

# HEALTH LINK

apeb  
AIDS PROJECT OF THE EAST BAY



Recently tested HIV positive?

Not sure what to do next?

Questions?

Concerns?

Need support?

***Our Health-Link Specialists Can Help!***

please call (510) 663-7979 to schedule an appointment, or  
drop in our office!: 1320 Webster Street, Oakland MON-FRI 10a-4:30p

# Linkage & Navigation Services

## Linkage-to-Care

- to identify newly diagnosed HIV-positive persons and link them to primary care services
- to identify HIV-positive persons who have discontinued care and re-link them to primary care services

# Linkage & Navigation Services

## Navigation Services

- Individualized support to assist clients in identifying and accessing health and support services (i.e. family planning services, medical case management, SSI, housing assistance, legal services, therapeutic services)

# Walk-ins & New Appointments





# RECEPTIONIST



WARM

COURTEOUS

KNOWLEDGABLE

WELCOMING

***THE POINT OF INITIAL CONTACT IS CRUCIAL!***



EVERY IDENTITY IS WELCOME HERE



Hello...



Hi,  
WELCOME  
to APEB!

WE ARE AS UNIQUE AS OUR NEEDS

*THE CONSUMER DRIVEN APPROACH IS THE BEST APPROACH!*



**Tell me, how can I help you, today?**

**Ok. I can help you with that. First, let me connect you with someone who will explain more about our services.**



**I recently tested positive for HIV and I have questions about the services you offer here.**



# Linkage/Navigation Specialists



**-Reception contacts an available Linkage/Navigation Specialist**

**-Linkage/Navigation Specialist meets client and begins initial assessment**

**-Linkage/Navigation Specialist provides menu of services and discusses eligibility requirements and availability of services**

**-Client schedules first appointment with applicable cohort and/or accesses available services the same day**

## Scenario A

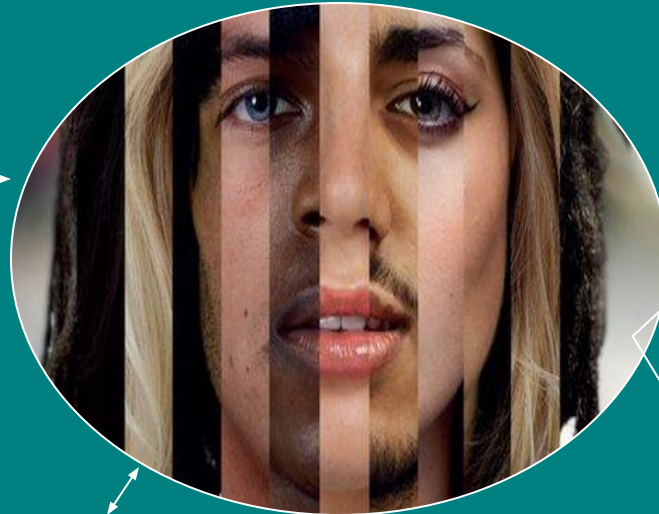
Mike

Ok. So you're not quite ready to get into treatment today. You want to talk to a physician about options. I can help you with that.



Yes. Thank you.

The clinic is open...and, it looks like Manuel has an opening now. Let's go meet with him. He'll answer your questions. When you're done with him, I'll come back to speak with you and we can talk about what happens next. Ok?



Hi. Is everybody here this friendly?! LOL

Hi Manuel, Hi Maureshia! This is Mike. He's here to talk with you. I'll be back shortly. Or I can stay if you'd like Mike?



Hi Mike! Please come in. Let's talk!  
Thanks David!

**Wellness Center**



## Scenario B

Lalah



I'm homeless at the moment, and I've been selling my meds for money since I usually lose them otherwise. Either, I get high and forget where I leave stuff or it gets stolen. If I had somewhere decent to stay, I'd probably get back on meds.



It sounds like housing needs are a priority right now, and there are some challenges. We have programs that may be of assistance. Let's go talk to a housing coordinator and if you're interested, I'll also introduce you to someone who can talk to you about our substance use counseling program. How does that sound?

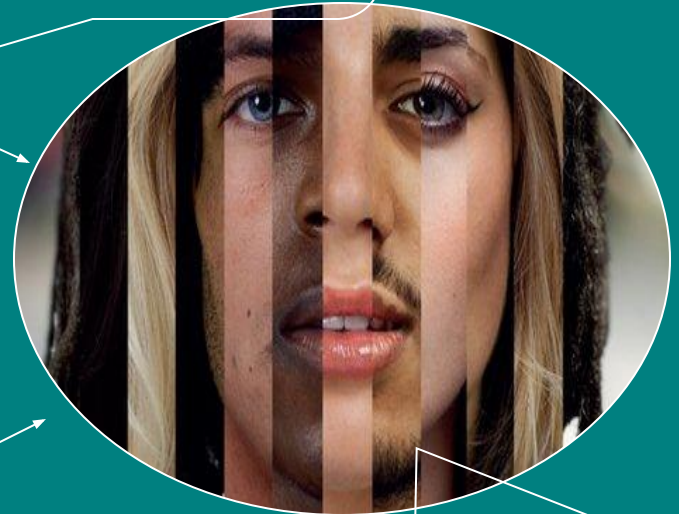


I'm cool on the substance use program for now, maybe later. I could really use the help with housing, though. Thank you.



Hi Hector, please meet Lalah. She shared some concerns about her housing situation. Could you assist her?

You sure can. I'll set up a meeting...see you in a bit.



Hi Hector. Thanks George. On second thought, can I still talk to that other person after I talk to Hector?



Hi Lalah!  
Pleasure to meet you. Come in. Yes! Let's see what we can do!  
Thank you George!

# Client Services-Housing Case Management



Hey Camryn and Emily. This is Lalah. She'd like some information about the Get REAL program.



I'm a ssssoocial worker!

OMG. Is this like NA?! Or some recovery program?!

Nice to meet you Lalah!

Hello Lalah. Get REAL is not NA or recovery, necessarily. Come on in. Let's talk about it.



OH. OK. LOL

**GET REAL**

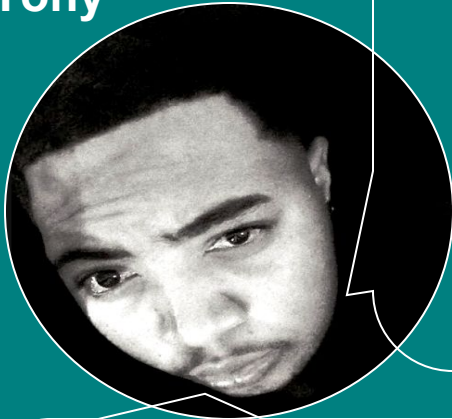


# ARTAS

Anti-Retroviral Treatment and Access to Services

## Scenario C

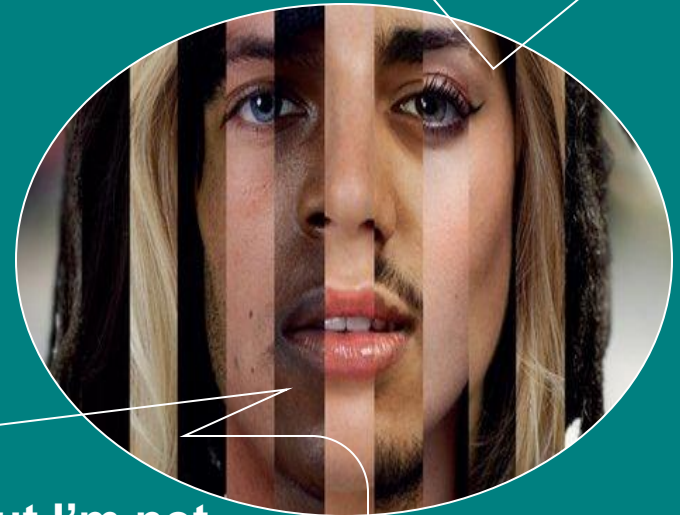
Tony



Tony, receiving an HIV positive result can be overwhelming. If you want a few moments alone, I can wait just outside this office, or I can sit with you, if you'd prefer.

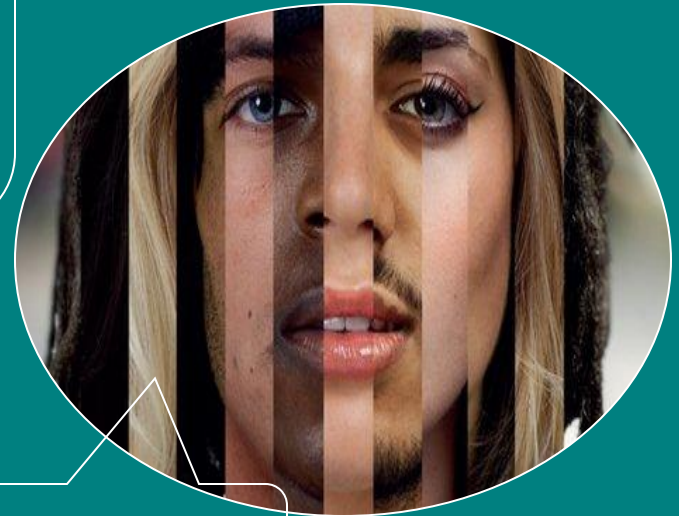
We have case managers that can assist you with next steps. We also have a clinic that can provide HIV medical care.

I'll deal with it. I have no idea what to do next, though. I make money here and there, you know. This is just going to be **ONE MORE THING.**



Thanks for the information, but I'm not thinking about all that at the moment. I need some time, someone to talk to, some support from my bois, you know?

**Understandable. If you're willing to come back to APEB, I can meet with you, and together we can come up with a plan so when you're ready to see a physician, you'll be well informed about the process. How about that?**

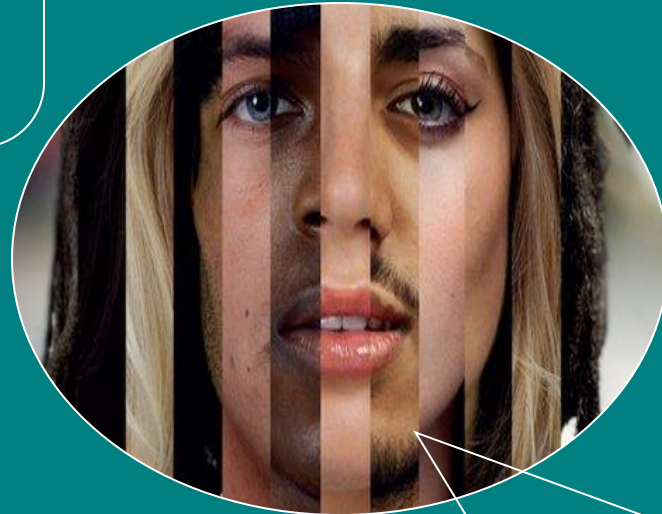


**That I can do. Thanks.**

**...Cory enrolls Tony in ARTAS and makes an appointment to come back and talk with Cory again.**

## ...3 ARTAS SESSIONS LATER

Thanks for making it in today, Tony. When I called to confirm our appointment yesterday, you said you hadn't been feeling well. How are things going?



Ups and downs..you know. I'm alright. I wasn't feeling too good the last couple days, and I'm kinda worried. Maybe it's time I see a doctor.

I see. I can check to see how soon a physician is available. How does that sound?

Sounds good. Thanks.



Great! Let's see here...would you prefer mornings or afternoons?

Chile...whenever.

Ok. How about tomorrow morning at 11?

Ok. I'll be here.

Great, Tony! We'll see you then.

ARTAS



## Scenario D

Shauna

We sure do! If you have time, I can introduce you to our Trans-services coordinators. How does that sound?



What services do you have for Trans-women? Is there someone I can talk to about that?



Community Outreach Educators/YTG  
Women and LGBTQQ2SA Program  
Coordinators

T.R.A.C.Y.  
House



# Health Link Overview

- Health Link is part of the initial intake process for NEW appointments (i.e. mobile unit, external referrals, walk-ins).
- Health Link is also for those who have discontinued care.
- Health Link does not apply to our pre-existing clients.

# In a nut shell



Health Link is

## Linkage to Care

- ARTAS
- RW Medical Case Management
- MCWP (Project HOPE)
- Wellness Center
- Prevention Services

# In a nut shell



Navigation Services are

**Linkage to support services (including, but not limited to, the services listed)**

- Substance Use Counseling (Get REAL)
- Mental Health
- Family planning services, RW medical case management, Project HOPE, housing assistance, legal services, food pantry access

# Health Link Overview

- QUESTIONS
- FEEDBACK