

# Client Handbook

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# Welcome

Orange County has a network of providers that offer services to persons living with HIV (PLWH). As a community, our goal is to provide quality care and services that improve the health and wellness of Orange County residents living with HIV.

This handbook describes government funded HIV services that are available in Orange County. There is also a resource directory for other services that may be helpful. Please review the handbook and learn about services that may be available to you or someone you know.

In addition to information about services, we have included information on the government funded Ryan White HIV/AIDS Program (Ryan White), Ending the HIV Epidemic (EHE) Initiative, and Housing Opportunities for Persons with AIDS (HOPWA) Program 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 high quality services to meet your needs. You can find us online at [www.ochealthinfo.com/HIVPAC](http://www.ochealthinfo.com/HIVPAC) .

# HIV/AIDS Basics

## What is HIV?

Human Immunodeficiency Virus (HIV) is the virus that can cause Acquired Immune Deficiency Syndrome (AIDS). HIV can attack a person's immune system (your body's defense system against diseases). If HIV is not treated, it can weaken a person's immune system and make it easier for a person to get sick. With treatment, drugs can slow or stop the harmful effects of HIV so that many people with HIV can live long healthy lives.

## What is AIDS?

AIDS is the most serious stage of HIV. 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 AIDS-related illnesses.

## How do you get HIV?

A person living with HIV can pass the disease to another person whether or not they look sick, have an AIDS diagnosis, or are on medication. You can get HIV from:

- **Sex:** HIV can be carried in semen (cum), pre-cum, vaginal fluids, or anal mucus and can enter a person's body during sex.
- **Sharing Needles:** A person can get HIV if they share needles or syringes with someone who has HIV. Used needles or syringes for drugs, medicine, piercings, tattoos or for other reasons could have someone else's blood on it that can carry HIV.
- **Cut or Sores on the Body:** Body fluids that can carry HIV like blood, semen (cum), or vaginal fluids can enter the person's body through open cuts or sores.
- **Blood Transfusions:** All blood used for transfusions has been tested for HIV since 1985. The risk of transmission in this way is now very low.
- **Mother-to-Baby:** A pregnant person with HIV can pass it to their baby during pregnancy, birth, or breastfeeding. Passing HIV from mother-to-baby is less common since there are many ways to prevent and treat HIV now.



## HIV and the Immune System

HIV can hurt a person's immune system. Over time, if the immune system becomes badly damaged, the body can get a lot of serious illnesses called opportunistic infections (OIs). Key information to know:

- **Viral Load Test:** A person can take a test that measures the amount of HIV in their blood. This is called a viral load test. When a viral load is high, a person has more HIV in their body. This means that the person's immune system is not fighting HIV very well and the disease might get worse faster. HIV treatment can lower the amount of HIV in a person's body and help them stay healthy. HIV treatment can also lower the chance of passing the virus to sex or needle sharing partners.<sup>1</sup>
- **CD4 Count:** A person can take a CD4 Count test that measures the level of CD4 cells in their blood. CD4 cells help fight infections in a person's body. HIV attacks and lowers the number of CD4 cells in the body and makes it harder to fight infections. Doctors measure how healthy a person's immune system is by checking the CD4 count. HIV treatment can slow down the effects of HIV in a person's body so that their immune system can stay healthy.
- If a person with HIV does not get treatment, their body slowly loses its ability to fight infections. People with CD4 counts under 200 have AIDS and can get serious life threatening infections. Lowering HIV virus in the blood with medication can help the CD4 count to rise to normal levels.

## 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 healthy:** Healthy eating is a good way to keep your immune system strong.

<sup>1</sup><https://www.cdc.gov/hiv/basics/livingwithhiv/treatment.html>

## What Can I Do to Stay Healthy? (continued)

- **Exercise regularly:** Adults need two (2) types of physical activity, aerobic (such as brisk walking) and muscle strengthening. Moderate aerobic activity should be done at least two (2) and a half hours every week. Muscle strengthening

**MOVE YOUR WAY.** Adults need a mix of physical activity to stay healthy.

**Moderate-intensity aerobic activity\***  
Anything that gets your heart beating faster counts.

at least **150** minutes a week

**AND**

**Muscle-strengthening activity**  
Do activities that make your muscles work harder than usual.

at least **2** days a week

If you prefer vigorous-intensity aerobic activity (like running), aim for at least **75 minutes a week**.  
If that's more than you can do right now, **do what you can**. Even 5 minutes of physical activity has real health benefits.

Walk. Run. Dance. Play. **What's your move?**

www.health.gov/moveyourway

- **Stay healthy:** Avoid getting sick (like the cold or flu) which can weaken the immune system by washing your hands thoroughly with warm, soapy water to help remove germs. Talk to your provider about ways to prevent getting infections (like STDs or Hepatitis) or what vaccines you should get to help prevent certain diseases (like COVID-19 or shingles).
- **Take medications as prescribed:** Taking medications exactly how they are meant to be taken is also important to staying 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 13.** These services are designed to help a person remain in medical care and stay healthy.



## HIV Services in Orange County

The first cases of AIDS in Orange County were reported in 1981. Since then, the OC Health Care Agency (HCA), through the HIV Planning and Coordination (HIVPAC) Unit, has worked with providers in the community to offer services and education to help stop the HIV epidemic in Orange County. HCA and its service providers are committed to reducing the number of new HIV cases and providing services to help people living with HIV (PLWH) live long healthy lives.

### **Ryan White HIV/AIDS (Ryan White) Program, Ending the HIV Epidemic (EHE) Initiative, & Housing Opportunities for Persons with AIDS (HOPWA)**

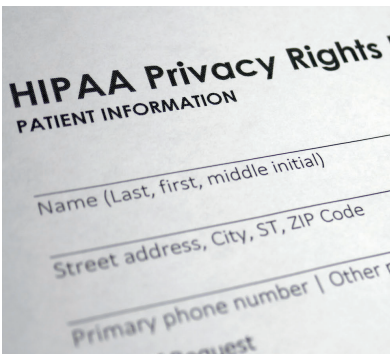
Ryan White, EHE, and HOPWA funded services are available to HIV-positive residents of Orange County who meet certain eligibility and qualification requirements. Each service may have different eligibility and qualification requirements. Some requirements include financial or medical criteria. **A complete list of Ryan White, EHE Initiative, and HOPWA-funded services, including eligibility or qualifying requirements, starts on page 13 of this handbook. A list of Ryan White, EHE, and HOPWA-funded service providers are shown starting on page 27.**

In addition to Ryan White, EHE, and HOPWA-funded services, there are many other types of services available to PLWH in Orange County.

**You can find a list of local and national resources available to HIV-positive individuals starting on page 42 of this handbook.**

# How to Use Services

After you have reached out to a service provider, a staff person can help you find services or develop a plan of care that is best for you. Before your services can start, you will be asked to give some information about yourself and sign paperwork. You will also need to provide documentation of your HIV status, proof of income, and proof that you live in Orange County. Some services may require that you provide more or less information to make sure the services best meet your needs.



By law, all of your information will be kept private and confidential. **Please see page 52 for frequently asked questions about getting services in Orange County.**

# About the Ryan White HIV/AIDS Program

The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS (Ryan White) Program funds services for people living with HIV (PLWH). The Act was named as a memorial to a teenager from Indiana named Ryan White. Ryan faced discrimination because of his AIDS diagnosis. Ryan dedicated himself to educating the public and Congress about HIV before he died of AIDS in 1990. The Ryan White Program is the largest federal program that offers funding for the care and treatment of PLWH.

The purpose of the Ryan White Program is to help PLWH with no other source of healthcare or those with insurance but whose HIV care needs are not being met.

Three (3) main goals of the Ryan White Program are:

- To reduce barriers to treatment and care in areas most affected by HIV.
- To coordinate HIV treatment and support services.
- To build a community-based response to HIV by local organizations, advocates, and local public institutions.

The OC Health Care Agency's (HCA) HIV Planning and Coordination Unit works the HIV Planning Council to oversee Ryan White Program funds.

The HIV Planning Council helps decide how Ryan White Program funds are used in the community. The HCA works with service providers to provide these services. **Please go to page 38 for more information about the HIV Planning Council.**



# About the Ending the HIV Epidemic (EHE) Initiative

In 2019, the U.S. government announced the Ending the HIV Epidemic (EHE) Initiative. The EHE Initiative aims to lower the number of new HIV cases in the U.S. by 90% by 2030. The Centers for Disease Control and Prevention (CDC) and Health Resources and Services Administration (HRSA) provide funding to Orange County for EHE services. The EHE Initiative focuses on areas in the U.S. where the number of HIV cases is high, like in Orange County. The main goals of the EHE Initiative are to:

- Increase funding and fill any gaps in services that are not offered through the Ryan White Program
- Create new programs to provide more services for HIV testing, prevention, treatment, and care
- Use data to find where HIV cases are increasing the fastest and use it as a guide to plan for new activities
- Support communities that are most in need and provide more HIV services in those areas

In Orange County, EHE Initiative services are helping to:

- Increase the number of people living with HIV (PLWH) who know their HIV status
- Increase access to HIV prevention services like pre-exposure prophylaxis (PrEP)
- Help more people diagnosed with HIV to stay in HIV medical care
- Connect more newly diagnosed PLWH to care faster
- Improve the health of all PLWH, especially among populations that have more cases of HIV and are impacted unequally



# About Housing Opportunities for Persons with AIDS (HOPWA)

The Housing Opportunities for Persons with AIDS (HOPWA) Program is funded by the U.S. Department of Housing and Urban Development. HOPWA funds services to provide low-income people living with HIV (PLWH) and their families with housing assistance and other types of support. The program was created to help reduce or prevent homelessness for PLWH.

In Orange County, the Anaheim Housing Authority receives HOPWA funding and works with the OC Health Care Agency to provide housing and support services to PLWH.



# Client Rights

## 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 afterhours 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.

# Client Responsibilities

## It is your responsibility to:

- Notify/communicate to your provider(s) any changes in health, needs, residency, income, insurance status, 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 support group sessions or meetings.
- Not be under the influence of drugs or 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.

# Eligibility and Service Qualifications

## **RYAN WHITE HIV/AIDS (RYAN WHITE) PROGRAM**

Eligibility screening is required for any person accessing services. Screening is required annually for Ryan White services. A client may also need to meet other service qualifications depending on the Ryan White service including limits on your income level. Income limits are based on the Federal Poverty Level (FPL) that may change every year. Information on FPL is available through the U.S. Department of Health and Human Services (<https://aspe.hhs.gov/poverty-guidelines>).

## **ENDING THE HIV EPIDEMIC (EHE) INITIATIVE**

EHE treatment and care services in Orange County are available to those who are HIV positive. A client may also need to meet other service qualifications depending on the EHE service.

Some of the main differences between the Ryan White and EHE programs in Orange County are:

- To be eligible for Ryan White you must be HIV positive, low-income, and live in Orange County.
- Ryan White clients must be screened for eligibility every year. The EHE Program does not require re-screening.
- Only services allowed under the Ryan White program can be provided. The EHE Program does not limit services to only Ryan White services.



## HIV CARE SERVICES

The description of HIV Care services, eligibility requirements, and service qualifications are listed below in alphabetical order. These services may be funded through various programs such as Ryan White HIV/AIDS (Ryan White) Program, Ending the HIV Epidemic (EHE) Initiative, and Housing Opportunities for Persons with AIDS (HOPWA) Program. Service qualifications may change, please check with a case manager or visit [ohealthinfo.com/HIVPAC](http://ohealthinfo.com/HIVPAC) for the most current information.

### **BENEFITS COUNSELING**

Benefits counseling services refer or help eligible clients to apply for different benefits (non-Ryan White public and private programs). These programs include Medicaid (Medi-cal), Medicare and Medicare Part D Prescription Drug Plans, Social Security Disability Insurance (SSDI), State Disability Insurance (SDI), Supplemental Security Income (SSI), Health Insurance Premium Programs, Covered California Health Insurance Plans, and other supportive services. Benefits counseling will also help with the Ryan White eligibility screening that must be completed annually.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

### **CLIENT ADVOCACY**

Client advocacy services help clients get referrals and connect to services. These services are provided to clients who do not need ongoing services through Medical Case Management. Clients do not need to complete the eligibility requirement before contacting Client Advocacy, but may need to complete eligibility before a service is provided.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

## **CLIENT SUPPORT SERVICES**

Client Support Services provides basic needs assessments (helping clients find what basic services they need) and help (through referrals) in getting medical, social, community, legal, financial, and other needed services.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

## **COMMUNITY-BASED CASE MANAGEMENT SERVICES**

Case management services to help clients reach viral load suppression who are not part of Ryan White.

- **Eligibility Requirement:** HIV-positive
- **Service Qualification:** Not virally suppressed and/or out of HIV care.

## **DENTAL CARE (ORAL HEALTH CARE)**

Dental services are provided by dentists, dental hygienists, and other dental professionals. Dental services include diagnosis (to find out the problem) and treatment. Dental services also include education and services that can help keep your gums and teeth healthy. Individuals may get basic dental care which includes check-ups, fillings, tooth removal, and cleanings. Major dental services are available and may include dentures, crowns, or bridges.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

## **EARLY INTERVENTION SERVICES (EIS)**

EIS are for contacts of PLWH who may have been exposed to HIV to:

- Get tested for HIV
- Referred to HIV care or prevention services, as needed
- Help with connecting to services
- Learn how to lower their risk of getting HIV
- **Eligibility Requirement:** At risk of HIV.
- **Service Qualification:** None.

## **EMERGENCY FINANCIAL ASSISTANCE (EFA) FOR HOUSING OR UTILITY DEPOSITS**

Provides help with deposit assistance for housing and utilities (for example water, power, or gas). This assistance may have a limit on the amount of assistance available. Deposit assistance for rent and utilities is limited to \$2,500 in a five-year time period.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 80% of area median income, show an emergency need for assistance, and do not have enough to pay for rent or utility deposits.

## **EMERGENCY FINANCIAL ASSISTANCE (EFA) FOR HOUSING PAYMENTS OR UTILITIES**

Provides help with paying for rent, mortgage, or utilities (for example water, power, or gas). There may be limits on the amount of assistance available and cannot be used as an on-going payment to the client. Assistance can be given up to 21 weeks in a 52 week period and the amount available is up to \$900 per year for utilities and rent/mortgage assistance is based on household size and unit type:

- One (1) Bedroom Unit – for up to two (2) people in the household. Clients can get up to a maximum of \$7,362\*.
- Two (2) Bedroom Unit – for three (3) or more people in the household. Clients can get up to maximum of \$8,709\*.

\*Amount is equal to three (3) months Fair Market Rent (FMR)

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 80% of area median income, show an emergency need for assistance, and do not have enough to pay for rent, mortgage, or utilities. Client cannot be on other Housing Assistance Programs (like Rental Assistance Program (RAP), Housing Choice Vouchers/Section 8, Continuum of Care (CoC), Permanent Supportive Housing, etc.).

## **EMERGENCY FINANCIAL ASSISTANCE (EFA) FOR MEDICATIONS**

Helps pay for medicine that has been prescribed by a doctor or medical professional that are not covered by an insurance plan on an emergency (short term) basis.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

## **FOOD PANTRY/FOOD BANK**

Provides healthy balanced food or meals to help PLWH stay healthy. Food pantry services are meant to help add to the client's healthy eating program and is not meant to be the only source of food for a client.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Be referred by a Registered Dietitian or have an income below 200% federal poverty level.

## **HEALTH INSURANCE PREMIUM & COST SHARING ASSISTANCE**

Temporary help with insurance payments may be provided to help a person keep their health insurance or to receive medical benefits under a health insurance plan. This includes premium payments, co-payment, and deductibles.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

## **HOME AND COMMUNITY-BASED HEALTH SERVICES**

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. Durable medical equipment like prosthetics (a device created to replace a missing part of the body or to make a part of the body work better) and hospital beds can also be provided based on the client's need.

- **Eligibility Requirement:** HIV-positive, live in Orange County, and proof of no medical insurance or lack of medical insurance coverage.
- **Service Qualification:** Client is not able to do normal daily activities without help. Client must be case managed by a Ryan White-funded provider. Have an income below 300% federal poverty level.

## HOME DELIVERED MEALS

Provides meals to home-bound clients (people who cannot leave their home) who are not able to prepare their own meals and/or do not have any help to prepare meals.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Home-bound due to a physical disability and/or unable to prepare meals on their own. Client must be nurse case managed or referred by a Registered Dietitian. Have an income below 500% FPL.

## HOUSING COORDINATION

Help with finding housing resources, developing positive relationships with landlords, and providing one-on-one assistance to clients who need help with housing.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

## INDEPENDENT LIVING SKILLS

Services that help clients develop useful living skills to become successful at being able to live independently in a permanent housing situation. These services can include, but are not limited to group classes, nutritional (healthy eating) counseling, and skill-building exercises.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

## LEGAL SERVICES

Legal Services must be directly related to a person's HIV status. Services include, but are not limited to:

- Help with public benefits like Social Security Disability Insurance (SSDI)
- Powers of attorney and living wills,
- Helping clients/families make decisions about the placement and care of minor children after their parents/caregivers have died or are no longer able to care for them, including:
  - Social service counseling or the arrangement for guardianship or adoption of children after the death of their primary caregiver, and end of life planning
  - Other services needed to guarantee access to eligible benefits, including discrimination and breach of confidentiality litigation
  - Income tax preparation required by the Affordable Care Act
- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 300% of FPL.

## LINKAGE TO CARE (LTC)

Helps identify and connect HIV-positive clients to medical care and services. LTC uses a program called Anti-Retroviral Treatment and Access to Services (ARTAS) to work together with and support clients in getting medical care right away after receiving a positive HIV test result.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

## **MEDICAL CARE (OUTPATIENT AMBULATORY HEALTH SERVICES)**

Medical care related to a person's HIV diagnosis and provided in an outpatient setting like clinics, medical offices, and urgent care. Services may include HIV-specific tests and treatment, education and counseling about HIV health issues, preventive care, prescribing medicine, helping clients stay on medication, and managing chronic (on-going) conditions. Specialty medical care related to HIV may also be provided like Pulmonology (lung or breathing), Neurology (brain), Oncology (cancer), Ophthalmology (eye), and Dermatology (skin).

- **Eligibility Requirement:** HIV-positive, live in Orange County, and proof of no medical insurance or lack of medical insurance coverage.
- **Service Qualification:** Have an income below 500% FPL.

**If you do not meet the eligibility requirements and service qualifications listed above, you may still qualify for HIV medical care through other programs. For more information, please contact service providers offering HIV medical care, which can be found in the Service Provider Directory starting on page 27.**

## **MEDICAL RETENTION SERVICES**

Help keep clients in medical care and stay on their HIV medicine.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL, or 80% of area median income if HOPWA funded.

## **MENTAL HEALTH SERVICES**

Mental health treatment and counseling services provided by licensed professionals or registered interns. General mental health services can include individual, couple, family, and/or group counseling. This service does not include substance use counseling.

- **Eligibility Requirement:** HIV-positive, live in Orange County, proof of no mental health insurance or lack of mental health coverage.
- **Service Qualification:** Have an income below 300% FPL.

## **MENTAL HEALTH SERVICES FOR NON-RYAN WHITE CLIENTS**

Mental health treatment and counseling services provided by licensed professionals or registered interns. General mental health services can include individual, couple, family, and/or group counseling. This service does not include substance use counseling.

- **Eligibility Requirement:** HIV-positive.
- **Service Qualification:** Not eligible for Mental Health Services under Ryan White and having issues or barriers in getting Mental Health Services through other programs.

## **NUTRITIONAL SUPPLEMENTS**

High calorie supplements that are given to people who are having a hard time maintaining right weight levels. Supplements may include, but are not limited to, nutritional drinks (such as Ensure®) and bars.

- **Eligibility Requirement:** HIV-positive, live in Orange County, and proof of no medical insurance coverage for Nutritional Supplements.
- **Service Qualification:** Must be referred by a Registered Dietitian. Have an income below 500% FPL.

## **PSYCHIATRY SERVICES**

Provides psychiatry services to Ryan White clients.

- **Eligibility Requirement:** HIV-positive.
- **Service Qualification:** Eligible for Ryan White at time of referral and no access to psychiatry services through insurance.

## **RAPID ANTIRETROVIRAL THERAPY (ART)**

Provides HIV medicine as soon as possible and usually on the same day to people newly diagnosed with HIV or who are not currently taking HIV medicine.

- **Eligibility Requirement:** HIV-positive.
- **Service Qualification:** Newly diagnosed with HIV, client has never taken HIV medication, or client has been out of care and has not been taking HIV medication.

## **REGISTERED DIETITIAN (MEDICAL NUTRITION THERAPY)**

Provides nutritional counseling and food (like Food Bank, Nutritional Supplements, and Home-Delivered Meals) based on a doctor's recommendation and/or a nutritional (healthy eating) plan developed by a licensed, registered dietitian. These services help clients maintain a healthy weight, address specific medical problems, and/or take medicine as prescribed by their doctor.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 500% FPL.

## **SHORT TERM ASSISTANCE FOR RENT (STAR)**

STAR provides payments to landlords for clients who need assistance with rent. Clients receiving STAR may get assistance up to 21 weeks in a 52 week period and is subject to a five-year lifetime limit, with an exception for clients who have no other sources of assistance and would become homeless without STAR. Payment is based on household size and unit type:

- One (1) Bedroom Unit – for up to two (2) people in the household. Every three (3) months clients can get up to a maximum of \$1,227\*.
- Two (2) Bedroom Unit – for three (3) or more people in the household. Every three (3) months clients can get up to a maximum of \$1,451.50\*.

\*Amount is equal to 50% of Fair Market Rent (FMR)

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 80% of area median income, show an emergency need for assistance, and do not have enough to pay for rent or mortgage. Client cannot be on other Housing Assistance Programs (like Rental Assistance Program (RAP), Housing Choice Vouchers/Section 8, Continuum of Care (CoC), Permanent Supportive Housing, etc.).

## **SHORT-TERM SUPPORTIVE HOUSING**

Provides temporary housing in a motel, hotel, or recovery residence (sober living) setting, which is limited to 240 days in a 24 month period, for people who (1) are homeless or at risk of becoming homeless; (2) are coming from emergency housing, mental health and/or drug treatment programs; or (3) were recently released from incarceration (jail). Clients with past or current drug use may be placed in a recovery residence (sober living). Clients will be assisted in developing a plan to help their successful transition to independent permanent housing.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 80% of area median income or 500% Federal Poverty Level (FPL) (whichever is lowest). People receiving this service are not required to pay towards housing costs. People receiving this service must be case managed by a Ryan White or HOPWA-funded provider.

## **TRANSPORTATION SERVICES**

Services include transportation through bus passes or ACCESS passes, van rides, or ridesharing. These services are offered to help clients get to appointments related to their HIV. The most cost-effective method of transportation to meet the client's needs will be used. A client may receive transportation services regularly or on an emergency basis.

- **Eligibility Requirement:** HIV-positive and live in Orange County.
- **Service Qualification:** Have an income below 200% federal poverty level. For reduced fare (low-price) passes or ACCESS passes, client must meet Orange County Transportation Authority requirements.



## HIV PREVENTION SERVICES

The description of prevention services, eligibility requirements, and service qualifications are listed below in alphabetical order. These services may be funded through various programs such as Ryan White HIV/AIDS (Ryan White) and Ending the HIV Epidemic (EHE).

### HIV/STD SELF-TESTING PROGRAM

An HIV and/or STD test kit can be ordered online at no cost to be mailed home or another preferred location. Request a test kit online at [www.takemehome.org](http://www.takemehome.org).

- **Eligibility Requirements:** Never tested for HIV or have not tested in the last six (6) months
- **Service Qualification:** None.

### PARTNER SERVICES

Help with letting sex and/or needing partner(s) know about their exposure to HIV. There are three (3) options for Partner Services: 1) Self-Notification: A person can receive coaching on how to tell their partner(s) of the exposure, 2) Dual Notification: A person can have a service provider present in the room while talking with their partner, or 3) Third Party Notification: Trained Health Care Agency staff anonymously notify partners of exposure to HIV or other STDs.

- **Eligibility Requirement:** HIV-positive or a partner of an HIV positive individual.
- **Service Qualification:** None.

## **POST EXPOSURE PROPHYLAXIS (PEP)**

PEP is taking antiretroviral medication (ART) to prevent HIV after you may have been exposed. PEP must be started within 72 hours after you may have been exposed to HIV.

- **Eligibility Requirement:** Individuals with a possible exposure to HIV.
- **Service Qualification:** Meet guidelines for PEP.

## **PRE EXPOSURE PROPHYLAXIS (PrEP)**

PrEP is medicine (such as Truvada®) that reduces the chances of getting HIV from sex or injection drug use. PrEP is for people that are at high-risk for HIV.

- **Eligibility Requirement:** Individuals at high-risk for HIV.
- **Service Qualification:** Meet guidelines for PrEP.

## **PREP NAVIGATION**

PrEP Navigation services help clients to get and stay on PrEP. Assist clients with PrEP access when they have public or private insurance.

- **Eligibility Requirement:** Individuals at high-risk for HIV.
- **Service Qualification:** HIV Negative.

## **TESTING AND TREATMENT FOR HIV, SEXUALLY TRANSMITTED DISEASES (STD), AND HEPATITIS C**

Testing and treatment for HIV, STDs including Syphilis, Chlamydia, Gonorrhea, and Hepatitis C (coordination of treatment).

- **Eligibility Requirement:** None.
- **Service Qualification:** None.

# Overview of Orange County

		17TH ST TESTING, TREATMENT & CARE CLINIC	ALIANZA TRANSLATINX	ALTAMED MEDICAL GROUP	APAIT	BRISTOL FAMILY DENTAL		
See page numbers for detailed provider contact information		page 27	page 28	page 28	page 29	page 29		
HIV PREVENTION SERVICES	Partner Services	☺		☺				
	Post Exposure Prophylaxis (PEP)	☺		☺				
	Pre-Exposure Prophylaxis (PrEP)	☺		☺				
	PrEP Navigation	☺	☺	☺	☺			
	Testing for HIV and Sexually Transmitted Diseases (STD)	☺		☺	☺			
	Treatment for HIV and Sexually Transmitted Diseases (STD)	☺		☺				
	Testing and Treatment for Hepatitis C			☺				
HIV CARE SERVICES	HIV MEDICAL CARE AND MEDICAL SUPPORT SERVICES	Dental Care (Oral Health Care)				☺		
		Emergency Financial Assistance (EFA) for Medications						
		Home and Community-Based Health Services						
		Medical Care (Outpatient Ambulatory Health Services)	☺		☺			
		Mental Health Services						
		Mental Health Services for Non-Ryan White Clients						
		Psychiatry Services	☺					
		Rapid Antiretroviral Therapy (ART)	☺					
	CASE MANAGEMENT	Client Support Services	☺		☺	☺		
		Community-Based Case Management Services	☺					
		Linkage to Care (LTC)	☺			☺		
	NUTRITION SERVICES	Medical Retention Service	☺			☺		
		Food Pantry/Food Bank		☺				
		Home Delivered Meals						
		Nutritional Supplements						
		Registered Dietitian (Medical Nutrition Therapy)	☺					
		REFERRAL TO CARE & SUPPORT SERVICES	Benefits Counseling					
			Client Advocacy	☺				
	OTHER SERVICES	Early Intervention Services (EIS)	☺					
		Health Insurance Premium & Cost Sharing Assistance						
Independent Living Skills								
Legal Services								
Outreach Services		☺						
Transportation Services	☺							
HIV HOUSING SERVICES	Emergency Financial Assistance (EFA) for Housing/Utility Deposits				☺			
	Emergency Financial Assistance (EFA) for Housing Payments/Utilities				☺			
	Housing Coordination							
	Short-Term Assistance for Rent (STAR)							
	Short-Term Supportive Housing				☺			

# HIV Services & Providers

PABLO LAZARO, DDS	PUBLIC LAW CENTER	RADIANT HEALTH CENTERS	RX CONSULTANTS	SHANTI ORANGE COUNTY	STRAIGHT TALK INC.	THE LGBTQ CENTER OF ORANGE COUNTY
page 30	page 30	page 31	page 32	page 33	page 34	page 34
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# Service Provider Directory

## 17th Street Testing, Treatment and Care (TTC) Clinic

1725 W. 17th Street, Room 101 F, Santa Ana, CA 92706

[www.ochealthinfo.com/phs/about/dcepi/ttc](http://www.ochealthinfo.com/phs/about/dcepi/ttc)

**HIV Care:** (714) 834-7991

**Eligibility Screening:** (714) 834-8456

**Partner Services:** (714) 834-8456

**PrEP Services:** (714) 834-7737

**STD Services:** (714) 834-8787

### **Hours (may close early due to capacity):**

Monday, Wednesday, Thursday, Friday: 8:00 am - 4:00 pm

Tuesday: 10:00 am - 4:00 pm

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

### **Services:**

- AIDS Drug Assistance Program (ADAP)
- Case Management Services:
  - Client Support Services
  - Linkage to Care
  - Medical Retention Services
- Client Advocacy
- Early Intervention Services
- Food Pantry/Food Bank (Referral to)
- Hepatitis C Testing and Coordination of Treatment
- HIV Outpatient Ambulatory Health Services
- HIV Testing
- Home Delivered Meals (Referral to)
- Medical Nutrition Therapy (Registered Dietitian)
- Medical Transportation
- Nutritional Supplements (Referral to)
- Outreach Services
- Partner Services
- Post-Exposure Prophylaxis (PEP)
- Pre-Exposure Prophylaxis (PrEP)
- PrEP-Assistance Program (PrEP-AP)
- Rapid Antiretroviral Treatment (ART)
- Psychiatry Services
- STD Testing and Treatment
- Treatment Adherence Counseling

## Alianza Translatinx

1227 W. 17<sup>th</sup> St, Santa Ana, CA, 92706  
www.alianzatranslatinx.org  
(714) 760-4465

### Hours:

Monday to Friday: 9:00 am - 6:00 pm

Services are available in English and Spanish.

### Services:

- Behavioral Health Services
- Food Bank (provided weekly)
- Name and Gender Marker Support Services
- Patient Navigation Services:
  - Housing
  - PrEP
- Victims Social Support Groups

## AltaMed Medical Group

1325 N. Anaheim, 2nd Floor, Anaheim, CA, 92801  
www.altamed.org  
(714) 500-0491

### Hours:

Monday to Friday: 8:00 am - 5:00 pm

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

### Services:

- Clinical Pharmacy
- Hepatitis C Testing
- Medical Care (Outpatient Ambulatory Health Services)
- Medical Nutrition Therapy (Nurse Practitioner or Doctor)
- Non-Medical Case Management Services
- Partner Services
- Pre-Exposure Prophylaxis (PrEP)
- PrEP Navigation
- Post Exposure Prophylaxis (PEP)
- Prevention Services for HIV-positive individuals
- Rapid HIV Testing
- STD Testing and Treatment
- Treatment Adherence Counseling

## APAIT

12832 Garden Grove Boulevard, Suite E, Garden Grove, CA, 92843  
(714) 636-1349  
[www.apaitonline.squarespace.com](http://www.apaitonline.squarespace.com)

### Hours:

Monday-Friday: 10:00 am - 4:30 pm

Services are available in English, Spanish, Tagalog, and Vietnamese.

### Services:

- Case Management Services
- Client Support Services
- Linkage to Care
- Medical Retention Services
- Emergency Financial Assistance for Housing (Rent, Mortgage, and Utilities)
- Mental Health Services
- Individual Mental Health
- Group Services
- PrEP Navigation
- Short-Term Supportive Housing
- STD Testing

## Bristol Family Dental

2618 S. Bristol Street, Santa Ana, CA 92704  
(714) 540-7101  
[www.bristolfamilydentalcenter.com](http://www.bristolfamilydentalcenter.com)

### Hours:

Monday-Friday: 9:00 am - 6:00 pm

Services are available in English and Spanish.

### Services:

- Dental Care (Oral Health Care)

## **Pablo Lazaro, DDS, Inc. - Dental Clinic**

3906 E. Chapman Ave. Orange, CA 92704  
(714) 289-9908

Hours:

Monday-Friday: 9:00 am - 6:00 pm

Services are available in English and Spanish.

Services:

- Dental Care (Oral Health Care)

## **Public Law Center**

601 Civic Center Drive West, Santa Ana, CA 92701  
(714) 541-1010  
[www.publiclawcenter.org](http://www.publiclawcenter.org)

Hours:

Monday-Friday: 9:00 am – 5:00 pm

Services are available in English, Spanish, and Vietnamese.

Services:

- HIV-related legal services.

## Radiant Health Centers

17982 Sky Park Circle, Suite J, Irvine, CA 92614  
(714) 754-1331

**Appointment Line:** (949) 809-5764 (Appointments are recommended but not required)

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

### Hours:

Monday-Friday: 8:30 am – 5:00 pm

### Testing hours:

Tuesday, Wednesday, Thursday: 12:00 pm – 8:00 pm

Saturday: 10:00 am – 4:00 pm

Services are available in English and Spanish.

### Services:

- AIDS Drug Assistance Program (ADAP)
- Benefits Counseling
- Case Management Services:
  - Client Support Services
  - Linkage to Care
  - Medical Retention Services
- Client Advocacy
- Emergency Financial Assistance for Housing and Utilities
- Emergency Financial Assistance for Medications
- Food Pantry/Food Bank
- Health Insurance Premium and Cost Sharing Assistance
- Hepatitis C Testing and Treatment
- HIV Testing and Treatment
- Home Delivered Meals
- Home Health Care (Specialized Care)
- Home and Community-Based Health Services (Para-professional Care)
- Housing Coordination
- Life Skills Workshops
- Medical Nutrition Therapy (Registered Dietitian)
- Medical Services
- Medical Transportation
- Mental Health Services
  - Family & Couples Counseling
  - Group Services
  - Individual Mental Health
- Nutritional Supplements
- Partner Services
- PrEP-Assistance Program (PrEP-AP)
- PrEP & PEP Prescriptions
- Prevention Navigators
- PrEP Navigation Services
- Primary Care
- Rapid Antiretroviral Treatment (ART)
- Short Term Assistance for Rent (STAR)
- Short-Term Supportive Housing
- STD Testing and Treatment
- Treatment Adherence Counseling
- Yoga

## Rx Consultants - Mercy Health Pharmacy Group

### Location #1

Mercy Medical Center Pharmacy

2621 S. Bristol St., Suite 100, Santa Ana, CA 92704

(714) 754-1331

[www.mercypharmacygroup.com/mercy-medical-center-pharmacy](http://www.mercypharmacygroup.com/mercy-medical-center-pharmacy)

### Hours:

Monday-Friday: 9:00am – 6:00 pm

Saturday: 9:00 am – 1:00 pm

Services are available in English and Spanish.

### Services:

- HIV Testing
- PrEP Navigation Services
- STD Testing

### Location #2

First Street Medical Plaza Pharmacy

2010 E. 1<sup>st</sup> St., Suite 120, Santa Ana, CA 92705

(714) 954-1902

[www.mercypharmacygroup.com/first-street-medical-plaza-pharmacy](http://www.mercypharmacygroup.com/first-street-medical-plaza-pharmacy)

### Hours:

Monday-Friday: 9:00am – 6:00 pm

Saturday: 9:00 am – 2:00 pm

Services are available in English and Spanish.

### Services:

- HIV Testing
- Post-Exposure Prophylaxis (PEP)
- Pre-Exposure Prophylaxis (PrEP)
- STD Testing

## Shanti Orange County

23461 South Pointe Drive, Suite 100, Laguna Hills, CA 92653  
(949) 452-0888  
www.shantioc.org

### Hours:

Monday – Friday: 9:00 am – 5:00 pm

After hours: Available by appointment

Services are available in English and Spanish.

### Services:

- 12-Step for HIV-positive individuals
- AIDS Drug Assistance Program (ADAP)
- Benefits Counseling
- Case Management Services:
  - Client Support Services
  - Linkage to Care
  - Medical Retention Services
- Client Advocacy
- Educational Seminars (Circulo Latino)
- Food Pantry/Food Bank Coordination
- Health Insurance Premium and Cost Sharing Assistance
- HIV Support Groups
- Home Delivered Meals (Referral to)
- Housing Coordination (Referral to)
- LGBTQ Youth Programs
- Medical Transportation
- Mental Health Services
- Nutritional Supplements (Referral to)
- PrEP-Assistance Program (PrEP-AP)
- Referral for PrEP Services
- Treatment Adherence Counseling

## Straight Talk Inc.

3785 South Plaza Dr., Santa Ana, CA 92704  
(714) 828-2000  
[www.straighttalkcounseling.org](http://www.straighttalkcounseling.org)

**Hours:**

Monday-Friday: 9:00 am – 9:00 pm

Services are available in English and Spanish.

**Services:**

- Mental Health Services

## The LGBTQ Center Orange County

1605 N. Spurgeon, Santa Ana, CA 92701  
(714) 953-5428  
[www.lgbtqcenteroc.org](http://www.lgbtqcenteroc.org)

**Hours:**

Monday-Friday: 10:00 am – 9:00 pm

Services are available in English and Spanish.

**Services:**

- HIV Testing
- Partner Services
- STD Testing

# 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 different 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, 2024 and 2026), the OC Health Care Agency conducts a Client Satisfaction Survey for all Ryan White HIV/AIDS (Ryan White) program funded services. Some providers also conduct surveys on their own at other times throughout the year. Providers review the results of these surveys. 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

Ryan White providers 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 10 of this handbook.** If at any time you feel that a service provider is not respecting your rights as a client, you have the right to file a complaint and/or grievance.

## What is a complaint?

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.

## What is a grievance?

A grievance is a formal complaint that has reached the stage where the affected client is looking for a structured procedure to solving the problem.

Our goal is to make sure that all complaints and grievances are resolved quickly and are first addressed with the staff or service provider involved.

## RESOLVING PROBLEMS AND GRIEVANCES

The following are the steps you should take to resolve (work out) problems:

1. Identify and be prepared to talk about what you think is a fair solution to the problem.
2. Try to solve 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 solution.
3. Talk to a supervisor at the provider's office about your complaint if you do not feel it was taken care of by talking to staff.

4. If your complaint is not addressed by talking to a supervisor, 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. If you are still unable to resolve your complaint after following the grievance process, you have the right to file a formal grievance appeal with the OC Health Care Agency (HCA)'s HIV Planning and Coordination (HIVPAC) Unit.

## **HOW TO FILE A GRIEVANCE APPEAL TO HIVPAC**

HIVPAC at the HCA 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:



HIV Planning and Coordination

1725B W. 17th Street, P.O. Box 6099, Santa Ana, CA 92706



Phone: (714) 834-8426

## **RESPONSE FROM HIVPAC**

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 letting you know about the grievance appeal process and outcome.

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

# HIV Planning Council

Since 1987, the HIV Planning Council has been made of up volunteers who dedicate their time and expertise to help address the needs of People Living with HIV (PLWH). Members include PLWH, HIV service providers, and people with knowledge and who care about HIV needs.

## Purpose & Responsibilities

The HIV Planning Council helps decide how Ryan White HIV/AIDS (Ryan White) Program funds are spent in the community by:

- Determining what HIV services are provided
- How much money is dedicated to each service
- How services are delivered

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## Other Responsibilities Include

- Identify community needs
- Develop and implement the Integrated HIV Prevention and Care Plan
- Establish HIV service priorities and distribute funds
- Develop and maintain Standards of Care for services provided
- Share ideas to address HIV prevention and care needs

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## Meeting Information

Date: 2nd Wednesday of every month

Time: 11:30 a.m. – 1:30 p.m.

Location: Public Health Services Learning Center (Building 1729 E)

1725 West 17th Street, Santa Ana, CA

We are looking for new members to guide activities in Orange County to:

- Help the lives of PLWH
- Ensure that HIV services are available and accessible to PLWH
- Be a voice for others in the community

For more information regarding the HIV Planning Council, please contact HIV Planning Council Support at (714) 834-8399 or visit us online at: [www.ohealthinfo.com/HIVCouncil](http://www.ohealthinfo.com/HIVCouncil)

To make sure that the community and PLWH are involved, the Council welcomes interested individuals to participate in the HIV Planning Council. All meetings are open to the public.

# HIV Client Advocacy Committee (HCAC)

HCAC is a committee of people living with HIV (PLWH) that helps the HIV Planning Council in identifying and addressing the needs of PLWH in Orange County.

## Purpose & Responsibilities

- Helps with surveys to get information on the needs of the community
- Represents other PLWH who cannot be a part of the planning process

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## Other Responsibilities Include

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

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## Meeting Information

Date: 3rd Monday of every month

Time: 11:30 a.m. – 1:30 p.m.

Location: Public Health Services Learning Center (Building 1729 E)

1725 West 17th Street, Santa Ana, CA

Members are limited to PLWH. For more information regarding HCAC and the HIV Planning Council, please contact HIV Planning Council Support at (714) 834-8399 or visit us on online at: [www.ochealthinfo.com/HIVCouncil](http://www.ochealthinfo.com/HIVCouncil)



# Planning Council Subcommittees

In addition to the HIV Planning Council, there are three (3) subcommittees that work to meet the HIV needs in Orange County. These subcommittees help support the activities and functions of the HIV Planning Council. Community members may attend committee meetings and provide public comment.

## **EXECUTIVE COMMITTEE**

Executive Committee members are HIV Planning Council members. The Committee's responsibilities are to:

1. Advise the HIV Planning Council and make sure responsibilities are being met
2. Monitors how quickly funds are distributed for HIV Services.

## **INTEGRATED PLAN COMMITTEE (IPC)**

The IPC includes members with experience in HIV Prevention, Care, and Support Services, people from affected communities, and PLWH. The Committee's responsibilities are to:

1. Develops the Integrated HIV Prevention and Care Plan to help end and HIV
2. Provide ideas to improve HIV care services.

## **PRIORITY SETTING, ALLOCATIONS, AND PLANNING COMMITTEE (PSAP)**

The PSAP Committee's membership includes members of the HIV community, PLWH, and HIV service providers. The Committee's responsibilities are to:

1. Develop HIV service priorities and
2. Recommend how to distribute funding for HIV services by reviewing data.

# Other Committees

In addition to the Planning Council subcommittees, there are two additional committees that work to support the HIV housing and other HIV needs in Orange County and quality of care management of Ryan White HIV/AIDS (Ryan White) Program services in Orange County.

## **HOUSING COMMITTEE**

The Housing Committee includes members of the HIV community, people living with HIV, HIV service providers, and housing providers. The Committee's responsibilities are to:

1. Make recommendations for priorities for housing and related services for people living with HIV;
2. Review reports on housing programs; and
3. Discuss coordination of housing related services

## **RYAN WHITE QUALITY MANAGEMENT COMMITTEE**

The Ryan White Quality Management committee includes people living with HIV, HIV service providers, and the Orange County Health Care Agency's HIV Planning and Coordination Unit staff. The Committee's responsibilities are to:

1. Guide Quality Management (QM) and Quality Improvement (QI) initiatives for Ryan White services in Orange County
2. Develop, monitor, and revise annual QM plan
3. Develop or revise standards of care
4. Review and evaluate outcome measures quarterly and annually
5. Evaluate findings from data collection (i.e. surveys, focus group findings, chart review, etc.) and develop QI activities based on findings

# LOCAL & NATIONAL RESOURCES

Resources listed are not all exhaustive, please contact a case manager to find additional resources.

<b>Benefits/Insurance</b>	
<b>Social Security Administration</b> <a href="http://www.ssa.gov">www.ssa.gov</a>	(800) 772-1213
<b>Credit/Financial Counseling</b>	
<b>GreenPath Financial Wellness</b> <a href="http://www.greenpath.com/locations/fullerton/">www.greenpath.com/locations/fullerton/</a>	(855) 391-1086
<b>Credit.org</b>	(800) 431-8456
<b>Disability Services</b>	
<b>Regional Center of Orange County</b> <a href="http://www.rcocdd.com">www.rcocdd.com</a>	(714) 796-5100
<b>Drug and Alcohol Treatment</b>	
<b>Phoenix House California</b> <a href="http://www.phoenixhouseca.org">www.phoenixhouseca.org</a>	(714) 953-9373
<b>Employment Services</b>	
<b>California Department of Rehabilitation</b> <a href="http://www.dor.ca.gov">www.dor.ca.gov</a>	(714) 662-6030
<b>Employment Development Department (EDD)</b> <a href="http://www.edd.ca.gov">www.edd.ca.gov</a>	(800) 300-5616
<b>Financial Assistance (Cal Works, Food Stamps, Medi-Cal)</b>	
<b>Cash &amp; CalFresh</b> <a href="http://ssa.ocgov.com/cash-calfresh">ssa.ocgov.com/cash-calfresh</a>	(800) 281-9799

## Housing

Fair Housing, CA State

(800) 884-1684

Groundswell (formerly OC Human Relations Council) [www.wearegroundswell.org](http://www.wearegroundswell.org)

(714) 480-6570

### Housing Authorities

Anaheim Housing Authority  
[www.anaheim.net/668/Housing-Authority](http://www.anaheim.net/668/Housing-Authority)

(714) 765-4320

Garden Grove Housing Authority  
[www.ggcity.org/housing-authority](http://www.ggcity.org/housing-authority)

(714) 741-5150

Orange County Housing Authority  
[www.ochousing.org](http://www.ochousing.org)

(714) 480-2700

Santa Ana Housing Authority  
[www.santa-ana.org/departments/housing-authority](http://www.santa-ana.org/departments/housing-authority)

(714) 667-2200

### Legal Services

Community Legal Aid SoCal (formerly Legal Aid Society of Orange County)  
[www.communitylegalsocal.org](http://www.communitylegalsocal.org)

(800) 834-5001

The Fair Housing Council of Orange County  
[www.fairhousingoc.org](http://www.fairhousingoc.org)

(714) 569-0823

Orange County Public Defender  
[www.pubdef.ocgov.com](http://www.pubdef.ocgov.com)

(657) 251-6090

California Department of Rehabilitation  
[www.dor.ca.gov](http://www.dor.ca.gov)

(714) 662-6030

## Medical Services

<b>Medical Safety Network (MSN)</b> <a href="http://www.ochealthinfo.com/about-hca/medical-health-services/medical-safety-net-program-msn-0">www.ochealthinfo.com/about-hca/medical-health-services/medical-safety-net-program-msn-0</a>	(714) 834-6248
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<b>UCI Infectious Disease Clinic</b> <a href="http://www.ucihealth.org/medical-services/infectious-disease">www.ucihealth.org/medical-services/infectious-disease</a>	714-456-7002
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## Mental Health Counseling

<b>OC LINKS (Behavioral Health Services)</b> <a href="http://www.ochealthinfo.com/oclinks">www.ochealthinfo.com/oclinks</a>	(855) 625-4657
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## Nutrition Services (Food)

<b>Women, Infants, and Children (WIC) - California</b> <a href="http://www.ochealthinfo.com/WIC">www.ochealthinfo.com/WIC</a>	(888) 968-7942
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## Quit Smoking Services

<b>Tobacco Use Prevention Program</b> <a href="http://www.ochealthinfo.com/TUPP">www.ochealthinfo.com/TUPP</a>	(866) 639-5864
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## Safety Net Services (Shelter / Food / Clothing)

<b>Anaheim Independencia</b> <a href="http://www.anaheimindepapoc.weebly.com">www.anaheimindepapoc.weebly.com</a>	(714) 826-9070
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<b>Community Action Partnership</b> <a href="http://www.capoc.org">www.capoc.org</a>	(714) 897-6670
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<b>Pathways of Hope Food Center</b> <a href="http://www.pohoc.org">www.pohoc.org</a>	(714) 680-3691
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## Safety Net Services (Shelter / Food / Clothing) Continued

Orange County Salvation Army <a href="http://www.orangecounty.salvationarmy.org/orange_county_ca/">www.orangecounty.salvationarmy.org/orange_county_ca/</a>	(714) 832-7100
S.O.S (Share Our Selves) <a href="http://www.shareourselves.org">www.shareourselves.org</a>	(949) 270-2100
Someone Cares Soup Kitchen <a href="http://www.someonecareskitchen.org">www.someonecareskitchen.org</a>	(949) 548-8861
South Orange County Family Resource Center <a href="http://www.socfrc.org">www.socfrc.org</a>	(949) 364-0500
Southwest Community Center	(714) 543-8933

## Shelters

American Family Housing <a href="http://www.afhusa.org">www.afhusa.org</a>	(714) 897-3221
Friendship Shelter <a href="http://www.friendshipshelter.org">www.friendshipshelter.org</a>	(949) 494-6928
New Vista Transitional Living	(714) 680-3691
Rescue Mission – Orange County <a href="http://www.rescuemission.org">www.rescuemission.org</a>	(714) 247-4300
Salvation Army Hospitality House <a href="http://www.orangecounty.salvationarmy.org/orange_county_ca/hospitality-house-1/">www.orangecounty.salvationarmy.org/orange_county_ca/hospitality-house-1/</a>	(714) 542-9576

## Transportation

### Orange County Transportation Authority (OCTA)

#### Bus Passes

[www.octa.net/getting-around/bus/oc-bus/fares-and-passes/overview](http://www.octa.net/getting-around/bus/oc-bus/fares-and-passes/overview)

(714) 560-5932

#### Bus Route Information

[www.octa.net/getting-around/bus/oc-bus/routes-and-schedules/routes-and-schedules/](http://www.octa.net/getting-around/bus/oc-bus/routes-and-schedules/routes-and-schedules/)

(714) 636-7433

## Veterans Services

#### U.S. VETS – Long Beach (Homeless Veterans)

[usvets.org/locations/long-beach](http://usvets.org/locations/long-beach)

(562) 200-7300

#### Orange County Veterans Center – Counseling

North OC: [www.va.gov/north-orange-county-vet-center/](http://www.va.gov/north-orange-county-vet-center/)

(714) 776-0161

South OC: [www.va.gov/south-orange-county-vet-center/](http://www.va.gov/south-orange-county-vet-center/)

(949) 348-6700

#### Veterans Services – VA Benefits

[www.va.gov/service-member-benefits](http://www.va.gov/service-member-benefits)

(800) 827-1000

# HOTLINES



## Alcohol & Drug Abuse Services

Partners4Wellness (formerly National Council on Alcoholism and Drug Dependence)

Partners4Wellness - Santa Ana Partners4Wellness - Irvine	(714) 835-4252 (949) 770-1191
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Alcoholics Anonymous Hotline - Orange County	(714) 556-4555
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Santa Ana Alcohol & Drug Abuse Services	(714) 480-6660
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Cocaine Anonymous Hotline - Orange County	(949) 650-1011
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Narcotics Anonymous Hotline - Orange County	(714) 590-2388
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## California AIDS Hotline

English and Spanish	(800) 367-2437
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TTY/TDD for hearing impaired	(888) 225-2437
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## Crisis Hotlines

National Suicide Prevention Hotline (English & Spanish 24 hours)	988
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National Suicide Prevention Hotline (TTY/TDD)	Dial 711 then 988
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California Youth Crisis Line	(800) 843-5200
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## HIV Info (HIV Treatment Information)

English and Spanish	(800) 448-0440
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## National HIV/AIDS Hotlines

English and Spanish	(800) CDC-INFO
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TTY/TDD for hearing impaired	(888) 232-6348
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# WEBSITES



## HIV/AIDS Research

HIV Clinical Trials

[www.oar.nih.gov/hiv-resources/join-clinical-trial](http://www.oar.nih.gov/hiv-resources/join-clinical-trial)

HIV Info

[hivinfo.nih.gov](http://hivinfo.nih.gov)

## HIV/AIDS Information

CDC (Centers for Disease Control & Prevention)

[www.cdc.gov/hiv](http://www.cdc.gov/hiv)

Kaiser Family Foundation

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

## Orange County Resources

HIV Planning and Coordination

[www.ochealthinfo.com/HIVPAC](http://www.ochealthinfo.com/HIVPAC)

## Pediatric AIDS

Elizabeth Glaser Foundation

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

# ACRONYMS AND ABBREVIATIONS WITH DEFINITIONS

**ADAP** [EY-dap] – AIDS Drug Assistance Program. Provides approved HIV medicine to low-income people with HIV.

**AETC** [EY-tek] – AIDS Education and Training Center. National group of HIV care experts who provide health care providers with education and training on HIV-related topics, clinical advice, and technical assistance.

**AIDS** [eyds] – Acquired Immune Deficiency Syndrome. AIDS is the most serious stage of HIV. People with AIDS have badly damaged immune systems and can get sick easily.

**AMI** - Area median income is the midpoint or middle of a specific area's income distribution. It is calculated on an annual basis by the Department of Housing and Urban Development (HUD) and used to determine the eligibility of applicants for certain federal housing programs.

**ARTAS** [ärdäs] – Anti-Retroviral Treatment and Access to Services. Is a strengths-based case management model that link clients with access to services.

**ASO** – AIDS service organization. Agency that provides services to people living with HIV.

**CBO** – Community-based organization

**CDC** – Centers for Disease Control and Prevention. National public health agency of the United States under the Department of Health and Human Services that works to protect public health and safety.

**EFA** – Emergency Financial Assistance

**EHE** – Ending the HIV Epidemic Initiative. Federal program whose purpose is to focus resources in areas most impacted by HIV to implement effective and innovative strategies to reduce new HIV infections in the United States by at least 75% in 2025 and by at least 90% in 2030.

**EIS** – Early Intervention Services. Activities designed to identify people who are HIV positive and get them into care as quickly as possible.

**FPL** – Federal Poverty Level. Low-income guidelines from the Department of Health and Human Services used to determine eligibility for certain programs and benefits.

**HCA** – Health Care Agency. Agency within the County of Orange responsible for medical, behavioral, public health, and correctional health services in Orange County. Receives Ryan White funds to provide HIV/AIDS services in Orange County.

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

**HCC** - HIV Care Connect (HCC) is a centralized HIV/AIDS client management system that allows for coordination of client services medical care, treatment, and support providers and provides comprehensive data for program reporting and monitoring. HCC is used by Ryan White-funded service providers to automate, plan, manage, and report on client data.

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

**HOPWA** [HOP-wah] – Housing Opportunities for Persons with AIDS. The HOPWA Program is funded by the U.S. Department of Housing and Urban Development. HOPWA funds services to provide low-income people living with HIV (PLWH) and their families with housing assistance and other types of support.

**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 (living in rural areas) or medically vulnerable (at-risk); administers the Ryan White Act.

**IDU/PWID** – Injection Drug User/Persons Who Inject Drugs

**MAI** – Minority AIDS Initiative. A national initiative started in 1998 that provides funding to help address the HIV epidemic and eliminate racial and ethnic inequalities among minority populations.

**PLWH** – Person Living with HIV.

**PLWH/A** – Person Living with HIV/AIDS.

**PLC** – Public Law Center. AIDS service organization with legal services in Orange County.

**PEP** – Post-Exposure Prophylaxis. PEP is taking antiretroviral medication (ART) to prevent HIV after you may have been exposed.

**PrEP** – Pre-Exposure Prophylaxis. PrEP is medicine (such as Truvada®) that when taken as prescribed by a doctor has been shown to lower the risk of getting HIV.

**PrEP-AP** - PrEP Assistance Program. PrEP-AP will pay for approved PrEP-related medical out-of-pocket costs for individuals with and without insurance.

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

**Ryan White Act** –The Ryan White Act is the largest federal program that offers funding for the care and treatment of PLWH.

**SOA** – State Office of AIDS. Department within the California Department of Public Health, Center for Infectious Diseases responsible for administering HIV programs.

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

**STD** – Sexually Transmitted Disease

# FAQs

## 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 webpage at: [www.ochealthinfo.com/HIVPAC](http://www.ochealthinfo.com/HIVPAC) .

### 2. What is Ryan White?

The Ryan White HIV/AIDS (Ryan White) Program is a federal program that is designed to help make sure that people living with HIV get and stay in medical care. Examples of services include Case Management, Dental Services, Medical Transportation, Food Pantry, and Mental Health Counseling.

### 3. What is the Ending the HIV Epidemic (EHE) Initiative?

The Ending the HIV Epidemic (EHE) Initiative is a plan to lower the number of new HIV diagnoses in the U.S. by 90% by 2030. The Centers for Disease Control and Prevention (CDC) and Health Resources and Services Administration (HRSA) provide funding to Orange County for EHE services.

### 4. Should I be enrolled in case management?

Newly diagnosed clients 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 to get or stay in medical care.

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

No. Ryan White and EHE services are open to any client who qualifies for services, regardless of where the client is case managed or gets other services.

Keep in mind that some agencies offer services that are not funded by Ryan White and they may limit those services to their clients.

## **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 on the HIV Planning and Coordination webpage: [www.ochealthinfo.com/HIVPAC](http://www.ochealthinfo.com/HIVPAC) .

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

There are different eligibility requirements for Ryan White and EHE services. 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 case management agencies listed on the HIV Planning and Coordination website: [www.ochealthinfo.com/HIVServices](http://www.ochealthinfo.com/HIVServices) .

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

An eligibility worker will review documents that are needed to determine eligibility for the Ryan White, EHE, and other programs that you may qualify for, such as the AIDS Drug Assistance Program (ADAP), Medi-Cal (CalOptima), or private insurance. Examples of eligibility documents needed may include proof of HIV status, proof of Orange County residency, proof of disability (only required for certain services), and income documents. You may be asked to submit additional documents to determine if you qualify for services.

## 9. Why do I have to give so much information about myself to get services?

Ryan White and EHE services are funded by the federal government, which requires specific information about clients for the services that they receive. This information helps to make sure that funds are being used to help people living with HIV. 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.

## 10. What is HCC?

HIV Care Connect (HCC) is the Ryan White client management system. HCC is used to collect data required by the federal government for Ryan White services. Data is also used to identify trends in service needs.

## 11. Is my information private?


All HIV services staff are required to follow strict guidelines to make sure that information about you stays private. If you have any questions about how your information is handled by an agency, you may ask to see their “Notice of Privacy Practices.”

## 12. I am not happy with the services that I am receiving. What can I do?

Respecting a client’s rights and needs is important to all providers. **A list of your rights and responsibilities is available in the Client Handbook on page 10.** If at any time you feel that a service provider has not respected 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 solution. 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.

# Contact HIVPAC

 [www.ochealthinfo.com/hivpac](http://www.ochealthinfo.com/hivpac)

 (714) 834-8399

 OCHIVPAC@ochca.com

**SCAN HERE  
for  
HIVPAC Website**

