



# Client Handbook



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# Welcome

Orange County has an extensive network of providers that offer services to persons living with HIV/AIDS. As a community, our goal is to provide quality care and services that maximize the health and wellness of Orange County residents living with HIV/AIDS.

This handbook specifically describes federally-funded HIV/AIDS services that are available in Orange County. There is also a resource directory for additional services that may be helpful. Please take some time to look through the handbook and learn about services that may be available to you or someone you know.

In addition to information about services, we have provided you with information on how the federally-funded Ryan White Act and Housing Opportunities for Persons with AIDS (HOPWA) programs work, and how you can get involved in community planning.

We are glad that you have found us, and we are committed to working with you to provide the highest-quality services possible to meet your needs. You can find us online at- Orange County HIV Client Advocacy Committee [www.ochealthinfo.com/hiv](http://www.ochealthinfo.com/hiv).

- *Orange County HIV Client Advocacy Committee*
- *Orange County HIV Planning and Coordination*



# HIV / AIDS Basics

## What is HIV?

Human Immunodeficiency Virus (HIV) is the virus that causes Acquired Immune Deficiency Syndrome (AIDS). HIV harms specific white blood cells (T cells) that are an important part of a person's immune system. Without treatment, HIV gradually weakens the body's defenses against disease (it takes an average of about 10 years), leaving it helpless to fight many infections and cancers. Treatment with certain drugs can slow or stop the harmful effects of HIV so that many people with HIV can live longer, healthier lives.

## What is AIDS?

AIDS is a medical condition resulting from HIV infection, usually after many years. By the time a person is diagnosed with AIDS by a doctor, HIV has seriously hurt the body's immune system. There are effective treatments to prevent and treat many of these serious illnesses.

## How is HIV Transmitted?

A person infected with HIV can pass the disease to another person whether or not they look sick, have an AIDS diagnosis, or are on medication. HIV is passed through four types of fluids: 1) blood, 2) semen (including pre-seminal fluid or pre-cum), 3) vaginal fluids, and 4) breast milk. A person can become infected with HIV if any of these four fluids from a person with HIV gets into their body and bloodstream. Here are some ways a person may become infected with HIV:

- HIV may be passed from person to person during sex. Semen or vaginal fluids containing HIV can enter the uninfected person's body through an opening in the skin.
- HIV may be passed from person to person through blood from an infected person entering the body of an uninfected person. This can happen when sharing needles for steroids, medicine or drugs, vitamins, or other reasons. HIV can also be passed at any other time when blood that contains HIV enters the body of a person through a break in the skin.
- HIV can also be passed through blood transfusions;

however, donated blood has been tested since 1985 and treated to kill the virus, so the risk of transmission in this manner is now very low.

- HIV may be passed from an HIV-positive mother to her newborn during pregnancy or through breast milk. An expectant mother should talk to her doctor about options regarding breastfeeding. While HIV can be transmitted from a mother to her child, medical advances have greatly reduced the risk of transmission during pregnancy and during childbirth.

## **HIV and the Immune System**

HIV can hurt a person's immune system. Over time, if the immune system becomes seriously damaged, the body loses the ability to fight different illnesses, called opportunistic infections or conditions. Examples of opportunistic infections are pneumocystis pneumonia (PCP) and Kaposi's sarcoma. Without treatment, most people can feel well for about 10 years before they feel the first serious symptoms.

While we still do not know exactly how HIV harms the immune system, there are many things that we do know for sure:

- ☑ A person can take a test that measures the amount of HIV in their blood. These are called viral load tests. These tests can help a doctor estimate how long it might take for HIV to hurt the immune system. The higher the number of viruses in the bloodstream, the faster the disease might progress. **To slow down the progression of the disease, there are effective treatments that can reduce the level of virus.**
- ☑ A person can take a test that measures the level of a type of white blood cell called a CD4+ cell. This test helps the doctor to measure how healthy the immune system is. **Medical treatment can help slow the decline of the immune system.**
- ☑ The body seems to manage the HIV virus for a long time, usually several years. The number and percentage of CD4+ cells may go down over time, indicating that the immune system is getting weaker. During this time, most people do not feel sick. However,



the immune system is still getting weaker at this time.

**Seeing the doctor early may have the biggest impact on a person's ability to stay healthy.**

- ☑ If a person with HIV does not get treatment, his/her body could slowly lose its ability to fight infections. Patients with CD4+ counts above 300 may get minor infections, so it is important to see a doctor regularly even when the CD4+ count is high. Patients with CD4+ counts under 200 are more likely to get some infections like PCP. Other life-threatening infections become more likely when the count falls below 100.

## What Can I Do to Stay Healthy?

Getting and staying in medical care is the most important thing a person can do to stay healthy. Do not wait until you are sick to see a doctor. Other things that you can do to stay healthy are:

- ☑ **Eat a healthy diet:** A healthy low fat diet can boost the immune system. Raw foods should be avoided because they may carry harmful bacteria that can cause infections. Fresh fruits and vegetables should be well washed or cooked to avoid contamination.
- ☑ **Exercise regularly:** Adults need two types of physical activity, aerobic (e.g., brisk walking) and muscle strengthening. Moderate aerobic activity should be done at least two hours and 30 minutes every week. Muscle strengthening should be done two or more days a week.
- ☑ **Stay healthy:** Avoid getting sick (e.g., cold, flu) or getting infections (e.g., STDs, Hepatitis) that can weaken the immune system.
- ☑ **Take medications as prescribed:** Taking medications exactly how they are meant to be taken is also important to stay healthy. HIV medications must be taken as prescribed. When medications are not taken the way they are supposed to be, the virus can become resistant to the medication. This means that the medication will no longer work to protect the immune system.

Information on services available in Orange County begins on page 7. These services are designed to help a person remain in medical care and stay healthy.

# Client Rights and Responsibilities

## YOU HAVE A RIGHT TO:

- Courteous and respectful treatment from all providers, with an appreciation of your dignity and right to privacy.
- Confidential treatment services in accordance with the Health Insurance Portability and Accountability Act (HIPAA).
- Prompt responses provided in a reasonable amount of time to questions or requests for services.
- Receive services in a safe manner and be reasonably protected from undue harm/violence and any type of harassment from a service provider or client.
- Reasonable access to agency staff during business hours and information about how to manage emergency, and after- hour, situations.
- Access quality service/care regardless of race, ethnicity, gender, sexual orientation, disability, religion, age, political beliefs, or socio-economic status.
- Culturally sensitive services that are provided in a language and manner that is understandable.
- A fair and understandable grievance process.
- Request transfer to another service provider, if available.
- Written informed consent for sharing of information and to receive services.
- Refuse services/referrals and receive an explanation of the effects associated with refusing services.

You have a right to file a complaint or a grievance if you feel that your client rights have been violated. Please see our Grievance Policy and Procedures on page 21.

## **IT IS YOUR RESPONSIBILITY TO:**

- Notify/communicate to your provider(s) any changes in health, needs, residency, income, etc., in a timely manner.
- Be considerate, cooperative, and respectful of providers and other clients.
- Arrive promptly for scheduled appointments or notify the provider in advance if you must miss or change an appointment.
- Protect the privacy of other clients by keeping their information confidential.
- Behave appropriately during visits, appointments, and any supportive group sessions or meetings.
- Not be under the influence of drugs and alcohol and never bring drugs or alcohol to meetings, providers, or community events.
- Avoid abusive/threatening language.
- Avoid violence, threats of violence, and possession of any weapons.
- Respect all provider and County staff, and other clients' personal and professional boundaries.
- Notify providers when there is dissatisfaction with services and utilize the grievance process when appropriate.

Violation of any of the above listed **client responsibilities** may result in temporary or permanent termination of services.



# HIV / AIDS Services in Orange County

The first cases of AIDS in Orange County were identified in 1981. Since then, the Orange County Health Care Agency, through the HIV Planning and Coordination unit, has been working with community-based providers to provide services and educational efforts to combat the HIV epidemic in Orange County. The Health Care Agency and its service providers are committed to reducing the transmission of HIV disease and providing services to enhance the length and quality of life of HIV-positive individuals.

## Eligibility for Services

Ryan White Act and Housing Opportunities for Persons with AIDS (HOPWA)-funded services are available to HIV-positive residents of Orange County who meet certain eligibility requirements. Some eligibility requirements include financial limitations or medical criteria. A complete list of Ryan White Act and HOPWA-funded services begins on page 10 of this handbook. A list of Ryan White and HOPWA-funded service providers are shown starting on page 14.

In addition to Ryan White Act and HOPWA-funded services, there are many other types of services available to persons living with HIV/AIDS (PLWH/A) in Orange County. The Medical Services Initiative (MSI) program is one source of additional services available to PLWH/A in Orange County. You can find out more about MSI services at <http://ochealthinfo.com/medical/msi>.

Eligibility for each service varies. You can find a list of local and national resources available to HIV-positive individuals starting on page 28 of this handbook.

## How to Use the Services

After you have contacted a service provider, a staff person can help you find services or develop a plan of care that is unique for you. Before your services can start, you will be asked to give some information about yourself and to sign some participation agreements. You will also need to provide documentation of your HIV status, proof of income, and proof that you live in Orange County. By law, all of your information will be kept private and confidential. Please see page 37 for frequently asked questions about getting services in Orange County.

# About the Ryan White Act

The Ryan White Act funds services available to individuals living with HIV/AIDS. The Act was named as a memorial to a teenager from Indiana named Ryan White. Because of discrimination he faced, Ryan dedicated himself to educating the public and Congress about HIV before he died of the illness in 1990. The Ryan White Act is the largest piece of federal legislation that offers funding for the care and treatment of persons living with HIV/AIDS. There are several Parts to the Ryan White Act, Parts A, B, C, and D. Orange County receives funding from Parts A, B, and C to provide primary medical care and support services to HIV-positive individuals.

The intent of the Ryan White Act is to help those who are the most underserved by the health care system. People who use Ryan White Act services are most frequently those with *no other source of healthcare or those with insurance but whose care needs are not being met.*

Three main goals of the Ryan White Act are:

- To lessen the burden of treatment and care in areas most affected by HIV.
- To foster a coordinated approach to core treatment and support of HIV services.
- To build a community-based, strategic response to HIV by local organizations and advocates, as well as local public entities.

The Health Care Agency's HIV Planning and Coordination Unit works with a Board of Supervisor's-appointed community body, the HIV Planning Council, to administer Part A and B funds.

The HIV Planning Council prioritizes and allocates the funds for different services. Please refer to page 24 for more information about the HIV Planning Council. The County of Orange is then responsible for securing contracts with service providers for these services.

# About Housing Opportunities for Persons with AIDS (HOPWA)

The Housing Opportunities for Persons with AIDS (HOPWA) Program provides support for housing assistance and services to low-income persons living with HIV/AIDS and their families. The program was established in 1991 by the AIDS Housing Opportunities Act. The U.S. Department of Housing and Urban Development (HUD) awards HOPWA funds to the largest city in each eligible metropolitan area.

In Orange County, the City of Santa Ana's Community Development Agency administers the HOPWA grant funds for all of Orange County. A portion of these funds is subcontracted to the County of Orange for supportive services.

Since 1993, the City of Santa Ana has utilized HOPWA funds to develop 93 new permanent and transitional housing units for persons living with HIV/AIDS.



# **Ryan White Act and HOPWA-Funded Services**

## **Case Management**

Case management services help clients access and coordinate their care. These services are provided by case managers. Case managers work with each client to identify their individual needs and develop a plan to meet these needs. Case managers meet with clients regularly to make sure that they are getting the medical and supportive services that they need. Case managers can help each client by telling them about services available to them, helping clients access those services, making referrals to outside agencies, and answering questions that clients have about their care.

## **Client Advocacy**

Client advocacy services are services that help clients get referrals and linkages to services. These services are provided to clients who do not need ongoing follow up to get to medical care or supportive services.

## **Dental Care (Oral Health Care)**

Dental services are provided by dentists, dental hygienists, and other professionals in the dental field. Dental services include diagnosis and treatment of a dental condition. Dental services also include education and procedures that can prevent dental conditions. If necessary, and when funds are available, clients may be approved for major dental care to receive oral surgery, dentures, crowns, or bridges.

## **Emergency Financial Assistance for Medication**

Emergency Financial Assistance for medication helps to pay for medications on an emergency basis. To be eligible for this service, clients must meet the income criteria for ADAP (AIDS Drug Assistance Program) with no co-pay.

## **Emergency Financial Assistance for Housing**

Emergency Financial Assistance for Housing provides help with rent, mortgage, utilities or move-in costs. This help is temporary and can not be used as an on-going payment for housing cost.

## **Food Pantry**

Food pantry offers food from at least four out of the five basic food groups. The food pantry is meant to add to the client's nutritional program and is not intended to be the only source of nutrition for a client.

## **Health Insurance Premium Assistance**

Insurance assistance may be provided to help an individual maintain health insurance or to receive medical benefits under a health insurance plan. This includes premium payment, co-payment, and deductibles. Share-of-cost is not covered for those clients who receive Medi-Cal.

## **Home Delivered Meals**

Home delivered meal services provide meals to home-bound clients living with HIV/AIDS who are not able to make meals on their own. A primary medical care provider must prescribe this service.

## **Home Health Care**

Home health care services are provided at the client's home by a licensed or certified home health agency. These services are offered to help clients who need help with daily activities like cleaning, cooking, bathing, and dressing. Durable medical equipment such as prosthetics and hospital beds can also be provided as a home health care service.

## **Housing Coordination**

Housing coordination services include help with identifying housing resources, developing positive relationships with landlords, and providing direct, one-on-one assistance to clients who need assistance with housing.

## **Independent Living Skills**

Independent living skills are services that help clients develop practical living skills to become successful in an independent, permanent housing situation. These services may be offered through activities like one-on-one education, group classes, or skill-building exercises.



## **Legal Services**

The provision of services to individuals with respect to, but not limited to: powers of attorney, do not resuscitate orders, the arrangement for guardianship or adoption of children after the death of their normal caregiver or permanency planning, and interventions necessary to ensure access to eligible benefits, including discrimination or breach of confidentiality litigation as it relates to services eligible for funding under the Ryan White Act. Assistance with evictions is allowable if the services relate to intervention necessary to ensure access to services. It may not include bankruptcy assistance. Legal services must be directly necessitated by an individual's HIV status.

## **Medication and Insurance Assistance**

Medication and insurance assistance services pay for medication on an emergency basis. Share-of-cost is not covered for those clients who receive Medi-Cal. Medication approval is for one month only. Short term insurance assistance may also be available.

## **Medical Care**

Primary medical care refers to non-emergency, outpatient medical services. Services include HIV-specific diagnostic tests and treatment, education and counseling about HIV health issues, preventive care, prescribing medication, helping clients manage and stay with medication, and management of chronic conditions. Medical care related to HIV disease that requires a medical specialty such as Pulmonology, Neurology, Oncology, Ophthalmology, and Dermatology can also be provided.

## **Mental Health Services**

Mental health services are psychological treatment and counseling services for HIV-infected individuals. This service does not include substance abuse counseling. General mental health services can include individual and group counseling. These services are provided by a licensed mental health professional or registered intern. Limited Psychiatric services provided by a Psychiatrist are also available.

## **Nutritional Supplements**

Nutritional supplements are high caloric supplements that are provided to individuals who are having a hard time maintaining appropriate weight levels. Supplements are prescribed by a medical doctor, or recommended by a licensed registered dietician, registered nurse, or nurse practitioner in writing. Supplements may include, but are not limited to, nutritional drinks (such as Ensure®) and bars. Non-prescription basic multi-vitamins may also be offered.

## **Substance Abuse Treatment and Counseling**

Substance abuse treatment and counseling services are residential treatment and/or counseling, and medical or social detox services that help clients work through problems with alcohol and other substance use. These services may be provided in a residential health setting.

## **Transitional Housing Assistance**

Transitional housing assistance is offered to qualified clients to help them find temporary housing. This service is provided using a motel voucher system. To be eligible, clients must be (1) homeless or at risk of becoming homeless; (2) coming from emergency housing, hospital, mental health and/or substance abuse treatment programs; or (3) recently released from jail/prison.

## **Transportation Services**

Transportation services include transportation by bus vouchers, car/van rides, and taxi rides. These services are offered to help clients get to health care appointments related to their HIV disease. A client may receive transportation services regularly or on an emergency basis.

# Ryan White Act and HOPWA-Funded Service Provider Directory

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## **17<sup>th</sup> Street Care**

1725 W. 17<sup>th</sup> Street, Room 101F

Santa Ana, CA 92706

(714) 834-7991

Services are available in English, Spanish, and Vietnamese; translators are available for most other languages.

17th Street Care serves all HIV-positive, low-income individuals in Orange County. HIV-positive individuals without health insurance or health care benefits are eligible for HIV primary medical care.

- AIDS Drug Assistance Program (ADAP)
- Case management
- Nutritional counseling
- Pharmaceutical consultation
- Primary medical care and specialty care referral
- Treatment education

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## **17th Street Testing and Treatment**

1725 W. 17<sup>th</sup> Street, Room 101 N

Santa Ana, CA 92706

(714) 834-8787

Services are available in English, Spanish, and Vietnamese; translators are available for most other languages.

17<sup>th</sup> Street Testing and Treatment offers both anonymous and confidential testing for HIV antibodies and confidential STD testing. Services are free for all individuals 12 years of age or older on a walk in basis only.

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## **AIDS Services Foundation (ASF)**

17982 Sky Park Circle, Suite J

Irvine, CA 92614

(949) 809-5700

[www.ocasf.org](http://www.ocasf.org)

Services are available in English and Spanish.

ASF provides services to HIV-positive individuals in Orange County. Eligibility for services depends on the client's diagnosis and financial situation. For some

services, clients may have to meet income or HIV disability requirements.

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### **AIDS Services Foundation (ASF)**

17982 Sky Park Circle, Suite J, Irvine, CA 92614

(949) 809-5700

[www.ocasf.org](http://www.ocasf.org)

Services are available in English and Spanish.

ASF provides services to HIV-positive individuals in Orange County. Eligibility for services depends on the client's diagnosis and financial situation. For some services, clients may have to meet income or HIV disability requirements.

- Case Management and Benefits Counseling
- Children and Family Programs
- Exercise Program
- Food Pantry
- HIV Prevention Program
- Health Education
- Home Health Care
- Housing Services
  - Direct Emergency Financial Assistance: Rent, utility costs and move-in deposits
  - Housing Coordination and Information
  - Roommate Referral
- Case management and benefits counseling
- Children and family programs
- Exercise program
- Food pantry
- HIV prevention program
- Health education
- Home health care
- Housing services
  - Emergency financial assistance: rent, utility costs, and move-in deposits
  - Housing coordination and information
  - Tenant-based rental assistance program
  - Transitional housing
  - Life skills training
- Referral to legal services
- Mental health counseling

- Nutritional supplements
- Rapid HIV testing
- Social support programs
- Support groups
- Transportation
  - vans and taxi rides
  - bus passes and ACCESS fare coupons
  - Tenant-Based Rental Assistance Program
  - Transitional Housing
  - Life Skills Training
- Legal Services
- Mental Health Counseling
- Nutritional Supplements
- Rapid HIV Testing
- Social Support Programs
- Support Groups
- Transportation
  - Vans and Taxi Rides
  - Bus Passes and Access Fare Coupons

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**Asian Pacific AIDS Intervention Team Health Center (APAIT Health Center)**

12900 Garden Grove Boulevard, Suite 220A

Garden Grove, CA 92843

(714) 636-1349

[www.apaitonline.org](http://www.apaitonline.org)

Services are available in English, Vietnamese, Tagalog, Korean, Japanese, Cantonese, Mandarin, and Spanish.

Established in 1987, APAIT Health Center (formerly Asian Pacific AIDS Intervention Team) strives to positively impact the quality of life for medically underserved communities living with or at risk for HIV/AIDS and other health disparities through culturally competent and linguistically appropriate services in Los Angeles and Orange Counties.

- HIV prevention and education
- Substance abuse prevention
- Mental health counseling
- Support groups (adults, youth, MSM and HIV+)
- Emergency financial assistance: rent, utility costs, and move-in deposits

**Dr. Ruben Begino, DDS (Bristol Family Dental)**

2618 S. Bristol Street,

Santa Ana, 92704

(714) 540-7101 or Fax: (714) 540-6061

HIV-positive individuals without dental insurance or dental care benefits are eligible for services. *Clients must be referred by a case manager or Ryan White medical care provider.*

Business hours (subject to change): Monday-Thursday

10:00 am - 5:00 pm, Friday 9:00 am - 4:00 pm

- Comprehensive oral health evaluations
- Patient oral care education for disease prevention and good oral health maintenance
- Radiographic services (x-rays, as necessary)
- Oral hygiene cleanings
- Routine extractions
- Basic restorative procedures (fillings)
- Major dental services (root canal therapy, crowns, bridges, and dentures) available based on funding

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**Delhi Center**

505 E. Central Ave.

Santa Ana, CA 92707

(714) 481-9600

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

Services are available in English and Spanish.

Delhi Community Center serves the HIV-positive Latino community and their loved ones in Orange County. In order to qualify for some of the listed services clients may have to meet income and/or disability requirements.

- Case management
- Food pantry
- Medical transportation
- Support and learning groups

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**Laguna Beach Community Clinic (LBCC)**

362 Third Street

Laguna Beach, CA 92651

(949) 494-0761

[www.lbclinic.org](http://www.lbclinic.org)

Services are available in English and Spanish. Please call clinic for Anonymous HIV testing hours. Laguna Beach Community Clinic provides comprehensive medical care for lower-income individuals and families in Orange County. New clients are welcome.

- Case management
- HIV testing and counseling
- Legal services
- Medical care
- Pharmacy consultation
- Urgent care

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**Dr. Carlos Garcia, DDS**

362 Third Street Suite #2,

Laguna Beach, 92651

(949) 494-2111 or Fax: (949) 494-2125

HIV-positive individuals without dental insurance or dental care benefits are eligible for services. *Clients must be referred by a case manager or Ryan White medical care provider.*

Business hours (subject to change): Monday-Friday 8:00 am - 5:00 pm, closed 12:00pm - 1:00pm

- Comprehensive oral health evaluations
- Patient oral care education for disease prevention and good oral health maintenance
- Radiographic services (x-rays, as necessary)
- Oral hygiene cleanings
- Routine extractions
- Basic restorative procedures (fillings)
- Major dental services (root canal therapy, crowns, bridges, and dentures) available based on funding

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**Orange County Health Care Agency Dental Clinic**

1725 W. 17<sup>th</sup> Street, Suite 101 L

Santa Ana, CA 92706

(714) 834-8408

Services are available in English, Spanish, and Vietnamese; translators are available for most other languages. The Orange County Health Care Agency Dental Clinic serves all HIV-positive, low-income individuals in Orange County. HIV-positive individuals without dental insurance or dental care benefits are eligible for services. *Clients*

*must be referred by a case manager or Ryan White medical care provider.*

- Comprehensive oral health evaluations
- Patient oral care education for disease prevention and good oral health maintenance
- Radiographic services (x-rays, as necessary)
- Oral hygiene cleanings
- Routine extractions
- Basic restorative procedures (fillings)
- Major dental services (root canal therapy, crowns, bridges, and dentures) available based on funding

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### **Public Law Center (PLC)**

601 Civic Center Drive West

Santa Ana, CA 92701

(714) 541-1010

[www.publiclawcenter.org](http://www.publiclawcenter.org)

Services are available in English, Spanish, and Vietnamese.

The Public Law Center provides free civil legal services to low-income Orange County residents. Services are provided by staff at the Public Law Center and pro-bono services are provided by lawyers in Orange County. Public Law Center offers legal counseling, individual representation, community education and strategic litigation and advocacy to challenge societal injustices.

- Assistance with civil legal issues such as:
  - Adoption
  - Bankruptcy
  - Benefits (selected issues)
  - Child custody and visitation
  - Conservatorship
  - Consumer
  - Contracts
  - Disability rights
  - Dissolution
  - Education law
  - Employment
  - Guardianship
  - Homeownership



- Immigration
- Landlord/tenant/housing (selected issues)
- Name/sex change
- Torts (*civil proceedings to provide relief for persons who have suffered harm from the wrongful acts of others*)
- Wills, trusts, and probate

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### **REACH (Risk Reduction, Education, and Community Health)**

Orange County Health Care Agency – Behavioral Health Services

1725 W. 17<sup>th</sup> Street, Room 101B

Santa Ana, CA 92706

(714) 834-7926

1(866) 33-REACH

Services are available in English, Spanish, and American Sign Language.

REACH provides services to current and past substance-using HIV-positive and high-risk HIV-negative individuals in Orange County. REACH also provides individual and group interventions for behavioral health wellness to the homeless and at-risk of homelessness populations who have also experienced trauma and/or substance use.

- Case management
- Food pantry
- HIV prevention and education, including court-mandated classes
- HIV testing and counseling
- Linkage to substance abuse treatment
- Linkage to medical and social model detox services
- Partner services notification
- Weekly, peer-run HIV support group
- Outreach for referrals and linkages to supportive services
- Educational groups for introducing and/or enhancing healthy coping skills
- Medical transportation
  - van rides
  - bus passes and access fare coupons

### **Shanti Orange County**

23461 South Pointe Drive, Suite 100

Laguna Hills, CA 92653

(949) 452-0888

[www.shantioc.org](http://www.shantioc.org)

Services are available in English and Spanish.

Shanti Orange County provides services to individuals in Orange County living with HIV/AIDS. For some services, clients may have to meet income or HIV disability requirements.

- Case management
- Client advocacy
- Home delivered meals
- Individual counseling
- Mental health counseling
- Prevention education seminars and workshops
- Referral to legal services
- Social support programs
- Support groups

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### **Straight Talk**

5712 Camp Street

Cypress, CA 90630

(714) 828-2000

[www.straighttalkcounseling.org](http://www.straighttalkcounseling.org)

Straight Talk provides transitional and residential treatment services for individuals living with HIV/AIDS in Orange County. Services include comprehensive substance abuse education and other related services.

- Gerry House - Residential treatment services for HIV-positive individuals who are injection drug users
- Start House - Transitional/residential alcohol and drug abuse recovery services for persons living with HIV/AIDS

# Providing Feedback on Services

Your feedback is important to us. Feedback lets providers know if services provided are meeting client needs. It can also help to improve services. There are several ways to provide feedback. Below are a few examples:

- **Suggestion Boxes:** Most provider locations have suggestion drop boxes. Providing comments in the suggestion box can be an easy way to give your feedback about services. You do not have to put your name on your suggestion card.
- **Client Satisfaction Surveys:** Filling out client satisfaction surveys are another good way to share what you think of the services that you are getting. On even years (for example, 2012, 2014), the Orange County Health Care Agency conducts a Client Satisfaction Survey for all Ryan White-funded services. Some providers also conduct surveys on their own at other times throughout the year. Providers review the results of these surveys very seriously, so please take the time to fill them out when you get one. Surveys are anonymous (you do not have to put your name on them).

## Complaints and Grievances

Providers in the Ryan White Act system are committed to providing services that are respectful of your rights and needs. Please see a list of your rights and responsibilities starting on page 5 of this handbook. If at any time you feel that a service provider is not honoring your rights as a client, you have the right to file a complaint and/or grievance.

### What is a Complaint?

A complaint is an informal verbal or written statement submitted by a client or a client's authorized representative that he/she is not satisfied with the services that they are receiving.

### What is a Grievance?

A grievance is a formal complaint that has reached the stage where the affected party is looking for structured approach to its resolution.

Our goal is to ensure that all complaints and grievances are

resolved quickly and are first addressed with the staff or service provider involved.

## **Resolving Problems and Complaints**

The following are the steps you should take to resolve problems:

1. Identify and be prepared to discuss what you think is a fair solution to the problem.
2. Try to resolve the problem with the provider by talking to the staff about your complaint. The provider must listen to your complaint and try to find a resolution.
3. Talk to a supervisor at the provider's office about your complaint if you do not feel it was resolved by talking to staff.
4. If your complaint is not addressed by talking to staff, you have the right to file a formal grievance using the provider's grievance policy. Be prepared to write down or talk about the following:
  - Date and time of the event(s)
  - Who the event(s) involves
  - What you think would be a fair resolution

Most issues are successfully resolved between the client and the provider. After following the grievance procedure of the service provider, if you are still unable to resolve the complaint, you have the right to file a formal appeal with HIV Planning and Coordination.



## **How to File a Grievance Appeal to HIV Planning and Coordination**

HIV Planning and Coordination (HIVPAC) at the Orange County Health Care Agency will review grievance appeals from clients that were not resolved after following the provider's grievance process. You may file a formal appeal with HIVPAC in any of the following ways:

**In Person or by Mail:**

HIV Planning and Coordination  
1725-B W. 17<sup>th</sup> Street  
P.O. Box 6099, Bldg. 508  
Santa Ana, CA 92706

**or Phone:** (714) 834-8711

**or Fax:** (714) 834-8270

## **Response from HIV Planning and Coordination**

HIV Planning and Coordination (HIVPAC) will work with you and the service provider named in the grievance appeal to find the best resolution. If necessary, there is a formal appeal process and a Grievance Appeal Review Panel to help in resolving the grievance appeal. You will receive a letter notifying you of the grievance appeal process and outcome.

HIVPAC shall ensure that there is no discrimination or retaliation against a client that has filed a grievance.



# HIV Planning Council

The Orange County HIV Planning Council (Council), established in 1987, makes recommendations to the County Health Officer about HIV-related issues. It also serves as the Ryan White Act Part A Planning Council, the Ryan White Act Part B Consortium, and the advisory body to the City of Santa Ana for the expenditure of HOPWA funds.

The Council collaborates with the Health Care Agency to conduct a periodic needs assessment to find out about the service needs of persons living with HIV/AIDS. Using the needs assessments and other data, the Council prioritizes the HIV service needs of the community and allocates funds to the service categories.

The Council includes individuals with specific expertise such as health care planning, housing for the homeless, incarcerated populations, substance abuse and mental health treatment, or who represent other Ryan White Act and Federal Programs. In addition, at least 33% of the members should include persons living with HIV/AIDS who use Ryan White Act services. The Planning Council's Membership Committee welcomes applications for appointment by the Board of Supervisors. For information on becoming a member, contact the number on page 26.

In order to make sure that the community and persons living with HIV/AIDS are involved, the Council tries to get feedback from clients and providers, and has an HIV Client Advocacy Committee. Public comment is another way to get community input. Public Comment is taken at the beginning of each meeting and the public is encouraged to attend.

## Planning Council Meeting Information\*

*Date:* Second Wednesday of every month

*Time:* Meeting: 6:00 – 9:00 p.m.

*Location:* Orange County Public Health Services  
Training Center (Building 1729 E)  
1725 West 17<sup>th</sup> Street  
Santa Ana, CA 92706

*Information:* (714) 834-8399

# HIV Client Advocacy Committee (HCAC)

HCAC is a committee of HIV-positive individuals that advises the Council in a number of areas. It seeks to represent the HIV community and make sure that the needs of this population are identified and addressed.

## HCAC Responsibilities Include:

- Recruiting HIV-positive individuals for Council membership and leadership positions;
- Training in planning methods and leadership skills;
- Developing advocacy skills of HIV-positive individuals; and
- Advising the Council on the needs of HIV-positive individuals in Orange County.

To become involved with promoting policies and services to improve the well being of individuals living with HIV/AIDS, attend the HCAC meeting.

## HCAC Meeting Information \*

*Date:* Third Monday of every month

*Time:* 6:00 p.m.

*Location:* Orange County Public Health Services  
Training Center (Building 1729E)  
1725 W. 17<sup>th</sup> Street  
Santa Ana, CA 92706

*Information:* (714) 834-8399

*\*Committee meetings subject to change. To confirm meeting dates, time, and locations please call (714) 834-8399.*



# Other HIV Planning Council Committees

The HIV Planning Council has several standing committees that help support the activities and functions of the Council. Community members may attend committee meetings and provide public comment. For more information regarding the committees, please contact HIV Planning Council Support at (714) 834-8399 or visit us online at [www.ochealthinfo.com/hiv/council](http://www.ochealthinfo.com/hiv/council).

## Executive Committee

The Executive Committee includes chairs of standing committees and other officers of the Council. The Committee's responsibilities are to: 1) supervise affairs of the Planning Council; 2) report activities at monthly Council meetings; 3) establish committees or task forces as needed; 4) conduct the annual Evaluation of the Administrative Mechanism (EAM); and 5) advise Council Chair, provide direction to Council Staff on the administration of Council activities.

## Housing Committee

The Housing Committee includes members of the community, persons living with HIV/AIDS, HIV/AIDS service providers, and City of Santa Ana staff. The Committee's responsibilities are to: 1) make recommendations for priorities and funding of housing and related services for persons living with HIV/AIDS; 2) review reports on housing programs; and 3) coordinate housing related services.

## Membership Committee

The Membership Committee includes members who are appointed by the Executive Committee. The Committee's responsibilities are to: 1) conduct ongoing recruitment of members to ensure the demographic composition of the Council is reflective of persons living with HIV/AIDS in Orange County; 2) recommend individuals for appointments to the Council; 3) inform all applicants of requirements of being on the Council; 4) monitor Council member attendance; and 5) train Council members regarding the roles and responsibilities of the Council.



### **Prevention Planning Committee (PPC)**

The Prevention Planning Committee includes members of the HIV/AIDS community, persons living with HIV/AIDS, and HIV prevention service providers. The Committee's responsibilities are to: 1) update Orange County's Comprehensive HIV Prevention Plan annually; 2) provide a forum for exchange of information and coordination of HIV prevention efforts; 3) implement strategies to increase knowledge and awareness of HIV/AIDS in the community; 4) identify unmet prevention needs; and 5) recommend prevention service priorities and funding allocations.

### **Priority Setting, Allocations, and Planning Committee (PSAP)**

The PSAP Committee's membership includes members of the HIV/AIDS community, persons living with HIV/AIDS, and HIV service providers. The Committee's responsibilities are to: 1) make recommendations regarding the priorities and funding for Ryan White Act-funded services; and 2) to be the year round allocations and reallocations planning body.



# Local and National Resources

## Benefits/Insurance

- Social Security Administration . . . . . (800) 772-1213
  - Anaheim Office . . . . . (800) 772-1213
  - Brea Office . . . . . (800) 772-1213
  - Santa Ana Office . . . . . (800) 772-1213

## Credit/Financial Counseling

- Consumer Credit Counseling Services
  - of Orange County . . . . . (800) 213-2227
- Springboard Consumer Credit Management . . . . (800) 431-8456

## Dental Services

- Orange County Health Care Agency (HCA)
  - Dental Clinic . . . . . (714) 834-8408

## Disability Services

- Regional Center of Orange County . . . . . (714) 796-5100

## Drug and Alcohol Treatment

- REACH Program . . . . . (714) 834-7926
- Straight Talk (residential drug/alcohol treatment) (714) 828-2000

## Employment Services

- California Department of Rehabilitation . . . . . (714) 662-6030
- Employment Development Department (EDD) (714) 518-2315

## Financial Assistance

- Orange County Social Services (Cal Works, Food Stamps, Medi-Cal)
  - Cal Works
    - East Regional Center . . . . . (714) 435-5800
    - North Regional Center . . . . . (714) 575-2400
    - South Regional Center . . . . . (949) 206-4000
    - West Regional Center . . . . . (714) 503-2200
  - Food Stamps / Medi-Cal Offices
    - Aliso Viejo Regional Center . . . . . (949) 389-8201
    - Anaheim Regional Center . . . . . (714) 575-2400
    - Garden Grove Regional Center . . . . . (714) 741-7100
    - Santa Ana Regional Center . . . . . (714) 435-5900

**HIV/AIDS Social Services**

- AIDS Services Foundation (ASF) . . . . . (949) 809-5700
- Asian Pacific AIDS Intervention Team
  - Health Center (APAIT) . . . . . (714) 636-1349
- The Delhi Center . . . . . (714) 481-9600
- Laguna Beach Community Clinic . . . . . (949) 494-0761
- REACH Program (HCA) . . . . . (714) 834-7926
- Shanti Orange County . . . . . (949) 452-0888
- The Gay & Lesbian Community Services Center (714) 953-5428

**Housing**

- AIDS Services Foundation (ASF)
  - Housing Department . . . . . (949) 809-5781
- Emmanuel House (homeless living
  - with HIV/AIDS) . . . . . (714) 836-7188
- Section 8 Rental Assistance
- Fair Housing, CA State . . . . . (800) 884-1684
- Human Relations Commission . . . . . (714) 567-7470
- Straight Talk (residential drug/alcohol treatment) (714) 828-2000
- Housing Authorities
  - Anaheim Housing Authority . . . . . (714) 765-4311
  - Garden Grove Housing Authority . . . . . (714) 741-5150
  - Orange County Housing Authority . . . . . (714) 480-2700
  - Santa Ana Housing Authority . . . . . (714) 667-2200

**Legal Services**

- Legal Aid Society of Orange County . . . . . (800) 834-5001
  - or . . . . . (714) 571-5200
- The Fair Housing Council of Orange County . . . (800) 698-3247
- Orange County Public Defender . . . . . (714) 834-2144
- Public Law Center . . . . . (714) 541-1010

**Medical Services**

- Cure-TB (Referrals for U.S. and Mexico) . . . . . (800) 789-1751
- Laguna Beach Community Clinic . . . . . (949) 494-0761
- Orange County Health Care Agency . . . . . (714) 834-7991
- Medical Services Initiative (MSI) . . . . . (714) 834-6248
- UCI Special Disease Clinic . . . . . (714) 456-5477

### **Medications**

AIDS Drug Assistance Program (ADAP) . . . . . (714) 834-7991

### **Mental Health Counseling**

Adult Mental Health Services, Orange County, HCA (714) 480-6767

APAIT Health Center . . . . . (714) 636-1349

Children & Youth Services Orange County HCA (714) 834-5015

Mental Health Association of Orange County . . . . (714) 547-7559

OC ACCEPT . . . . . (714) 517-6100

Pathways Program . . . . . (714) 834-7883

Shanti Orange County . . . . . (949) 452-0888

The Gay & Lesbian Community Services Center (714) 953-5428

### **Nutrition Services**

AIDS Services Foundation (ASF) . . . . . (949) 809-5700

Women, Infants, and Children (WIC). . . . . (714) 834-8333

### **Safety Net Services (Shelter / Food / Clothing)**

Anaheim Independencia . . . . . (714) 826-9070

Community Action Partnership . . . . . (714) 897-6670

Fullerton Interfaith Emergency Service, Inc. . . . . (714) 680-3691

Orange County Salvation Army . . . . . (714) 832-7100

Real Help of Garden Grove Meals . . . . . (714) 534-6450

S.O.S (Share Our Selves) . . . . . (949) 270-2100

Someone Cares Soup Kitchen . . . . . (949) 548-8861

Free meal served, Mon - Fri 1:00p.m. – 4:00p.m.

720 W. 19<sup>th</sup> St., Costa Mesa

South Orange County Family Resource Center (949) 364-0500

Southwest Community Center – Santa Ana . . . . (714) 543-8933

### **Faith Based Services**

Christ Chapel of Laguna . . . . . (949) 376-2099

Christ Chapel Metropolitan Community Church (714) 835-0722

He Intends Victory . . . . . (800) HIV-HOPE

HIV/AIDS Initiative of Saddleback Church. . . . . (949) 609-8295

Lutheran Social Services (emergency food service)(877) 577-7267

Family Assistance Ministries . . . . . (949) 492-8477

**Shelters**

- American Family Housing . . . . . (714) 897-3221
- Friendship Shelter . . . . . (949) 494-6928
- New Vista Transitional Living. . . . . (714) 680-3691
- Rescue Mission – Orange County. . . . . (800) 663-3074
- Salvation Army Hospitality House . . . . . (714) 542-9576
- YWCA Beyond Shelter (women and girls). . . . . (714) 871-4488

**Shower Facilities**

- Rescue Mission – Orange County. . . . . (800) 663-3074

**Transportation**

- AIDS Services Foundation (ASF) . . . . . (949) 809-5700
- Child Shuttle . . . . . (800) 4CHILD4
- Orange County Transportation Authority  
[www.octa.net](http://www.octa.net) . . . . . (714) 560-6282
- Bus Passes . . . . . (714) 560-5932
- Bus Route Information. . . . . (714) 636-7433
- REACH Program, HCA . . . . . (714) 834-7926

**Veterans Services**

- U.S. VETS – Long Beach (homeless veterans) (562) 388-7800
- Orange County Veterans Center – Counseling (714) 776-0161
- Veterans Services – VA Benefits. . . . . (800) 827-1000



# Hotlines

## Alcohol & Drug Abuse Services

### National Council on Alcoholism & Drug Dependence – Orange County

Santa Ana	(714) 835-4252
Irvine	(949) 770-1191
Alcoholics Anonymous Hotline	(714) 556-4555
Alcohol & Drug Abuse Services (HCA)	(888) 424-4327
Cocaine Anonymous Hotline	(949) 650-1011
Narcotics Anonymous Hotline	(714) 590-2388

### California AIDS Hotline (Mon-Fri 9:00a.m. - 4:00p.m., PST)

English and Spanish	(800) 367-2437
TTY/TDD for hearing impaired	(888) 225-2437
AIDS In Prison Project's Hotline	(718) 378-7022
<i>English and Spanish (Tues., Wed., and Thurs. 12p.m. - 5:00p.m., PST)</i>	
<i>All collect calls accepted.</i>	

### Crisis Hotlines

National Suicide Prevention Hotline ( <i>English/24 hrs</i> )	(800) 273-8255
National Suicide Prevention Hotline ( <i>Spanish/24 hrs</i> )	(888) 628-9454
National Suicide Prevention Hotline ( <i>TTY/TDD</i> )	(800) 799-4889
California Youth Crisis Line	(800) 843-5200
<b>Cure-TB</b> ( <i>Referrals for U.S. &amp; Mexico</i> )	(800) 789-1751
<b>AIDS Info</b> ( <i>HIV/AIDS Treatment Information, NIH</i> )	(800) 448-0440
<i>English and Spanish (Mon - Fri 9:00a.m. - 1:00p.m.)</i>	
TTY/TDD for hearing impaired	(888) 480-3739

### National AIDS Hotlines (Centers for Disease Control & Prevention)

English & Spanish ( <i>Mon - Fri 8:00a.m. - 8:00p.m., EST</i> )	(800) CDC-INFO
TTY/TDD for hearing impaired	(888) 232-6348
The Americans with Disabilities Act Information & Assistance Hotline	
Assistance Hotline	(800) 514-0301
TTY	(800) 514-0383
<i>Hours (Mon - Thurs 9:30a.m.- 2:30p.m.)</i>	

### Orange County Health Care Agency

STD/HIV Recorded Information	(714) 834-8592
<b>Project Inform</b> ( <i>Mon - Fri 10:00a.m. - 4:00p.m., PST</i> )	(800) 822-7422

# Web Sites

## AIDS Research

- AIDS Clinical Trials . . . . . [www.clinicaltrials.gov](http://www.clinicaltrials.gov)
- AIDS Info (*Treatment, Prevention, & Research*) <http://aidsinfo.nih.gov>
- HIV InSite (*Treatment, Prevention, & Policy*) <http://hivinsite.ucsf.edu>

## Comprehensive AIDS Information

- AIDS Education Global Information System (AEGIS). . . . . [www.aegis.com](http://www.aegis.com)
- Centers for Disease Control & Prevention. . . . . [www.cdc.gov](http://www.cdc.gov)
- HIV Testing, Prevention, Care & Support Services . . . . . <http://cdcnpin.org/ca>
- The Body (*Care, Treatment, and Prevention*) . . . . . [www.thebody.com](http://www.thebody.com)
- Project Inform (*Information, Inspiration, & Advocacy*) . . . . . [www.projectinform.org](http://www.projectinform.org)

## Orange County Resources

- Orange County . . . . . [www.orangecounty.net](http://www.orangecounty.net)
- HIV Planning and Coordination . . . . . [www.ochealthinfo.com/hiv/](http://www.ochealthinfo.com/hiv/)
- Kaiser Family Foundation . . . . . [www.kff.org](http://www.kff.org)

## Pediatric AIDS

- Elizabeth Glaser Pediatric AIDS Foundation . . . . . [www.pedaids.org](http://www.pedaids.org)



# Glossary of Acronyms and Abbreviations with Definitions

**ADAP** [EY-dap] – AIDS Drug Assistance Program. State- and federally-funded program that assists in providing approved HIV pharmaceutical treatments to qualifying clients with HIV/AIDS.

**AETC** [EY-tek] – AIDS Education and Training Center. Network of centers responsible for a designated geographic area in which they target multidisciplinary education and training for healthcare providers.

**AIDS** [eyds] – Acquired Immune Deficiency Syndrome. AIDS is a medical condition resulting from HIV infection, usually after many years.

**A.P.A.I.T.** – Asian Pacific AIDS Intervention Team. AIDS service organization with services in Orange County.

**A.P.I.** – Asian and Pacific Islander

**ARIES** [AIR-eez] – AIDS Regional Information and Evaluation System. California Office of AIDS administered database used in Orange County to collect and report Ryan White client and service information.

**A.S.F.** – AIDS Services Foundation. AIDS service organization with services in Orange County.

**A.S.O.** – AIDS service organization. Agency that provides services to persons living with HIV/AIDS.

**C.B.O.** – Community-based organization

**C.D.C.** – Centers for Disease Control and Prevention. Agency of the United States Department of Health and Human Services that works to protect public health and safety.

**E.A.M.** – Evaluation of the Administrative Mechanism. Annual task of the Council to evaluate the efficiency of the Grantee (Health Care Agency) in distributing funds to areas of greatest need.

**E.F.A.** – Emergency Financial Assistance



**EIHA** [EE-hah] – Early Identification of Individuals with HIV/AIDS. Identifying, counseling, testing, informing, and referring diagnosed and undiagnosed individuals to services.

**E.I.S.** – Early Intervention Services. Activities designed to identify individuals who are HIV positive and get them into care as quickly as possible.

**Epi** [EP-i] – Abbreviation for epidemiology or epidemiological. Epidemiology is the study of disease trends.

**E.M.A.** – Eligible Metropolitan Area. A geographic area, with at least 2,000 AIDS cases in the most recent five years, and a population of at least 50,000, that is eligible to receive Ryan White Part A funds.

**F.Y.** – Fiscal Year

**H.C.A.** – Health Care Agency. Agency within the County of Orange responsible for medical, behavioral, public health, and correctional health services in Orange County; acts as grantee of Ryan White funds in Orange County.

**HCAC** [EYCH-kak] – HIV Client Advocacy Committee. The committee of the Orange County HIV Planning Council that represents perspectives of persons living with HIV/AIDS.

**HIVPAC** [HIV-pak] – HIV Planning and Coordination unit. Unit of Orange County Health Care Agency, Public Health Services, Division of Disease Control and Epidemiology, that coordinates HIV/AIDS care, treatment, support, and prevention services.

**HOPWA** [HOP-wah] – Housing Opportunities for Persons with AIDS. Program of the United States Department of Housing and Urban Development that funds housing assistance and support services for low income persons living with HIV/AIDS.

**HRSA** [HUR-sah] – Health Resources and Services Administration. Agency of the United States Department of Health and Human Services that is responsible for improving access to health care services for people who are uninsured, isolated or medically vulnerable; administers the Ryan White Act.

**I.D.U.** – Injection Drug User

**L.B.C.C.** – Laguna Beach Community Clinic. Community-based organization with services in Orange County.

**L.I.H.P.** – Low Income Health Program

**L.O.A.** – Leave of absence

**M.A.I.** – Minority AIDS Initiative. A national initiative implemented in 1998 that provides funding to help address the HIV/AIDS epidemic and eliminate racial and ethnic disparities among minority populations.

**M.S.I.** – Medical Services Initiative. Mandated state and county-funded safety-net program, responsible for the provision of medical care to medically indigent adults, (the LIHP in Orange County)

**M.S.M.** – Men who have Sex with Men

**M.S.M.W.** – Men who have Sex with Men and Women

**P.L.W.H./A.** – Person Living With HIV/AIDS

**P.L.W.H.D.** – Person Living with HIV Disease. The term HIV disease is used to describe the entire HIV spectrum, from initial HIV infection to advanced HIV disease (also known as AIDS).

**P.L.C.** – Public Law Center. AIDS service organization with services in Orange County.

**P.P.C.** – Prevention Planning Committee. The committee of the Orange County HIV Planning Council that identifies community HIV prevention needs and develops strategies to increase knowledge and awareness of HIV/AIDS in the community.

**PSAP** [PEE-sap] – Priority Setting, Allocations, and Planning Committee. The committee of the Orange County HIV Planning Council that recommends priorities and funding allocations to the Council.

**RAP** [rap] – Rental Assistance Program. HOPWA-funded program that provides financial assistance for housing to eligible persons living with HIV/AIDS in Orange County.

**REACH** [reech] – Risk-reduction Education and Community Health. Program of Orange County Health Care Agency, Alcohol and Drug Abuse Services that provides HIV/AIDS services in Orange County.

**R.F.P.** – Request for Proposal. An open solicitation to potential contractors inviting them to compete for money available to provide specific services.

**Ryan White Act** – Legislation originally enacted in 1990 as the Ryan White Comprehensive AIDS Resources Emergency (CARE) Act, reauthorized in 2006 as the Ryan White HIV/AIDS Treatment Modernization Act (RWHATMA) and most recently reauthorized in 2009 as the Ryan White Treatment Extension Act. Funding from this legislation provides services to PLWH/A in the United States who have no other resources for medical and other HIV-related care.

**S.O.A.** – State Office of AIDS. Unit of the California Department of Public Health, Center for Infectious Diseases responsible for administering HIV/AIDS programs.

**STAR** [star] – Short Term Assistance for Rent

**S.T.D.** – Sexually Transmitted Disease

**T.G.A.** – Transitional Grant Area. A geographic area, with at least 1,000, but not more than 1,999 AIDS cases in the most recent five years, and a population of 50,000 or more, that is eligible to receive Ryan White Part A funds.

# Orange County Ryan White Services

## New Client Frequently Asked Questions

- 1. I just found out that I am HIV-positive or I just moved to Orange County and have HIV. Where can I find information about services available to me in Orange County?**

You can find out about services that may be available to you on the Orange County HIV Planning and Coordination unit website at: [www.ochealthinfo.com/hiv](http://www.ochealthinfo.com/hiv)

You can also call the following “Client Advocacy” agencies to find out about services:

- AIDS Services Foundation (ASF) in Irvine: (949) 809-5700
- Shanti Orange County in Laguna Hills: (949) 452-0888

There are also frequently asked question documents (FAQs) regarding Ryan White Dental Services and the Low Income Health Program (also known as LIHP or MSI) that can be accessed **at the website listed above.**

- 2. What is Ryan White?**

The Ryan White Act is a federal program that funds services for individuals living with HIV/AIDS who have no other sources for care. Ryan White services are designed to help make sure that individuals get and stay in medical care. Examples of services include Case Management, Dental Services, Medical Transportation, Food Bank, and Mental Health Counseling.

- 3. Should I be enrolled in case management?**

Newly diagnosed individuals may benefit from Case Management. Clients only need to be enrolled in case management services if they need regular follow up by a case manager in order to get or stay in medical care. Some services like Transitional Housing or Shelter Plus Care require that clients are case managed so that they can get help in getting and maintaining stable housing. Clients who do not need regular follow up are considered on “Client Advocacy” or “Self Advocacy.”

If you are a Self Advocacy client, you can call either of the agencies listed in response to Question 1 (above) to get information about services that you need. From there, you can try to get the services on your own. If at any time you need additional assistance, you can call the agency back to get more help.

**4. Is it ok to have more than one case manager?**

It depends. You should only have **one** Ryan White community case manager at a time. Community case managers are at ASF, Delhi Center, Shanti Orange County, and the REACH Program. Some clients also have a case manager where they receive medical care (like 17<sup>th</sup> Street Care). These case managers mainly focus on managing the client's medical care such as lab blood draws and referrals to specialists. There are times when your community case manager and your medical case manager will seem like they are doing the same thing, but for the most part, this should not be the case.

**5. Do I have to be enrolled in an agency to access services at that agency?**

No. Ryan White services are open to any client who qualifies for services, regardless of where the client is case managed or gets other services. For example, a Delhi client who needs Food Bank services does not need to become an ASF client to get Food Bank services.

Keep in mind that some agencies offer services that are not Ryan White-funded and they may restrict those services to their clients. For example, Client Work Out Group and Kids Club are limited to ASF clients. It is a good idea to call the agency to find out about services available to you.

**6. Can I access services at more than one agency?**

It depends. Some services are only offered at one agency. To find out which services are offered at which agencies, contact one of the agencies listed in the response to Question 1 (above). There should be no reason to get the same service at different agencies.

**7. What is ARIES?**

ARIES is the Ryan White client database. ARIES is used to capture data required by the federal government for Ryan White services. Data is also used to identify trends in service needs.

**8. Is my information private?**

Please be assured that all staff who work with Ryan White are required to follow strict guidelines to make sure that information about you stays confidential. If you have any questions about how your information is handled by an agency, you may ask to see their “Notice of Privacy Practices.”

**9. I am not happy with the services that I am receiving. What can I do?**

Providers in the Ryan White Act system are dedicated to providing services that are respectful of your rights and needs. A list of your rights and responsibilities is available in the Client Handbook at [www.ochealthinfo.com/hiv](http://www.ochealthinfo.com/hiv). If at any time you feel that a service provider has failed to honor your rights, please try to resolve the problem with the provider by talking to the staff or supervisor about your complaint. The provider must listen to your complaint and try to find a resolution. If your complaint is not addressed, you have the right to file a formal grievance using the provider’s grievance policy. Be prepared to write down or talk about the date and time of the event(s), who the event(s) involves, and what you think would be a fair resolution.

**10. Do I have to get a referral for services?**

Most services do NOT require a referral. The following are two reasons that you may need a referral:

- The service provider does not have a way of checking your eligibility for their service. This is true for Ryan White dental services. A medical or case management provider can complete the referral for dental services.
- A doctor or nurse must check your medical need for the service. This is the case for Ryan White specialty medical care, home health care, home-delivered meals, and nutritional supplements.

**11. How do I know if I qualify for a service?**

There are different eligibility requirements for Ryan White services and these requirements can sometimes change. If you do not have a case manager, the best way to find out about eligibility requirements for a service is to contact one of the agencies listed in the response to Question 1 (above).

**12. I have an eligibility appointment, what should I expect?**

An eligibility screener will review documents that are needed to determine eligibility for the Ryan White program and other programs that you may qualify for, such as the AIDS Drug Assistance Program (ADAP), Medi-Cal, or Medical Services Initiative (MSI). A sample of eligibility documents needed include: proof of HIV status, proof of Orange County residency, proof of disability (only required for certain services), and income documents (for example, pay stubs, bank statements, taxes). You may be asked to submit additional documents to determine if you qualify for services.

**13. Why do I have to give so much information about myself to get services?**

Ryan White services are funded by the federal government, which requires specific information about clients and the services that they receive. This information helps to ensure that funds are being used to help people living with HIV/AIDS. This information also helps make sure that funding continues to be available to help clients that have no other source to pay for their care.



# Orange County Ryan White Dental Services



## Client Frequently Asked Questions

### 1. How do I get Ryan White dental services?

Currently, none of the Ryan White dental offices are able to screen for eligibility for Ryan White services. So first, you will need to get a referral from a Ryan White case management or medical care provider:

- 17<sup>th</sup> Street Care
- AIDS Services Foundation (ASF)
- Delhi Center
- Laguna Beach Community Clinic (LBCC)
- REACH Program
- Shanti Orange County

When getting the referral, choose the Ryan White dental office that is most convenient for you. After getting the referral, contact the dental office and make an appointment. Bring your referral form to your appointment.

A referral form must be completed and submitted every six months.

### 2. What services are not covered by Ryan White?

Ryan White does not cover dental implants, cosmetic procedures, periodontal services, or oral surgery. Providers may help refer you to other dental offices or dental schools that may charge for services.

### 3. Can I get the same services at a non-17<sup>th</sup> Street dental office?

Yes, all of the providers can offer the same services. Non-17<sup>th</sup> Street dental providers can perform a list of basic dental services without requesting authorization. These basic services include dental exams, cleanings, X-rays, fillings, extractions, and drainage of abscesses. If additional or more complicated procedures (such as a root canal) are required, the non-17<sup>th</sup> Street dentist will have to request authorization. Authorizations should take no longer than five days if all forms and information provided are complete and sufficient. Crowns,



bridges, and dentures are available to clients on a limited basis using a waiting list (see Question 8 below). If a client needs these services, a non-17th Street dental provider can provide them, but the client will go through the same waiting list process as clients of all other dental providers.

**4. Can I change my dentist at any time?**

Yes, you can change your dentist at any time. However, to maintain continuity of care, it may be best for you to stay with the same dentist while a treatment is being completed. If possible, talk to your dentist or case manager before you change your dental provider.

**5. How long will it take to get my first appointment?**

The time from referral to your first appointment will depend on each dental office's capacity and your dental needs. Dental offices will make every effort to see you for an emergency visit within 24 hours and a non-emergency appointment within three weeks.

**6. How long does it take to finish treatment?**

The time it takes to complete treatment for one tooth is based on what needs to be done. Sometimes treatment can be done in one visit (for example, a cleaning or simple filling). Other treatments could take several visits to complete (for example, a bridge, root canal, or dentures). Talk to your dentist about the timeframe for finishing treatment for your situation.

**7. Can I get crowns, bridges, or dentures (advanced dental services)?**

Due to limited funding, crowns, bridges, and dentures are provided to clients on a limited basis. There is a waiting list for these services that is prioritized based on the client's medical or dental need. Currently, the waiting time for a client can vary from months to years depending on the client's need. It is important for you to communicate any changes to your medical or dental need for advanced dental services to your case manager and/or dentist as it may affect your place on the waiting list. Any Ryan White dental provider can put a client on the waiting list for advanced services and provide the service.

## Reminders for Clients

1. Take an active part in your health and treatment. Talk to your doctor or provider about your concerns and challenges.
2. Ask questions when you are unclear about or don't understand something.
3. Follow your doctor's instructions when taking your medications.
4. Talk to your doctor, dentist, or case manager any time you feel pain or a change in your condition.
5. Go to all of your appointments and be on time. If you can't make it to the appointment or will be late, let the service provider know.
6. Keep your contact information updated with your service providers.

**Notes**

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County of Orange  
Health Care Agency

## HIV Planning and Coordination

1725-B W. 17<sup>th</sup> Street

Santa Ana, CA 92706

Telephone: (714) 834-8711

Fax: (714) 834-8270

Web Site: [www.ochealthinfo.com/hiv/](http://www.ochealthinfo.com/hiv/)

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