SHARE Menu..... 2	Resource List..... 6

Look Who's Talkin'

Brother Bob Felder, Sr. Founder

JAY's Ministries

Interviewed by Sonja Swanson

February 24, 2009

In 1984, during a New Year's Eve prayer service a church member approached Brother Bob and said the Lord told her he would become ill. By mid February Brother Bob was hospitalized for more than 2 weeks with walking pneumonia. During his recovery he began a personal intensive biblical study. One afternoon, he fell into a deep, deep sleep, and could not be woken. His family gathered around him in concern. When he finally awoke several hours later he told his family about a vivid dream where God had instructed him to begin a ministry to the people on the street. The vision stayed with him every day and night until seven years later when he

March SHARE Menu

Basic Package \$18.00

1 lb. Chicken Tenderloins

1 lb. Center Cut Boneless Pork Chops

13.8 oz. Pre-fried Breaded Fish Tenders

1 lb. Ground Beef 85/15

12 oz. Orange Chicken Egg Rolls

Plus a variety of fresh fruits and vegetables

SHARE website address: www.shareflorida.org

SHARE phone number: 1-800-536-3379.

decided it was time to close his automotive repair business and start the work God had asked of him. In 1992, along with a small group, Brother Bob founded J.A.Y's (Jesus and You) Ministries and began his street ministry in the Riviera Beach area. By 1995, he did not have any money left but was still driven by his vision of building a ministry. Miracle after miracle occurred over the years, which Brother Bob attributes to God's work. One major blessing has come from Bill and Jane Cheney who have blessed 'JAY's' with very large donations, allowing the services to reach many more people. Now JAY's Ministries stands on a three acres plot of land in Riviera Beach. There is a substance abuse treatment center assisting over 50 men. The program is tailored for each individual resident. JAY's Ministries has a community center offering an after school program for children 5-18 years that includes tutoring and homework assistance. 'JAY's' provides food boxes on Tuesday and Thursday for the community. On Saturdays from 9-12 the Superstars program is provided for 60-70 children, which involves games and competitions,



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Look Who's Talkin' continued on page 7

Is Anyone Listening?

Lorenzo Robertson

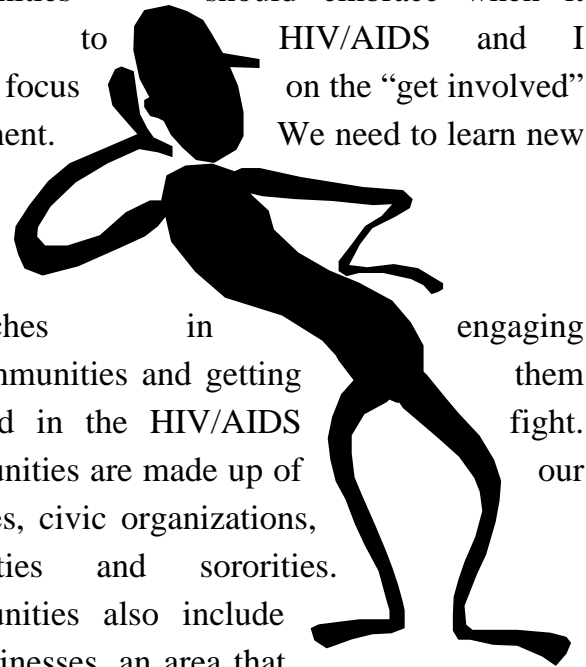
Palm Beach County HIV CARE Council Member

Is anyone listening? National Black HIV/AIDS Awareness Day (NBHAAD) is acknowledged February 7th. This year the Palm Beach County Health Department in conjunction with the Minority AIDS Network, CAP and United Deliverance Community Resource Center (UDCRC) collaborated to commemorate the day with several events. Our day began very early at seven in the morning with our Third Annual Minority AIDS Awareness Walk which started at Wells Recreation Center in Riviera Beach. Our walk is to raise awareness, not funds. To that end we focus on the agency with the largest participation. For the second year in a row our revolving plaque stays with UDCRC.

While our walkers were quietly moving around the trail, the leather clad cyclists roared thunderously from Pompey Park in Delray Beach to Riviera Beach to conclude the Motorcycle Ride for Life. The cyclist rode to raise HIV/AIDS awareness and testing. In anticipation of the arrival of the motorcyclist, the health fair was well under way with our community partners providing massages, blood pressure screenings and of course HIV testing. This year, we had an increase of 50% in participation and we envision even more participation for NBHAAD 2010.

While that was a great day for HIV/AIDS Awareness it is no where near the participation level it should be, twenty seven years into the

HIV/AIDS pandemic. The annual theme for National Black HIV/AIDS Awareness Day is always: Get Educated! Get Tested! Get Involved! Get Treated! Those are four aspects communities should embrace when it comes to HIV/AIDS and I want to focus on the “get involved” component. We need to learn new



approaches in engaging the communities and getting them involved in the HIV/AIDS fight. Communities are made up of our churches, civic organizations, fraternities and sororities. Communities also include our businesses, an area that we many times overlook.

HIV/AIDS is one of those diseases that can strike in every corner of society. No one group is immune from its grip. To that end, let's start some dialogue about making HIV/AIDS a community issue with community concerns and responses. All of us that work in the HIV/AIDS arena need to talk about HIV/AIDS where we live, work, worship and play. If we start the dialogue, the rest of the community will start to get the message that HIV/AIDS is alive and well and people are still getting infected. Let's start in our own home to get involved with making HIV/AIDS a common conversation and not one that is discussed in hushed tones and cornered

Is Anyone Listening? continued on page 7

Case Management continued from page 1**Why Now?**

In December 2006, the Ryan White HIV/AIDS Treatment Modernization Act changed to include medical case management as a core service and allow other models of case management to be funded under support services. Parts A and B of the Treatment Modernization Act require at least 75 percent of funding available for services to be spent on core medical services, leaving a maximum of 25 percent for support services.²

According to the FY 2006 Allocations Reports submitted by Part B programs, case management services nationwide constitute 33 percent of State Direct and Consortia Services. For that same year, Part A Programs submitted Planned Allocations Tables indicating that case management services were expected to total approximately \$83.5 million. These reports were submitted before the change in the legislation and may not capture some types of medical case management previously considered part of ambulatory outpatient medical care. Also, treatment adherence services, now considered part of medical case management, were reported separately in 2006. In the 2008 program and fiscal reports, it is expected that a higher percentage of dollars will be reported under the medical case management category.¹

The current service definition from the HIV/AIDS Bureau (HAB) defines the critical services included in medical case management and the competencies needed by medical case managers (see box to the right). It does not specify or require a terminal degree. The definition takes into account the variety of case

management models, settings, and difficult system changes that could occur with a more stringent definition.

HAB DEFINES MEDICAL CASE MANAGEMENT as a range of client-centered services that link clients with health care, psychosocial, and other services. Coordination and follow-up of medical treatments are components of medical case management. Services ensure timely, coordinated access to medically appropriate levels of health and support services and continuity of care through ongoing assessment of clients' and key family members' needs and personal support systems. Medical case management includes treatment adherence counseling to ensure readiness for and adherence to complex HIV/AIDS regimens. Key activities include (1) initial assessment of service needs; (2) development of a comprehensive, individualized service plan; (3) coordination of services required to implement the plan; (4) client monitoring to assess the efficacy of the plan; and (5) periodic reevaluation and adaptation of the plan as necessary over the life of the client. It includes all types of case management, including face-to-face meetings, phone contact, and any other forms of communication.

NONMEDICAL CASE MANAGEMENT includes advice and assistance in obtaining medical, social, community, legal, financial, and other needed services. Nonmedical case management does not involve coordination and follow-up of medical treatments, as medical case management does.

Case Management continued on page 7

March

Monday	Tuesday	Wednesday	Thursday	Friday
23 5pm-9pm FREE Rapid Oral HIV Testing Compass 6:30 p.m. NA Meeting Compass 7:30 p.m. Quilting Bee Compass	24 2 pm-6 pm FREE Rapid Oral HIV Testing Compass	25 11:00 a.m. Drop In Center Potluck Support Group CAP Palm Springs 7:30 p.m. BrothasSpeak Support Group Compass	26 5pm-9pm FREE Rapid Oral HIV Testing Compass 8:00 p.m. Positive Living Support Group Compass	27
30 5pm-9pm FREE Rapid Oral HIV Testing Compass 6:30 p.m. NA Meeting Compass	31 2 pm-6 pm FREE Rapid Oral HIV Testing Compass			

April

Monday	Tuesday	Wednesday	Thursday	Friday
6 6:30 p.m. NA Meeting Compass 7:30 p.m. Quilting Bee Compass 5pm-9pm FREE Rapid Oral HIV Testing Compass	7 2 pm-6 pm FREE Rapid Oral HIV Testing Compass	1/8 11:00 a.m. Drop In Center Potluck Support Group CAP Palm Springs 7:30 p.m. BrothasSpeak Support Group Compass	2/9 5pm-9pm FREE Rapid Oral HIV Testing Compass 8:00 p.m. Positive Living Support Group Compass	3/10
13 6:30 p.m. NA Meeting Compass 5pm-9pm FREE Rapid Oral HIV Testing Compass	14 2 pm-6 pm FREE Rapid Oral HIV Testing Compass	15 11:00 a.m. Drop In Center Potluck Support Group CAP Palm Springs 7:30 p.m. BrothasSpeak Support Group Compass	16 8:00 p.m. Positive Living Support Group Compass 5pm-9pm FREE Rapid Oral HIV Testing Compass	17
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HOTLINES

A.G. Holley State Hospital TB Hotline.....	1-800-482-4636
CDC Info Hotline.....	1-800-342-2437
Crisis Line (Center Line).....	211
Drug Abuse Hotline.....	662-4357
Florida HIV/AIDS Hotline.....	1-800-352-2437
Gay and Lesbian Hotline.....	1-888-843-4564
Medicare Hotline.....	1-800-638-6833
National Deaf AIDS Line.....	1-800-AIDS-TTY
Project Inform Treatment Hotline.....	1-800-822-7422
STD Hotline.....	1-800-227-8922

EDUCATION/INFORMATION

Accessible Life Saving Education for at Risk Teens (ALERT).....	966-4288
American Foundation for AIDS Research (AMFAR).....	1-800-392-6327
CDC HIV/AIDS Treatment Information.....	1-800-448-0440
Children with AIDS Project of America.....	1-602-973-4319
Children's Case Management Org., Inc.....	804-9441
Clinical Trials Information.....	1-800-Trials-A
Farmworker Coordinating Council of PBC.....	533-7227
Florida AIDS Action Council.....	1-800-779-4898
Glades Health Initiative, Ind.....	996-0500
National Minority AIDS Council.....	1-202-483-6622
PBC Health Department.....	540-1300
PBC HIV CARE Council.....	844-4430
Red Cross, American.....	833-7711
Senior HIV Intervention Project (SHIP).....	586-4843
Treasure the Children/Charles' Crew Adolescent Speakers, Inc.....	790-6291

HIV/AIDS TESTING

Be Encouraged in the Word Ministries.....	738-7888
Compass, Inc*.....	533-9699
Comprehensive AIDS Program (CAP)	
Belle Glade*.....	996-7059
Delray Beach*.....	274-6400
Riviera Beach*.....	844-1266
West Palm Beach*.....	472-2466
Glades Health Initiative, Inc*.....	996-0500
Drug Abuse Treatment Association (DATA).....	844-3556
Jesus People Proclaim Int'l Ministries.....	361-0610
PBC Health Department	
C.L. Brumback Health Center.....	996-1600
Delray Beach Health Center.....	274-3105
Lantana Health Center.....	547-6805
Riviera Beach Health Center*.....	804-7909
West Palm Beach Health Center.....	514-5465
Redemptive Life Urban Initiatives.....	832-6077
Repairshop Outreach Ministries.....	502-3173
Riviera Beach Family Resource Center.....	840-1888
St. James Missionary Baptist.....	842-5971
United Deliverance Resource Center*.....	844-7071
Women of Color, Rise Above Your Shame.....	577-3612
Zanmi Lavi.....	752-6239

*Rapid HIV Testing Available

DENTAL CLINICS

C.L. Brumback Health Center.....	996-1636
Delray Beach Health Center.....	274-3111
Riviera Beach Health Center.....	804-7900
West Palm Beach Health Center.....	514-5310

PHARMACIES

Department of Health	
Belle Glade.....	996-1637
Delray Beach.....	274-3107
Riviera Beach.....	804-7940
West Palm Beach.....	514-5380
Commcare Pharmacy.....	615-0564
BioScrip Specialty Pharmacy (Spanish speaking).....	683-0001

HIV/AIDS SERVICE AGENCIES

Comprehensive AIDS Program, Inc. (CAP)	
West Palm Beach.....	472-2466
Belle Glade.....	996-7059
Delray Beach.....	274-6400
Riviera Beach.....	844-1266
Pahokee.....	924-7773
Care Resource	
Coral Gables.....	1-305-667-9296
Fort Lauderdale.....	1-954-567-7141
Miami.....	1-305-573-5411
Compass.....	533-9699
Youth Line.....	533-9699
Children's Place at Home Safe, Inc.	
North/Central Palm Beach County.....	832-6185
Southern Palm Beach County.....	995-0490
Farmworkers Coordinating Council of PBC.....	533-7227
Florida Lighthouse.....	499-1442
Gratitude Guild, Inc.....	833-6826
HIV Pastoral Care.....	1-305-858-4649
Hospice By the Sea.....	395-5031
Hospice of Palm Beach.....	848-5200
Integrated Healthcare Systems.....	586-7404
Latin American Immigrants & Refugee Org.....	966-4515
Legal Aid Society of Palm Beach County.....	655-8944
Minority Development and Empowerment, Inc.....	296-5722
Palm Beach County Home.....	842-6111
Palm Beach Research Center.....	689-0606
Planned Parenthood.....	848-6300
Oakwood Center.....	844-9741
Social Security Administration.....	722-1213
Treasure Coast Health Council, Inc.....	844-4220

INFECTIOUS DISEASE PHYSICIANS

<u>Central County</u>	
<i>Riviera Beach Health Center</i>	
Manochehr Khojasteh, MD.....	804-7900
Celeste Li, MD.....	804-7900
Kleper de Almeida, MD (Spanish Speaking).....	967-0101
Kenneth Ness, MD.....	655-8388
Olayemi O. Osiyemi, MD.....	832-6770
Donald Watren, MD.....	655-9660
Larry Bush, MD.....	967-0101
<u>Northern County</u>	
<i>Infectious Disease Associates- Leslie Diaz, MD.....</i>	776-8300
<u>Southern County</u>	
<i>Infectious Disease Consultants.....</i>	499-1442
Hamed A. Komaiha, MD, Jose C. Villalba, MD,	
Jaroslav F. Ondrusek, MD, Cesar A. Randich, MD, Melvin S. Kohan, MD	
<i>Delray Beach Health Center</i>	
Snehprabha Samant, MD.....	274-3178
<i>Guadalupe Medical Center (Spanish Speaking).....</i>	642-0768
<i>Infectious Disease Associates</i>	
Julio Cardenas, MD, Ines Mbagha, MD, Susan Saxe, MD, Jill Howard,	
MD, Sanda Cebular, MD, Kurt Weise, MD	
Delray.....	496-1095
Boca Raton.....	393-8224
<u>Western County</u>	
Lyonel Jean Baptiste, MD.....	992-9216
Juan Carlos Rondon, MD.....	924-7788

PRIMARY MEDICAL CARE

VA Medical Center (for veterans only).....	422-7522
Palm Beach County Health Department	
Riviera Beach Health Center.....	804-7900
C.L. Brumback Health Center (Belle Glade).....	996-1600
Delray Beach Health Center.....	274-3100
West Palm Beach Health Center (pediatrics).....	514-5300

Case Management continued from page 4

Yet, the change is much more than a new name for a set of service activities. To qualify as medical case management, activities must be tied to providing, facilitating, and keeping a client in primary medical care. The requirements include ensuring that medical case managers are part of clinical care teams to help clients navigate medical care. They also include a comprehensive clinical assessment of need that is reassessed and reevaluated periodically. The medical case manager need not be located in the primary care facility, but he or she must work closely and directly with the primary care provider.

Failure to address this paradigm shift could result in case management activities that are impermissible under core medical services, thus jeopardizing the ability of providers to meet the requirement that 75 percent of service dollars be allocated to core medical services.

Through the use of future evaluation projects, HAB will work to further define core competencies and identify measures to assess the quality of Ryan White case management services.

- 1.U.S. Department of Health and Human Services. *Health Resources and Services Administration, 2006 CARE Spending, FY 2006*. [Unpublished data].
- 2.Ryan White HIV/AIDS Treatment Modernization Act of 2006. Public Law No. 109-415. December 19, 2006. Accessed June 3, 2008. [Download PDF](#) (164KB)

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Is Anyone Listening? continued from page 4

conversations. If we want others to be involved in the HIV/AIDS fight WE have to bring HIV/AIDS out of the shadows and into the light. Let's talk about HIV/AIDS where we live, work, worship and play. We can get the community educated about HIV/AIDS, tested for HIV/AIDS, INVOLVED in the HIV/AIDS fight and treated for HIV/AIDS. But, it is up to us to do the hard work when it comes to HIV/AIDS awareness in our communities...Is anyone listening?

**Look Who's Talkin'** continued from page 2

each week. In addition, the Comprehensive AIDS Program provides on-site HIV testing.

Currently, Brother Bob is working with local pastors on building a community-wide coalition. The coalition will try to motivate citizens to fight to lower community violence and drug sales. The hope is that the local residents will begin to play a role in protecting their community and demand more involvement from elected officials and police.

It is truly an inspiration, of what all one person can do when focused, committed, and driven. Brother Bob attributes all the successes of JAY's Ministries to God's blessings, but it was Brother Bob who was open to receiving the vision and was committed to follow God's direction.

For more information about JAY's Ministries contact Brother Bob Felder, Sr., 2831 Ave S, Riviera Beach, 561-842-4276, www.jaychurch.org.