

**NEEDS ASSESSMENT  
AND  
COMPREHENSIVE PLANNING ACTIVITIES**

**CONSORTIUM REGION IV: SOUTHEAST TENNESSEE  
LEAD AGENCY SOUTHEAST TENNESSEE DEVELOPMENT DISTRICT  
EFFECTIVE DATE OCTOBER 9, 2015**

Each activity should be marked. Further clarification or explanation of any activity should be included in the narratives.

<b>A. NEEDS ASSESSMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Does the Consortium estimate the number of people living with HIV in primary care?	X		
2. Does the Consortium estimate the number of people living with HIV NOT in primary care?	X		
3. Does the Consortium estimate in quantifiable terms the unmet service needs of the people living with HIV?	X		
4. Is the Consortium able to identify gaps in service/barriers to care?	X		
5. Is the Consortium able to identify gaps in service/barriers to care for different populations affected by the HIV/AIDS epidemic?	X		
6. In assessing HIV service needs does the Consortium receive input from:	YES	NO	N/A
a. Part C (b) Grantees	X		
b. Part D Grantees		X	
c. HIV service providers/CBOs	X		
d. Consumer Groups (e.g., PLWA Coalitions)	X		
e. Individual PLWA/HIV and/or care givers	X		
f. Other HIV-related programs/services (specify):	X		
7. In assessing HIV service needs does the Consortium collect, review or analyze:	YES	NO	N/A
a. Consumer surveys	X		
b. Focus group data	X		
c. HIV/AIDS case manager assessments	X		
d. New born heelstick studies		X	
e. Military and job corps seroprevalance studies		X	
f. CDC surveys of other people at risk (e.g. blinded seroprevalance hospital studies, STD clinics, drug treatment clinics)		X	
g. HIV and TB related data	X		
h. HIV Counseling and Testing data	X		

i. Other, specify:CHATTANOOGA CARES HEPATITUS C TESTING	X		
<b>B. COMPREHENSIVE PLANNING</b>			
1. Does an entity with overall responsibility for HIV service planning exist in the Consortium?	X		
2. Does the Consortium analyze the distribution of AIDS cases across their region?	X		
3. Does the Consortium analyze cases of AIDS by:	YES	NO	N/A
a. Demographics (e.g. age, sex, ethnicity)	X		
b. Transmission category (e.g. men having sex with men, injection drug users, etc.)	X		
4. Does the Consortium analyze trends in the HIV/AIDS epidemic by:	YES	NO	N/A
a. Demographics (e.g. age, sex, ethnicity)	X		
b. Transmission category (e.g. men having sex with men, injection drug users, etc.)	X		
5. Does the Consortium analyze trends in the HIV/AIDS epidemic by:	YES	NO	N/A
a. Demographics (e.g. age, sex, ethnicity)	X		
b. Transmission category (e.g. men having sex with men, injection drug users, etc.)	X		
6. Does the Consortium conduct an inventory of available local, State and federally funded public and private sector resources?	X		
7. Does the Consortium assess the continuum of care available to individuals and families with HIV disease within geographic areas across their region?	X		
8. Does the Consortium take into account the ability of a subcontractor to sustain itself if Ryan White funds are discontinued?	X		
9. Does the Consortium take into account the ability of a subcontractor to continue to sustain itself if Ryan White funds are discontinued?	X		
10. Does the Consortium take into account the ability of a subcontractor to continue a specific service if Ryan White funds are discontinued?	YES	NO	N/A
a. Ryan White Program Part A			X
b. Ryan White Program Part C	X		
c. Ryan White Program Part D			X
d. AIDS Education and Training Center Programs	X		
e. Special Projects of National Significance			X
f. Substance Abuse and Mental Health Programs	X		
g. City/County AIDS Programs	X		
h. State and CDC counseling and testing programs	X		
i. HOPWA program	X		
j. AIDS Clinical Trials Groups (ACTG)			X
k. Community Programs for Clinical Research on AIDS			X
l. Federally funded migrant, homeless and community health centers	X		
m. Maternal and Child Health programs (e.g. Healthy Start, family planning programs, youth/adolescent programs)	X		
n. TB programs		X	
o. Public assistance programs	X		
p. STD programs	X		
q. State TENNCARE program	X		
r. Does the Consortium conduct an overview of the tuberculosis epidemic and analyze its relationship to HIV service delivery?		X	
11. Does the Consortium assess the impact of the following issues on HIV/AIDS service delivery:	YES	NO	N/A
a. Needs/issues of affected populations	X		
b. Capacity issues (staff, facilities)	X		
c. Public health infrastructure constraints	X		
d. Geographic constraints	X		
e. Jurisdictional/political factors	X		
f. Care financing issues	X		
g. State/Federal Regulatory issues	X		

12. Has the Consortium identified any primary principles which guide planners, service providers, consumers and community leaders in the development of HIV/AIDS services within the area served by the Consortium (e.g. priority given to individuals with more advanced disease, improved access to under served populations, etc.)?	X		
13. Does the Consortium have goals and objectives established for:	YES	NO	N/A
a. Three (3) to Five (5) years NATIONAL AIDS STRATEGY	X		
b. One (1) year	X		
14. Does the Consortium have mechanisms, processes and time frames for assessing:			
a. Progress toward goals and objectives	X		
b. Changes in the local HIV/AIDS epidemic, service needs and available resources	X		
c. Update/revisions to the comprehensive plan	X		
15. Does the Consortium hold public hearings regarding the Part B grant application?		X	
16. Does the Consortium receive public comment on the development or implementation of the use of Part B funds?	X		
<b>C. REGIONAL CONSORTIUM PLAN</b>	YES	NO	N/A
1. Are all the components under A (Needs Assessments) and B (Comprehensive Planning) contained in a formal working document for use in regional Consortium planning?	X		
2. How often is this document updated? <b>ANNUALLY</b>	X		

## **NEEDS ASSESSMENT ANALYSIS AND COMPREHENSIVE PLAN**

### **NEEDS ASSESSMENT ANALYSIS**

In 2015, the Southeast Tennessee Ryan White CARE Consortium conducted a regional Needs Assessment which included the following: client satisfaction and self reported need survey, focus groups, key informant/provider surveys, the epidemiological profile, and the audit of regional resources. Each component of the needs assessment was completed and continues to be analyzed as client surveys are received. This year, the local group decided to delay the client survey in order to disseminate information about the region's new Center of Excellence and pertinent information related to open enrollment for Medicare and ACA. We captured key informant information via an exercise during the September Consortium meeting, updated the audit of regional resources, utilized the state's most recent epidemiological information, and took into consideration all of the information captured last year. A synopsis of the data follows with the presentation of the data.

#### **NEEDS ASSESSMENT ACTIVITY: COMPREHENSIVE PLANNING**

As a result of the information garnered during last year's needs assessment process, and the additional information captured through the various pieces this year, the membership of the Southeast Tennessee Council for HIV/AIDS Care and Prevention will again mobilize into action to address any glaring gaps in service. Client education about health insurance has been identified as a need. Plans are underway to provide such an opportunity, which is tentatively scheduled for November 3. We continue to work with VITA, SHIP, Southeast Tennessee Get Covered Coalition, and the local FQHCs on ACA and Medicare outreach, troubleshooting, enrollment, and education.

There is a recent influx of new hires, some of whom are new to Ryan White and some may be shifting from one agency to another. Plans are already being formulated to

provide a mandatory training for case managers, but also to have regular conference calls and/or meetings as our region plans for changes in the continuum of care dynamics, created by the new Center of Excellence as well as changing roles and services. It is paramount that all agencies coordinate, communicate, and cooperate with one another for the benefit of each client.

Resoundingly, in all aspects of the needs assessment, the need for transportation was reiterated. Regardless of whether you live in the urban center or the rural farmland of SE TN, if you do not have access to reliable transportation, getting anywhere can be extremely difficult. This issue needs to improve, as every time a medical or dental professional's appointment is missed, it puts the provider's relationship with the program in jeopardy. This year marks an increase in funding and hopefully with additional providers, the need for transportation services can be met fully, effectively, and timely.

During this needs assessment process, dental care has been mentioned as a needed and utilized service, as well as one that is difficult to access. From the information during the focus groups and interviews, clients spoke of waiting sometimes for years for the service. They also mentioned that now that they have a different medical case manager, they have been able to easily access dental services and are satisfied. There continues to be a need for the dental program to work with Chattanooga CARES to meet the needs of several clients who have treatment plans that exceed the annual cap. For those clients who are not Chattanooga CARES clients, other resources are sought; however, there are few available. Another unmet need is that which was mentioned in the Provider Surveys. There are a few clients who have very severe need for oral surgery; however, due to seizure disorders, coronary concerns, or other serious health issues, the surgeries need to

be done on an outpatient basis at a local hospital. Currently, their needs continue to be unmet, due to no resource to pay the operating facility.

An ongoing concern has always been where are the people who qualify for Ryan White, but who are not enrolled?. How many people are not in care? We know from reports that Chattanooga CARES Primary Care Clinic that they have seen 581 patients. The Medical Case Managers at the Chattanooga-Hamilton County Health Department have a case load of 486 clients. With the addition of IDPC as a Center of Excellence, we believe that this will substantially help to get more qualifying people on Ryan White. Given IDPC's focus on minority populations, this can only help in ensuring that those most marginalized access and stay in care. The CHACP continues to reach out to the community, now by using the "Ask Me" Tent, to make sure that people know how important treatment is and that there are services available.

The Needs Assessment Committee does not anticipate any vast changes to the services that people need this coming year from years past. If the survey results bear out something unforeseen, the committee will work with the CHACP and the State of TN Ryan White Program to make any necessary changes to the Comprehensive Plan to address and remediate those needs. The service areas anticipated to be funded are:

1. Case Management: as it is the hub through which clients access all the other services.

As Chattanooga CARES moves to provide medical and non-medical case management to all of their clients, the addition of IDPC's medical case management, and a fully staffed Chattanooga-Hamilton County Health Department, there will be plenty of opportunities for quality management, training, and collaboration. All of this will strengthen our region going forward. Case managers should be focused on

ACA and Medicare Open Enrollment for each client who needs to enroll or reevaluate their plans. The vast majority of clients should be on IAP, unless they cannot access insurance due to unauthorized status. Case managers need to make certain that ACA clients are updating their financial and pertinent information throughout the year on the Marketplace. Medicare beneficiaries need to apply for LIS, QMB, SLMB, and QI-1. They must evaluate their Part D and Advantage plans annually, as they can and do change. Medication adherence and Care Plans are to be discussed and created at each face to face visit. Clients are to be recertified every six months.

2. Transportation: as its importance continues to grow. Two agencies offer rides and one agency offers gas cards solely to rural clients. A strategy needs to be developed about how to most appropriately meet the needs of those living in rural areas of Hamilton County, who are caught in the middle.
3. Emergency Financial Assistance: We expect that if more agencies offer this resource, more people who need it will access it. Over the past two years, only Channels of Love has provided it and only for a small amount of funding. If different providers offer it, especially those serving rural clients, it will be able to reach more people and will make a meaningful and beneficial impact.
4. Food Assistance: Ensure nutritional beverages will continue to be an unmet need for a small group of clients who truly need it. Case managers and CHACP members will continue to look for other ways to access this important part of some clients' nutritional needs. Last year, Chattanooga CARES opened their CARES Market. Other food assistance resources are Chattanooga Area Food Bank vouchers, Mobile

Market vouchers, grocery store gift cards (which require receipts), and agency provided meals, groceries, and produce.

5. Other Considerations:

ASL: Over the coming year, the Consortium needs to work with providers to do a better job of meeting the needs of our clients living with hearing impairment. Although there is still room for improvement related to serving the Hispanic/Latino community, the needs assessment results show us that most providers have bilingual staff or access to interpreters. Also, the addition of Clinica Medicos, which offers weekend hours and a culturally embracing environment, will most certainly prove to be a powerful and empowering force in the community. However, the same cannot be said for ASL dependent clients. In our region, there has been self report that some clients cannot read or write; they can only sign. If they do not have someone who can accompany them to an appointment to help facilitate communication, their needs cannot be met.

A & D Recovery Services: This past year, Chattanooga CARES began offering NA/AA meetings on a regular and consistent schedule. They also had a mental health counselor on staff. Channels of Love Ministries has also provided supportive counseling for their clients who struggle with addiction. In this needs assessment process, A & D were mentioned on more than one occasion. Also, given the HIV outbreak in Indiana and the resurgence of IDU, especially heroin and other opiates, the Council will remain vigilant on this topic, look for community resources and partners, and monitor whether funding does need to be dedicated to better serve this need.

## Needs Assessment Activity: 2015 Focus Groups

### Chattanooga CARES' Cleveland Support Group

On September 8, 2015, lead agency staff led a focus group with Chattanooga CARES' Cleveland Support Group. There were five attendees, all male Caucasians, save for one Caucasian female. Four attendees were age 45-64 and one was 35-44. They were asked to name the following:

**Services Received:** Hospital care (when first diagnosed); mental health counseling; comprehensive medical care; treatment for other conditions besides HIV; dental; food; air conditioner (received within 2 hours of request); **\*\*TRANSPORTATION\*\*** has been ramped up by Chattanooga CARES - kudos to them; retreats; meeting friends/network/support group; help finding housing; home visits (my case manager knows all my cats by name); prescription assistance; prescription counseling; open and honest discussion; someone from Chattanooga CARES pet sit for my animals while I was in the hospital; utility assistance; rental/housing assistance. One participant related that in Memphis in 2008, they were threatened with jail if they didn't come in. The person had just been diagnosed when the threatening call happened. One participant wanted to make sure that it is known that CARES saved her life and that Farah Cecil and Tabitha Miller are awesome.

**Services that were received and hard to get:** massage therapy, dental, eye glasses, utility assistance (hard to get at one time)

**Need and don't get:** Clothes closet, cleaning supplies (bleach, Lysol, something to whiten whites, and more options, as there is a difference between bleach and Clorox), personal hygiene products (such as Listerine); "Cooking on a Budget" cooking classes, using immune boosting ingredients and herbs; budgeting classes

**How to Improve Services:** Lighten the load on the case managers, who each need their own personal assistant; start a clothes closet; put all services under one roof; let patients volunteer to help with the food pantry and the clothes closet; increased amounts and variety of food, household cleaning supplies, and personal hygiene products; more retreats; estate planning; end of life/burial/funeral; improved / broadened mental health.

### The Homeplace

On August 31, 2015, lead agency staff facilitated a focus group with five residents of The Homeplace. Their demographics were four Caucasian, one African American; four men, one woman; two between the ages of 45-64; three aged 35-44.

**Services Received:** Medical care; medication; housing; food assistance; transportation; support group; mental health counseling; HIV101/education; AA/NA; dental; vocational rehabilitation services

**Services that were received and hard to get:** Dental (used to be difficult. Some participants waited years for a referral and finally got it when Rachel became their case manager); transportation (when a certain person was over it at Chattanooga CARES-that person no longer works there); vocational rehabilitation services (hard to get them started, but going well now)

**Need and don't get:** Personal hygiene products; household cleaning supplies; employment; Ensure; vision care; eyeglasses

**How to Improve Services:** Personal hygiene products; Ensure; eyeglasses

### **Needs Assessment Activity: 2015 Client Survey**

An updated survey cover letter and survey have been distributed in hard copy and is available to complete online. Survey copies with self addressed stamped envelopes have been mailed to 330 dental program clients from the last two years. Hard copies have also been made available to Ryan White Program agencies in the region. Due to important information that the needs assessment committee wanted to include in the mailing related to a new provider, distribution was delayed. Early responses show that transportation, food assistance, emergency financial assistance, dental, medical care, prescriptions, and mental health counseling are used and needed. It is anticipated that analysis of responses will be completed by October 26.

### **Needs Assessment Activity: Audit of Regional Resources**

The Audit of Regional Resources has been updated with any changes to contact information and services. Several new providers have been included, most notably Clinica Medicos, a clinic with evening and weekend hours that is focused on serving the Latino community.

## **Needs Assessment Activity: Key Informant Exercise and Interview**

During the September 10, 2015, daytime Council meeting, all members in attendance worked together to give the following feedback for the needs assessment process:

**Services Used:** Dental, housing, transportation, Insurance Assistance Program (IAP), medical services, drug assistance (ADAP), medical case management, sex education, Walgreen's Center of Excellence (filling prescriptions, answering questions about prescriptions, immunizations)

**Trends:** PrEP; unprotected sex is natural; teaching that sex is okay, but you must chose safety; finding a doctor to write a prescription for PrEP

**Services Needed:** Transportation (lots more, especially rural), dental (more dental), food, emergency financial assistance, literacy/education, family planning, housing, mental health; Ensure

**Barriers:** Lack/limited knowledge of services available; cultural; religious; youth/schools; stigma; politics-making the politico realize AIDS is alive; prescription co-pays and lack of knowledge of co-pay assistance

The responses do not vary much from prior years, with the exception of the focus on PrEP under "Trends" and the information about the Walgreen's Center of Excellence under "Services Used." During the wrap-up conversation after the exercise, it was noted that many clients who now have insurance through ACA, do not understand how insurance works. This is a topic that has been talked about; however, the conversation has prompted deliberate action to set up educational sessions for clients to educate them on insurance, the jargon, and how it works.

During the evening meeting, there was a smaller group gathered. In particular, it created an opportunity to have an in depth conversation with three African American MSM under the age of 30 living with HIV/AIDS. The discussion brought to light that many clients do not understand why they must provide documents and recertify, that they are not aware of available services, that they feel resources are not always available to them, and there is a limited appreciable value of medical care and medication. Personal care and household items were not available and highly desired. As for engaging them in Council activities, the consensus was that "People need to be bribed-food and gift cards."

## **Needs Assessment Activity: Provider/Key Informant Survey**

An online survey was emailed to all dental providers, medical and non-medical case managers, and other integral personnel in the Ryan White Continuum of Care in the Southeast TN region. In all, eight responses were submitted. Here is a synopsis of the results:

**Responses were submitted by the following agencies:** Infectious Disease Physicians of Chattanooga, East Brainerd Oral Surgery, Greater Brainerd Dental, Southeast Endodontics, Chattanooga CARES, Olmstead Dental, and two unnamed providers.

**Responding job titles were:** managing physician, medical case manager, financial coordinator, office manager, and director. They had been part of the Ryan White Program for as little as a month to as long as twelve years.

**Payment Issues:** None of the respondents indicated any problems with receiving payment.

**Appointment Availability:** When asked how long a client/patient has to wait for an appointment, responses varied from “walk in” to one to two weeks, dependent upon the situation.

**How do you accommodate clients who do not speak English?:** Responses varied from onsite interpreters to the patient needing to bring a translator with them.

**How do you accommodate hearing impaired clients?:** Responses ranged from the client bringing someone with them to written communication, onsite interpreter, or utilizing ASL services through Signal Centers. There is definitely an unmet need in relation to the needs of our hearing impaired clients. We know from prior experience that some of these clients are illiterate, so written communication would not be effective.

**Comparison of client/patient load relative to one year ago:** There is no significant data here. Most indicate an increase in the number of patients/clients they are seeing and all indicate that the number of clients is manageable.

**What trends do you see in Ryan White patients?:** Younger; African American MSM, typically zero income, mental health issues and Hepatitis C are common; transportation needs; don't understand the importance of keeping dental appointments; many are homeless; Hispanic; African American females

**Barriers to Care:** Compliance; agencies not coordinating for the benefit of the client; patients not understanding the importance of oral hygiene; financial limitations/program cap; treatment fatigue; drug and alcohol abuse; transportation; housing

**How often do you see Ryan White clients?:** Responses varied from daily to every three months

**What are the most important needs of Ryan White clients?:** Treating oral infection, getting patient comfortable and stable; affordable housing; dietary needs; transportation; case management; food; psychosocial support; prevention education; education on meds and dry mouth; dental; vision; nutritional supplements; financial assistance; compliance assistance; education

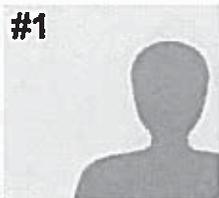
**What are the most important unmet needs of Ryan White clients?:** Being able to complete all treatment before funding runs out; housing; transportation; vision; probably education that would improve compliance

**How would you improve Ryan White services?:** smaller case loads to give clients more individual attention; online access to real time benefits/remaining funds; oral health education; education for clients to build up their self esteem and to see themselves as assets to society; learn about their benefits/healthcare; agencies and MCMs need to work together; get all who need it treatment and education; improve compliance in medication and safe behaviors; reach the underserved populations through effective outreach and creating trust relationships; help marginalized

**Describe any situations/problems that make it difficult to serve Ryan White clients:** Several clients have been “no call, no show,” lack of community resources; hard to treat clients who don’t think that keeping an appt. is important; patients who require services to be performed in a hospital setting; transportation/lack of bus lines; oftentimes Chattanooga CARES does not have gas cards or bus passes to give out, and they only transport rural clients on certain days; lack of compliance; language and cultural barriers; lack of education

**Training needs/ideas:** Have meetings with other providers; cultural and language enrichment

#1



**COMPLETE**

Collector: Web Link 1 (Web Link)  
Started: Thursday, October 01, 2015 7:05:37 AM  
Last Modified: Thursday, October 01, 2015 7:21:41 AM  
Time Spent: 00:16:04  
IP Address: 204.93.103.42

PAGE 1

**Q1: Name of Agency you work for (optional)**

IDDOC  
CHATTANOOGA, TN

**Q2: What is your job title?**

MANAGING PHYSICIAN

**Q3: How long have you been working in or with the Ryan White Program?**

FALL 2015

**Q4: Do you or your agency have trouble getting reimbursement in a timely manner for services rendered?**

DONT KNOW YET

**Q5: How long does a client/patient usually have to wait for an appointment to receive services?**

DONT KNOW YET

**Q6: How do you make accomodations for clients/patients for whom English is not their primary language?**

TRANSLATOR

**Q7: How do you accomodate the needs of hearing impaired clients/patients?**

TRANSLATOR

**Q8: Please compare your Ryan White client/patient load to last year's level. (Is it more, less, about the same as opposed to last year? If you can, please be as specific as possible with numbers if they are available.)**

NOT KNOW YET

**Q9: Is your current Ryan White client/patient load manageable?**

YES

**Q10: What is the maximum number of Ryan White clients/patients that you feel you can serve well?**

DONT KNOW YET

**Q11: What trends do you see in re: Ryan White client base as far as age, race, ethnicity, economic status, sexual orientation, comorbidities, risk behaviors?**

YOUNGER AFRICAN AMERICAN MALE AND FEMALE  
HISPANIC (GUATEMALEN)

2015 Key Informant Survey

**Q12: What do you feel are the biggest barriers to care?**

COMPLIANCE

---

**Q13: How often do you see your Ryan White clients?**

3-6 MONTHS AND AS NEEDED

---

**Q14: What are the most important needs of your Ryan White clients?**

FINANCIAL ASSISTANCE  
COMPLIANCE ASSISTANCE  
EDUCATION

---

**Q15: What are the most important unmet needs of your Ryan White clients?**

PROBABLY EDUCATION THAT COULD LEAD TO IMPROVED COMPLIANCE

---

**Q16: What ideas do you have to improve Ryan White services?**

1. GET ALL PERSONS IN NEED OF TREATMENT AND EDUCATION TREATED AND EDUCATED
  2. IMPROVE COMPLIANCE IN MEDICATION AND SAFE BEHAVIORS
  3. REACH THE UNDERSERVED POPULATIONS BY EFFECTIVE OUTREACH IN SUCH A WAY THAT TRUSTING RELATIONSHIP CAN BE CREATED AND SUSTAINED
  4. HELP INDIVIDUALS WHO ARE MARGINALIZED BY THE LARGER COMMUNITY REENTER COMMUNITY WITH DIGNITY AND INTEGRITY
- 

**Q17: Please describe any situations/problems that have made it difficult for you to serve Ryan White clients/patients.**

LACK OF COMPLIANCE  
LIKELY RELATED TO LACK OF EDUCATION  
OCCASIONALLY LANGUAGE AND CULTURAL BARRIERS

---

**Q18: Please share any information that you feel would be useful to the program.**

WE ARE JUST STARTING UP AND WILL PROVIDE FEEDBACK AS WE GATHER DATA AND EXPERIENCE

---

**Q19: Please share any training needs or ideas you have that would be helpful to the program and your professional development.**

CULTURAL AND LANGUAGE ENRICHMENT WOULD BE HELPFUL

---

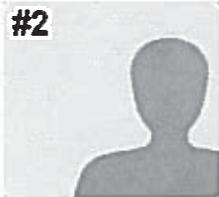
**Q20: Thank you for providing us with valuable information so that we can continue to provide needed services to our Southeast Tennessee neighbors living with HIV/AIDS.**

YOUR WELCOME

---

2015 Key Informant Survey

#2



**COMPLETE**

Collector: Web Link 1 (Web Link)  
Started: Thursday, October 01, 2015 8:32:40 AM  
Last Modified: Thursday, October 01, 2015 8:40:23 AM  
Time Spent: 00:07:42  
IP Address: 12.204.222.254

PAGE 1

Q1: Name of Agency you work for (optional)

*Respondent skipped this question*

Q2: What is your job title?

Medical Case Manager

Q3: How long have you been working in or with the Ryan White Program?

6 years

Q4: Do you or your agency have trouble getting reimbursement in a timely manner for services rendered?

No

Q5: How long does a client/patient usually have to wait for an appointment to receive services?

Can fit them in whenever they need/walk-ins welcome

Q6: How do you make accommodations for clients/patients for whom English is not their primary language?

We have both interpreters on staff, as well as the language line

Q7: How do you accommodate the needs of hearing impaired clients/patients?

We utilize Partnership for deaf services

Q8: Please compare your Ryan White client/patient load to last year's level. (Is it more, less, about the same as opposed to last year? If you can, please be as specific as possible with numbers if they are available.)

More presently, due to being short-staffed. I will say the numbers will probably go down due to the expansion of MCM

Q9: Is your current Ryan White client/patient load manageable?

Typically, yes.

Q10: What is the maximum number of Ryan White clients/patients that you feel you can serve well?

150-180 I feel like then you can offer your absolute best

Q11: What trends do you see in re: Ryan White client base as far as age, race, ethnicity, economic status, sexual orientation, comorbidities, risk behaviors?

Younger, African-American males- particularly MSM...typically 0 income...Hep C is super common, as well as mental health issues

2015 Key Informant Survey

**Q12: What do you feel are the biggest barriers to care?**

Agencies not pulling together to offer the best to the client. Instead just looking within one agency and what may sort them better, rather than the client.

---

**Q13: How often do you see your Ryan White clients?**

Required every 6 months presently. However, many of my clients I see on a monthly basis or atleast 4x a year. (and they call more often)

---

**Q14: What are the most important needs of your Ryan White clients?**

Dental.....VISION!!!!!!.....Nutritional Supplements many have expressed the need for and as always, TRANSPORTATION

---

**Q15: What are the most important unmet needs of your Ryan White clients?**

Transportation and Vision

---

**Q16: What ideas do you have to improve Ryan White services?**

I think that we need to offer more education to our clients to build up their self-esteem and to help them realize that they are an asset to society. Help the clients to learn more about their benefits and really grasp and be a part of their healthcare. Have agencies and MCM's work more together/less divided.

---

**Q17: Please describe any situations/problems that have made it difficult for you to serve Ryan White clients/patients.**

Transportation....lack of bus lines. Often times CARES does not have gas cards to give out or they're out of bus passes. Then with transportation, they only give rural clients rides on certain days.

---

**Q18: Please share any information that you feel would be useful to the program.**

*Respondent skipped this question*

---

**Q19: Please share any training needs or ideas you have that would be helpful to the program and your professional development.**

*Respondent skipped this question*

---

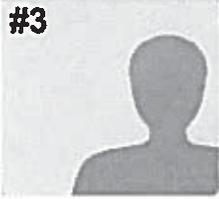
**Q20: Thank you for providing us with valuable information so that we can continue to provide needed services to our Southeast Tennessee neighbors living with HIV/AIDS.**

*Respondent skipped this question*

---

2015 Key Informant Survey

#3



**COMPLETE**

Collector: Web Link 1 (Web Link)  
Started: Thursday, October 01, 2015 8:33:36 AM  
Last Modified: Thursday, October 01, 2015 8:40:42 AM  
Time Spent: 00:07:05  
IP Address: 173.247.7.253

PAGE 1

**Q1: Name of Agency you work for (optional)**

Eat Brainerd Oral Surgery

**Q2: What is your job title?**

Financial Coordinator/ Marketing

**Q3: How long have you been working in or with the Ryan White Program?**

2 years?

**Q4: Do you or your agency have trouble getting reimbursement in a timely manner for services rendered?**

No

**Q5: How long does a client/patient usually have to wait for an appointment to receive services?**

Consult within 24 hours: Surgery after approval until 48 hours

**Q6: How do you make accommodations for clients/patients for whom English is not their primary language?**

Patient is to bring a English speaking person with them & we also have forms in various language.

**Q7: How do you accommodate the needs of hearing impaired clients/patients?**

Patient is to bring someone with them

**Q8: Please compare your Ryan White client/patient load to last year's level. (Is it more, less, about the same as opposed to last year? If you can, please be as specific as possible with numbers if they are available.)**

increase

**Q9: Is your current Ryan White client/patient load manageable?**

yes

**Q10: What is the maximum number of Ryan White clients/patients that you feel you can serve well?**

15 to 20

**Q11: What trends do you see in re: Ryan White client base as far as age, race, ethnicity, economic status, sexual orientation, comorbidities, risk behaviors?**

n/a

2015 Key Informant Survey

**Q12: What do you feel are the biggest barriers to care?**

We do all cases in the office. We will not do any cases in that requires a hospital setting.

---

**Q13: How often do you see your Ryan White clients?**

monthly

---

**Q14: What are the most important needs of your Ryan White clients?**

n/a

---

**Q15: What are the most important unmet needs of your Ryan White clients?**

n/a

---

**Q16: What ideas do you have to improve Ryan White services?**

n/a

---

**Q17: Please describe any situations/problems that have made it difficult for you to serve Ryan White clients/patients.**

Patient that require services in to be performed in a Hospital setting

---

**Q18: Please share any information that you feel would be useful to the program.**

n/a

---

**Q19: Please share any training needs or ideas you have that would be helpful to the program and your professional development.**

n/a

---

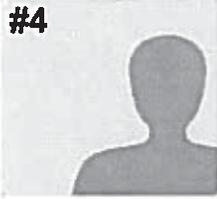
**Q20: Thank you for providing us with valuable information so that we can continue to provide needed services to our Southeast Tennessee neighbors living with HIV/AIDS.**

n/a

---

2015 Key Informant Survey

#4



**COMPLETE**

Collector: Web Link 1 (Web Link)  
Started: Thursday, October 01, 2015 8:35:40 AM  
Last Modified: Thursday, October 01, 2015 8:41:21 AM  
Time Spent: 00:05:41  
IP Address: 108.174.102.219

PAGE 1

**Q1: Name of Agency you work for (optional)**

Greater Brainerd Dental

**Q2: What is your job title?**

Office Manager

**Q3: How long have you been working in or with the Ryan White Program?**

4 years

**Q4: Do you or your agency have trouble getting reimbursement in a timely manner for services rendered?**

No

**Q5: How long does a client/patient usually have to wait for an appointment to receive services?**

less than a week

**Q6: How do you make accommodations for clients/patients for whom English is not their primary language?**

We have a Spanish Speaking employee....or the patient brings someone with them

**Q7: How do you accommodate the needs of hearing impaired clients/patients?**

We always try to have the patient bring someone with them or we make sure to have paper and pen so that we can communicate

**Q8: Please compare your Ryan White client/patient load to last year's level. (Is it more, less, about the same as opposed to last year? If you can, please be as specific as possible with numbers if they are available.)**

Number wise not sure....we seem to have a few less the last few months

**Q9: Is your current Ryan White client/patient load manageable?**

yes

**Q10: What is the maximum number of Ryan White clients/patients that you feel you can serve well?**

no limit

**Q11: What trends do you see in re: Ryan White client base as far as age, race, ethnicity, economic status, sexual orientation, comorbidities, risk behaviors?**

Transportation seems to be an issue...clients don't see the importance of keeping their dental appointments

2015 Key Informant Survey

**Q12: What do you feel are the biggest barriers to care?**

Patients not understanding the importance of oral hygiene

---

**Q13: How often do you see your Ryan White clients?**

everyday

---

**Q14: What are the most important needs of your Ryan White clients?**

*Respondent skipped this question*

---

**Q15: What are the most important unmet needs of your Ryan White clients?**

transportation sometimes

---

**Q16: What ideas do you have to improve Ryan White services?**

More education about dental health

---

**Q17: Please describe any situations/problems that have made it difficult for you to serve Ryan White clients/patients.**

It is hard to treat clients that don't think coming or keeping their appointments is important

---

**Q18: Please share any information that you feel would be useful to the program.**

*Respondent skipped this question*

---

**Q19: Please share any training needs or ideas you have that would be helpful to the program and your professional development.**

Have meetings with other providers

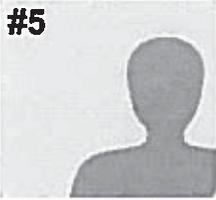
---

**Q20: Thank you for providing us with valuable information so that we can continue to provide needed services to our Southeast Tennessee neighbors living with HIV/AIDS.**

---

*Respondent skipped this question*

#5



**COMPLETE**

Collector: Web Link 1 (Web Link)  
Started: Thursday, October 01, 2015 8:53:51 AM  
Last Modified: Thursday, October 01, 2015 9:10:00 AM  
Time Spent: 00:16:08  
IP Address: 68.169.150.176

PAGE 1

**Q1: Name of Agency you work for (optional)**

Southeastern Endodontics

**Q2: What is your job title?**

Financial Coordinator

**Q3: How long have you been working in or with the Ryan White Program?**

9 years

**Q4: Do you or your agency have trouble getting reimbursement in a timely manner for services rendered?**

no

**Q5: How long does a client/patient usually have to wait for an appointment to receive services?**

2-3 days

**Q6: How do you make accommodations for clients/patients for whom English is not their primary language?**

they bring a translator

**Q7: How do you accommodate the needs of hearing impaired clients/patients?**

Hire an interpreter

**Q8: Please compare your Ryan White client/patient load to last year's level. (Is it more, less, about the same as opposed to last year? If you can, please be as specific as possible with numbers if they are available.)**

Seems like its improved slightly

**Q9: Is your current Ryan White client/patient load manageable?**

Yes

**Q10: What is the maximum number of Ryan White clients/patients that you feel you can serve well?**

as many as you need - with the personal maximum there's usually only funds for 1 or 2

**Q11: What trends do you see in re: Ryan White client base as far as age, race, ethnicity, economic status, sexual orientation, comorbidities, risk behaviors?**

Seems like they are getting younger

2015 Key Informant Survey

**Q12: What do you feel are the biggest barriers to care?**

Financial limitations and unwillingness to spend their own money for any remaining treatment needed

---

**Q13: How often do you see your Ryan White clients?**

Weekly

---

**Q14: What are the most important needs of your Ryan White clients?**

I'd say prevention education especially with medication they take causing dry mouth

---

**Q15: What are the most important unmet needs of your Ryan White clients?**

don't see any

---

**Q16: What ideas do you have to improve Ryan White services?**

none really

---

**Q17: Please describe any situations/problems that have made it difficult for you to serve Ryan White clients/patients.**

would be nice to have an online access to real time benefits and remaining maximums

---

**Q18: Please share any information that you feel would be useful to the program.**

none

---

**Q19: Please share any training needs or ideas you have that would be helpful to the program and your professional development.**

none

---

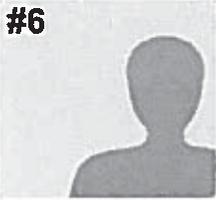
**Q20: Thank you for providing us with valuable information so that we can continue to provide needed services to our Southeast Tennessee neighbors living with HIV/AIDS.**

*Respondent skipped this question*

---

2015 Key Informant Survey

#6



**COMPLETE**

Collector: Web Link 1 (Web Link)  
Started: Thursday, October 01, 2015 3:16:25 PM  
Last Modified: Thursday, October 01, 2015 3:21:05 PM  
Time Spent: 00:04:40  
IP Address: 108.174.98.14

PAGE 1

**Q1: Name of Agency you work for (optional)**

*Respondent skipped this question*

**Q2: What is your job title?**

Director

**Q3: How long have you been working in or with the Ryan White Program?**

approximately 12 years

**Q4: Do you or your agency have trouble getting reimbursement in a timely manner for services rendered?**

No

**Q5: How long does a client/patient usually have to wait for an appointment to receive services?**

usually less than 2 days

**Q6: How do you make accommodations for clients/patients for whom English is not their primary language?**

n/a, we would make arrangements for an interpreter if needed

**Q7: How do you accommodate the needs of hearing impaired clients/patients?**

address each case individually

**Q8: Please compare your Ryan White client/patient load to last year's level. (Is it more, less, about the same as opposed to last year? If you can, please be as specific as possible with numbers if they are available.)**

about the same

**Q9: Is your current Ryan White client/patient load manageable?**

yes

**Q10: What is the maximum number of Ryan White clients/patients that you feel you can serve well?**

90

**Q11: What trends do you see in re: Ryan White client base as far as age, race, ethnicity, economic status, sexual orientation, comorbidities, risk behaviors?**

*Respondent skipped this question*

**Q12: What do you feel are the biggest barriers to care?**

treatment fatigue, transportation, drug and alcohol abuse

## 2015 Key Informant Survey

**Q13: How often do you see your Ryan White clients?**

varies, some every week, some twice a year

---

**Q14: What are the most important needs of your Ryan White clients?**

transportation, case management, food, psychosocial support

---

**Q15: What are the most important unmet needs of your Ryan White clients?**

*Respondent skipped this question*

---

**Q16: What ideas do you have to improve Ryan White services?**

*Respondent skipped this question*

---

**Q17: Please describe any situations/problems that have made it difficult for you to serve Ryan White clients/patients.**

*Respondent skipped this question*

---

**Q18: Please share any information that you feel would be useful to the program.**

*Respondent skipped this question*

---

**Q19: Please share any training needs or ideas you have that would be helpful to the program and your professional development.**

*Respondent skipped this question*

---

**Q20: Thank you for providing us with valuable information so that we can continue to provide needed services to our Southeast Tennessee neighbors living with HIV/AIDS.**

---

*Respondent skipped this question*

#7



**COMPLETE**

Collector: Web Link 1 (Web Link)  
Started: Thursday, October 01, 2015 8:53:48 PM  
Last Modified: Thursday, October 01, 2015 9:02:03 PM  
Time Spent: 00:08:14  
IP Address: 68.53.193.140

PAGE 1

**Q1: Name of Agency you work for (optional)**

Chattanooga CARES

**Q2: What is your job title?**

Case Manager

**Q3: How long have you been working in or with the Ryan White Program?**

One Year

**Q4: Do you or your agency have trouble getting reimbursement in a timely manner for services rendered?**

I don't know

**Q5: How long does a client/patient usually have to wait for an appointment to receive services?**

1-5 minutes

**Q6: How do you make accomodations for clients/patients for whom English is not their primary language?**

Have an on site interpretor

**Q7: How do you accomodate the needs of hearing impaired clients/patients?**

Written communication

**Q8: Please compare your Ryan White client/patient load to last year's level. (Is it more, less, about the same as opposed to last year? If you can, please be as specific as possible with numbers if they are available.)**

About 40 more.

**Q9: Is your current Ryan White client/patient load manageable?**

Somewhat

**Q10: What is the maximum number of Ryan White clients/patients that you feel you can serve well?**

75

**Q11: What trends do you see in re: Ryan White client base as far as age, race, ethnicity, economic status, sexual orientation, comorbidities, risk behaviors?**

Still very diverse but seeing more homeless and African American MSM

2015 Key Informant Survey

**Q12: What do you feel are the biggest barriers to care?**

Housing and substance abuse

---

**Q13: How often do you see your Ryan White clients?**

Ranges from weekly to every 3 months

---

**Q14: What are the most important needs of your Ryan White clients?**

Affordable housing and dietary needs

---

**Q15: What are the most important unmet needs of your Ryan White clients?**

Housing

---

**Q16: What ideas do you have to improve Ryan White services?**

Smaller case loads to give more individual attention to clients.

---

**Q17: Please describe any situations/problems that have made it difficult for you to serve Ryan White clients/patients.**

Lack of community resources

---

**Q18: Please share any information that you feel would be useful to the program.**

*Respondent skipped this question*

---

**Q19: Please share any training needs or ideas you have that would be helpful to the program and your professional development.**

*Respondent skipped this question*

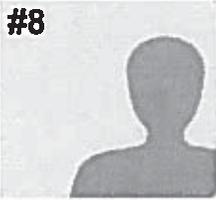
---

**Q20: Thank you for providing us with valuable information so that we can continue to provide needed services to our Southeast Tennessee neighbors living with HIV/AIDS.**

You're Welcome

---

#8



**COMPLETE**

Collector: Web Link 1 (Web Link)  
Started: Thursday, October 08, 2015 2:17:39 PM  
Last Modified: Thursday, October 08, 2015 3:32:10 PM  
Time Spent: 01:14:31  
IP Address: 216.212.151.157

PAGE 1

**Q1: Name of Agency you work for (optional)**

Olmstead Dental

**Q2: What is your job title?**

Office Manager/RDA

**Q3: How long have you been working in or with the Ryan White Program?**

6 years

**Q4: Do you or your agency have trouble getting reimbursement in a timely manner for services rendered?**

no

**Q5: How long does a client/patient usually have to wait for an appointment to receive services?**

1-2 weeks if that

**Q6: How do you make accommodations for clients/patients for whom English is not their primary language?**

we ask them to bring an interpreter. One employee can speak Ukrainian/Russian.

**Q7: How do you accommodate the needs of hearing impaired clients/patients?**

we have not had dealt with any pts that are hearing impaired

**Q8: Please compare your Ryan White client/patient load to last year's level. (Is it more, less, about the same as opposed to last year? If you can, please be as specific as possible with numbers if they are available.)**

Don't have exact numbers, but seems like we have had more pts this year

**Q9: Is your current Ryan White client/patient load manageable?**

yes

**Q10: What is the maximum number of Ryan White clients/patients that you feel you can serve well?**

? our office does not turn away a new patient

**Q11: What trends do you see in re: Ryan White client base as far as age, race, ethnicity, economic status, sexual orientation, comorbidities, risk behaviors?**

*Respondent skipped this question*

**Q12: What do you feel are the biggest barriers to care?**

patient home care compliance to maintain treatment results

2015 Key Informant Survey

**Q13: How often do you see your Ryan White clients?**

several times a year

---

**Q14: What are the most important needs of your Ryan White clients?**

Making sure that their oral health is in good condition. If infections are noted that takes priority. Will help get pt's out of pain and treat the tooth as soon as possible.

---

**Q15: What are the most important unmet needs of your Ryan White clients?**

being able to complete all treatment before funding has ran out

---

**Q16: What ideas do you have to improve Ryan White services?**

*Respondent skipped this question*

---

**Q17: Please describe any situations/problems that have made it difficult for you to serve Ryan White clients/patients.**

This year we have had several "no show" clients.

---

**Q18: Please share any information that you feel would be useful to the program.**

*Respondent skipped this question*

---

**Q19: Please share any training needs or ideas you have that would be helpful to the program and your professional development.**

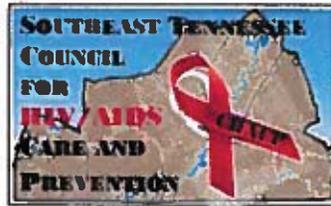
*Respondent skipped this question*

---

**Q20: Thank you for providing us with valuable information so that we can continue to provide needed services to our Southeast Tennessee neighbors living with HIV/AIDS.**

you are welcome!

---



Jennifer Martin  
P.O. Box 4757  
Chattanooga, TN 37405  
[jamartin@sedev.org](mailto:jamartin@sedev.org)  
423-424-4257  
Facebook: Southeast Tennessee Council  
for HIV/AIDS Care and Prevention

Dear 2015 Needs Assessment Participant,

The Needs Assessment Committee is contacting you, because you have an affiliation with an agency or program that receives Ryan White funding. Each year, in order for the region and agencies to receive funding, a needs assessment must be completed. Data is gathered from multiple sources, most importantly from client surveys and focus groups.

In response to your input, the way some services are delivered has changed to better meet clients' needs. Thanks to your participation, we have also been able to access additional funding for dental services. This means that a total of \$339,300 was allocated to our region for Ryan White dental services, case management, food, transportation to medical appointments, and emergency financial assistance for the 2014-2015 grant cycle.

**YOUR INPUT IN THE NEEDS ASSESSMENT PROCESS MAKES THIS FUNDING POSSIBLE.**

Enclosed you will find this year's survey, along with a self-addressed stamped envelope to return the survey as soon as possible. If you prefer to take the survey online, go to <https://www.surveymonkey.com/r/2015RWsurvey>. Please know that we are very appreciative of your input and it helps to insure that the services you need the most are the services that are prioritized and funded. If you have a concern/ problem with an agency, please refer to their grievance policy.

We are happy to announce that beginning in October, the Southeast TN region will have **TWO** Ryan White Centers of Excellence (COE): Chattanooga CARES and Infectious Disease Physicians of Chattanooga (IDPC). Drs. Mark Anderson, Hal Hill, and Paul Cornea have been working with the program for years, but now have gone through the process of becoming a COE. As such, they will now offer medical case management, supportive services (food and transportation), and access to Ryan White Insurance Assistance Program (IAP), AIDS Drug Assistance Program (ADAP), and dental care.

You may notice several staffing changes amongst the pre-existing regional continuum of care agencies: Chattanooga CARES, Channels of Love, The Homeplace, Chattanooga-Hamilton County Health Department, and the Southeast Regional Office of the State Department of Health; however, nothing has changed in relation to the services they offer.

(Almost) **EVERYONE on Ryan White should either have health insurance, Medicare, or TENNCare.** If you do not, PLEASE contact your case manager TODAY! If you have TENNCare, you may receive mail telling you to update your information within 30 days or you will lose your coverage. Each year, people on Medicare and Affordable Care Act Health Insurance (ACA, Obamacare) need to re-evaluate changing plans and update their information. Please note these important dates:

If you have Medicare, Medicare Advantage Plans and Part D Open Enrollment runs **10/15/15-12/07/15.**

If you are on Affordable Care Act Health Insurance (ACA or Obamacare), Open Enrollment runs **11/01/15-1/31/16.**

**Whatever you do, DO NOT throw out mail without reading it. If it is confusing, contact your medical case manager.**

Finally, efforts are underway to create two new quilts that will be revealed on World AIDS Day, December 1, at a Chattanooga City Hall Event. The Survivors' Quilt celebrates those in our region who are living with HIV/AIDS. People can use their name, a nickname, or a fake name. The panel will also have the year of diagnosis and a red ribbon. Email Chuck Hill at [chuckintn@aol.com](mailto:chuckintn@aol.com). Everything is confidential. We are also putting together another section of the local Memorial AIDS quilt. If you want to pay tribute to someone, contact me for free quilting workshop times and locations. If you would like more information about CHACP or the needs assessment, please feel free to contact me.

*On behalf of the Needs Assessment Committee, Thank you!*

2015 RW client survey

1. What is your Zip Code where you live?

ZIP:

2. In what year were you born?

3. In the last 12 months, which of the following providers have you used for medical, case management, or support services? (Check all that apply)

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Channels of Love Ministries                   | <input type="checkbox"/> Helen Ross McNabb   | <input type="checkbox"/> Partnership for Families, Children, and Adults |
| <input type="checkbox"/> Chattanooga CARES                             | <input type="checkbox"/> The Homeplace   | <input type="checkbox"/> SETHRA   |
| <input type="checkbox"/> Chattanooga-Hamilton County Health Department | <input type="checkbox"/> The ID Group (Drs. Stephen Hawkins, James Sizemore, and Adam J. Soufleris)                  | <input type="checkbox"/> Southside Health Center                        |
| <input type="checkbox"/> Chattanooga Primary Care Clinic               | <input type="checkbox"/> Infectious Disease Physicians of Chattanooga (Drs. Mark Anderson, Hal Hill, and Paul Comea) |   |
| <input type="checkbox"/> Dodson Avenue Health Center                   | <input type="checkbox"/> Joe Johnson/Volunteer Behavioral Health   |   |

Other (please specify)

4. Are you currently enrolled in Ryan White services?

- Yes  No  Don't know

5. Are you currently receiving any HIV services?

- Yes  No  Don't know

6. In what year did you test positive for HIV?

Year

7. Where did you test positive for HIV?

State:

8. How do you think you got HIV? (select ALL that apply)

- Having sex with men       Born with HIV       Don't know
- Having sex with women       Occupational exposure
- Sharing needles or works       Blood products or transfusion

Other (please specify)

9. My last CD4/TCell count was:

- \_\_\_\_\_       I don't know

Other (please specify)

10. My last viral load was:

- Undetectable       I don't know

Other (please specify)

11. Are you currently taking medication to treat HIV?

- Yes    No    Don't know

12. Has a doctor ever diagnosed you with AIDS?

- Yes
- No
- I don't know

13. How long after testing positive did you start getting HIV services?

- Within a month       More than 6 months
- 1-6 months       More than 1 year

14. What would have helped you get HIV care sooner after testing positive? (Check ALL that apply)

- Nothing-I got help right away
- Knowing how important early care was for my health
- Not having to take care of family/other people
- Knowing who to call / where to go
- Not using drugs / alcohol
- Not being so afraid
- Other (specify)

Other (please specify)

15. In the last year, how often did you see your doctor about HIV?

- Never  1-2 times  3-4 times  More than 4 times

16. If you have not seen a doctor in the last year, why not?

- |  |  |
|--|--|
| <input type="radio"/> I do not feel sick           | <input type="radio"/> I do not trust them    |
| <input type="radio"/> I do not have transportation | <input type="radio"/> They are not available |
| <input type="radio"/> I do not have childcare      | <input type="radio"/> Other (please specify) |

Other (please specify)

17. Who gave you the MOST information about HIV treatments?

- |   |  |  |
|---|--|--|
| <input type="radio"/> Doctor/Nurse Practitioner     | <input type="radio"/> Friend(s)        | <input type="radio"/> The Internet           |
| <input type="radio"/> Nurse/Other Healthcare Worker | <input type="radio"/> Support Groups   | <input type="radio"/> Other (Please specify) |
| <input type="radio"/> Case Manager/Social Worker    | <input type="radio"/> Newspapers/Books |  |

Other (please specify)

18. When you see your case manager, does he/she explain things clearly?

Yes

No

19. Would you refer friends to your case manager?

Yes

No

Other (please specify)

20. When you see your doctor, does he/she explain things clearly?

Yes

No

21. Would you refer friends to your doctor?

Yes

No

Other (please specify)

22. When you see your dentist, does he/she explain things clearly?

Yes

No

23. Would you refer friends to your dentist?

Yes

No

Other (please specify)

24. When you go to the doctor for HIV care, has anyone ever talked to you about HIV prevention?

Yes  No

25. Is it easy for you to talk with your doctor about your HIV treatment?

Yes  No

26. Do you know what happens if you miss your doses of HIV drugs?

Yes  No

27. How is your physical health compared to a year ago?

Worse  Same  Better

28. How is your mental health compared to a year ago?

Worse  Same  Better

29. In the last year, how many times have you gone to the emergency room BECAUSE OF HIV, including follow-up visits?

None  1-2  More than 2

30. Assume that you have insurance, medications, medical care, and dental care. From the list below, choose the 3 Ryan White services currently offered in the Southeast Tennessee area that are most important to you.

Case management

Emergency Financial Assistance (HIV drug and utility bill assistance for those who don't qualify for HOPWA)

Food assistance

Mental Health Counseling

Substance Abuse Counseling

Support Group

Transportation to medical appointments and supportive services

31. The list below includes services NOT currently offered as part of the Ryan White services in the Southeast Tennessee area. Which of these are the 3 most important to you?

- Early prevention services
- Home Health Care
- In home nursing care / medical equipment
- Hospice services
- Dietician / Nutrition therapy
- Childcare services during care appointments
- Children's HIV care services
- Clothing
- Employment Assistance
- Household items
- Mental health counseling
- Mortgage/Rent Assistance
- Substance abuse treatment services
- Outreach services
- Translation services
- Personal Hygiene Products
- Permanency Planning
- Information and referral to services
- Rehabilitation services
- Respite care
- Treatment adherence counseling
- Other (please specify)

Other (please specify)

32. What do you worry about most? (You may continue on the last page if needed)

**33. Healthcare Services: Tell us about your HIV healthcare service needs. In the last year, did you NEED to....**

	Didn't need	Needed & received	Needed, but DID NOT receive
See a doctor or a specialist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get a laboratory or other diagnostic tests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See an eye doctor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help paying for drugs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See a dentist for a check up?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See a dentist for fillings/extractions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See a dentist for dentures?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See a mental health counselor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help paying health insurance premiums and out of pocket costs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get in-home health care?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get home medical or health supplies?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See a physical therapist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See a rehabilitation therapist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See a nutritionist/dietician?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use children's HIV care?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stay in a nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enroll in hospice care?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See a substance abuse counselor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**34. Support Services: Tell us about your HIV support services needs in the last year, did you NEED to...**

	Didn't need	Needed & received	Needed, but DID NOT receive
See a case manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk to an HIV+ peer advocate?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get legal assistance or advice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend a support group?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get spiritual counseling or support?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get grief counseling?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get education about HIV treatments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help taking my HIV drugs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help with translation / interpreting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get educational non-medical HIV services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get food voucher?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get childcare?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get transportation to medical appointments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enroll in inpatient drug or alcohol treatment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**35. Other Services: In the last year, did you NEED to...**

	Didn't need	Needed & received	Needed & DID NOT receive
Get help applying for disability?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help applying for TENNCare/Medicaid?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help applying for Medicare?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help applying/choosing a Medicare drug plan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help applying for food stamps?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Didn't need	Needed & received	Needed & DID NOT receive
Get help with Affordable Care Act Insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help with private insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get emergency food?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get emergency payments for housing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get short term housing assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help with paying utilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get clothing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get financial counseling?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help with housework or cooking?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get a volunteer companion (buddy)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get information on alternative medicine (herbs)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get domestic violence services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help taking care of a pet?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get employment training and/or counseling?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help finding a place to stay because you didn't have a place to live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help to have a utility turned back on?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**36. Barriers to Care:**

During the past year, have you had difficulty getting HIV services for any of the following reasons?

	Yes	No
The cost of drugs or services	<input type="radio"/>	<input type="radio"/>
Waiting list for services	<input type="radio"/>	<input type="radio"/>
Long wait to be seen at office or clinic	<input type="radio"/>	<input type="radio"/>
Lack of transportation	<input type="radio"/>	<input type="radio"/>
Lack of childcare	<input type="radio"/>	<input type="radio"/>
Language barrier / communication problems	<input type="radio"/>	<input type="radio"/>
Lack of trust that my care would be confidential	<input type="radio"/>	<input type="radio"/>
Fear of disclosing my HIV status	<input type="radio"/>	<input type="radio"/>
Services not available	<input type="radio"/>	<input type="radio"/>
Did not qualify financially	<input type="radio"/>	<input type="radio"/>
Discrimination because of gender (male / female)	<input type="radio"/>	<input type="radio"/>
Discrimination because of sexual orientation (gay/lesbian/bisexual)	<input type="radio"/>	<input type="radio"/>
Discrimination because of gender identity/expression (transgender)	<input type="radio"/>	<input type="radio"/>
Discrimination because of Race	<input type="radio"/>	<input type="radio"/>
Did not know where to go for services	<input type="radio"/>	<input type="radio"/>

**DEMOGRAPHIC INFORMATION**

**37. What is your racial or ethnic background?**

African-American / Black

Asian / Pacific Islander

Caucasian / White

Native American / Native Alaskan

Latino / Hispanic

Other (specify)

Other (please specify)

**38. What is your native language?**

English

American Sign Language (ASL)

Spanish

Other (specify)

Other (please specify)

**39. What is your gender?**

Male

Transgender - Male to Female

Female

Transgender - Female to Male

**40. How much education do you have?**

Less than 12th grade

Undergraduate degree

High school diploma/ GED

Postgraduate school/degree

Some college

41. Are you currently...

- Employed full time
- Employed part time
- Unemployed looking for work
- Unemployed waiting on disability
- On disability
- Retired
- Other (please specify)

Other (please specify)

What is your household size (including only legally married spouse and dependent children/adults)?

42. Adults:

43. Children:

44. What is your household income (including only legally married spouse and dependent children/adults)?

- |  |  |   |
|--|--|---|
| <input type="radio"/> Less than \$10,000   | <input type="radio"/> \$20,001 to \$30,000 | <input type="radio"/> \$50,001 to \$100,000 |
| <input type="radio"/> \$10,001 to \$20,000 | <input type="radio"/> \$30,001 to \$50,000 | <input type="radio"/> \$100,001 and above   |

45. What type of health insurance do you have?

- None
- Medicaid
- Medicare
- Medicaid + Medicare
- Medicare + Supplemental
- Veterans
- TennCare
- Private Insurance (this includes Affordable Care Act insurance)

46. Tell us how we can improve the program.

47. Tell us about a situation when the program could have done better.

48. Tell us about a situation when the program did a good job.

49. Is there anything else that you would like to tell us?

2015 RW client survey

Thank you for your responses...have a great day!

End page

<b>Agency/Contact</b>	<b>Service Provided</b>
A.C.E. Adult Clinic for Extractions 4110 Brainerd Rd. Chattanooga, 37411 (423) 521-8063 <a href="http://www.acedentaloffice.com">www.acedentaloffice.com</a>	Emergency Dental Extractions, dentures, and oral surgery Ryan White Dental Provider
Affordable Dentures Attn: Joy 7611 Hamilton Park Drive Chattanooga, TN 37421 423-207-3552	Ryan White Dental Provider Cash Only Dentures, Partials, and Extractions
Affordable Dentures, P.C. Attn: Angie 16374 Hotchkiss Valley Road East Loudon, TN 37774 865-986-3234	Ryan White Dental Provider Cash Only Dentures, Partials, and Extractions
AIM Center 472 W. MLK Blvd. Chattanooga, TN 37402 423-624-4800 Rhonda Jacks, Program Director <a href="mailto:RhondaJacks@aimcenterinc.org">RhondaJacks@aimcenterinc.org</a>	Clubhouse for the Mentally Ill, psycho-social rehabilitation for people with mental illness, referrals, counseling, GED testing, employment services, and housing. *Jerry Evans working here as of October 2013 <a href="mailto:JerryEvans@aimcenterinc.org">JerryEvans@aimcenterinc.org</a>
Amedisys Home Health 7205 Lee Hwy, Suite A Chattanooga, TN 37421 423-490-1100 FAX: 423-490-1111 Virginia Wood, Director of Operations <a href="mailto:Vwood0512@amedisys.com">Vwood0512@amedisys.com</a>	Skilled Nursing Care, Home Health Aide Services, Physical Therapy, Occupational Therapy, Nutritional Services (Assessments Only), Speech Therapy, Medical Social Workers, No Pediatrics, Hamilton County only
Amedisys Home Health 2302 Congress Parkway South Athens, TN 37303 800-756-8404 FAX: 423-744-3590	Skilled Nursing Care, Home Health Aide Services, Physical Therapy, Occupational Therapy, Nutrition (Assessments Only) Locations in South Pittsburg and Cleveland
Amedisys Home Health 120 Main Street P.O. Box 190 Pikeville, TN 37367	Skilled Nursing Care, Home Health Aide Services, Physical Therapy, Occupational Therapy, Nutritional Services (Assess Only)
American Exchange Ins. Brokerage Firm 1-888-995-1674 423-718-4563 100 Cherokee Blvd #215 Chattanooga, TN 37405 <a href="http://www.americanexchange.com">www.americanexchange.com</a>	Local brokerage signing people up for ACA and providing insurance education as well. Can sell all policies locally except Cigna. Screening TENNCare eligibility.
Blue Cross/Blue Shield of Tennessee 1 Cameron Hill Circle Chattanooga, TN 37402 423-535-5864 FAX: 423-535-1991	Health Insurance, Dental Insurance ACA Health Insurance Issues: Shena C. Allen: <a href="mailto:TaShena_Allen@bcbst.com">TaShena_Allen@bcbst.com</a>
Bradley County Health Department 201 Dooley Street, S. E. Cleveland, TN 37311 423-728-7020 FAX: 423-479-6130 Eloise Waters <a href="mailto:Eloise.Waters@state.tn.us">Eloise.Waters@state.tn.us</a>	Nutritional counseling, confidential testing, treatment, partner notification for STI/HIV, primary care, diagnosing and treating acute & chronic illnesses, pap smears, family services, dental (pediatric tooth infections only), case management, adult immunizations. Ryan White rural case manager can travel here.

<b>Agency/Contact</b>	<b>Service Provided</b>
<p>Dr. Yvette Burns Southeastern Endodontics 2030 Hamilton Place Blvd. Ste. 380 Chattanooga, TN 37421 423-892-4727 FAX: 423-899-7992</p>	<p>Ryan White Dental Provider, Endodontics  Darla Patty, Office Manager Jamie Bailey, Financial Administrator</p>
<p>CADAS 207 Spears Avenue P.O. Box 4797 Chattanooga, TN 37405 423-756-7644 FAX: 423-756-7646</p>	<p>Alcohol and drug treatment, drug testing Contact: Jim Shaw</p>
<p>CADAS Family Way 207 Spears Avenue P.O. Box 4797 Chattanooga, TN 37405 423-267-3043 FAX: 423-267-1223</p>	<p>Residential Alcohol and drug treatment program for mothers with their children (up to age 11) and pregnant women</p>
<p>CADAS Scholze Center for Adolescents 911 Pineville, Road Chattanooga, TN 37405 423-267-6425 FAX: 423-267-8900</p>	<p>45-60 day adolescent residential program focused on treating A&amp;D addiction but also addresses other areas of young person's life such as physical, emotional, spiritual, family, &amp; educational. Monthly HIV testing/prevention</p>
<p>Channels of Love Ministries 1026 McCallie Avenue Chattanooga, TN 37403 423-756-4673 423-266-7838(Facsimile) Susan Davis, Executive Director Sdavis425@aol.com</p>	<p>HIV psycho-social case management, drop-in center, laundry, food pantry, hot meals, transportation, emergency financial assistance, referrals, visitation, social activities, mentoring and counseling, HIV prevention education, Christian counseling, client advocacy, support group referrals ** Free and confidential rapid HIV testing</p>
<p>Chattanooga Area Food Bank 2009 Curtain Pole Road Chattanooga, TN 37406 Telephone: (423) 622-1800 Fax: (423) 622-5874 Need food assistance? Call 211 Telephone: (423) 265-8000 Toll Free: (866) 921-3035 TTY: 771 www.chattfoodbank.org</p>	<p>Serves the SE TN region and NW GA. Monday – Thursday 8:00–3:00 (Fri: 8-1) (For agency shoppers) 8:00 am–4:00 pm (Fri: 8-2) (food box clients) New location open in NW GA. Programs: Emergency Food Box, Farm to Family, Garden Programs, Rural Delivery, Second Helpings, Senior Grocery Program, Children's Programs</p>
<p>Chattanooga CARES and Chattanooga Primary CARES Clinic 1000 East 3<sup>rd</sup> Street, Suite 300 Chattanooga, TN 37403 423-648-9939 FAX: 423-648-9935  Rural Case Management and support group: St. Therese of Lisieux 900 Clingan Ridge Dr. NW Cleveland, TN 37312</p>	<p>Ryan White Center of Excellence Primary and Infectious Disease Medical Care, Ryan White case management, HIV counseling and rapid testing, skilled nursing care, toiletry pantry, nutritional assessments/supplement, group &amp; individual counseling, education presentations, comprehensive risk counseling, expanded HIV rapid testing initiative, assistance with food, transportation, and emergency financial, HOPWA, ADAP, Prescription Assistance Plans, STI and Hepatitis C testing</p>

<b>Agency/Contact</b>	<b>Service Provided</b>
Chattanooga Housing Authority 801 N. Holtzclaw Ave Chattanooga, TN 37404 Main Line: 423-752-4893 HCVP: 423-752-4162 LIPH: 423-752-4176 or 423-752-4164	Manages the low income public housing developments across the city, as well as the Housing Choice Voucher Program/Section 8, which is now done by lottery. Plans for housing across the Chattanooga region. <a href="mailto:ed@chahousing.org">ed@chahousing.org</a>
Chattanooga Regional Homeless Coalition 600 N. Holtzclaw Avenue Chattanooga, TN 37404 (423) 710.1501 Office (423) 710.1506 Fax	Plans, coordinates, and provides technical assistance and training to social service agencies serving the homeless in the area; distributes funds raised from The Grateful Gobbler; is responsible for Chattanooga's Regional Blueprint to End Homelessness and the annual Point in Time Count
Robert J. Clark, D.D.S. Greater Brainerd Dental 5616 Brainerd Rd. Suite 100 Chattanooga, TN 37411 (423) 485-1000 Fax: (423) 485-1233	Ryan White Dental Provider General dental services, except extractions. <a href="http://www.greaterbrainerddental.com">www.greaterbrainerddental.com</a>
Clinica Medicos Dr. Kelly Arnold 1300 West 23 <sup>rd</sup> Street Chattanooga, TN 37404 423-760-4000 Fax; 423760-4051	<b>M,T,R F:</b> 8:00 am - 4:30 pm <b>Wed:</b> 8:00 am - 11:00 am <b>Sat:</b> 9:00 am - 4:00 pm <b>Sun:</b> 12:00 pm - 4:00 pm Primary care for the underserved. Bilingual.
Community Health Alliance Lisa Preiss ( <a href="mailto:lpreiss@chatn.org">lpreiss@chatn.org</a> )	ACA Health Insurance Issues
Community Kitchen 717 East 11 <sup>th</sup> Street Chattanooga, TN 37401 423-265-5708 FAX: 423-265-5713 Health Programs Supervisor	Homeless program, transitional housing, , referrals, abuse treatment, general case management, intensive outpatient substance treatment, job training, literacy programs, food, clothing and showers, day center, foot care, respite care; Monthly free rapid HIV testing location
Diagnostic Center John Craig 2205 McCallie Avenue Chattanooga, TN 37404 423-698-2435 FAX: 423-697-6110	Medical care services; however they no longer accept Ryan White patients.
Dr. Mark Dill DDS, PC 6106 Shallowford Rd. Suite 116 Chattanooga, TN 37421 423- 296-1053 FAX: 423-521-7796	General dentistry, Ryan White Provider
Dodson Avenue CHC 1200 Dodson Avenue Chattanooga, TN 37406 423-778-2800 FAX: 423-778-2806 Vera Shepherd, Nursing Mgr. x2803 ACA: <a href="mailto:Katherlyn.Geter@erlanger.org">Katherlyn.Geter@erlanger.org</a>	Dental services, preventive care, diagnostic exams, restorative care, general adult care, pediatric services, immunizations, prenatal services, gynecological services, obstetrical services, lab services, homeless outreach, sliding scale fee program, Navigator and CAC program contact Katherlyn Geter

<b>Agency/Contact</b>	<b>Service Provided</b>
<p>East Brainerd Oral Surgery  1350 Mackey Branch Drive, Suite 110  Chattanooga, TN 37421  (423) 296-8210 FAX: (423) 296-8292</p>	<p>Ryan White Dental Program Provider of Oral Surgery Services  Kim Belk, Financial Coordinator  <u><a href="mailto:kbelk@eastbrainerdoms.com">kbelk@eastbrainerdoms.com</a></u></p>
<p>Erlanger Hospital  Hamilton County Indigent Care Specialist  975 East Third Street  Chattanooga, TN 37403  423-778-7532  Theresa Odom, Care Spvr. 778-7275</p>	<p>Medical and emergency care, surgical and specialized care  Must be uninsured Hamilton County resident to qualify  *Program has had major cuts and may not continue; benefits have been scaled back</p>
<p>Erlanger Plaza Clinical Laboratory  979 East Third Street  1<sup>st</sup> Floor Plaza Building  Chattanooga, TN 37411  423-778-3195 FAX: 423-778-6246</p>	<p>Lab work only</p>
<p>Dr. William David Fox  6116 Shallowford Road Suite 102  Chattanooga, TN 37421  (423) 629-9771 FAX:(423) 629-4006</p>	<p>Oral and Maxillofacial Surgery</p>
<p>Franklin County Health Department  338 Joyce Lane  Winchester, TN 37398  931-967-3826 FAX: 931-962-1168</p>	<p>Nutritional counseling, confidential HIV testing, treatment, partner notification for STD's/HIV, primary care, diagnosing and treating acute and chronic illnesses, BP, pap smears. Ryan White rural case manager can travel to this rural health department.</p>
<p>Grundy County Health Department  1372 Main Street  Altamont, TN 37301-0065  931-692-3641 FAX: 931-692-2201</p>	<p>Nutritional counseling, confidential HIV testing, treatment, partner notification for STD's/HIV, primary care, diagnosing/treating acute and chronic illnesses, BP, pap smears, flu immunizations, pediatric medical care, STD/communicable disease control, breast and cervical cancer screenings, accepts Medicare, sliding scale fee program. Ryan White rural case manager can travel to this health dept.</p>
<p>Helen Ross McNabb  formerly Fortwood Adult Services Inc.  601 Cumberland Street  Chattanooga, TN 37403  423-266-6751 FAX: 423-763-4742  Contact: Carol, Director's Secretary</p>	<p>Mental health, alcohol and drug abuse services</p>

<b>Agency/Contact</b>	<b>Service Provided</b>
<p>Hiwassee Mental Health Center  Volunteer Behavioral Health Center  1805 Ingleside Avenue  Athens, TN 37303  423-745-8802  1855 Executive Park Northwest  Cleveland, TN 37312  423-756-2740  413 Spring Street  Chattanooga, TN 37405  423-756-2740</p>	<p>No uncompensated care.  Crisis intervention, assessment, support groups, therapy, counseling</p>
<p>Homeless Health Care Center  730 East 11<sup>th</sup> Street  Chattanooga, TN 37401  423-265-5708 FAX: 423-265-5713</p>	<p>Primary medical care, respite care, dental services, Indigent homeless only; HRSA defined homeless; acute/preventive health care, immunizations</p>
<p>Hospice of Chattanooga  4411 Oakwood, Drive  Chattanooga, TN 37416  423-892-4289 FAX: 423-892-8301</p>	<p>Serves SE TN and NW GA. Home nursing assessment, skilled nursing care, bereavement counseling, crisis care, end of life care, palliative care, perinatal and pediatric hospice care, veterans services</p>
<p>The ID Group PLLC  1000 East 3<sup>rd</sup> Street Suite 302  Chattanooga, TN 37403  423-778-4363 FAX: 423-778-4364  jays@chattanoogacares.org</p>	<p>Medical care for infectious diseases, sometimes uncompensated, accepts Ryan White patients; Jay Sizemore, M.D.  Dr. Adam Soufleris  Dr. Stephen Hawkins</p>
<p>Infectious Disease Physicians of Chattanooga (IDPC)  725 Glenwood Drive Suite 486  Chattanooga, TN, 37404  423- 495-2650</p>	<p>Medical care for Infectious Diseases, NEW Ryan White Center of Excellence  Drs. Mark Anderson, Hal Hill, Paul Cornea  Dr. Judy Anderson, Tania Mull</p>
<p>Johnson Mental Health  420 Bell Avenue  Chattanooga, TN 37405  423-634-8884 FAX: 423-634-0813  Tony Wright, Office Manager</p>	<p>Mental health services, sliding scale fee program with proof of income</p>
<p>Laboratory Corporation of America  1501 Riverside Drive Suite 100  Chattanooga, TN 37406  423-624-0533  FAX: 423-624-0542  Mr. White 423-240-0425</p>	<p>Lab work for physicians and hospitals; does not participate with HealthSpring Insurance</p>
<p>Ladies of Charity  2821 Rossville Blvd  Chattanooga, TN 37407-1330  (423) 624-3222</p>	<p>Emergency financial assistance, resale store, assist relatives raising children</p>

<b>Agency/Contact</b>	<b>Service Provided</b>
<p>La Paz de Dios 1402 Bailey Ave Chattanooga, TN 37404 (423) 624-8414</p>	<p>Through education, inclusion, and advocacy, La Paz connects the growing Hispanic/Latino community with the resources of the Greater Chattanooga area, to engage/empower this vulnerable population to be self sufficient.</p>
<p>Legal Aid of East Tennessee Maeghan Jones Pro Bono Director Legal Aid of East Tennessee 744 McCallie Avenue, Ste. 410 Chattanooga, TN 37403 (423)-756-4013 x 1112</p>	<p>Free legal forms, civil legal services, landlord-tenant, cannot take any class action lawsuits, speakers bureau, community outreach and education, special programs for seniors and victims of domestic violence to persons who's income and/or assets exceed the restrictions on the majority of their services, pro bono legal program; Health Law Office @ Erlanger</p>
<p>Marion County Health Department 24 East 7<sup>th</sup> Street Jasper, TN 37347 423-942-2238 FAX: 423-942-9186</p>	<p>Nutritional counseling, confidential HIV testing &amp; treatment, partner notification for STD's (including HIV/AIDS), BP, family planning. No doctor on site. Ryan White rural case manager can travel to this rural health department.</p>
<p>Dr. Paul McCord 2222 Chambliss Ave Cleveland, TN 37311 423.479.8544</p>	<p>Oral surgeon, Ryan White Provider</p>
<p>McMinn County Health Department P.O. Box 665 <u>393 County Road 554</u> Athens, TN 37303-0665 (423) 745-7431 Fax: (423) 744-1604 <a href="http://health.state.tn.us/">http://health.state.tn.us/</a></p>	<p>Nutritional counseling, confidential HIV testing and treatment, partner notification for STD's (including HIV/AIDS), BP, family planning. No doctor on site. Ryan White medical case management available here. Jeannie Bentley – Director</p>
<p>Medical Center Pharmacy 2401 North Ocoee Street Cleveland, TN 37311 423-476-5548 <a href="mailto:gmoser@medicalcenterrx.com">gmoser@medicalcenterrx.com</a></p>	<p>Compounding only. Does not accept Ryan White.</p>
<p>Memorial Hospital Home Health 1949 Gunbarrel Road Suite 310 Chattanooga, TN 37421 423-495-8550 FAX: 423-495-3780</p>	<p>Home health aide services, skilled nursing visits, occupational therapy, physical therapy, speech therapy Andrea Meeks</p>
<p>CHI Memorial Community Health Center Highland Plaza, 3905 Hixson Pike suite 103, Chattanooga, TN 37415 423-756-1506 FAX: 423-266-0612</p>	<p>Medical care services, uninsured Hamilton County residents only, no Access TN, but do accept BlueCare (TNCare), self pay Hamilton County residents only Polly Ryan, Clinical Coordinator</p>
<p>Moccasin Bend Social Services 100 Moccasin Bend Road Chattanooga, TN 37405 423-265-2271</p>	<p>Inpatient mental health services</p>

<b>Agency/Contact</b>	<b>Service Provided</b>
<p>Metropolitan Ministries</p> <p><i>The Garcia Center for Ministry</i>            1112 McCallie Avenue            Chattanooga, TN 37404            Phone: (423) 624-9654            Fax: (423) 624-9640</p> <p>Rebecca Welchel, Executive Director  <a href="mailto:rwhelchel@metropolitanministries.org">rwhelchel@metropolitanministries.org</a></p>	<p>Referrals for: Bathing/personal care, Respite care, Clothing distribution, Immigrant and refugee services, Homemaker services, reduced cost groceries, Ex-offender supportive services &amp; re-entry; Free Rapid HIV Testing site monthly. Enrollment for : ACA, Meals on Wheels, CoverKids health insurance program, Prescription assistance program, Reduced cost monthly phone service, LIHEAP, the Low Income Energy Assistance Program, Screening and application for: Families First, Food Stamps; Legal screening and consultation through an on-site pro bono attorney pool, Disability consultation with an on-site disability specialist, Adaptive phone devices for the disabled, Periodic voter registration, emergency financial assistance</p>
<p>Olmstead Dental            3439 Keith Street            Cleveland, TN 37312            423- 478-3756 FAX: 423-478-3567</p>	<p>General dentistry, Ryan White Provider</p>
<p>Ooltewah County Health Center            5520 High Street            Ooltewah, TN 37363            423-238-4269 FAX: 423-238-5910</p>	<p>HIV testing, dental services, referral services, family planning, nurse practitioner, general practitioner, does not file private insurance, sliding scale fee system            Carolyn Walker, Dental Assistant</p>
<p>Dr. Bernard Parham            3474 Brainerd Road            Chattanooga, TN 37411            423-624-7892 FAX: 423-624-8331</p>	<p>Medical care services</p>
<p>Partnership for Families, Children &amp; Adults            225 East 8<sup>th</sup> St Chattanooga, TN 37403            423-755-2870            Sandra Hollett ~ 423-697-7130</p>	<p>Group and individual counseling, drug treatment, elderly services, nutritional services</p>
<p>Polk County Health Dept/ STD Clinic            2279 Parksville Road            Benton, TN 37307            423-338-4533</p>	<p>Testing for Chlamydia, Gonorrhea, Herpes, and Syphilis            Free conventional blood draw HIV testing            HPV Vaccine</p>
<p>Polk County Health Department            840 Cherokee Trail            Ducktown, TN 37326            423-496-3275 FAX: 423-496-4442</p>	<p>Nutritional services (WIC only), Hepatitis A and B, confidential HIV testing. Ryan White rural case manager can travel to this rural health department.            Mary Haire, R.N.</p>
<p>PPS Pharmacy            5959 Shallowford Road Suite 107            Chattanooga, TN 37421            423-893-9335 FAX: 423-893-9336</p>	<p>Medical care, infusion pharmacy, no uncompensated care</p>

<b>Agency/Contact</b>	<b>Service Provided</b>
<p>Project Access 1917 East 3<sup>rd</sup> Street Chattanooga, TN 37404 423-826-0269 423-591-9829 Direct 423-308-1821 Facsimile 423-308-1821 Mobile</p>	<p>Medical care services, referral network for 150% of poverty level Hamilton County residents who are uninsured</p>
<p>Remote Area Medical (RAM) Clinics 1834 Beech Street Knoxville, TN 37920 1-877-5RAMUSA 865-579-1530</p>	<p>Free weekend long clinics which typically provide medical, dental, vision, and women's health services. Sometimes veterinarian services are also included. <a href="http://www.ramusa.org">www.ramusa.org</a></p>
<p>Rhea County Health Department P.O. Box 440 Evansville, TN 37332 423-775-7819 FAX: 423-775-8078 Debbie Williams</p>	<p>Nutritional counseling treatment, partner notification for STD's (including HIV/AIDS), primary care, diagnosing and treating acute and chronic illnesses, BP, pap smears, No MD-RNP on staff, No private insurance. Ryan White rural case manager can travel to this rural health department.</p>
<p>Rhea County Medical Center 7200 Rhea County Highway Dayton, TN 37321 423-570-0077 FAX: 423-775-3815</p>	
<p>Salvation Army 822 McCallie Avenue Chattanooga, TN 37403 423-756-1023 FAX: 423-267-1668</p>	<p>Regional social services, serving SE TN, NW GA, and NE AL. Coordinate with United Way on Furniture Bank Free Rapid HIV Testing site monthly Kimberly George</p>
<p>Sequatchie County Health Department 16939 Rankin Avenue North Dunlap, TN 37327 423-949-3619 FAX: 423-949-6507 Janice C. Henson, R.N.</p>	<p>Nutritional services, WIC, confidential HIV testing, primary care for uninsured, flu shots, TB, Hepatitis B, STD testing, family planning, Medicare accepted for flu immunizations only. Ryan White rural case manager can come here</p>
<p>Rite Aide Pharmacy P.O. Box 90064 Chattanooga, TN 37412 423-622-2545</p>	<p>Prescription services</p>
<p>Southside Community Health Center Dodson Ave Community Health Center 100 East 37<sup>th</sup> Street Chattanooga, TN 37410 423-778-2700 FAX: 423-778-2747</p>	<p>Emergency care services, dental (preventative and restorative), diagnostic exams, general adult primary care, laboratory, pediatric and adolescent medical care, sliding fee scale Deborah Hale</p>
<p>Springview Recovery Center 1314 Bailey Avenue Chattanooga, TN 37404 423-265-1186 FAX: 423-265-2925 Demetrius Satterfield, Admin.Asst.</p>	<p>Alcohol and drug treatment, access to recovery services, life skills training, outpatient A and D education <a href="mailto:YCF1@bellsouth.net">YCF1@bellsouth.net</a></p>

<b>Agency/Contact</b>	<b>Service Provided</b>
TN Department of Health Southeast Regional Office 1301 Riverfront Parkway, Suite 209 Chattanooga, TN 37402 423-634-5897 Fax: 423-634-3139	DIS/MCM position; epidemiology Deborah Walker – Supervisor. <u><a href="mailto:Deborah.Walker@tn.gov">Deborah.Walker@tn.gov</a></u> Tania Mull, Public Health Representative 3 <u><a href="mailto:Tania.Mull@tn.gov">Tania.Mull@tn.gov</a></u>
Tennessee Dept of Veterans Affairs 540 McCallie Avenue Chattanooga, TN 37402 423-634-7125 (Jacqueline Lewis) FAX: 423-634-6842	Resource center for veterans to assist in filing for benefits
The Homeplace 800 Glenwood Drive Chattanooga, TN 37403 (423) 698-9079 Krisie Long-Withey, Case Coordinator krisie@cctn.org	HUD Project based Housing Choice Voucher Program for HIV+ homeless through Catholic Charities and Chattanooga Housing Authority. Seven efficiency units with common areas. Near the bus line. Sliding scale rent based on income. Transitional housing. After residing there for one year, voucher follows the client.
Trinity Hospice 7625 Hamilton Park Drive, Suite 19 Chattanooga, TN 37421 423-892-3737 FAX: 423-892-3877	End of life assistance for terminally ill patients
Urban League of Greater Chattanooga 730 M.L. King Blvd Chattanooga, TN 37403 Phone: 423.756.1762 Fax: 423.756.7255 Pecola Lee, Community Health Coordinator: pecola @ulchatt.net Vallee Palmer, Area Coordinator for VITA: vpalmer @ulchatt.net	Community Health Navigator program can assist individuals with prescription assistance, vision needs, and other health related needs. The VITA program is available to help people file free tax returns.
Veterans Admin Outpatient Clinic 150 Debra Rd Suite 5200 Bldg 6200 Chattanooga, TN 37411 423-893-6500	Open Monday through Friday 8-4. Provides primary care, mental health, pharmacy, labs/blood draws, CT scans, X-ray, ultrasound, bone density scan, dental, and audiology services. Prescriptions processed via mail or at <u><a href="https://www.myhealth.va.gov">https://www.myhealth.va.gov</a></u>
Volunteers in Medicine 5705 Marlin Road, Suite 1400 Chattanooga, TN 37411 423-855-8220 FAX: 423-855-8230	Free Health clinic for uninsured Hamilton County residents with income

*2013 HIV Disease Epi Profile for Southeast Consortium Region<sup>1</sup>*

**Number of diagnosed HIV disease cases in Southeast Consortium Region - by sex and race/ethnicity - 2013**

Race/ethnicity	Male		Female		Total	
	Count	%	Count	%	Count	%
Hispanic, All races	2	4.2	1	11.1	3	5.3
American Indian/Alaska Native, Not Hispanic	0	0.0	0	0.0	0	0.0
Asian, Not Hispanic	0	0.0	1	11.1	1	1.8
Black, Not Hispanic	17	35.4	4	44.4	21	36.8
Native Hawaiian/Pacific Islander, Not Hispanic	0	0.0	0	0.0	0	0.0
White, Not Hispanic	29	60.4	3	33.3	32	56.1
Multiple races, Not Hispanic	0	0.0	0	0.0	0	0.0
<b>Total</b>	<b>48</b>	<b>100.0</b>	<b>9</b>	<b>100.0</b>	<b>57</b>	<b>100.0</b>

<sup>1</sup>The Southeast Consortium Region includes the following eleven counties: Bledsoe, Bradley, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie.