

# Attachment D

## FY16 Outcome Indicators

FY2016  
Outcome Indicators  
All Funding Sources

Fiscal Year 2016 Performance Indicator Outcomes

Please note that unless otherwise noted, the Performance Outcomes include all Ryan White clients served during the Fiscal Year regardless of funding sources.

| <b>CASE MANAGEMENT (NON-MEDICAL)</b>                                      |                                                                                                                                                                              | <b>Total Clients: 1,482</b>       |
|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| <b>Performance Measure</b>                                                | <b>Indicator</b>                                                                                                                                                             | <b>Outcome</b>                    |
| 1. HAB Systems-Level Measures: Linkage to HIV Medical Care.               | 1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 3 months of their HIV+ diagnosis.                                                                 | 1. 75/76<br>98.7%                 |
| 2. HAB Core Measure: HIV Medical Frequency                                | 2. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits three months apart in the measurement year.                                       | 2. 1,021/1,482<br>68.89%          |
| 3. HAB Core Measure: Prescription of HIV Antiretroviral Therapy.          | 3. Number/Percentage of HIV+ patients, regardless of age, prescribed HIV antiretroviral therapy.                                                                             | 3. 1,402/1,482<br>94.6%           |
| 4. HAB Core Measure: HIV Viral Load Suppression.                          | 4. Number/Percentage of HIV+ patients, regardless of age, with a HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.             | 4. 1,238/1,482<br>83.54%          |
| <b>Quality of Care</b>                                                    |                                                                                                                                                                              |                                   |
| 1. Standards of Care for Benefits and Enrollment Case Management are met. | 1. 90% of Benefits and Enrollment Case Management charts reviewed will comply with Case Management (non-medical) service standards. <i>(site visit)</i>                      | 1. 36/47<br>75.6%                 |
| 2. Benefits and Enrollment assistance.                                    | 2. 95% of people requesting Benefits and Enrollment case management will receive advice and assistance in obtaining needed services.                                         | 2. 100%                           |
| 3. Referrals to non-Ryan White entitlement programs.                      | 3. 95% of clients receiving Benefits and Enrollment case management services will be referred to all appropriate (non-Ryan White) entitlement programs to maximize benefits. | 3. 100%                           |
| 4. Health care referrals.                                                 | 4. 100% of clients who do not have an identified primary care provider at intake will receive a referral to an appropriate physician or clinic. <i>(chart review)</i>        | 4. 100% of clients in care.       |
| 5. Improved quality of life.                                              | 5. 60% of clients surveyed who received Case Management (non-medical) services will report improved quality of life. <i>(postcard survey)</i>                                | 5. 85.7% (6 out of 7 respondents) |
| 6. Follow-up                                                              | 6. 100% of clients will receive case management (non-medical) follow-up.                                                                                                     | 6. 100%                           |

Fiscal Year 2016 Performance Indicator Outcomes

| <b>CHILD CARE</b>                                   |                                                                                                                                                                                                                         | <b>Total Clients: 35</b>                                           |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| <b>Performance Measure</b>                          | <b>Indicator</b>                                                                                                                                                                                                        | <b>Outcome</b>                                                     |
| 1. HAB Core Measure: HIV Medical Frequency.         | 1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.                                                                         | 1. 28/35 80%                                                       |
| <b>Quality of Care</b>                              |                                                                                                                                                                                                                         |                                                                    |
| 1. Standards of Care for Child Care are met.        | 1. 100% of child care providers will comply with child care service standards. <i>(site visit)</i>                                                                                                                      | 1. 100%                                                            |
| 2. Awareness of child care services.                | 2. 75% of clients with children under 15 living in the home will be made aware of available child care resources funded by Ryan White. <i>(client satisfaction survey)</i>                                              | 2. 80% (16 out of 20 clients who had children under the age of 15) |
| 3. Child care for HIV-related service appointments. | 3. 100% of clients surveyed who requested child care services for medical or support service appointments will have referrals or financial assistance made available, as funding is available. <i>(postcard survey)</i> | 3. 100% (2 respondents)                                            |

Fiscal Year 2016 Performance Indicator Outcomes

| EMERGENCY FINANCIAL ASSISTANCE                                     |                                                                                                                                                 | TOTAL CLIENTS 183    |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Performance Measure                                                | Indicator                                                                                                                                       | Outcome              |
| 1. HAB Systems-Level Measures: Linkage to HIV Medical Care         | 1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 3 months of their HIV+ diagnosis.                                    | 1. 75/76<br>98.7%    |
| 2. HAB Core Measure: HIV Medical Frequency.                        | 2. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year. | 2. 117/183<br>63.93% |
| <b>Quality</b>                                                     |                                                                                                                                                 |                      |
| 1. Adherence to Standards of Care for Direct Emergency Assistance. | 1. 100% of providers will comply with applicable Emergency Financial Assistance service standards. <i>(site visit)</i>                          | 1. 11/15<br>73.3%    |

| HEALTH EDUCATION AND RISK REDUCTION                                   |                                                                                                                                                             | Total Clients 115   |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Health</b>                                                         |                                                                                                                                                             |                     |
| Performance Measure                                                   | Indicator                                                                                                                                                   | Outcome             |
| 1. HAB Systems-Level Measures: Linkage to HIV Medical Care            | 1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 3 months of their HIV+ diagnosis.                                                | 1. 75/76<br>98.7%   |
| 2. HAB Core Measure: HIV Medical Frequency.                           | 2. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.             | 2. 45/115<br>39.13% |
| <b>Quality</b>                                                        |                                                                                                                                                             |                     |
| 1. Standards of Care for Health Education and Risk Reduction are met. | 1. 100% of Health Education and Risk Reduction (PCRS) providers will comply with Health Education and Risk Reduction service standards. <i>(site visit)</i> | 1. 66.7%            |

| <b>HEALTH INSURANCE PREMIUM AND COST-SHARING ASSISTANCE</b>                            |                                                                                                                                                                                                                             | <b>Total Clients: 44</b> |
|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>Performance Measure</b>                                                             | <b>Indicator</b>                                                                                                                                                                                                            |                          |
| 1. HAB Core Measure: HIV Medical Frequency.                                            | 1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.                                                                             | 1. 30/44 68.18%          |
| <b>Quality</b>                                                                         |                                                                                                                                                                                                                             |                          |
| 1. Standards of Care for Health Insurance Premium and Cost-Sharing Assistance are met. | 1. 100% of Health Insurance Premium and Cost-Sharing Assistance providers will comply with Health Insurance Premium and Cost-Sharing Assistance service standards. <i>(site visit)</i>                                      | 1. 100%                  |
| 2. Linkage documentation.                                                              | 2. 100% of all referrals and linkages to services for HIV+ clients receiving Health Insurance Premium and Cost-Sharing Assistance services shall be documented.                                                             | 2. 100%                  |
| 3. Health care referrals.                                                              | 3. 100% of HIV+ clients who do not have an identified primary care provider will receive a referral to an appropriate physician or clinic. <i>(chart review)</i>                                                            | 3. 100%                  |
| 4. Payment processing.                                                                 | 4. 100% of clients who received Health Insurance Premium and Cost Sharing Assistance will indicate payments had been processed and approved for medical co-payments and/or health insurance premiums. <i>(chart review)</i> | 4. 100%                  |

| <b>HOUSING</b>                              |                                                                                                                                                                                             | <b>Total Clients: 44</b>                                                                                                    |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <b>Performance Measure</b>                  | <b>Indicator</b>                                                                                                                                                                            | <b>Outcome</b>                                                                                                              |
| 1. HAB Core Measure: HIV Medical Frequency. | 1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year                                              | 1. 30/44 68.18%                                                                                                             |
| <b>Quality</b>                              |                                                                                                                                                                                             |                                                                                                                             |
| 1. Standards of Care for Housing are met.   | 1. 100% of providers will comply with applicable Housing Assistance service standards. <i>(site visit)</i>                                                                                  | 1. 100%                                                                                                                     |
| 2. Improved or stable housing.              | 2. 85% of all clients surveyed who received housing assistance will report improved or stable housing as compared to their housing situation in the previous year. <i>(postcard survey)</i> | 2. 50% stated it remained stable (1 of the 2 respondents). The other respondent stated it was "not applicable".             |
| 3. Improved quality of life.                | 3. 60% of clients surveyed who received housing assistance will report improvements in or maintenance of their general health status and/or quality of life. <i>(postcard survey)</i>       | 3. 50% stated it remained stable (1 of the 2 respondents). The other respondent was in the processing of obtaining housing. |

| <b>MEDICAL CASE MANAGEMENT</b>                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                         | <b>Total Clients: 1,319 (HIV+ 1,283; Affected 26; Indeterminate 10)</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>Performance Measure</b>                                                                                                                                                                                                                                                                                                                          | <b>Indicator</b>                                                                                                                                                        | <b>Outcome</b>                                                          |
| 1. HAB MCM Measure: Medical Case Management: Care Plan.<br><br>2. HAB Systems-Level Measures: Linkage to HIV Medical Care<br><br>3. HAB Core Measure: HIV Medical Frequency.<br><br>4. HAB Core Measure: Prescription of HIV Antiretroviral Therapy.<br><br>5. HAB Core Measure: HIV Viral Load Suppression.<br><br>6. HHS Measure: Housing Status. | 1. 95% of clients will have a care plan developed based upon assessment. <i>(chart review)</i>                                                                          | 1. 99.3%                                                                |
|                                                                                                                                                                                                                                                                                                                                                     | 2. Number/Percentage of newly diagnosed HIV+ persons linked to care within 3 months of their HIV+ diagnosis.                                                            | 2. 75/76<br>98.7%                                                       |
|                                                                                                                                                                                                                                                                                                                                                     | 3. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.                         | 3. 791/1,319<br>59.97%                                                  |
|                                                                                                                                                                                                                                                                                                                                                     | 4. Number/Percentage of HIV+ patients, regardless of age, prescribed HIV antiretroviral therapy.                                                                        | 4. 1,197/1,319<br>90.75%                                                |
|                                                                                                                                                                                                                                                                                                                                                     | 5. Number/Percentage of HIV+ patients, regardless of age, with an HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.       | 5. 1,018/1,319<br>77.18%                                                |
|                                                                                                                                                                                                                                                                                                                                                     | 6. Number/Percent of Ryan White clients with permanent housing.                                                                                                         | 6. 729/1,319<br>55.27%                                                  |
| <b>Quality of Care</b>                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                         |                                                                         |
| 1. Standards of Care for medical case management are met.<br><br>2. Acuity Scale is used as client assessment tool.<br><br>3. Care Plan Development.<br><br>4. Maintenance or improvement of health status and quality of life.                                                                                                                     | 1. 95% of medical case management charts reviewed will comply with Medical Case Management service standards. <i>(site visit)</i>                                       | 1. 72.5%                                                                |
|                                                                                                                                                                                                                                                                                                                                                     | 2. 95% of clients will be assessed using an acuity scale. <i>(chart review)</i>                                                                                         | 2. 100%                                                                 |
|                                                                                                                                                                                                                                                                                                                                                     | 3. 95% of clients will have a care plan developed based upon assessment. <i>(chart review)</i>                                                                          | 3. 99.3%                                                                |
|                                                                                                                                                                                                                                                                                                                                                     | 4a. 60% of clients surveyed who received medical case management services will report adherence to their anti-retroviral drug treatment plans. <i>(postcard survey)</i> | 4a. 100% of respondents (35) reported adherence                         |
|                                                                                                                                                                                                                                                                                                                                                     | 4b. 100% of clients who do not have an identified primary care provider at intake will receive a referral to an appropriate physician or clinic. <i>(chart review)</i>  | 4b. 100%                                                                |

| <b>MEDICAL NUTRITIONAL THERAPY</b>                            |                                                                                                                                                                                                          | <b>Total Clients: 421</b> |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| <b>Performance Measure</b>                                    | <b>Indicator</b>                                                                                                                                                                                         |                           |
| 1. HAB Core Measure: HIV Medical Frequency.                   | 1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year                                                           | 1. 349/421 82.9%          |
| <b>Quality</b>                                                |                                                                                                                                                                                                          |                           |
| 1. Standards of Care for Medical Nutritional Therapy are met. | 1. 100% of Medical Nutritional Therapy providers will comply with Medical Nutritional Therapy service standards. <i>(site visit)</i>                                                                     | 1. 100%                   |
| 2. Individualized nutritional plans.                          | 2. 100% of clients receiving medical nutritional therapy will have an individualized nutritional plan developed within 60 days of assessment by the licensed registered dietitian. <i>(chart review)</i> | 2. 100%                   |

| <b>MEDICAL TRANSPORTATION</b>                              |                                                                                                                                                                                                 | <b>Total Clients: 437</b>                                                                 |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <b>Performance Measure</b>                                 | <b>Indicator</b>                                                                                                                                                                                |                                                                                           |
| 1. HAB Systems-Level Measures: Linkage to HIV Medical Care | 1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 3 months of their HIV+ diagnosis.                                                                                    | 1. 19/437 10.86%                                                                          |
| 2. HAB Core Measure: HIV Medical Frequency.                | 2. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.                                                 | 2. 305/437 69.79%                                                                         |
| <b>Quality</b>                                             |                                                                                                                                                                                                 |                                                                                           |
| 1. Standards of Care for Medical Transportation are met.   | 1. 100% of Transportation providers will comply with Medical Transportation service standards. <i>(site visit)</i>                                                                              | 1. 76.6%<br>36 out of 47 charts reviewed                                                  |
| 2. Availability of medical transportation services.        | 2. 75% of clients surveyed who showed evidence of need for medical transportation services will receive medical transportation for HIV/AIDS-related care appointments. <i>(postcard survey)</i> | 2. 100% of the 8 respondents reported always being able to receive medical transportation |



| <b>TREATMENT ADHERENCE COUNSELING – PEDIATRIC</b>                |                                                                                                                                                                                                                         | <b>Total Clients: 25 (HIV+ 23; Exposed babies 2)</b> |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| <b>Performance Measure</b>                                       | <b>Indicator</b>                                                                                                                                                                                                        | <b>Outcome</b>                                       |
| 1. HAB Core Measure: HIV Medical Frequency.                      | 1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.                                                                         | 1. 22/23<br>95.7%                                    |
| 2. HAB Core Measure: Prescription of HIV Antiretroviral Therapy. | 2. Number/Percentage of HIV+ patients, regardless of age, prescribed HIV antiretroviral therapy.                                                                                                                        | 1. 23/23<br>100%                                     |
| 3. HAB Core Measure: HIV Viral Load Suppression.                 | 3. Number/Percentage of HIV+ patients, regardless of age, with an HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.                                                       | 3. 19/23<br>82.6%                                    |
| <b>Quality of Care</b>                                           |                                                                                                                                                                                                                         |                                                      |
| 1. Accurate antiretroviral agents for HIV dispensed.             | 1. 100% of Medication Adherence (Pediatric) providers will dispense medications (including prescriptions for antiretroviral agents for HIV) according to PHS Pediatric HIV Treatment guidelines. <i>(site visit)</i>    | 1. 100%                                              |
| 2. Medication dispensation.                                      | 2. 100% of pediatric clients will receive their needed medication within 48 hours.                                                                                                                                      | 2. 100%                                              |
| 3. Assessed for sensitivities, resistance, and side effects      | 3. 100% of clients receiving treatment adherence services will be assessed for sensitivities, resistance, and side effects at least once every six months by a registered nurse AND a pharmacist. <i>(chart review)</i> | 3. 100%                                              |
| 4. Medication Adherence.                                         | 4. 75% of clients receiving treatment adherence services will adhere to medication program. <i>(year-end outcomes from UCD)</i>                                                                                         | 4. 22/23<br>95.7%                                    |
| 5. Improved health indicators.                                   | 5. 70% of pediatric clients receiving treatment adherence services will show improved health indicators. <i>(chart review)</i>                                                                                          | 5. 95%                                               |
| 6. Adherence counseling.                                         | 6. 85% of pediatric clients will receive HIV medication adherence counseling at least twice in a 6 month period. <i>(database)</i>                                                                                      | 6. 83%                                               |

Fiscal Year 2016 Performance Indicator Outcomes

| <b>MENTAL HEALTH THERAPY</b>                               |                                                                                                                                                                               | <b>Total Clients: 918 (HIV+ 913; Affected 4, Indeterminate 1)</b> |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <b>Performance Measure</b>                                 | <b>Indicator</b>                                                                                                                                                              | <b>Outcomes</b>                                                   |
| 1. HAB Systems-Level Measures: Linkage to HIV Medical Care | 1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 3 months of their HIV+ diagnosis.                                                                  | 1. 75/76 98.7%                                                    |
| 2. HAB Core Measure: HIV Medical Frequency.                | 2. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year                                | 2. 698/918<br>76.03%                                              |
| <b>Quality of Care</b>                                     |                                                                                                                                                                               |                                                                   |
| 1. Standards of Care for Mental Health Therapy are met.    | 1. 100% of mental health providers will comply with Mental Health service standards. <i>(site visit)</i>                                                                      | 1. 85.4%                                                          |
| 2. Health Care Referrals                                   | 2. 100% of clients who do not have an identified primary care provider at intake will receive a referral to an appropriate physician or clinic. <i>(chart review)</i>         | 2. 100%                                                           |
| 3. Decreased mental health symptoms.                       | 3. 60% percent of clients who receive Mental Health services will report a decrease in symptoms that initiated referral into mental health services. <i>(postcard survey)</i> | 3. 88% (15 of 17 respondents)                                     |
| 4. Improved functionality.                                 | 4. 60% of clients surveyed who received mental health counseling will report improved functionality. <i>(postcard survey)</i>                                                 | 4. 100%                                                           |

Fiscal Year 2016 Performance Indicator Outcomes

| ORAL HEALTH CARE                                                        |                                                                                                                                                                                                                          | Total Clients: 625         |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Performance Measure                                                     | Indicator                                                                                                                                                                                                                | Outcomes                   |
| 1. HAB Core Measure: HIV Medical Frequency.                             | 1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.                                                                          | 1. 508/625<br>81.28%       |
| 2. HAB Oral Care Measures: Oral Health Services: Dental Treatment Plan. | 2. Number/Percent of clients receiving oral health care services will have a dental treatment plan. (Chart review)                                                                                                       | 2. 100%                    |
| <b>Quality</b>                                                          |                                                                                                                                                                                                                          |                            |
| 1. Adherence to Standards of Care for Dental Services.                  | 1. 100% of dental care providers will comply with Oral Health Care service standards. ( <i>site visit</i> )                                                                                                              | 1. 100%                    |
| 2. Appropriate specialty care.                                          | 2. 100% of clients receiving specialty oral health services will receive appropriate dental care as determined by County authorization review. ( <i>database</i> )                                                       | 2. 100%                    |
| 3. Improved oral health.                                                | 3. 60% of clients surveyed who received Oral Health Care will report improved oral health through self-report. ( <i>postcard survey</i> )                                                                                | 3. 100%<br>(7 respondents) |
| 4. Health Care Referrals.                                               | 4. 100% of clients receiving oral health care services who do not have an identified primary care provider at intake will receive a referral to an appropriate physician or clinic. ( <i>chart review and database</i> ) | 4. Data unavailable        |

| <b>OUTPATIENT/AMBULATORY CARE</b>                                                                                                |                                                                                                                                                                                                                 | <b>Total Clients: 1,972 (HIV+ 1,970; Indeterminate 2)</b>                        |
|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <b>Performance Measure</b>                                                                                                       | <b>Indicator</b>                                                                                                                                                                                                | <b>Outcomes</b>                                                                  |
| 1. HAB Systems-Level Measures: Linkage to HIV Medical Care                                                                       | 1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 3 months of their HIV+ diagnosis.                                                                                                    | 1. 75/76 98.7%                                                                   |
| 2a. HAB Core Measure: HIV Medical Frequency.                                                                                     | 2a. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year                                                                 | 2a. 1,503/1,972 76.22%                                                           |
| 2b. HAB Core Measure: Gap in HIV Medical visits                                                                                  | 2b. Number/Percentage of HIV+ patients, regardless of age, who <i>did not</i> have at least one medical visit in 12-months of the measurement year.                                                             | 2b. All clients had at least one medical visit during the measurement year. 100% |
| 3. HAB Core Measure: Prescription of HIV Antiretroviral Therapy.                                                                 | 3. Number/Percentage of HIV+ patients, regardless of age, prescribed HIV antiretroviral therapy.                                                                                                                | 3. 1,934/1,972 98.07%                                                            |
| 4. HAB Core Measure: HIV Viral Load Suppression.                                                                                 | 4. Number/Percentage of HIV+ patients, regardless of age, with a HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.                                                | 4. 1,630/1,972 82.66%                                                            |
| 5. HHS Measure: Housing Status.                                                                                                  | 5. Number/Percent of Ryan White outpatient/ambulatory care HIV+ clients with permanent housing.                                                                                                                 | 5. 1,108/1,972 56.19%                                                            |
| 6. Minimize health disparities by ensuring access to primary medical care services by people of color.                           | 6. Number/Percent of clients accessing primary medical care will be reflective of TGA's proportion of PLWH/A by race/ethnicity. <i>(database)</i>                                                               | 6. See Note 1 below.                                                             |
| 7. Minimize health disparities by ensuring access to primary medical care services by women, infants, children and youth (WICY). | 7. Number/Percent of clients accessing primary medical care will be reflective of TGA's proportion of WICY living with HIV/AIDS. <i>(database)</i> Number and percentage of persons with HIV viral suppression. | 7. See Note 2 below.                                                             |
| <b>Quality of Care</b>                                                                                                           |                                                                                                                                                                                                                 |                                                                                  |
| 1. Improved adherence to Public Health Service Guidelines for the treatment of people living with HIV/AIDS.                      | 1. 100% of primary care services offered will meet PHS guidelines. <i>(site visit)</i>                                                                                                                          | 1. 100%                                                                          |
| 2. Mortality Rate Reduction.                                                                                                     | 2. Decreased or stable mortality rate for all HIV+ persons in routine outpatient/ambulatory care. <i>(database)</i>                                                                                             | 2. 3/2623 or 0.3%. A decrease from 0.5% in the prior fiscal year.                |
| 3. Viral Load Suppression.                                                                                                       | 3. Number/Percentage of persons with HIV Viral Load Suppression will exceed National standards.                                                                                                                 | 3. 1630/1,972 82.66%                                                             |

Fiscal Year 2016 Performance Indicator Outcomes

Note 1: Black/African American, Hispanic and American Indian/Alaskan Native clients receiving ambulatory care services in the Sacramento TGA exceed their reflectiveness of the percent of the HIV/AIDS Prevalence in the TGA. White, Asian and Native Hawaiian/Pacific Islanders are under-represented of the clients in ambulatory care compared to their HIV/AIDS Prevalence in the TGA.

| Number/Percent of ambulatory care clients is reflective of TGA's proportion of PLWH/A by race/ethnicity. | Number of Ambulatory Care Clients | Percent of Ambulatory Care Clients | Percent of TGA's HIV/AIDS Prevalence |
|----------------------------------------------------------------------------------------------------------|-----------------------------------|------------------------------------|--------------------------------------|
| White                                                                                                    | 973/1,972                         | 49.34%                             | 55.9%                                |
| Black/African American                                                                                   | 505/1,972                         | 25.61%                             | 23.8%                                |
| Hispanic                                                                                                 | 397/1,972                         | 20.13%                             | 16.05%                               |
| Asian                                                                                                    | 55/1,972                          | 2.79%                              | 3.15%                                |
| American Indian/Alaskan Native                                                                           | 24/1,972                          | 1.22%                              | 0.65%                                |
| Native Hawaiian/Pacific Islander                                                                         | 18/1,972                          | 0.91%                              | 0.45%                                |

Note 2: 37.9% WICY Ambulatory Care Expenditures (\$130,407 out of total Part A ambulatory care expenses of \$373,743). 17.98% over the TGA's WICY proportion established by CDC at 19.92%.

| OUTREACH SERVICES                                          |                                                                                                                                                                                     | Total Clients: 328   |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Performance Measure                                        | Indicator                                                                                                                                                                           | Outcome              |
| 1. HAB Systems-Level Measures: Linkage to HIV Medical Care | 1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 3 months of their HIV+ diagnosis.                                                                        | 1. 75/76<br>98.7%    |
| 2. HAB Core Measure: HIV Medical Frequency.                | 2. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.                                     | 2. 153/328<br>46.65% |
| <b>Quality</b>                                             |                                                                                                                                                                                     |                      |
| 1. Standards of Care for Outreach services are met.        | 1. 100% of outreach providers will comply with Outreach service standards. <i>(site visit)</i>                                                                                      | 1. 100%              |
| 2. Outreach referrals                                      | 2. 100% of all referrals and linkages to services for HIV+ clients receiving Outreach services shall be documented.                                                                 | 2. 100%              |
| 3. Health care referrals.                                  | 3. 100% of HIV+ clients who do not have an identified primary care provider at initial contact will receive a referral to an appropriate physician or clinic. <i>(chart review)</i> | 3. 100%              |

The outcome indicators above are for both MAI Outreach services and Non-MAI Outreach services as they are tracked by service and not by race.

| <b>SUBSTANCE ABUSE TREATMENT</b>                                 |                                                                                                                                                                                                        | <b>Total Clients 363: Residential 36; Outpatient 327</b>                                                                    |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <b>Performance Measure</b>                                       | <b>Indicator</b>                                                                                                                                                                                       | <b>Outcomes</b>                                                                                                             |
| <b>Health</b>                                                    |                                                                                                                                                                                                        |                                                                                                                             |
| 1. HAB Systems-Level Measures: Linkage to HIV Medical Care       | 1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 3 months of their HIV+ diagnosis.                                                                                           | <b>1a. Outpatient:</b><br>75/76 98.7%<br><br><b>1b. Residential:</b><br>75/76 98.7%                                         |
| 2. HAB Core Measure: HIV Medical Frequency.                      | 2. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year                                                         | <b>2a. Outpatient:</b><br>241/327 73.7%<br><br><b>2b. Residential:</b><br>24/36 66.67%                                      |
| 3. HAB Core Measure: Prescription of HIV Antiretroviral Therapy. | 3. Number/Percentage of HIV+ patients, regardless of age, prescribed HIV antiretroviral therapy.                                                                                                       | <b>3a. Outpatient:</b><br>313/327 95.72%<br><br><b>3b. Residential:</b><br>35/36 97.22%                                     |
| 4. HAB Core Measure: HIV Viral Load Suppression.                 | 4. Number/Percentage of HIV+ patients, regardless of age, with a HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.                                       | <b>4a. Outpatient:</b><br>262/327 80.12%<br><br><b>4b. Residential:</b><br>28/36 77.78%                                     |
| <b>Quality of Care</b>                                           |                                                                                                                                                                                                        |                                                                                                                             |
| 1. Standards of Care for Substance Abuse Treatment are met.      | 1. 100% of substance abuse providers will deliver services according to Standards of Care. ( <i>site visit</i> )                                                                                       | <b>1a. Outpatient:</b><br>84% 21 out of 25 charts reviewed.<br><br><b>1b. Residential:</b> 60% 6 out of 10 charts reviewed. |
| 2. Residential Treatment Participation                           | 2. 25% of clients entering residential substance abuse treatment will complete residential treatment program. (provider exit reports)                                                                  | 2. 60.87% (14 out of 23) who received detox services completed the program.                                                 |
| 3. Health Care Referrals                                         | 3. 100% of clients who do not have an identified primary care provider will receive a referral to an appropriate physician or clinic upon completion of substance abuse treatment. ( <i>database</i> ) | <b>3a. Outpatient:</b> 100%<br><br><b>3b. Residential:</b> 100%                                                             |
| 4. Current care plan.                                            | 4. 80% of clients will have a current care plan in their files. (chart review)                                                                                                                         | <b>4a. Outpatient:</b> 100%<br><br><b>4b. Residential:</b> 100%                                                             |

Fiscal Year 2016 Performance Indicator Outcomes

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                  |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>5. Reduced risk behaviors.</p> | <p>5. a. 60% of clients surveyed who received outpatient substance abuse services will reduce risk behaviors for substance use as measured by self-report. <i>(postcard survey)</i></p> <p>b. 60% of clients surveyed who received outpatient substance abuse services will reduce risk behaviors for transmission of HIV and other communicable diseases as measured by self-report. <i>(postcard survey)</i></p> | <p>5a. 95.5% of respondents (21 out of 22) reported reduced risk behaviors for substance use.</p> <p>5b. 81.8% (18 out of 22) reported reduced risk for transmission of HIV and other communicable diseases.</p> |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|