



Behind The Scenes Houston, TX

Oscar Perez

Director of Health Promotions

Avenue 360 Health & Wellness

- Formerly known as Houston Area Community Services (HACS)
- Started as an AIDS Service Organization (ASO) in 1998
- Transitioned to a full-service Federally Qualified Health Center (FQHC) in 2009
- Offers:
 - Family Practice
 - Internal Medicine
 - Infectious Diseases including HIV-related care and prevention services
 - OB/GYN
 - Pediatrics
 - Pharmacy, including medication assistance
 - Behavioral health
 - Case Management Services
 - Permanent Supportive Housing
 - Hospice

Southern Initiative

- Supported by the U.S. Department of Health and Human Services Secretary's Minority AIDS Initiative Fund and administered by the Health Resources and Services Administration, HIV/AIDS Bureau, Division of Metropolitan HIV/AIDS Programs
- The National Associate of County and City Health Officials (NACCHO), in partnership with Cicatelli Associates, Inc. (CAI), provided service delivery funding and technical assistance.
- Avenue 360 was one of four sites in The South selected to implement this cooperative agreement. Other partners were located in: Atlanta, Memphis and New Orleans.

CHW Services along HIV Care Continuum

- Community education and testing
- Linkage to HIV medical care
- Retention in HIV medical care
- Re-engagement in HIV medical care
- ART adherence among persons in HIV medical care

Client Care

Population
Health Data
Analyst

- Identifies baseline data and key characteristics of clients who are at risk of or have fallen out of care, are not adherent to ART, and/or are not virally suppressed.

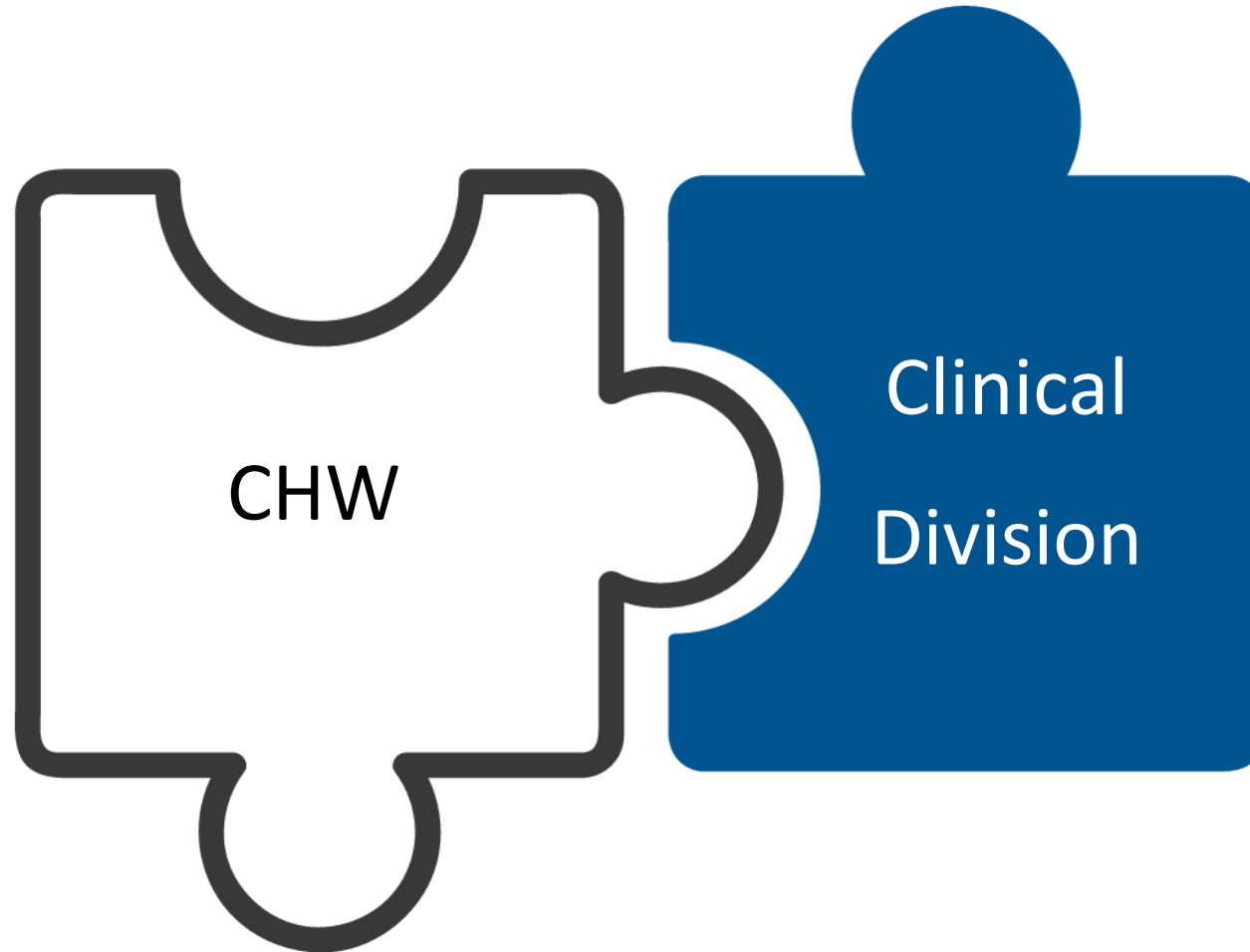
Program
Manager

- Evenly distributes caseload to CHWs. Shares identifying information, contact information, and relevant data about client with CHW. Participates in case reviews with CHWs.

Community
Health
Worker

- and intervention. Reviews EHR for relevant notes prior to contacting client. Conducts assessment

Client Care



Client Clinical Indicators – August 2017

66.6% of Avenue 360
clients living with HIV
achieved viral
suppression

Client Clinical Indicators – July 2019

78.9% of Avenue 360
clients living with HIV
achieved viral
suppression

Behind The Numbers

- Upon meeting, client informed CHW that he is a college student in his early 20's who was diagnosed with HIV two years ago.
- Client shared that when he was diagnosed, he was in disbelief and that he had not accessed HIV care because he didn't feel he needed to – he stated that he was young and a body builder in perfect health. Client said that he currently did not feel sick and had not felt sick in the past.
- Client also informed the CHW that his family has continually tried to get him to seek HIV care over the past two years, but the clients response was:
 - “I don't need to go. When I get sick then I'll go.”

Behind The Numbers

- Feedback from a CHW:
 - *When you work together as a team, there is no limit to what can be accomplished for the clients. The client, for them knowing that we are all working together for their greater good provides hope, acceptance, and a sense of comfort to our clients. I will never forget one of the first text messages that I received from a client that read, “Thank you guys so much for all that y’all have done, I love y’all.”*



Thank You!

Oscar Perez, Director of Health Promotions

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