

[www.communityaction.com](http://www.communityaction.com)



## Non Medical Case Management: Tier 1 and Tier 2



# Service Description

Community Action clients receive the following services:

- Initial assessment of service needs
- A comprehensive and individualized service plan
- Coordination of services to ensure the client meets their goals
- Routine monitoring and reassessment of needs
- Referrals to other social service agencies
- Linkage to medical care
- Face to face contact with clients via home visits or office visits



# Service Scope

## Tier I

### 2012 – 2013 Contract Term

- 46 unduplicated clients served
- 38 continuing clients
- 8 new clients
- 850 units of service delivered

## Tier I

### 2013 – 2014 Contract Term (to date)

- 12 unduplicated clients served
- 11 continuing clients
- 1 new client
- 85 units of service delivered



# Service Scope

## Tier 2

### 2012 – 2013 Contract Term

- 38 unduplicated clients served
- 20 continuing clients
- 18 new clients
- 248 units of service delivered

## Tier 2

### 2013 – 2014 Contract Term (to date)

- 21 unduplicated clients served
- 12 continuing clients
- 9 new clients
- 54 units of service delivered



# Population Served

HIV positive individuals who reside in the rural communities of Hays, Caldwell, Bastrop and Williamson Counties.

# Service Scope

## Geographic Focus

- Community Action, Inc provides case management services to clients residing in the rural area
- Counties served include:
- Hays, Caldwell, Bastrop, Williamson





# Service Scope

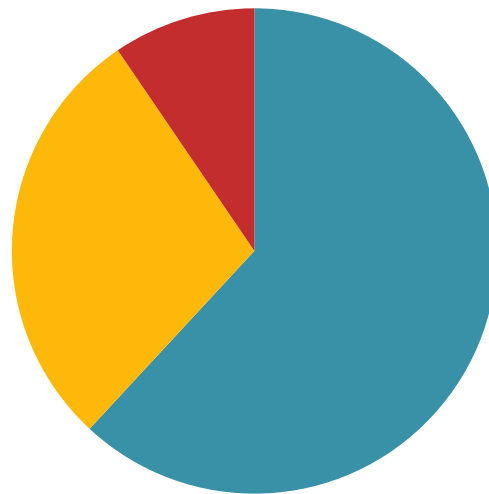
## Overall Purpose & Impact of Non Medical Case Management

- Improved rate of rural clients accessing HIV medical care
- Improved rate of rural clients who remain in HIV medical care
- Improved access to social support services in the rural community and Austin area
- Improved rate of clients graduating from case management services

# Population Served

## Demographics: Race/Ethnicity 2013 – To Date Contract Term

White = 62%    Black = 28%    Hispanic = 10%    Other = 0%



■ White  
■ Black  
■ Hispanic  
■ Other

(n=21)

ARIES Report 1010 Client Demographics



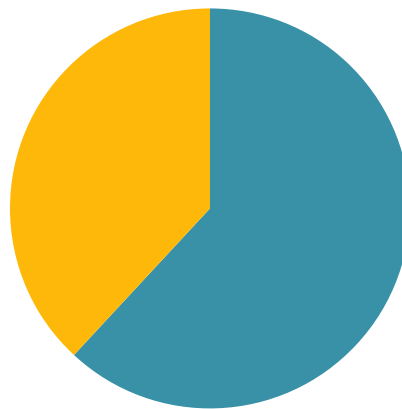
# Population Served

## Demographics: Gender 2013 – To Date Contract Term

Male = 62%

Female = 38%

Transgender = 0%



■ Male  
■ Female  
■ Transgender

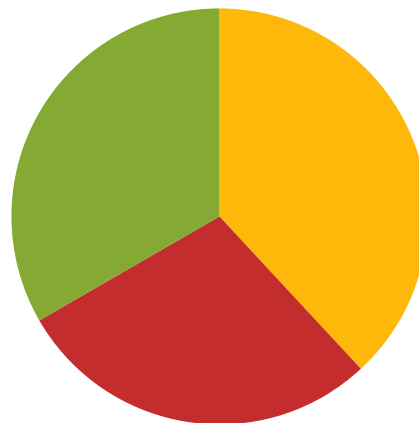
(N=21)

ARIES Report 1010 Client Demographics

# Population Served

## Demographics: Age 2013 – To Date Contract Term

0-34 years = 0%   35-44 years = 38%   45-54 years = 29%   55+ = 33%



- 0-34 years
- 35-44 years
- 45-54 years
- 55+ years

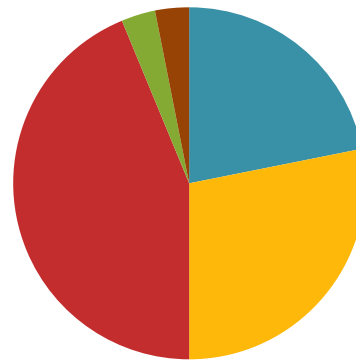
(n=21)

ARIES Report 1010 Client Demographics

# Population Served

## Demographics: Income 2013 – To Date Contract Term

< 50% FPL = 33%      51% - 100% FPL = 43%      101%-150% = 14%  
151%-200% FPL = 5%      >201% FPL = 5%



■ <50% FPL  
■ 51% - 100%  
■ 101% - 150%  
■ 151% - 200%  
■ >50%

(n=21)

# Population Served

## Demographics: Insurance Status/Type

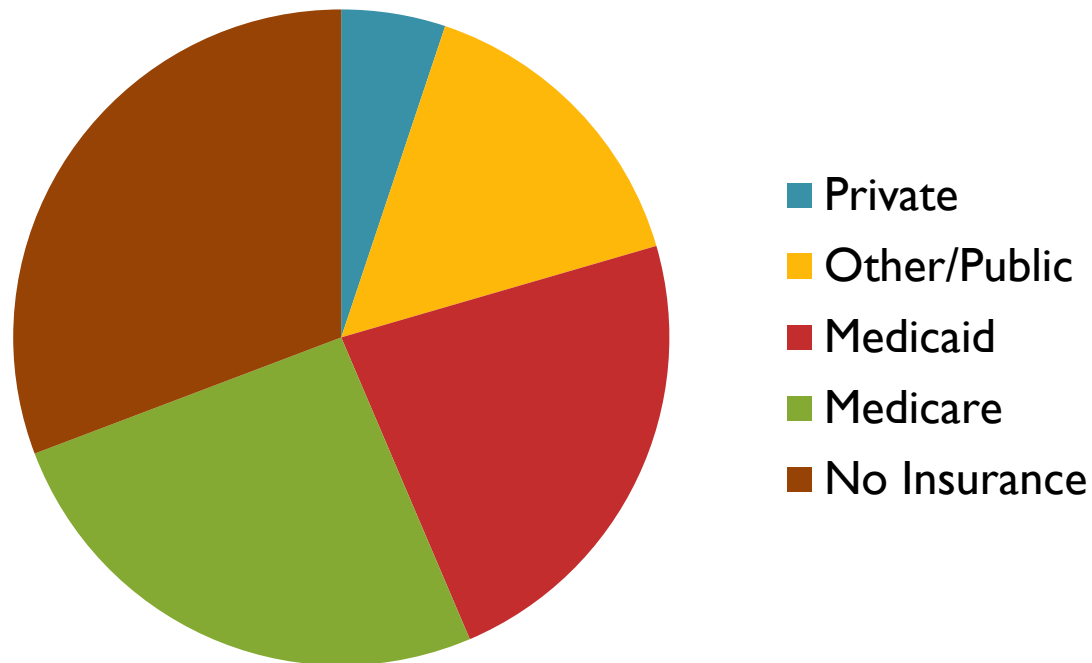
Private = 5%

Other/Public = 15%

Medicaid = 23%

Medicare = 26%

No Insurance = 31%



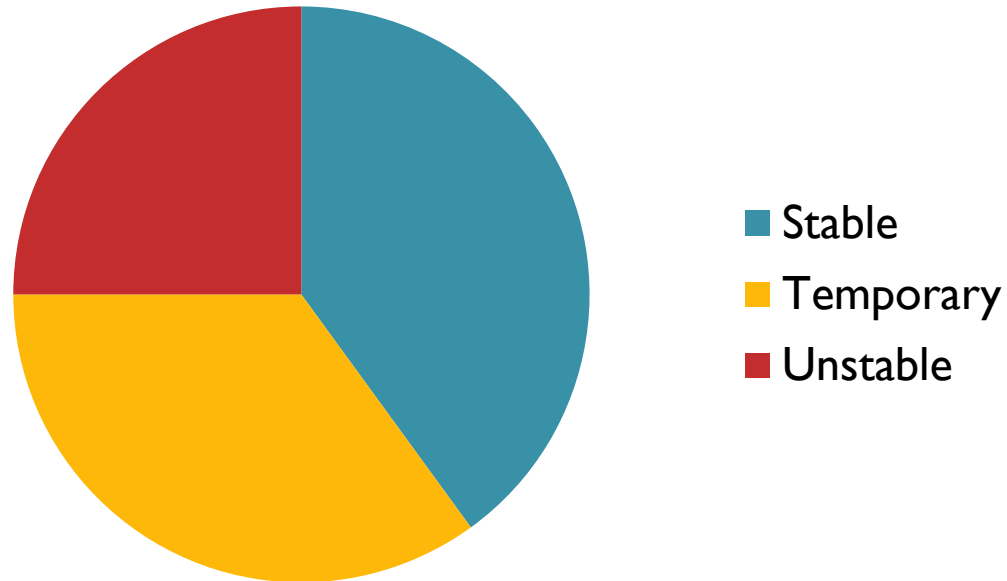
(n=39)

ARIES Report 1007 Client Insurance

# Population Served

## Demographics: Housing Status

Stable/Permanent = 76%    Temporary = 14%    Unstable = 10%



(n=21)



# CQI Status and Outcomes

- Quarterly chart reviews to ensure the accuracy of data in the ARIES data base
- 95% of clients considered to be in medical care
- 90% of clients had a care plan updated two or more times in the measurement year
- Diverse CQI group including case manager, MD, RN, mental health provider, and client