

UNDETECTABLES



How It All Began

- **Since 1990, Housing Works has provided comprehensive services to the most marginalized people living with HIV**
- **Our clients face barriers to HIV medication adherence: homelessness, mental/behavioral health issues, substance use, stigma, poverty**
- **We launched The Undetectables in March 2014 to address this issue**

The Goals

- 1) Help each HIV positive client reduce HIV viral load to an undetectable level and maintain durable viral suppression**
- 2) Internalize and celebrate the heroic actions of clients through sustained program advocacy**
- 3) Create an agency-wide culture around ending the AIDS epidemic**

What Happened?

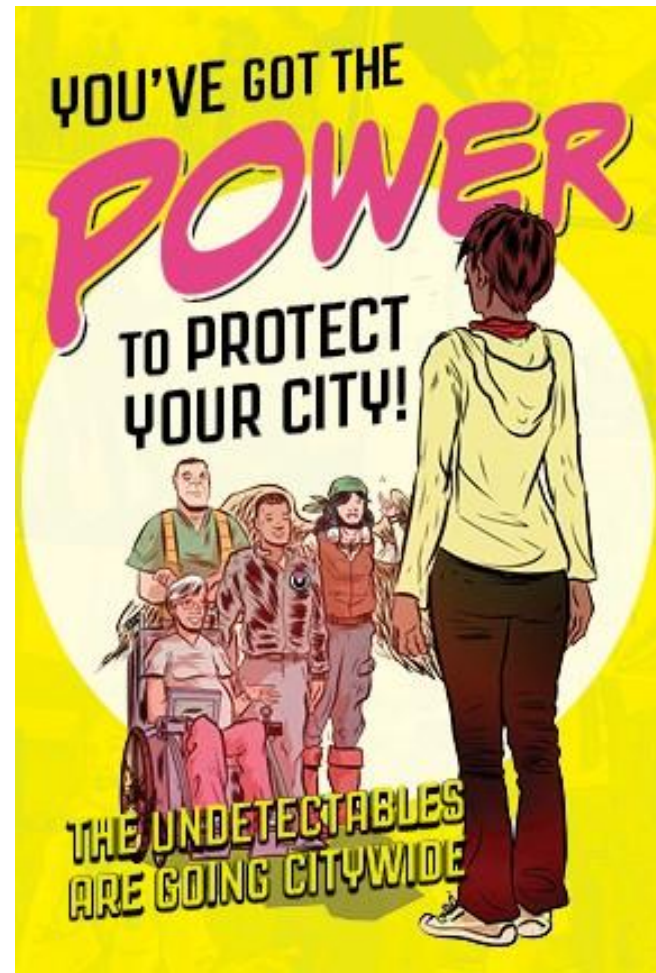
It worked!

- We thought we were on top of viral suppression, but our rates went **even higher by double digits.**
- We thought we were practicing integrated health care, but we discovered a **truly integrated model.**

Current UND Partners

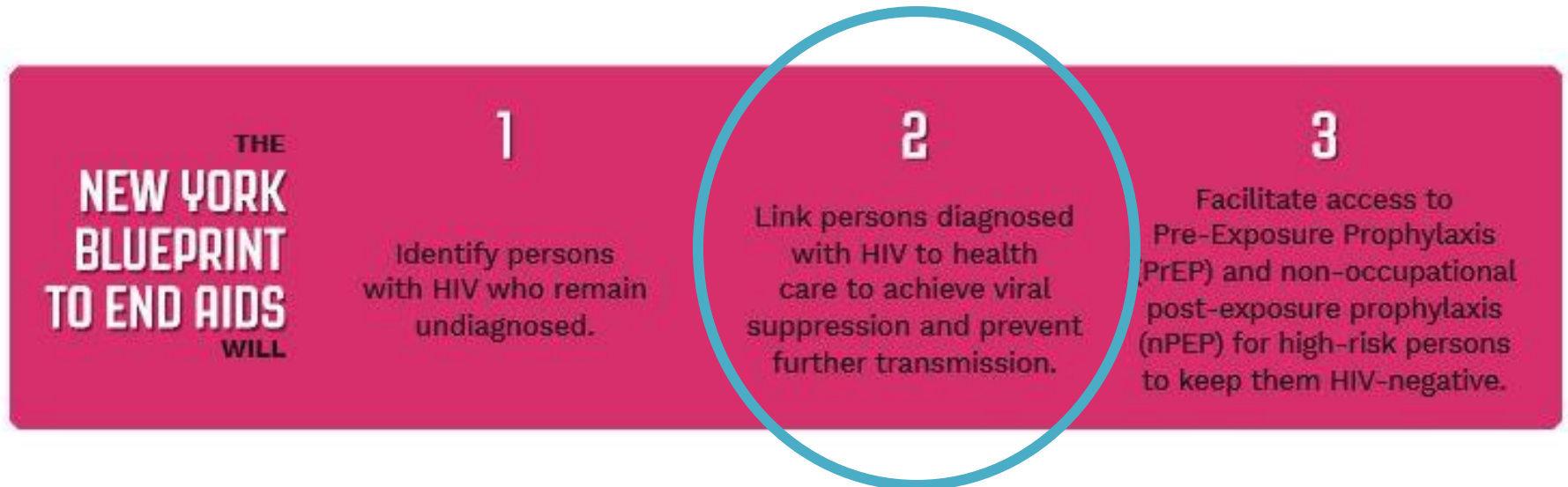
NYC DOHMH

- The Alliance for Positive Change
- Wyckoff Heights Medical Center
- Callen-Lorde Community Health Center
- Project Hospitality
- St. Barnabas Hospital
- Voces Latinas
- Morris Heights Health Center
- Montefiore Health Center
- GMHC



Ending the Epidemic

How? By reducing new HIV infections to 750 by the end of 2020.

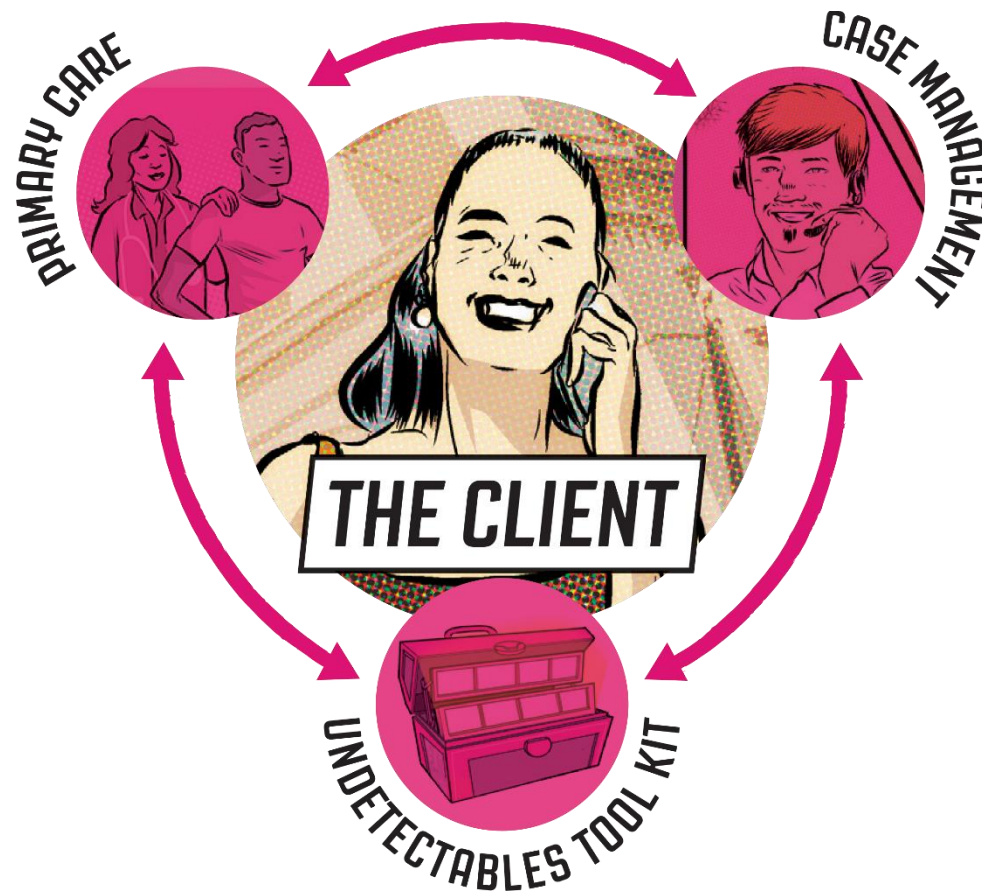


The Undetectables is one key to promoting viral suppression and ending the AIDS epidemic!

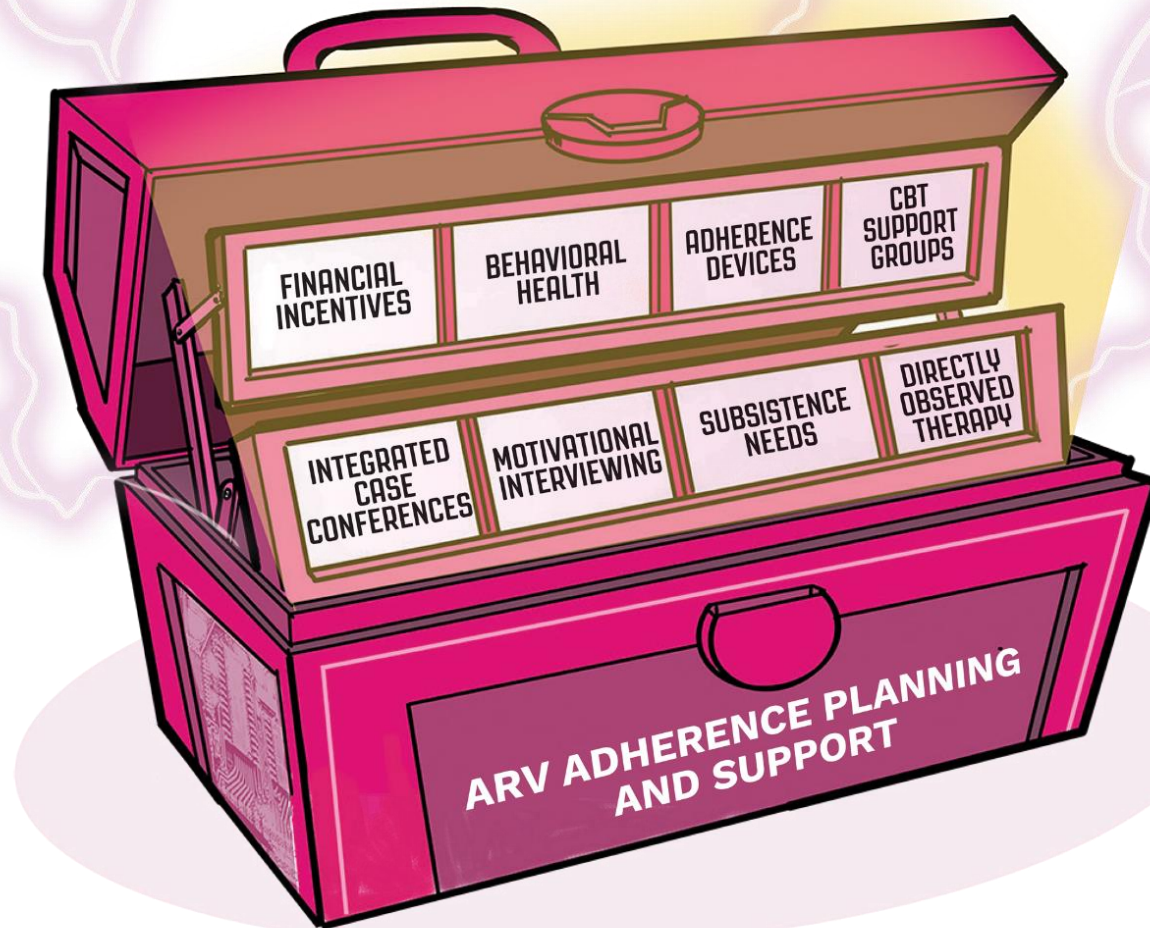
THE INTERVENTION

UNDETECTABLES

What Is The Undetectables?



Inside the Tool Kit



Using the Tool Kit

- Enrolled clients are encouraged to participate in the tool kit interventions that best match their need for adherence support.
- Interventions are determined in the first medical case conference after enrollment and may involve the client, provider, and case manager.
- The medical case conference addresses the client's strengths as well as the barriers to attaining or maintain undetectable viral load.
- Clients may switch interventions as needed and do not need to participate in all cascade interventions.

Financial Incentives

- **Clients may receive up to \$400 annually (a \$100 gift card per quarter) for achieving or maintaining viral load ≤ 200 copies/ml.**
- **Clients have blood drawn at clinically appropriate intervals (determined by providers).**
- **The viral reports need to be actual lab reports reviewed by the primary care provider or nurse.**
- **New lab work is required each quarter in order to receive the financial incentive.**

Shifting Organizational Culture

- Agency-wide buy-in has been essential:
 - Support from the President/CEO on down through the senior staff
 - Program outcomes evaluated at a high level
- Trainings held throughout the organization:
 - Frontline staff (in-person)
 - Supportive staff (in-person and online)
 - Clients (in-person and online)
- Building momentum:
 - Launch events
 - Rallies

The message? Ending AIDS means we are all in this together!

Social Marketing

Entice

Inform

Empower

Adhere



Posters



Case
Managers



Comic
Book



Additional
Materials

www.LiveUndetectable.org



LOCATIONS THAT OFFER THE UNDETECTABLES



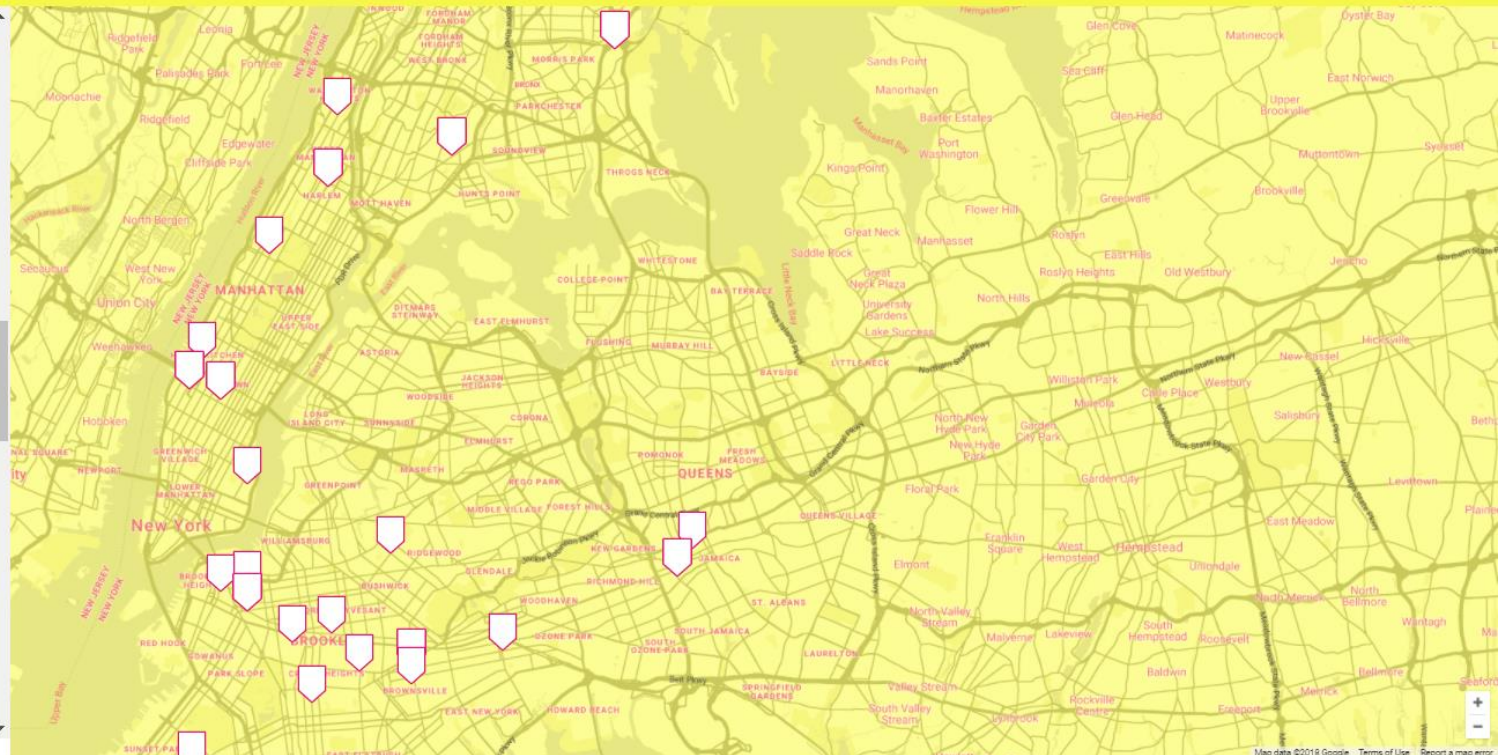
The Undetectables program is being offered all over New York City! Use the easy map below to find a location near you.

COMMUNITY HEALTHCARE NETWORK
Caribbean House Health Center
 1167 Nostrand Ave
 Brooklyn, NY 11225
 (718)-778-0198

COMMUNITY HEALTHCARE NETWORK
Family Health Center
 90-04 161st St
 Queens, NY 11432
 (718)-523-2123

HARLEM UNITED
The Nest Community Health Center
 169 W 133rd St
 New York, NY 10030
 (646)-762-4950

HOUSING WORKS
Downtown Brooklyn Health Center
 57 Willoughby St
 Brooklyn, NY 11201
 (347)-473-7400



Featuring all Undetectables programs

UNDETECTABLES **AND YOU!**

UNDETECTABLES

Who Is Eligible?

- ✓ Living with HIV
- ✓ Housing Works is primary care provider
- ✓ Enrolled in at least 1 case management program at Housing Works
- ✓ Taking (or willing to start) HIV treatment
- ✓ NOT enrolled in another UND program, or Amida Care's Live Your Life Undetectable (LYLU) program



ELIGIBLE

Live Your Life Undetectable (LYLU)

- Amida Care's version of UND
- Similar incentive scheme, clients can receive up to \$400/year
 - Clients are given a Visa debit card that is loaded with \$100 every quarter
- Clients need to call Amida Care member services to enroll
 - (1-800-556-0689)
- Clients do not need traditional case management like in UND

If LYLU client receives a suppressed VL lab during...	The LYLU client should expect to receive their incentive in...
Q1: January – March 2021	April 2021
Q2: April – June 2021	July 2021
Q3: July – September 2021	October 2021
Q4: October – December 2021	January 2022

Enrollment

- **Enroll client into “Undetectables” under the Programs tab**
 - **Enrollment/Consent Form**
 - **1st case conference (within 30 days)**
-
- **Baseline viral load**

eICare

eCW

When Are Integrated Case Conferences (ICC) Needed?

Within 30 days of UND enrollment

Monthly if unsuppressed (over 200 copies/ml) until suppression is achieved*

* This is Housing Works Policy for all HIV-positive clients regardless of UND enrollment!

UND incentive distribution

1. Provider informs clinic operations that patient is eligible for card
2. Clinic ops look at eCare to see if the patient is in UND or UND-L
3. If in UND or UND-L, patient signs the receipt and log and is given card
4. Document card number as TEL on eCW
5. Document card number on eCare under the gift cards section of client details tab
6. Scan UND card log with signatures monthly and upload to SharePoint link

UND incentive distribution

If a client's undetectable labs are verified on eCW and they are actively enrolled on eICare in UND or UND-L:

	99877	Hull Street		07/07/2022					Ishmael Mohamed	07/07/2022
	100014	TEST- HOUSING		07/12/2022					Ishmael Mohamed	07/12/2022
	98860	Undetectables	Sabrina Ramos	04/27/2022					Greg Wersching	04/27/2022
	59565	Tobacco Reduction		10/30/2018		10/31/2018	Administrative Closed		Greg Wersching	10/30/2018
	84613	Primary Care - DBHC		02/12/2020					Greg Wersching	02/12/2020
		Cylar House					Client Defined			

OR

	99837	UND Legacy		07/07/2022				Enrolled		Laura Murphy	07/07/2022
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1 25 items per page 1 - 6 of 6 items

UND incentive distribution

Document the client receiving the gift card on eCW, eICare, and have client sign paper receipt

The screenshot shows a 'Telephone Encounter' window in the eCW system. The header includes 'Telephone Encounter' and 'Acc No.'. The main area contains fields for 'Answered By' (Maxwell, Darrin), 'Date/Time*' (12/15/2021 04:06 PM), 'Facility*' (Cylar House Health C), 'Caller', 'Assigned To*' (Maxwell, Darrin), 'Pharmacy' (Faith Pharmacy-), 'Reason' (UND Card), 'Provider*' (Swido, Anne), and a red 'Addressed' status. There are checkboxes for 'High Priority' and 'Perform Eligibility Check'. Below this are tabs for 'Messages', 'Rx', 'Labs/DI', 'Notes', 'Addendum', 'Log History', and 'Virtual Visit'. The 'Messages' section shows a message with ID '3804'. The 'Action Taken' section shows 'Maxwell, Darrin 12/15/2021 04:06:50 PM EST >'. At the bottom are buttons for 'Print Script', 'Send Rx', 'Print Report', 'Progress Note', 'Document', and 'Close'.

Print Name: _____

Signature: _____

Date: _____

Witness Print Name: _____

Witness Signature: _____

Date: _____

Card Number: _____

3/16/2022

Joyana Freyada

3/16/2022

4853-9800- 4086

Disenrollment

1. Client decides to leave the program
2. Client misses 6 months of labs
3. Client chooses to switch to Amida Care's Live Your Life Undetectable (LYLU) program
4. Client is no longer enrolled in case management program within the hierarchy



Clients can re-enroll at any time!

UND Hierarchy:

1. Housing
2. ADHC
3. Retention and Adherence
4. Be In To Health (BiTH)
5. Health Home
6. CONNECT
7. Justice Initiatives
8. Youth and Prevention
9. Harm Reduction

UND Legacy (UND-L) Program

To acknowledge long-time UND PC MCM clients who have been durably suppressed, the UND-L program would allow them to continue to receive incentives. Requirements:

- Would not require case management
- Pick up gift cards in clinic for each suppressed lab (up to \$400/year)
- If client becomes detectable, they will receive a follow-up HIV lab to ensure it wasn't a blip (approx. 2 weeks)
- After two detectable labs, client is disenrolled and outreached to enroll into case management and regular UND
- Once removed from UND-L clients can't rejoin UND-L

As of Dec. 2023, there are **232 clients** in UND-L.

Who Does What?



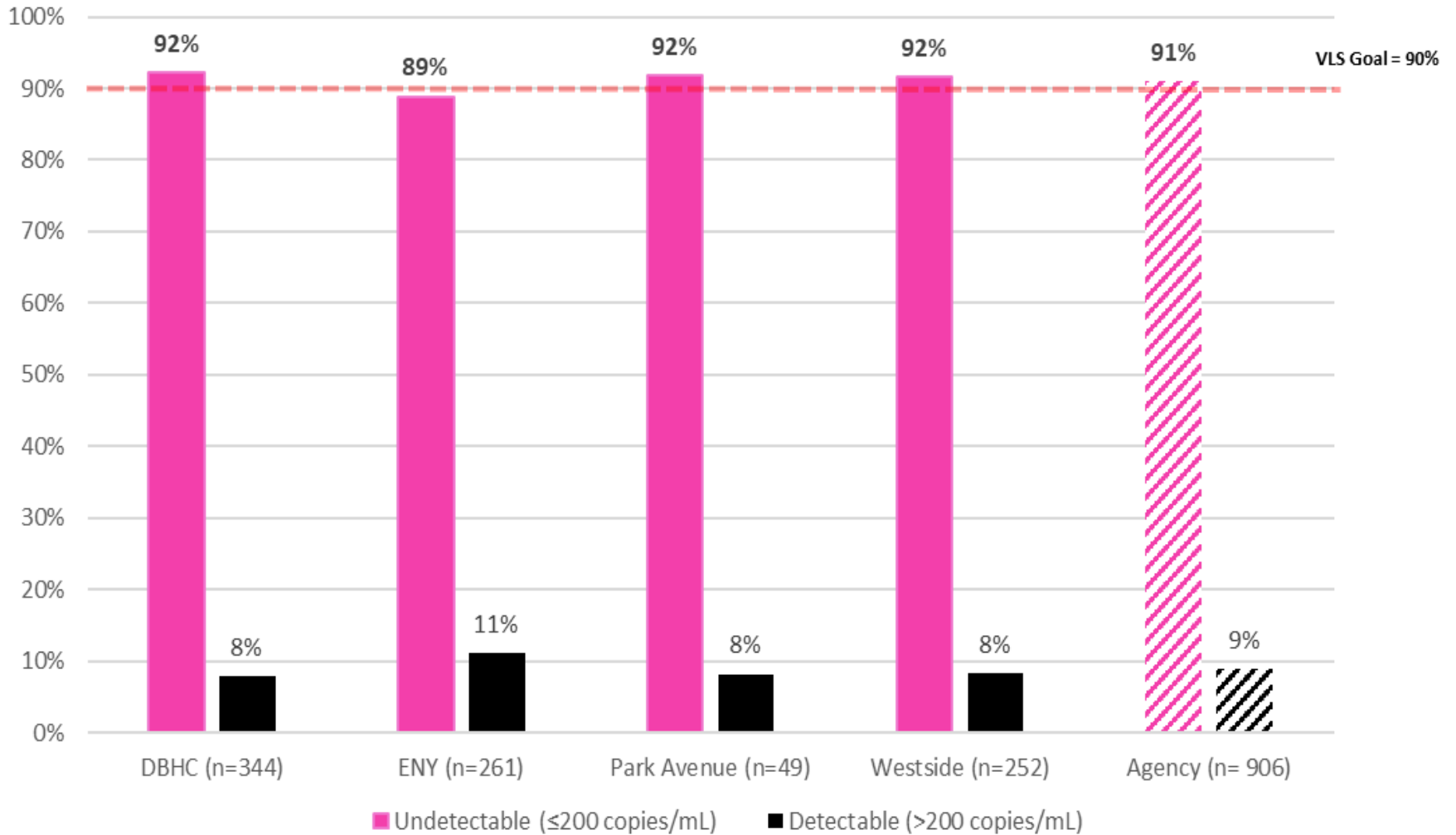
Role	Responsibility
Primary Care Providers	<ul style="list-style-type: none">• Identify potential candidates and refer to case management for UND enrollment• If not in case management, refer to Clinic Operations who will refer to case management
Case Management	<ul style="list-style-type: none">• Identify potential candidates and complete UND enrollment• Attend ICCs as appropriate and provide additional client support
Clinic Operations	<ul style="list-style-type: none">• Identify potential candidates and refer to case management for UND enrollment• Distributes incentives
Psych Providers, Psychotherapists, OASAS, OMH, Nursing, MAs	<ul style="list-style-type: none">• Identify potential candidates and refer to case management for UND enrollment• If not in case management, refer to Clinic Operations
Population Health	<ul style="list-style-type: none">• Send monthly updates on enrollment and viral load suppression rates by clinic and case management program

How Are We Doing?

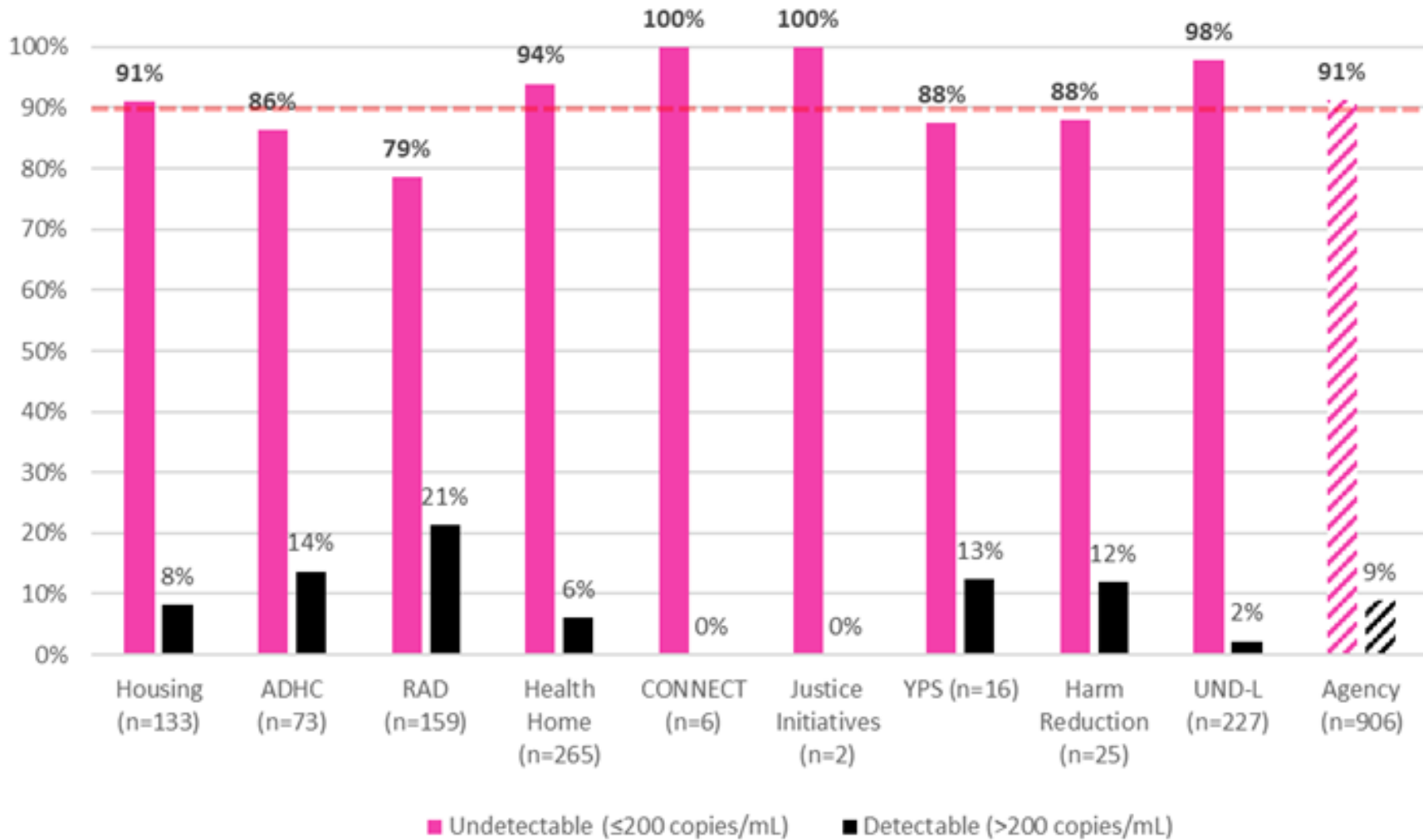
- **Monthly emails on UND VLS rates and outdated documentation**
 - Shared by Laura/Naomi or your supervisor
- **Providers**
 - Provider panels



Undetectables VLS Rate by Health Center (December 2023)



UND + UND-L VLS Rate by Case Management Program (December 2023)



What Are We Doing?

- Morning huddle
- Bi-monthly interdisciplinary team (IDT) meetings by clinic
- Department meetings
- Supervision
- Clinic quality meetings
- HIV Protocol (on the Intranet!)
- Providers: Peer review and case presentation during grand rounds



Closing

- **The Undetectables program contributes to New York's Plan to End AIDS by 2020**
- **Goal: Achieve and maintain viral suppression**
 - **≤ 200 copies/ml**
- **Becoming undetectable is a heroic effort that should be celebrated!**
- **Talk with your supervisor about department specific information**

www.LiveUndetectable.org



Questions?

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